



POLICY TITLE	4.3.1 Refund Policy Version 5
CATEGORY	Student Protection and Support Services
EFFECTIVE DATE	10/10/2011

1. PURPOSE

1.1. To ensure that all students are aware of the financial implication of any decision to withdraw, transfer, defer or be expelled from a course or subject.

2. APPLICATION

This policy applies to all students who have a signed contract for any course Insworld offers.

3. EXCEPTIONS

Nil.

4. POLICY STATEMENT

4.1 Notification and Arrangement

Insworld shall inform the Student immediately within three (3) working days if:

- i) It fails, for the following reasons, to commence the Course on the Course Commencement Date, due to;
 - a. Less than 5 students being confirmed on the course one month or less prior to commencement.
 - b. Withdrawal of qualification by the awarding body.
 - c. Force Majeure as outlined in the Student Contract
- ii) It terminates the Course, for any reason, prior to the Course Commencement Date, due to;
 - a. Force Majeure as outlined in the Student Contract
 - b. Withdrawal of qualification by the awarding body
- iii) It fails, for any reason, to complete the Course by the Course Completion Date, due to;
 - a. Inadequate teachers to teach the course.
 - b. Force Majeure as outlined in the Student Contract
- iv) It terminates the Course, for any reason, prior to Course Completion Date, due to;
 - a. Force Majeure as outlined in the Student Contract
 - b. Withdrawal of qualification by the awarding body; or
- v) The Student's Pass application is rejected by Immigration and Checkpoint Authority (ICA).

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

4.2 Withdrawal for Cause

Subject to Clause 9 in the **Student Contract**, the Student shall be entitled to immediately withdraw from the Course by giving written notice to Insworld of his/her intention to do so if Insworld is in breach of any of its obligations under the Student Contract Agreement or fails to perform its obligation(s) under the circumstances in Clause 4.1 (i) to (iv).

4.3 Refunds for Withdrawal for Cause

For circumstances under Clauses 4.1 and 4.2, Insworld shall, within seven (7) working days after notifying the Student, refund to the Student:

- (i) The entire amount of the Course Fees; and
- (ii) The Miscellaneous Fees (except Course Application Fee and Student's Pass application Fee)

Insworld shall also, as soon as practicable after receiving the Student's notice of withdrawal (and in any event no later than seven (7) working days after receiving such notice) refund to the Student the entire amount of Course Fees and Miscellaneous Fees.

4.4 Refunds for Withdrawal Without Cause:

Where the Student withdraws from the course for any reason other than those set out in Clause 4.1 and 4.2, Insworld shall 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 administrative charges properly paid/payable under the Fee Protection Scheme):

% of [the aggregate amount of the fees paid]	If Student's written notice of withdrawal is received
100%	Maximum Refund. More than thirty (30) days before the Course Commencement Date
50%	Before, but not more than thirty (30) days before the Course Commencement Date
25%	After, but not more than three (3) days after the Course Commencement Date
10%	More than three (3) days after the Course Commencement Date, but not more than five (5) days after the Course Commencement Date
0%	More than five (5) days after the Course Commencement Date

4.5 Cooling-Off Period

Insworld shall provide the Student with a cooling-off period of seven (7) working days after signing the Student Contract. Within these seven (7) days and regardless whether the Course Commencement Date has passed, the Student can submit written notice of withdrawal to the PEI and receive the Maximum Refund amount stipulated by the PEI under Student Contract Clause 2.4 (less any Course Fees consumed by the Student if the withdrawal date is later than the Course Commencement Date and the Student has started the Course, any PEI administrative charges which are stipulated in the Miscellaneous Fees and any applicable bank administrative charges properly paid/payable under Student Contract Clause 3). Any dispute in respect of how much Course Fees have been consumed pursuant to this clause shall be referred to mediation at the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through the CPE Student Services Centre pursuant to Student Contract Clause 5.4, and only in respect of such decision, the decision of the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) shall be final and binding on all parties.

Insworld shall also bring to the Student's notice **Schedule 3 of the Student Contract** by notifying the student of his rights under the cooling-off period, and receive written acknowledgement as provided therein by the Student that **Schedule 3 of the Student Contract** has been brought to his notice. In the event that the notice in **Schedule 3 of the Student Contract** has not been brought to the Student's attention, the cooling-off period of seven (7) working days shall only commence from the date that **Schedule 3 of the Student Contract** has been brought to the Student's notice, and the Student has acknowledged the same. The Student shall have the right to withdraw from the Course and receive a refund as stated in this Clause 4.5 anytime before the notice in **Schedule 3 of the Student Contract** has been brought to the Student's attention.

4.6 Deemed withdrawal

A Student who transfer from the course to another course with the Insworld shall, for the purpose of Clause 4, be deemed to have withdrawn from the Course and the provision of Clause 4.4 shall apply save as otherwise agreed between Insworld and the Student.

4.7 Change of course

Further to Clause 4.6, a fresh Insworld-Student Contract shall be executed between Insworld and the Student for any Change of Course with Insworld.

4.8 Withdrawal of subject

If a student withdraws from a subject (part of normal tuition fees) before or after the commencement date of the course, no refund will apply.

If a student withdraws from an "extra" subject (extra fees paid) before or after the commencement date of the course, any refund will be subject to management discretion.