

REFUND POLICY

1. The School adopts the Refund Policy as per the standard Student Contract as set out by SSG. This policy will act as a framework in 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
- Cooling off Period

2. Refund for Withdrawal Due to Non-Delivery of Course:

The PEI will notify the Student's parents within three (3) working days upon knowledge of any of the following:

- It does not commence the Course on the Course Commencement Date;
- It terminates the Course before the Course Commencement Date;
- It does not complete the Course by the Course Completion Date;
- It terminates the Course before the Course Completion Date;
- It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A of the standard student contract within any stipulated timeline set by SSG; or
- The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

3. The Parent must be informed in writing of alternative study arrangements (if any), and also be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid should the Parent decide to withdraw their child, within seven (7) working days of the above notice.

4. Refund for Withdrawal Due to Other Reasons:

- If the Student withdraws from the Course for any reason other than those stated in Clause 2.1 of the standard student contract, 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 in Schedule D of the standard student contract.

5. Refund during Cooling-off Period:

- The PEI will provide the Student with a cooling-off period of ten (10) calendar days after the date that the Contract has been signed by both parties.
- The Student will be refunded the highest percentage (stated in Schedule D of the Standard Student Contract) 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.

6. Schedule D - Refund Table:

% of [the amount of Course Fees and Miscellaneous Fees paid under Schedules B and C]	If the Contracting Party's written notice of withdrawal is received:
[75%]	more than 40 working days before the Course Commencement Date
[25%]	on or before, but not more than 40 working days before the Course Commencement Date
[10%]	after, but not more than 5 working days after the Course Commencement Date
[0%]	more than 5 working days after the Course Commencement Date

7. Non-Refundable Fees:

- Capital Levy
- Convenience Fee for the Credit Card Payment of Termly fee
- Enrolment Fees

8. Communicate to Parents on Computation of Refund Amount

- The School will communicate to parents on the computation of the refund amount.

9. Maintain Up-To-Date and Accurate Refund Records

- The School is to maintain a master list of refunds records which is to be updated after processing of the refund.

REFUND PROCESS

1. Information notes on student refunds:

- All refund policy statements are detailed in the School's Refund Policy. All conditions must be satisfied before the School can proceed with the applications. The whole refund process should not take more than 7 working days (timeline to be monitored by the Finance Executive), from date of application to issuance of funds to the student.
- Date of application will refer to the date that the School receives the duly executed Refund Request Form with all supporting documents.
- The refund policy can also be found on the following platforms: -
 - School's Official Website
 - Student Contract
 - Orientation Programme Materials
- Reasons for Refund are based on the following: -
 - Refund due to Non-Delivery of Course
 - Refund due to Other Reasons
 - Refund during Cooling off period
 - Excess payments
 - Any other reasons approved by the School

2. Parents who would like a refund is to submit a Refund Request Form along with all the supporting documents and the reason for refund to the School.

3. The School will acknowledge the refund request within 2 working days from the date of application and determine whether refund will be issued. The computation of refund amount is based on student contract and approval from Senior Team.

4. All refund amounts will strictly adhere to the refund policy as stated in the student contract unless otherwise decided by the school's Senior Team.

5. NLCS (Singapore) will inform parent on the refund status and the collection of refund payment based on student preferred payment method upon approval from Senior Team.