Step by Step Process for Refund Procedure

1. **Student to Fill Up Refund Request Form**

   In the event of any refunds that is to be made, students are to fill up the Refund Request Form and hand it to the Sales Support Department (SSD) for further processing.

   Any supporting documentations that are required to process the refund request must also be submitted along with the Refund Request Form. This includes the Course Withdrawal or Course Transfer Forms.

   Reasons for Refund must also be clearly documented in the Refund Request Form.

   SSD will update the Refund Application List with the details of the refund.

2. **Sales Support Staff to Meet Up with Student**

   Upon receipt of any Refund Request Form (including supporting documents if any), Sales Support Staff is to meet up with the student and acknowledge the receipt of the refund request by signing on the form. This is to be done within 2 working days upon receipt of the Refund Request Form (based on the date of application).

3. **Establishing of Refund Category and Amount**

   Sales Support Staff is to refer to the Standard Student Contract details to establish if a refund is to be made to the students.

   Sales Support Staff will work out a Refund Amount (if any) based on the Refund Policy as stated in the Standard Student Contract. This amount will be indicated on the Refund Request Form.

   Communication of such an amount will also be explained to Students and stated in the Student Refund Computation Table.

   All refund amounts will strictly adhere to the Refund Policy as stated under the Standard Student Contract.

4. **Management Approval of Refund Amount**

   Upon establishing of Refund Amount, Sales Support Staff is to seek the approval of the CEO as part of Management Approval before the Refund Amount can be disbursed.

   Such Management Approval should be documented in the Refund Request Form.

5. **Disbursement of Refund Amount**

   Upon Management Approval of Refund Amount, Sales Support Staff is to pass the Refund Request Form to Finance Department for final processing.

   After verifying the refund request, Finance Executive will process the refund and update the Refund Application List (Finance portion). All documents (PV & Cheque) will be handed to Sales Support Staff.

   Sales Support Staff is to contact student to collect the Refund Amount.

6. **Student Acknowledgement of Refund Amount**

Student is to acknowledge receipt of Refund Amount in the Refund Request Form and PV for cheque and cash collection.

For other modes of payment, supporting documents will be attached.

Sales support staff will return the signed and completed documents to Finance and update the List of Refund once refund amount has been received by student.