

**Edvantage  
Institute**  
(Singapore)

# APSR MANUAL

**TITLE**

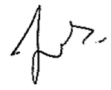

**Refund**

C4.4.1

## 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	3. Removed “General Information” (above section 1) 4. Removed Date column from Document Signatory List 5. Added process review box. 6. Added document boxes 7. Added note “complete within 7 days” 8. Added process on “Administrator / Administrative Manager to acknowledge receipt of request” 9. Replace “Notification for Refund Settlement” with “Refund Settlement Letter” 10. 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. Combined the Policy and Operation Manuals for Criterion 3.1.1 2. Revamped manual format from flowchart to write up to provide more clarity in processes	14 December 2018
05	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	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
07	1. Revamped Manual to align to Guidance Document 4 Requirements 2. Changed Criterion Number from 4.3.1 to 4.4.1 3. Revamped refund policy to better align to the refund policy as set out in the standard student contract 4. Amended review section in both approach and process sections 5. Amended systems and review to refer to internal review report 6. Amended the Formatting of Process Section 7. amended (4) under process section information notes 8. Added Point 1.a., 1.e., 1.f., 1.h., and 1.f. in the Process Section 9. Added “...through email or letter.” at the end of Point 2.a. in the Process Section	31 May 2023

## 2. Document Signatory List

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

## APPROACH

### 1 Communication of refund policy and procedures

- 1.1. The refund policies and procedures will be made available to students through the Student Handbook and communicated to the students during the orientation programmes.
- 1.2. In addition, this will also be communicated to prospective students through the pre-course counselling.

### 2 REFUND POLICY

- 2.1 The school shall have a fair and reasonable refund policy for any payments made.
- 2.2 Maximum processing time of not more than 7 working days from the student's withdrawal/refund request for the issuing of refund.
- 2.3 The school adopts the Refund Policy as per Clause 2 of the 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

#### **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:

- 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 Organization stated in Schedule A within any stipulated timeline set by CPE; or
- 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.

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

If the Student withdraws from the Course for any reason other than those stated under the Refund for Withdrawal Due to Non-Delivery of Course (reflected in Clause 2.1 of the Standard Student

Contract), 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 following refund table (reflected in Schedule D of the Standard Student Contract):

% 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

#### **Refund During Cooling-Off Period**

The school 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 the relevant refund table) of the fees already paid if the Student submits a written notice of withdrawal to the school within the cooling-off period, regardless of whether the Student has started the course or not.

#### **Non-Refundable Fees: -**

- i. Application Fees
- ii. Course Material Fee
- iii. Medical Insurance Fee

#### **Notes:**

Conditions where a course may be cancelled:

- 1) The intake does not meet an agreed minimum enrolment of students
- 2) Due to any unforeseen circumstances and the course is not able to run (e.g. The teacher is suddenly hospitalized and a substitute teacher cannot be found.)

**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. The Process Owners will review their policies and processes at least once a year as part of the internal review through the Internal Review Report.

## PROCESS

### 1. 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 Administrative Manager), 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 Student Request Form with all supporting documents.
- (3) The refund policy can also be found and updated (in the event of any changes) on the following platforms: -
  - School's Website
  - Student Handbook
  - Official Receipt
  - Student Contract
  - Orientation Programme Materials
- (4) Reason for Refund are based on the following: -
  - Refund for Withdrawal Due to Non-Delivery of Course
  - Refund for Withdrawal Due to Other Reasons
  - Refund during Cooling-off Period
  - Excess Payments
  - Any other reasons approved by the School
  - a. For communication of the Policy and Procedure to prospective students and students, reference should be made to Pre-Course Counselling, Selection & Admission Manual for the conduct of Pre-Course Counselling Sessions and Orientation Programme.
  - b. Students who would like a refund, submit the Student Request Form to the Administrative Manager for processing.
  - c. Any supporting documentations that are required to process the refund must be submitted along with the Student Request Form.

- d. Reasons for refund must also be clearly documented in the Student Request Form.
- e. The Administrative Manager is to meet with the student to find out further the student's intention of the request within 3 working days. This would be part of the processing of student request and details would need to be documented in the Student Request Form.
- f. The Administrative Manager would need to approve or acknowledge all requests in the Student Request Form.
- g. 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.
- h. For students under the age of 18, the parent / legal guardian's written consent must be obtained. Written consent may be obtained through signing the Student Request Form, or a separate email or letter correspondence would suffice.
- i. 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.
- j. 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.
- k. 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.
- l. The Management approval will be documented in the student request form.
- m. All refund amounts will strictly adhere to the refund policy as stated in the student contract unless otherwise decided by the school's management.
- n. Upon the acknowledgement by the Management Team, Administrative Department would need to notify students in writing of the outcome.
- o. Upon the approval by the Management Team, the Administrative Manager is to issue the refund amount through the student's preferred refund option.

**2. Communicate to Students on the Computation of the Refund Amount**

- a. The Administrative Manager is to communicate to the student on the computation of the refund amount through email or letter.
- b. Subsequently, the student is to acknowledge the receipt of the refund amount and the explanation of the computation on the student request form.



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

- a. 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.

**4. Review of Refund Policy and Procedure for Continual Improvement**

- a. The Process Owners will review their policies and processes at least once a year as part of the internal review through the Internal Review Report.

**SYSTEMS & REVIEW**

Refer to internal review report.