



PROCESS 201: REFUNDS (OM – C4.3)

NO.	PROCEDURES	RESPONSIBILITY	DOCUMENTATION
201.0	<p>Student will approach sales support staff for refund enquiries and a completed 'Refund Request Form' is submitted.</p> <p>Any supporting documents are provided to the sales support staff as proof and additional documents may be requested if it is necessary.</p>	SSD	Refund Request Form
201.1	<p>Upon receiving the completed 'Refund Request Form', sales support staff will proceed to verify if a refund request is applicable for the student within 2 working days.</p> <p>The maximum amount of which the student will be eligible for refund would be as stated in the 'Standard PEI-Student contract' and sales support staff will be required to assess and determine the refundable amount for the student.</p>	Sales support staff	Refund Request Form / Standard PEI-Student Contract
201.1a	<p>If the sales support staff deems that the student is eligible for a refund, proceed to step 201.3 – Submit to Chief Revenue Officer for approval for further actions to be taken within 2 working days.</p> <p>If the sales support staff deems that the student is not eligible for a refund, proceed to step 201.1b – Additional documents required for further actions to be taken.</p>	Sales support staff	Refund Request Form
201.1b	<p>If the sales support staff deems that the student requires additional documents for the refund request, the student will be required to submit supporting evidence to facilitate the refund request. Proceed to step 201.0 – Student to submit refund request for the refund process within 3 working days.</p> <p>If the student is deemed to be not eligible for any refunds from ERC Institute even with supporting documents, proceed to step 201.2 – Inform student on refund outcome for further actions to be taken.</p>	Chief Revenue Officer	Refund Request Form
201.2	In any case when a student is not eligible for a refund, the sales support staff would inform the student on the refund rejection.	Sales support staff / Quality Assurance Executive	N.A

201.2a	If student disputes the outcome, the grievances from the student can be brought up to the QA department and any documents are passed to SSA for filing purposes. Otherwise, the process ends.	Chief Revenue Officer / Sales support staff	Refund Request Form REF: Student Dispute Resolution Process
201.3	All refund requests are subjected to the Chief Revenue Officer's approval and any supporting evidence must be provided for his reference.	Chief Revenue Officer / Sales support staff	Refund Request Form
201.3a	If the Chief Revenue Officer does not approve on the refund request, the sales support staff would be required to check on the documents again and step 201.1 – SSD to verify on refund request will be repeated. If the refund request is approved by the Chief Revenue Officer, proceed to 201.4 – Documentation submitted to Finance for further actions to be taken.	Chief Revenue Officer / Sales support staff	Refund Request Form
201.4	Once the Chief Revenue Officer has approved the refund request, the documents are submitted to Finance department for further checking and processing.	Sales support staff / Accounts executive	Refund Request Form
201.4a	Once the refund request documents are submitted to Finance department, the accounts executive would proceed to verify on the refund amount with the records. If the accounts executive deems that the request refund is valid and successful, proceed to 201.5 – Finance to prepare payment for further actions to be taken. If the accounts executive deems that the request refund may required more supporting evidence and is unsuccessful, proceed back to 201.1 – SSD to verify on refund request for another check.	Accounts executive	Refund Request Form
201.5	Once the refund request has been deemed successful, Finance department would proceed to issue the cheque for payment within seven (7) working days. When the cheque is cleared for release, the accounts executive would proceed to pass the cheque to the sales support staff for them to contact the student.	Accounts executive / Sales support staff	Cheque

201.6	<p>Sales support staff would arrange for the student to collect the cheque from ERC Institute once it has been released. SSD to update FPS database.</p> <p>After signatory has been obtained from the student, all documents supporting the refund request are submitted to Finance for filing purposes.</p> <p>Process continues on to Update FPS Provider – Transfer/Withdrawal/Deferment (if applicable).</p>	Sales support staff / SSA	<p>Cheque</p> <p>REF: Update FPS Provider – Transfer/Withdrawal/Deferment</p>
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