

I. Refund Policy

The School's Management Team shall ensure a fair and reasonable refund policy is detailed for any payments made.

Time taken to process all refund requests will be done within seven (7) working days. Should the request be submitted AFTER 3:00 pm (SGT), it will be considered as received on the NEXT working day.

Computation of the refund amount is to be communicated to the students.

The school is to maintain a list of refunds, which is to be updated within three (3) days after processing of the refund.

The school adopts the Refund Policy as per the Standard Student Contract set out by the CPE. This policy will act as a framework for 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
- Refund during cooling-off period

1. Refund for Withdrawal Due to Non-Delivery of Course

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

- a) It does not commence the course on the course commencement date
- b) It terminates the course before the course commencement date
- c) It does not complete the course by the course completion date
- d) It terminates the course before the course completion date
- e) It has not ensured that the student meets the course entry or matriculation requirement as set by the organization stated in Schedule A of the Standard Student Contract within any stipulated timeline set by CPE, or
- f) The student's Student Pass application is rejected by the Immigration and Checkpoints Authority (ICA)

1.2 The student should be informed in writing of alternative study arrangements (if any), and also be entitled to a refund of the entire course and miscellaneous fees already paid should the student decide to withdraw within seven (7) working days of the above notice.

2. Refund for Withdrawal Due to Other Reasons

2.1 If the student withdraws from the course for any reason other than those stated in Clause 1.1, 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 featured in Schedule D.

3. Refund during Cooling-off Period

3.1 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.

3.2. The student will be refunded the highest percentage (stated in Schedule D) 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.

% OF [THE AMOUNT OF FEES PAID UNDER SCHEDULE B]	IF A STUDENT’S WRITTEN NOTICE OF WITHDRAWAL IS RECEIVED
90%	Within seven (7) working days ‘cooling-off’ period after the date the contract has been signed by both parties and regardless of whether withdrawal occurs before or after course commencement date, less any consumed tuition fees if a student has started to attend class.
75%	On or before 1st June in relation to students due to commence during semester 1 (August to December); Or on or before 1st December for students due to commence in Semester 2 (January to June).
0%	<ul style="list-style-type: none"> • After 1st June in relation to students due to commence during Semester 1 (August to December); • After 1st December for students due to commence in Semester 2 (January to June); or

0%

- After the commencement of a Semester, if a student has attended School during Semester 1 or Semester 2, there will be no refund of tuition fees for early withdrawal regardless of when notice of withdrawal is given (unless during the 'cooling-off' period).

Notes:

1. If the student withdraws during the cooling-off period, the maximum refund will apply.
2. The Application, Enrolment and Miscellaneous Fees are non-refundable.
3. Conditions where a course may be cancelled (The intake does not meet a minimum enrolment, or the teacher is suddenly hospitalized and a substitute teacher cannot be found).

4. Communicate to students on the computation of refund amount

4.1 The school will communicate to students about the computation of the refund amount.

Refund Procedure

1. A written request for a refund (stating reasons and supporting documents) must be submitted to the Registrar Department.
2. Within three (3) working days of receipt of the request, the Registrar Department will issue an acknowledgement. Should the request be submitted AFTER 3:00 pm (SGT), it will be considered as received on the NEXT working day.
3. The Refund Policy, as stated in the Student Contract, will apply to all refunds. All eligible refunds will be disbursed within seven (7) working days of the receipt of the request.
4. The Registrar or Finance Department will inform the student/parent of the refund amount, including the computation of the refund amount. If the refund request does not qualify for a refund amount, the Registrar Department will inform the student/parent of the outcome.
5. For a student/parent who wishes to make an appeal against the decision for a refund, an official letter stating reasons for appeal must be submitted to the Superintendent, who will make a final decision.
6. All appeals must be submitted within seven (7) working days upon notification of the refund request outcome.

II. Student Transfer Policy

This policy applies when a student changes the course of his/her study but remains a student of the school.

