

Refund Procedures

Responsible	Procedures
International Student Care / Registrar Office	1. Receive written request for Refund from Parents / Guardian OR Student **Above 18 years old – Request can be submitted by Student **Below 18 years old – Request must be submitted by Parents / Guardian
Academic Dept / International Student Care / International Office	2. Contact Parents / Guardian and Student for counselling and to return completed Counselling Form (F-REGDP-003) and a copy of the Performances Report to Registrar office
Registrar Office	3. Obtain Management approval on the completed Counselling Form (F-REGDP-003) for the Refund request
Registrar Office	4. Reply to the Refund request within 7 working days, from date of receiving request from Parents / Guardian OR Student
Finance Department	5. If it is for Withdrawal Due to Non-Delivery of Course , refund to students within 7 working days, from date of receiving request from Parents / Guardian OR Student a) entire amount of course fees b) miscellaneous fees. Refer to Refund Policy (B-REGDP-011).
Finance Department	6. If it is for Withdrawal Due to Other Reasons , and the request is received within 7 working days (Cooling-Off Period) after signing the Standard PEI-Student contract, refund to student within 7 working days, from date of receiving request from Parents / Guardian OR Student, the Maximum Refund amount as stipulated in Refund Policy – (B-REGDP-011) – Schedule D
Finance Department	7. If it is for Withdrawal Due to Other Reasons , the request is received after 7 working days after signing the Standard PEI-Student contract, but before the course commencement date, refund to student within 7 working days, from date of receiving request from Parents / Guardian OR Student, the amount as stipulated in Refund Policy (B-REGDP-011) – Schedule D
Finance Department	8. If it is for Withdrawal Due to Other Reasons , the request is received after 7 working days after signing the Standard PEI-Student contract, and after the course commencement date, reject the refund request. Refer to Refund Policy (B-REGDP-011) – Schedule D
Finance Department	9. Refund for excess payment, a notice will be send to the student within 7 working days, from the date of receiving the excess amount to inform the student to collect the refund 10. Finance to prepare the payment voucher within 7 working days, from the date of receiving the excess amount
Finance Department / Registrar Office	11. Update the refund record
Registrar Office	12. Update FPS service provider within 3 working days & inform ICA / CPE.

