

## Refund Procedure:

WHAT		Refund		
WHY		This procedure manages students' requests for course fees refund in a fair, acceptable and timely manner.		
STEPS	ACTIVITIES	HOW	WHO	WHEN
<b>Refund for Withdrawal due to Non-Delivery of Course</b>				
1.0	Notification of non-delivery of course	LHA 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 organisation stated in Schedule A within any stipulated timeline set by CPE; or (vi) The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).	Management Team	When the case occur
1.1	Notifying student	To notify the Student regarding the reasons of the decision and provides the student with information and details of the alternative confirmed course arrangement. This will allow the student to make timely and appropriate decision on the alternative arrangement.	TOE	Within seven (7) working days upon decision made
1.2	Notifying CPE	To inform CPE	MR	
1.3	Notifying ICA	To updates International students status to ICA in SOLAR+. <b>Proceed to Student Pass Administration process</b>	OPS Manager	
1.4	Processing of the refund	Prepare the cheque and inform TOE once the cheque is ready	Finance	Within seven (7) working days of the notice to student
1.5	Release cheque to student	To inform the student for collection of cheque	TOE	Within seven (7) working days of the notice to student
1.6	Keeping Record	Update SMS system and file a copy in Student P-File and refund file.	TOE	When student collected the cheque
<b>Refund for Withdrawal Due to Other Reasons: (This procedure link from <a href="#">Transfer/withdrawal</a> procedure)</b>				
2.0	Request for refund	Submit withdrawal form and refund request form. <b>Proceed to Student Pass Administration process</b>	Student	Once student inform LHA and/or within 7 days cooling period
2.1	Obtaining approval for refund request	Calculates the refund amount according to the refund table. After OPS manager approves, pass to Finance	TOE	Once TOE receive the forms
2.2	Processing of the refund	Prepare the cheque and inform TOE once the cheque is ready	Finance	Within seven (7) working days of the notice to student
2.3	Release cheque to student	To inform the student for collection of cheque	TOE	Within seven (7) working days of the notice to student
2.4	Keeping Record	Updates the student data and all other affected records accordingly. PEI keeps its refund records in hard copy.	TOE	When student collected the cheque

Figure 1 Refund for Withdrawal due to Non-Delivery of Course

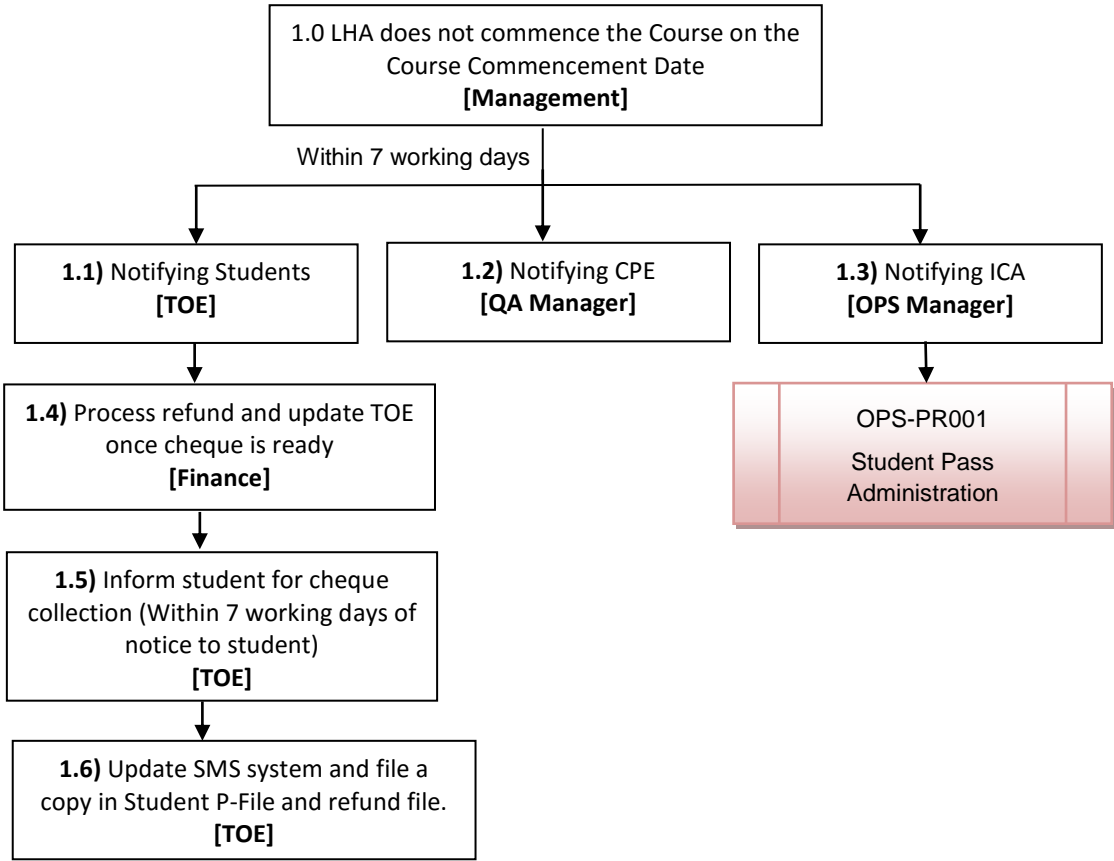


Figure 2 Refund for Withdrawal without cause

