

REFUND PROCEDURE

Operation Manual

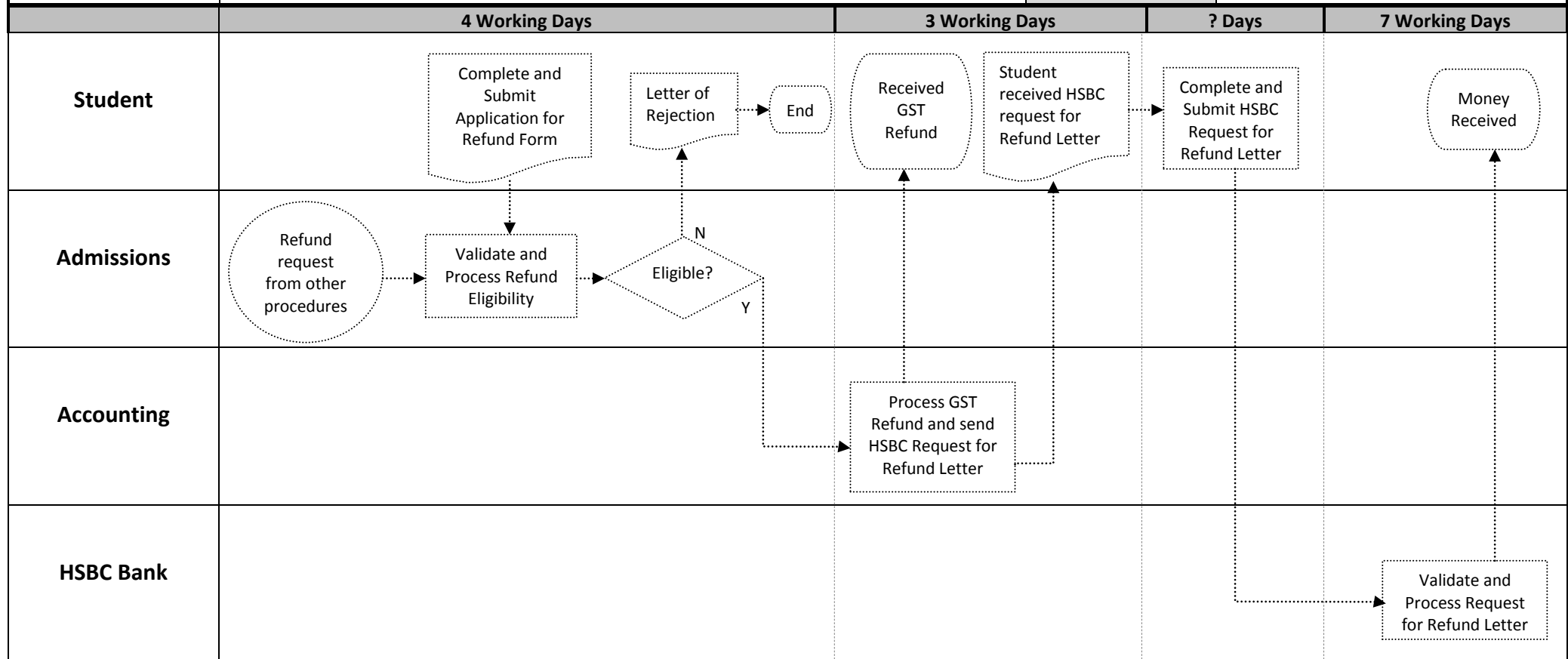
4.3.2

Category

Student Protection and Support Services

Effective Date

10 October 2011



Refund Procedure Description:

1. Student submit request for refund or initiated via a transfer, deferment, withdrawal or expulsion process to the Admissions Office.
2. Admissions Office will validate whether the student is entitled to any refund according to the school's refund policy and will notify the student by email, call or letter if he/she is or is not eligible for any refund.
3. If the student is eligible for a refund, Accounts Department will generate a HSBC Request for Refund Letter and will forward the letter to the Student accordingly with a HSBC self-reply envelope including a Certified True Copy of the Student Escrow Confirmation Form that the student has previously signed. The amount of course fee refunded will be stated accordingly in the Refund Letter.
4. GST refund will be made directly from the school to the student by cheque.
5. The above process will not take more than 7 working days.
6. Once the student has received the HSBC Request for Refund Letter, they must complete and return the letter to HSBC bank by hand or mail. Student must ensure that his/her signature on the HSBC Request for Refund Letter is the same as the signature in the Student Escrow Confirmation Form (the same applies for the signature of the Parent/Guardian if the student is below 18 years of age.
7. HSBC will process and refund to the student accordingly within 7 days of receipt of the Refund Letter.