



**Edvantage
Institute**
(Singapore)

APSR MANUAL

TITLE

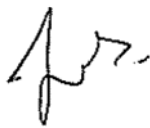

Refund

RV6-C4.3.1

1. Revision History

Version Number	Description of Revision	Effective Date
00	Initial Release	01 September 2017
01	1. Added point 7.2	15 January 2018
02	1. Changed manual template – conversion of Operation Manual and process into full flowchart system. 2. Removed documents - Student Contract, List of Refund/Withdrawal/Defer/Transfer, Petty Cash Payment Voucher, Refund Settlement Letter and IPRAA Report.	01 August 2018
03	1. Removed “General Information” (above section 1) 2. Removed Date column from Document Signatory List 3. Added process review box 4. Added document boxes 5. Added note “complete within 7 days” 6. Added process on “Administrator / Administrative Manager to acknowledge receipt of request” 7. Replace “Notification for Refund Settlement” with “Refund Settlement Letter” 8. Replaced process “Administrative Manager to issue Notification of Refund Rejection” with “Administrative Manager to update status of the refund in Student Request Form”	01 October 2018
04	1. Updated the process on issuing Refund Settlement Letter and Payment Voucher. 2. Added process on List of Refunds to be updated within 3 days after processing	14 December 2018
05	1. Combined the Policy and Operation Manuals for Criterion 4.3.1 2. Revamped manual format from flowchart to write up to provide more clarity in processes	07 September 2020
06	1. Amended Approved By Name and Designation 2. Amended Point 4 Review of Refund Policy and Procedure for Continual Improvement in Approach and Process Section to ensure review is conducted once a year 3. Revised the systems and review table to include targets	28 March 2022

2. Document Signatory List

Responsibility	Name	Title	Signature
Prepared by	Puay Pek Chyi (Josselyn)	Administrative Manager	
Approved by	Marhaini A. Hamid	Chairman of PMER Committee	

APPROACH

1. Refund Policy

- a) The School's refund policy and procedure are available to all students, including prospective ones, on the following platforms:
 - School's website
 - Student handbook
 - Official receipt
 - Student contract
 - Orientation programme materials
- b) The School shall ensure a fair and reasonable refund policy is detailed for all students.
- c) The maximum processing time from the student's withdrawal / refund request to the issuance of the refund shall not exceed more than 7 working days.
- d) 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
- e) Refund for Withdrawal Due to Non-Delivery of Course:

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

 - It does not commence the Course on the Course Commencement Date;
 - It terminates the Course before the Course Commencement Date;
 - It does not complete the Course by the Course Completion Date;
 - It terminates the Course before the Course Completion Date;
 - 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
 - The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).
- f) 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 7 working days of the above notice.
- g) 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 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.

h) Refund during Cooling-off Period:

- The PEI will provide the Student with a cooling-off period of 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.

i) Schedule D - Refund Table:

% 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
[50%]	[14-30] days before the Course Commencement Date
[0%]	Less than [14] days before Course Commencement Date
[0%]	After Course Commencement Date

j) Should a course be cancelled due to, but not limited to the conditions below, the School will decide on the status of the fees paid with the students' interest in mind. Conditions where a course may be cancelled:

- The intake does not meet a minimum enrolment of XX students.
- The teacher is suddenly hospitalised and a substitute teacher cannot be found.

k) Non-Refundable Fees: -

- Application Fees
- Miscellaneous Fees
- Course Material Fee
- Medical Insurance Fee

Notes:

Conditions where a course may be cancelled:

- 1) The intake does not meet a minimum enrolment of 4 students
- 2) The teacher is suddenly hospitalized and a substitute teacher cannot be found
- 3) The acts of God, force majeure, strikes, war, riot and any other causes of such nature.

2. Communicate to Students on Computation of Refund Amount

- a. The School will communicate to students on the computation of the refund amount.

3. Maintain Up-to-Date and Accurate Refund Records

- a. The School is to maintain a master list of refunds records which is to be updated after processing of the refund.

4. Review of Refund Policy and Procedure for Continual Improvement

- a. This policy and procedure will be reviewed on an annual basis for continual improvement by the QA Department through the Internal Process Review, Audit and Assessment ("IPRAA") and reviewed by the respective Process Owners through the Internal Review Report.

PROCESS

Write-up: Process Steps & Details	Documentation / (Responsibility)
<p>1. Refund Procedure</p> <p>Information notes on student refunds:</p> <p>(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 Administrative Manager), from date of application to issuance of funds to the student.</p> <p>(2) Date of application will refer to the date that the School receives the duly executed Student Request Form with all supporting documents.</p> <p>(3) The refund policy can also be found on the following platforms: -</p> <ul style="list-style-type: none"> • School's website • Student handbook • Official Receipt • Student Contract • Orientation Programme Materials <p>(4) Reasons for Refund are based on the following: -</p> <ul style="list-style-type: none"> • Refund due to Non-Delivery of Course • Refund during Cooling off period • Excess payments • Any other reasons approved by the School <p>1.1 Students who would like a refund, submit the Student Request Form to the Administrative Manager for processing.</p> <p>1.2 Any supporting documentations that are required to process the refund must be submitted along with the Student Request Form.</p> <p>1.3 Reasons for refund must also be clearly documented in the Student Request Form.</p> <p>1.4 The Administrative Manager is to acknowledge the receipt of the refund request by signing on the form. This is to be done within 2 working days from the date of application.</p>	<p>Student Request Form (Administrative Manager)</p> <p>School's Official Website / Student Handbook / Official Receipt / Orientation Programme Materials (Administrative Manager)</p> <p>Student Request Form (Administrative Manager)</p> <p>Student Contract (Administrative Manager)</p>

<p>1.5 After which, the Administrative Manager is to refer to the student's student contract to establish if a refund is to be made to the student.</p> <p>1.6 The Administrative Manager is to work out the refund amount (if any) based on the refund policy stated in the student contract. This amount is to be indicated on the student request form.</p> <p>1.7 Upon establishing the refund amount, the Administrative Manager is to seek the approval of a member of the Management Team before the refund amount can be issued.</p> <p>1.8 The Management approval will be documented in the student request form.</p> <p>1.9 All refund amounts will strictly adhere to the refund policy as stated in the student contract unless otherwise decided by the school's management.</p> <p>1.10 Upon the approval by the Management Team, the Administrative Manager is to issue the refund amount through the student's preferred refund option.</p>	
<p>2. Communicate to Students on the Computation of the Refund Amount</p> <p>2.1 The Administrative Manager is to communicate to the student on the computation of the refund amount.</p> <p>2.2 Subsequently, the student is to acknowledge the receipt of the refund amount and the explanation of the computation on the student request form.</p>	<p>Student Request Form (Administrative Manager)</p>
<p>3. Maintain Up-to-Date and Accurate Refund Records</p> <p>3.1 After processing of the refund, the Administrative Manager is to update the master list of refund. This is to be done within 3 working days from the approval by the Management Team.</p>	<p>Master List of Refund (Administrative Manager)</p>
<p>4. Review of Refund Policy and Procedure for Continual Improvement</p> <p>4.1 This policy and procedure will be reviewed on an annual basis for continual improvement by the QA Department through the Internal Process Review, Audit and Assessment ("IPRAA") and reviewed by the respective Process Owners through the Internal Review Report.</p>	<p>Internal Review Form / IPRAA Report (QA Department)</p>

SYSTEMS & REVIEW

<u>S/N</u>	<u>Outcome</u>	<u>Target</u>
1	% of refund requests refunded to students within 7 working days.	100%