



since 1993

POLICY MANUAL

REFUND POLICY

1. REFUND POLICY AND PROCEDURE

1.1 REFUND POLICY

Policy Statement

- a) The School's Management Team shall ensure a fair and reasonable refund policy is detailed for any payments made.
- b) Time taken to process all refund requests will be done within 7 working days.
- c) The School adopts the Refund Policy as per the Standard Student Contract as set out by CPE. This Policy will act as a framework in guiding the implementation of detailed refund processes and procedures in the following areas:
 - Refund for Withdrawal Due to Non-Delivery of Course
 - Refund for Withdrawal Due to Other Reasons
 - Cooling off Period
- d) School Refund Policy as per clauses in the Standard Student Contract:

Refund for Withdrawal Due to Non-Delivery of Course:

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

- (i) It does not commence the Course on the Course Commencement Date;
- (ii) It terminates the Course before the Course Commencement Date;
- (iii) It does not complete the Course by the Course Completion Date;
- (iv) It terminates the Course before the Course Completion Date;
- (v) 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 standard student contract within any stipulated timeline set by CPE; or
- (vi) The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).



% of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received:
[75%]	More than [30] days before the Course Commencement Date
[60%]	Before, but not more than [30] days before the Course Commencement Date
[40%]	After, but not more than [7] days after the Course Commencement Date
[0%]	More than [7] days after the Course Commencement Date

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

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, the PEI 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 the standard student contract.

Refund during 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 Standard Student Contract) 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.

Refund Table:

Third party charges (e.g. ICA student pass application fee, NYAC application fee, bank charges, etc)

e) Non-Refundable Fees:

The following are non-refundable

- Application Fee. However, in the circumstance where NYAC 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 NYAC.
- Miscellaneous Fees paid to NYAC. However, a refund will be made for the scenarios in a 'Refund for Withdrawal Due to Non-Delivery of Course' above.
- Third party charges e.g. Bank charge, AEIS registration fee, ICA Student Pass application fee and Issuing Fee.
- No refund of any fee if the student has committed an offence and is expelled by NYAC after due process of investigation by a Disciplinary Committee set up by the principal.

Notes:

Conditions where a course may be cancelled:

- a) The intake does not meet a minimum enrolment of 2 students.
- b) The teacher is suddenly hospitalized and a relief teacher is not available.

2.2. REFUND PROCEDURE

The student submits FORM-022 Withdrawal Request Form or gives a written letter to NYAC requesting a refund with the reasons.

The counter staff give this letter to the Admin Manager for processing.

Admin Manager looks into the student's eligibility for a refund. She calculates the amount of refund and talks to the student showing the breakdown of the refund. The student then signs an acknowledgement form Admin Manager presents the case to Academic Director/CEO for approval.

- After Academic Director has approved, Admin Manager will make refund to the students. The refund payment mode will be either by cash, cheque or bank telegraphic transfer.
- If the student is on the insurance scheme, Admin Manager informs the insurance company of the student's withdrawal and refunds the money directly to students. Where possible (e.g. refunds in cash) the student signs an acknowledgement form confirming receipt of his money.