



ST. JOSEPH'S INSTITUTION INTERNATIONAL ELEMENTARY SCHOOL

Student Refund

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
 - Standard Student Contract
 - Pre-Course Counselling Checklist on Application Page
- 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**, provided that parents provide the correct bank details to the School on time.
- 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 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 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 seven (7) working days** of the above notice, provided that parents provide the correct bank details to the School on time.

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 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, provided that parents provide the correct bank details to the School on time.

h) 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.

i) Schedule D - Refund Table:

% of [the amount of fees paid under Schedules B]	If Student's written notice of withdrawal is received:
[100%]	Within the 7 working days 'cooling off' period upon signing of the Contract, 100% of course fees will be refunded less any applicable bank and administration charges
[0%]	After the 7 working days 'cooling off' period

j) Non-Refundable Fees: -

- Application Fees
- Enrolment Fees
- Any other miscellaneous fees

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 refund policy and procedure would be reviewed on an **annual basis** using the platforms of Internal Reviews (carried out by process owners) and Internal Assessments (carried out by **QA Department**).
- b. Effectiveness of the refund policy and procedures is measured by percentage of refund cases processed within 7 working days.

PROCESS

Write-up: Process Steps & Details	Documentation / (Responsibility)
<p>1. Refund Procedure Information notes on student refunds:</p> <ol style="list-style-type: none"> i. 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 Finance Officer), from date of application to issuance of funds to the student, provided that parents provide the correct bank details to the School on time. ii. Date of application will refer to the date that the School receives the duly executed Withdrawal Form with all supporting documents. iii. The refund policy can also be found on the following platforms: - <ul style="list-style-type: none"> ● School’s website ● Standard Student Contract ● Pre-Course Counselling Checklist on Application Page iv. Reasons for Refund are based on the following: - <ul style="list-style-type: none"> ● Refund due to Non-Delivery of Course ● Refund due to Other Reasons ● Refund during Cooling off period ● Excess payments ● Any other reasons approved by the School <p>1.1 Upon processing the parent’s withdrawal request for their child (Refer to C4.4.1 Course Transfer Withdrawal and Deferment), the Admissions Department is to refer to the student’s standard Student Contract to establish if a refund is to be made to the student.</p> <p>1.2 The Admissions Department is to work out the refund amount based on the refund policy stated in the student contract. This amount is to be indicated on the Refund Request Form. The Admissions Manager is to indicate approval of the refund request and amount on the form.</p> <p>1.3 Upon approval of the refund request and amount by the Admissions Manager/Director of Admissions, the Refund Request Form, together with any supporting documentations that are required to process the refund will then be submitted to the Finance Department for processing.</p> <p>1.4 Reasons for refund must also be clearly documented in the Refund Request Form.</p>	<p>Withdrawal Form (Admissions Department)</p> <p>School’s Website / Standard Student Contract / Pre-Course Counselling Checklist on Application Page (Communications / Admissions Department)</p> <p>Student Contract (Admissions Department)</p>

<p>1.5 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>1.6 For refund of excess payment by parents, the Finance Officer will carry out the refund within 7 working days, provided that parents provide the correct bank details to the School on time.</p> <p>1.7 The Finance Officer is to contact the student's parent via email to request for their bank details to issue the refund.</p> <p>1.8 If the student's parent is to request for a refund, for reasons outside of the school's refund policy, they are required to submit a Board Appeal Form. The case for refund will be discussed by the school's Executive Leadership Team and presented to the Board of Governors for a final decision. Processing of successful refund appeals are to be carried out using the Refund Request Form, and the refund is to be processed within 7 working days from the Board of Governor's approval.</p>	<p>Board Appeal Form (Admissions Manager)</p>
<p>2. Communicate to parents on the computation of the refund amount</p> <p>2.1 When sending the Refund Request Form to parents of the student to request for their bank details to issue the refund, the Finance Officer is to communicate to the Parent on the computation of the refund amount.</p>	<p>Refund Request Form (Finance Officer)</p>
<p>3. Maintain up-to-date and accurate refund records</p> <p>3.1 After processing of the refund, the Finance Officer is to update the Refund Request Form and Master List of Refund. This is to be done within 3 working days from the reimbursement of refund to the student's parent.</p>	<p>Refund Request Form / Master List of Refund (Finance Officer)</p>
<p>4. Review of refund policy and procedure for continual improvement</p> <p>4.1 The refund policy and procedures would be reviewed through the following platforms: -</p> <ul style="list-style-type: none"> ● Internal review by respective process owners using the Internal Review Form ● Internal assessment by QA Department using the Internal Assessment Report <p>4.2 The evaluation of the effectiveness process would be based on the outcomes stated under the Systems and Review section of this manual.</p>	<p>Internal Review Form / Internal Assessment Report (QA Department)</p>

SYSTEMS & REVIEW

S/N	<u>SYSTEMS</u> (Desired outcomes for integrated processes)	<u>REVIEW</u> (Outcome indicators for evaluation of effectiveness of related Approach, Process and System)	Related processes that are integrated that leads to a desired outcome.
1	Ensure that all refunds are refunded within 7 working days from student's refund request date.	a. % of refund requests refunded to students within 7 working days.	<ul style="list-style-type: none">● Process for Refund● Process for Internal Assessment