

4.4.1.1001	Refund Policy Full-time Student
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Only the Tuition Fee is eligible for a refund. Enrollment, Reenrollment, Learning Support, English Language Learners Support, Facility, Administrative, Installment Program, and all other fees are due in full according to the timeline listed under the Payment Information section in SCHEDULE B.

Refunds of Tuition Fees are made according to the schedule below. Processing time for refund requests is 7 working days.

% of fee amount refunded under Schedule B	If the Early Withdrawal Notice is submitted after Acceptance Letter and	
	Semester 1 Tuition Fee	Semester 2 Tuition Fee
100% Refund	By 15 July 2025	By 30 November 2025
80% Refund	Between 16 July and the day prior to the 1st day of school	Between 1 December 2025 and the day prior to the 1st Day of 2nd Semester January
0% Refund	on or after 1st Day of semester 1	on or after 1st Day of Semester 2

The term “refund” (in the table above) refers to the amount due before the withdrawal notification deadline, regardless of whether ICS has received actual payment.

Students who miss the deadline for withdrawal who have unpaid balances will be invoiced according to the schedule above regardless of whether payment has already been made.

OTHER REFUND SITUATIONS AS STIPULATED IN THE CONTRACT

Refund for Withdrawal Due to Non-Delivery of Course:

ICS will notify the Student within three (3) business days upon knowledge of any of the following:

- (i) It does not commence the Course on the Course Commencement Date
- (ii) It terminates the Course before the Course Commencement Date
- (iii) It does not complete the Course by the Course Completion Date
- (iv) It terminates the Course before the Course Completion Date
- (v) It has not ensured that the Student meets the course entry or matriculation requirement as set by the organization stated in contract schedule A within any stipulated timeline set by CPE
- (vi) The Student’s Pass application is rejected by the Immigration and Checkpoints Authority

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 business 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 above (in Refund for Withdrawal Due to Non-Delivery of Course), ICS will, within 14 business days of receiving the Student’s written notice of withdrawal, refund to the Student an amount based on the refund table shown above.

Refund During Cooling-Off Period:

ICS will provide the Student with a cooling-off period of (7) business days after the date that the Contract has been signed by both parties. The Student will be refunded the highest percentage (in the table above) of the fees

already paid if the Student submits a written notice of withdrawal to ICS within the cooling-off period, regardless of whether the Student has started the course or not.

Rationale:

This policy forms an integral part of the Admissions and Enrollment Policies and Procedures for ICS and is in accordance with the ICS – Student Contract as approved by the Council for Private Education.

CHANGE HISTORY
Process Owner: Finance Officer
Approving Authority: Chief Operating Officer

Version	Description of Change	Effective Date	Location of Change Approval
1	Initial Release	14 Nov 2018	Admin meeting minute for 14 Nov 18
2	Change to refund fees based on semesters, not quarters	29 Jan 2019	Admin meeting min for 29 Jan 19
3	Updated new enrolment for current year	21 Apr 2020	Admin meeting min for 21 Apr 20
4	Updated process owner from admissions director to advancement director	29 Jul 20	Admin meeting minutes 29-07-20
5	Update policy number to align with GD4	07 Jun 23	Admin meeting min 07.06.23
6	Business Manager title updated to Chief Operating Officer	12 Dec 23	Admin meeting min 12 Dec 23
7	Process owner and approving authority swapped, changed refund processing time, updated deadlines for refund requests, changed refund calculations to be based on Semester tuition (previously annual), added 80% refund option	20 Feb 24	Admin meeting min 20 Feb 24
8	Updated Process Owner to Finance Officer; AA to COO	14 Jan 2025	LT meeting 14Jan25
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