



## **Refund Policy and Procedure**

### **Refund Policy**

The school follows the terms and conditions for refunds as specified in CPE's standard student contract version 3.1. It is the school's policy that the time taken to process the refund meets Edutrust requirements and does not exceed 7 working days. The period of refund excludes the publicised school holiday periods when the school is closed and staff are away.

#### ***A. Refund for Withdrawal Due to Non-Delivery of Course***

The School will notify the Student within three (3) working days upon knowledge of any of the following:

1. It does not start off the Course on the Course Commencement Date;
2. It concludes the Course before the Course Commencement Date;
3. It does not complete the Course by the Course Completion Date;
4. It concludes the Course before the Course Completion Date;
5. It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A (of the contract) within any stipulated timeline set by CPE; or
6. The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

The Student should be informed in writing of alternative study arrangements (if any), and also be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid should the Student decide to withdraw, within seven (7) working days of the above notice. The period for refund excludes the publicised school holiday periods when the school is closed and staff are away.

#### ***B. Refund for Withdrawal Due to Other Reasons***

If the Student withdraws from the Course for any reason other than those stated in Clause 2.1 of the standard student contract version 3.1, the School will, within seven (7) working days of receiving the Student's written notice of withdrawal, refund to the Student an amount based on the table in Schedule D of that contract. The period for refund excludes the publicised school holiday periods when the school is closed, and staff are away.



The said Schedule D reads as follows:

% of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received:
60	more than 30 days before the Course Commencement Date
0	before, but not more than 30 days before the Course Commencement Date
0	after, but not more than 7 days after the Course Commencement Date
0	more than 7 days after the Course Commencement Date

### C. Cooling-Off Period

The PEI will provide the Student with a cooling-off period of seven (7) working days after the date that the Contract has been signed by both parties.

The Student will be refunded the highest percentage (stated in Schedule D) of the fees already paid if the Student submits a written notice of withdrawal to the PEI within the cooling-off period, regardless of whether the Student has started the course or not.

### D. Conditions for cancellation of course and Refund

The school reserves the right to cancel a course if the number of students is four or lesser, in which case, the refund policy above applies. The school will inform students of the cancellation of course not less than three (3) working days before the course commencement. In such a case, the application fee will also be refunded within seven (7) working days after the announcement of cancellation of course. The period for refund excludes the publicised school holiday periods when the school is closed, and staff are away.

### E. Non-Refundable Fees

The following are non-refundable

- a. Application Fee. However, in the circumstance where the school has decided not to commence a course, the application fee will be refunded within seven (7) working days after the student is notified, unless the student takes up alternative study arrangements with the school. The period for refund excludes the publicised school holiday periods when the school is closed, and staff are away.
- b. Miscellaneous Fees paid to the school. However, a refund will be made in a 'withdrawal for non-delivery course scenario due to the school's non-performance of its contractual obligations or if the student pass application is rejected by ICA.



- c. Third parties charges e.g. banker's guarantee, AEIS registration fee.
- d. d. No refund of any fee if the student has committed an offence and is expelled by the school after due process of investigation by a Disciplinary Committee set up by the Principal.

## **Refund Procedure**

### **A. Conditions**

The school's refund procedure covers the following commonly transpiring situations when they are approved.

1. School's non-performance
2. ICA not approving the student pass
3. Student changes his/her mind during the 7 day cooling off period
4. Student's withdrawal
5. Course deferment
6. Course Transfer

### **B. Procedures**

The procedure for student-initiated refund (due to Student's withdrawal /change of mind during 7-day cooling period, etc) is as follows:

1. The student fills-up and submits the Withdrawal Request Form to the school requesting a refund with the reasons.
2. The Office Manager processes this form.
3. Office Manager looks into the student's eligibility for a refund. She calculates the amount of refund and email to the student/parent/guardian showing the breakdown on the refund. The student/parent/guardian then acknowledges in email regarding the calculation of the refund.
4. Office Manager presents the case to CEO/COO for approval.
5. After the CEO/COO has approved, the Office Manager informs the insurance provider of the student's withdrawal by updating the relevant particulars in the insurer's website. The refund is made directly to the student. Where possible (e.g. refund in cash) the student signs an acknowledgement confirming the receipt of his money.



The procedure for a school-initiated refund (due to the school not performing / ICA not approving the student pass, etc) is as follows:

1. The Principal / Management Team decide not to run the course.
2. Upon confirmation that the course will not run or that the student pass application has not been successful, Office Manager calculates the amount of refund due to the students and obtains approval from CEO/COO to give the refund.
3. Office Manager informs the insurance provider of the student's change of status by updating the relevant particulars in the insurer's website. Where possible (e.g. refund in cash) the student signs an acknowledgement confirming the receipt of his money.

