

REFUND / WITHDRAWAL POLICIES AND PROCEDURES

2.1 Notification and Arrangement

In accordance with the refund policy as stated in the “Standard PEI - Student Contract” between the School and the Student, the School shall inform the Student immediately within three (3) working days if:

- I. School fails, for any reason, to commence the course on the stipulated commencement date;
- II. School terminates the course for any reason prior to the course commencement date
- III. School fails, for any reason, to complete the course by the course completion date
- IV. School terminates the course, for any reason, prior to course completion date or
- V. The student pass application is rejected by Immigration and Checkpoint Authority (ICA)

There shall be no refund for PIBCA sponsored students.

The school shall, within seven (7) working days of notifying the Student in writing of above circumstances (1) to (V), provide the Student with information and details of the alternative confirmed course arrangement to allow the Student to make timely and appropriate decision on the alternative arrangement.

2.2 Withdrawal for a Cause:

Subject to clause 2.2 of the “Standard PEI - Student Contract”, A student shall be entitled to immediate withdraw from their course by giving written notice to the school of his /her intention to do so if the School is in breach of any of its obligations under the agreement or fails to perform its obligation(s) under the circumstances in clause 2.1 (I) to (IV).

2.3 Refunds for Withdrawal for Cause:

For circumstances under Clause 2.1, the School, shall within seven (7) working days after notifying the student, refund to the student:

- The entire amount of the course fees and
- The Miscellaneous Fees

The School shall also, as soon as practicable after receiving the student’s notice of withdrawal under 2.2 of “Standard PEI - Student Contract” (and in any event no later than seven (7) working days after receiving such notice) refund to the student the amounts stated in clause 2.3 of the “standard student contract”

2.4 Refunds for Withdrawal without Cause:

When a student withdraws from a course for any reason other than those set out in clause 2.2 or clause 9, the School shall, subject to clause 3.5, as soon as practicable, after receiving the student's written notice of withdrawal (and in any event no more than seven (7) working days after receiving such notice) refund to the student the following sums (less any applicable bank administration charges properly paid / payable under clause 3).

Refund Policy	
% of [the aggregate amount of the fees]	If Student's written notice of withdrawal is received
100%	(Maximum Refund) More than 14 days before the Course Commencement Date.
75%	Before, but not more than 14 days before the Course Commencement Date.
25%	After, but not more than 7 days after the Course Commencement Date.
10%	More than 7 days after the Course Commencement Date, but not more than 14 days after the Course Commencement Date
0%	More than 14 days after the Course Commencement Date