The school will take up to four (4) weeks to review a transfer application, and will allow students to transfer a course (where availability of places permits) only when:

- The student fulfils the admissions criteria of the new course, and
- The school assesses that the student is more suited academically and emotionally to that grade.

Transfer Terms & Conditions

1. Should the request be submitted AFTER 3:00 pm (SGT), it will be considered as received on the NEXT working day.
2. Course fees paid for the current course may be transferable to the new course subject to the school's approval.
3. Any transfer of fees will be prorated on the unconsumed fees.
4. The school reserves the right not to grant transfer for course fees.
5. The refund policy shall apply for qualified cases unless otherwise agreed between the school and the student/parent. Parents/students are to refer to the school's refund policy and the Standard Student Contract for further details.
6. Students under the age of 18 years old, who wish to transfer a course, must have written consent from their parents/guardians.
7. Should the final outcome not be in favour of the applicant, the respective staff member will handle each situation according to the school's dispute resolution policy.

Transfer Process

1. Any student who wishes to transfer from the current grade level/programme to another grade level/programme shall submit a Transfer Request Form to the Registrar Department as well as necessary supporting documents (if applicable). Verbal notice/request will not be accepted.
2. The Registrar Department will inform the parent/student on the following:
 - A new Student Contract or Addendum will be issued and has to be signed after the transfer has been approved
 - The existing Student Contract will be voided upon signing of the new Student Contract, or the Addendum will supersede the relevant terms of the existing Student Contract
 - Should the child transfer to another grade level, a family meeting may be scheduled with the Education Leadership Team to ensure that the student meets all minimum entry requirements of the new grade
3. For students who wish to transfer from the current grade level to another grade level, the Registrar Department will:
 - Conduct pre-course counselling to ensure that the student/parent has been informed of the critical information of the new grade level
 - Seek approval from the Superintendent
4. Upon approval, the School Registrar will send a notification to the student/parent to inform them of the outcome.
5. The parent will be required to sign a new Student Contract/Addendum.

Student Pass Status

When a Student Pass holder transfers a course at the school, the existing Student Pass remains valid.

III. Student Withdrawal Policy

A student who withdraws from the school (i.e. discontinues all its courses with the school) shall be deemed to have withdrawn from the school, and the refund policy and procedures will apply.

When a Student's Pass holder withdraws from the school, the Registrar Department must lodge an e-cancellation with the ICA (Immigration & Checkpoints Authority) within seven (7) working days of the Student's final day at the school.

Withdrawal Terms & Conditions

1. All outstanding fees must be settled prior to a request for transfer and/or withdrawal.
2. The student/parent is required to inform the Registrar Department in writing, thirty (30) days prior to the intended withdrawal date. Verbal notice/request will not be accepted.
3. Should the request be submitted AFTER 3:00 pm (SGT), it will be considered as received on the NEXT working day.
4. Students under the age of 18 years old, who wish to withdraw, must have written consent from their parents/guardians.
5. The refund policy shall apply for qualified cases unless otherwise agreed between the school and the student/parent. Parents/students are to refer to the school's Refund Policy and the Standard Student Contract for further details.

Withdrawal Procedure

1. The student/parent is required to inform the Registrar Department in writing, sixty (60) days prior to the intended withdrawal date. Supporting documents can also be provided (if applicable). Verbal notice/request will not be accepted.

2. The Registrar Department will refer to the Student Contract and Refund Policy to establish if the student/parent is eligible for any refund. If the student/parent is eligible for a refund, the refund process will be executed by the Finance Department within seven (7) working days from the date of the withdrawal request.

3. The Registrar Department will inform the student/parent of the following:

- The school will cancel the Student Pass within seven (7) working days of the student's final day at the school (for Student Pass holders)
- Refund process (if applicable)

4. The Registrar Department will notify the student/parent upon successful withdrawal from the school.