

## Refund Procedure

### **Information notes on student refunds:**

1. All refund policy statements are detailed in the School's Refund Policy. All conditions must be satisfied before the School can proceed with the applications. The whole refund process should not take more than 7 working days (timeline to be monitored by the Student Services), from date of application to issuance of funds to the student.
2. Date of application will refer to the date that the School receives the duly executed Request for Refund Form with all supporting documents.
3. The refund policy can also be found on the following platforms:
  - School's Official Website
  - Student Handbook
  - Student Contract
4. Orientation Programme Materials - Student Orientation Slides and Orientation Acknowledgement Form
  - E-Notice Board
  - Agent Training Kit
5. Reasons for Refund are based on the following:
  - Refund due to Non-Delivery of Course
  - Refund due to Other Reasons
  - Refund during Cooling off period
  - Excess payments
  - Any other reasons approved by the School
6. Students who would like a refund, submits the Request for Refund Form with any supporting documentations required to Student Services for processing.
7. Student Service shall cancel the FPS (if needed), if any and determine the eligibility, payment breakdown and amount to be refunded to students.
8. Student Service shall prepare a Refund Sheet to Finance to do verification.
9. Afterwards, the verification and payment voucher are submitted to Managing Director for approval.
10. Managing Director returns the documents to Student Services to prepare Refund Letter / Email and Account Representative will prepare the Payment Voucher.

### **Communicate to Students on Computation of Refund Amount**

1. Upon payment is ready, Student Service will inform student for collection together with Refund Letter / Email.
2. During the collection of the refund, Student Service will communicate to the Student on the computation of the refund amount.
3. Subsequently, Student is to acknowledge on the Refund Letter / Email.