

OPERATION MANUAL

C4.4.1 STUDENT REFUND

Write-up: Process Details

Student Refunds

All student refund policy statements and conditions are detailed in the School's Refund Policy (Refer to [PM – C4.4.1 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 from date of receiving the student's written notice of withdrawal (eBCN) to the refund to the student.

Date of application will refer to the date that the School receives the duly executed Electronic Booking Change Notification (eBCN) with all supporting documents.

The refund policy can also be found on the following platforms : -

- [School's website](#)
- Student handbook
- PEI-Student Contract
- [Refund Policy](#) on the school's SharePoint

Non-Refundable Fees: -

- Registration Fees
- FPS insurance
- Cancellation Insurance fees
- Courier Fees

The refund policy is also communicated to students during the pre-course counselling.

Refund Request

Documentation	Responsibility
• Electronic Booking Change Notification (eBCN) • Refund, Transfer and Withdrawal Tracking Sheet • Refund Settlement Letter	• School Director • Student Services Coordinator • Finance Manager

1. Students who wish to terminate/ withdraw from their course must meet up with the School Director. Procedures for this are outlined in [OM- C4.3.1 Course Duration Change, Withdrawal and Transfer Procedures](#)
2. The School Director informs student on the terms and conditions for the refund based on the refund policy stated on the signed PEI- Student Contract.
3. If the student is agreeable to it, the School Director will generate an eBCN to initiate the refund.

4. The student and school director are to sign on the eBCN to confirm the student's wish to terminate/withdraw from the course.
5. The School Director submits the termination/ withdrawal eBCN to the respective Sales Office located overseas via a shared case using Atlantis. For walk-in student, the eBCN would be sent to the Finance Manager for refund.
6. The Sales Office / Finance Manager works out a Refund Amount (if any) based on the Refund Policy as stated in the PEI- Student Contract.
 - All refund amounts strictly adhere to the Refund Policy as stated under the PEI – Student Contract.
7. A Refund Settlement Letter stipulating the computation of the refund amounts is issued to the Student by the School Director.
8. The school director reaches out to the student within the following 2 working days to ensure that the EF Sales Office has reached out to the student with regards to refund.

Note: Refunds for walk-in students will be made by the Worldwide Sales Office/Finance Manager within 7 working days from date of receiving the student's written notice of withdrawal (eBCN) to the refund to the student.

9. The Student Services Coordinator updates the [Refund, Transfer and Withdrawal Sheet](#) that can be found in the Edusys folder on the School's SharePoint.