

Refund Procedures
(EduTrust requirement: 4.3.2)

<u>Responsible</u>	<u>Procedures</u>
Student Care	1. Receive transfer/withdrawal request from students.
Student Care/ Academic Dept/ International Office	2. Provide counselling to students by Student Care / Academic Dept / International Office and return counselling form (F-REGDP-003) to Registrar Office.
Registrar Office	3. Seek parents' approval if students are below the age of 18.
Registrar Office	4. Obtain Management approval for the transfer/withdrawal request (F-REGDP-003).
Registrar Office	5. Reply to the request for transfer/withdrawal and inform Finance Dept.
Finance	6. If it is withdrawal for Cause, refund to students within 7 days a) entire amount of course fees b) miscellaneous fees. Refer to Refund Policy (B-REGDP-011).
Finance	7. If it is withdrawal without Cause, and the request is received within 7 days (Cooling-Off Period) after signing the Standard PEI-Student contract, refund to student within 7 days the Maximum Refund amount as stipulated in Refund Policy (B-REGDP-011).
Finance	8. If it is withdrawal without Cause, the request is received after 7 days after signing the Standard PEI-Student contract, but before the course commencement date, refund to student within 7 days the amount as stipulated in Refund Policy (B-REGDP-011).
Finance	9. If it is withdrawal without Cause, the request is received after 7 days after signing the Standard PEI-Student contract, and after the course commencement date, reject the refund request. Refer to Refund Policy (B-REGDP-011).
Finance / Registrar Office	10. Update the refund records.
Registrar Office	11. Update FPS service provider within 3 working days & inform ICA/CPE.

