

## Refund policy

### **Refund for withdrawal due to non-delivery of course:**

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

1. It does not commence the programme on the programme commencement date;
2. It terminates the programme before the programme commencement date;
3. It does not complete the programme by the programme completion date;
4. It terminates the programme before the programme completion date;
5. It has not ensured that the student meets the course entry or matriculation requirement as set by the organisation within any stipulated timeline set by College; 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 programme 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 programme for any reason other than those stated above, the College 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 the refund table.

### **Refund during cooling-off period:**

The College will provide the student with a cooling-off period of seven (7) working days after the date that the agreement has been signed by both parties. The student will be refunded the highest percentage (stated in refund table) of the fees already paid if the student submits a written notice of withdrawal to the College within the cooling-off period, regardless of whether the student has started the course or not.

### **Refund Table**

If student's written notice of withdrawal is received	% of the aggregate amount of the fees paid
Up to 14 days after programme commencement date	85%
More than 14 days after the programme commencement date	0%