

# Refund Policy & Procedures

SHRI Academy's refund policy is as follows:

The criteria for refunds are mentioned in the Student Contract executed by the Student with SHRI Academy. The refund policy covers the following areas:

- a) Withdrawal due to Non Delivery of the Course;
- b) Withdrawal due to other reasons;
- c) Withdrawal during Cooling off Period;
- d) Non-refundable fees;
- e) Refund Amount / Percentage;
- f) Refund Conditions; and
- g) Timelines for refund.

## a) Withdrawal due to non-delivery of the course

SHRI Academy will notify the student within three (3) working days upon the knowledge of any of the following:

- I. It does not commence the Course on the Course Commencement Date;
- II. It terminates the Course prior to the Course Commencement Date;
- III. It does not complete the Course by the Course Completion Date;
- IV. It terminates the Course, for any reason, prior to Course Completion Date;
- V. 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 student contract within any stipulated timeline set by CPE; or
- VI. The Student's Pass application is rejected by Immigration & Checkpoints Authority (ICA).

The Student should 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 Student decide to withdraw, within seven (7) working days of the above notice. Refund, if any, will be made based on table A.

## b) Withdrawal due to other reasons

If the student withdraws from the Course for any reason other than those stated under "Withdrawal due to non-delivery of the course" above, the School 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 student contract (see Table B).

## c) Refund during cooling-off period

The school will provide the student with a cooling-off period of seven (7) working 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 student contract (see Table B) of the fees already paid if the student submits a written notice of withdrawal to the school within the cooling-off period, regardless of whether the student has started the course or not.

## d) Non-refundable fees:

**Application Fees** is non-refundable under any circumstances. It is not refundable even if the Student has not started the course. However, Application Fees will be refunded for new admissions, subject to administrative charge, if the Student Pass is rejected by Immigration & Checkpoints Authority (ICA)

**Membership Entrance Fee & Membership Subscription Fee** is nonrefundable fees.

**Course Fees** – It is non-refundable, with the exception of

**(a) Withdrawal due to Non Delivery of the Course,**

**(b) Withdrawal due to other reasons,**

**(c) Withdrawal due to Cooling off Period.**

However, student can choose to utilize any unconsumed fees by applying for a transfer to another course subject to satisfying the minimum entry requirements for the new course and approval given by the management committee.

## e) Refund amount

The refund amount for each circumstances is as per the table below.

**TABLE A:** Refund Amount for Withdrawal due to Non Delivery of the Course

The applicable amount of refund for each scenario is given below:

Refund amount for Withdrawal	Refund Amount
Refunded amount for withdrawal related to any of the circumstances set out in: (a) SHRI Academy does not commence the course on the course commencement date (b) SHRI Academy terminates the course prior to the course commencement date (c) SHRI Academy terminates the course for any reason, prior to the course completion date	100%
Refunded amount for withdrawal related to any of the circumstances set out in: (a) SHRI Academy does not complete the course by the course completion date	Pro rate unused portion of the fee
Student not suitable for admission into SHRI Academy: (a) SHRI Academy has not ensured that the student meets the course entry or matriculation requirement as set by the organisation stated in schedule A of the student contract within any stipulated timeline set by CPE	100%
Rejection of student's pass application for new enrolments: (a) The student's pass application is rejected by Immigration & Checkpoints Authority (ICA)	100%*
Rejection of student's pass application of existing students	Pro rate unused portion of the fee
Student withdraw during cooling-off period	75%

\* Application Fee will also be refunded subject to Administrative charge of \$50

**TABLE B:** Refund Amount for Withdrawal due to other reasons

The applicable amount of refund for each scenario is given below:

% of [the amount of fees paid under Schedules B and C of the student contract]	If Student's written notice of withdrawal is received:
75%	more than 14 days before the Course Commencement date
NIL	before, but not more than 14 days before the Course Commencement date
NIL	after, but not more than 14 days after the Course Commencement date
NIL	more than 14 days after the Course Commencement date

[Click here to view the Student Contact sample.](#)

## f) Refund Conditions

SHRI Academy will process refund request if the following conditions are met:

- I. Refund meets the criteria specified in this policy;
- II. Withdrawal process is completed, if applicable, including exit formalities, if any;
- III. Student Contract is terminated;
- IV. Request for refund within 7 working days from the specified date. This date can be withdrawal effective date for withdrawals mentioned in

### (a) Withdrawal due to other reasons

### (b) Refund during cooling-off period

The date for withdrawal mentioned in **Withdrawal due to non-delivery of the course** will be the date in which SHRI Academy has notified students about the inability to provide alternative arrangements.

## g) Timeline for refund

Student submits refund request after fulfilling refund conditions within the specified date. SHRI Academy will process refund within seven (7) working days upon approval by the management committee, except for insufficient documentation from the Student. Once the Student provides proper documentation within seven (7) working days, SHRI Academy will process refund within seven (7) working days on receipt of the documents.

## h) General Guidelines

Students may approach Programme In charge with a refund request for withdrawals mentioned in

### (a) Withdrawal due to other reasons

### (b) Refund during cooling-off period

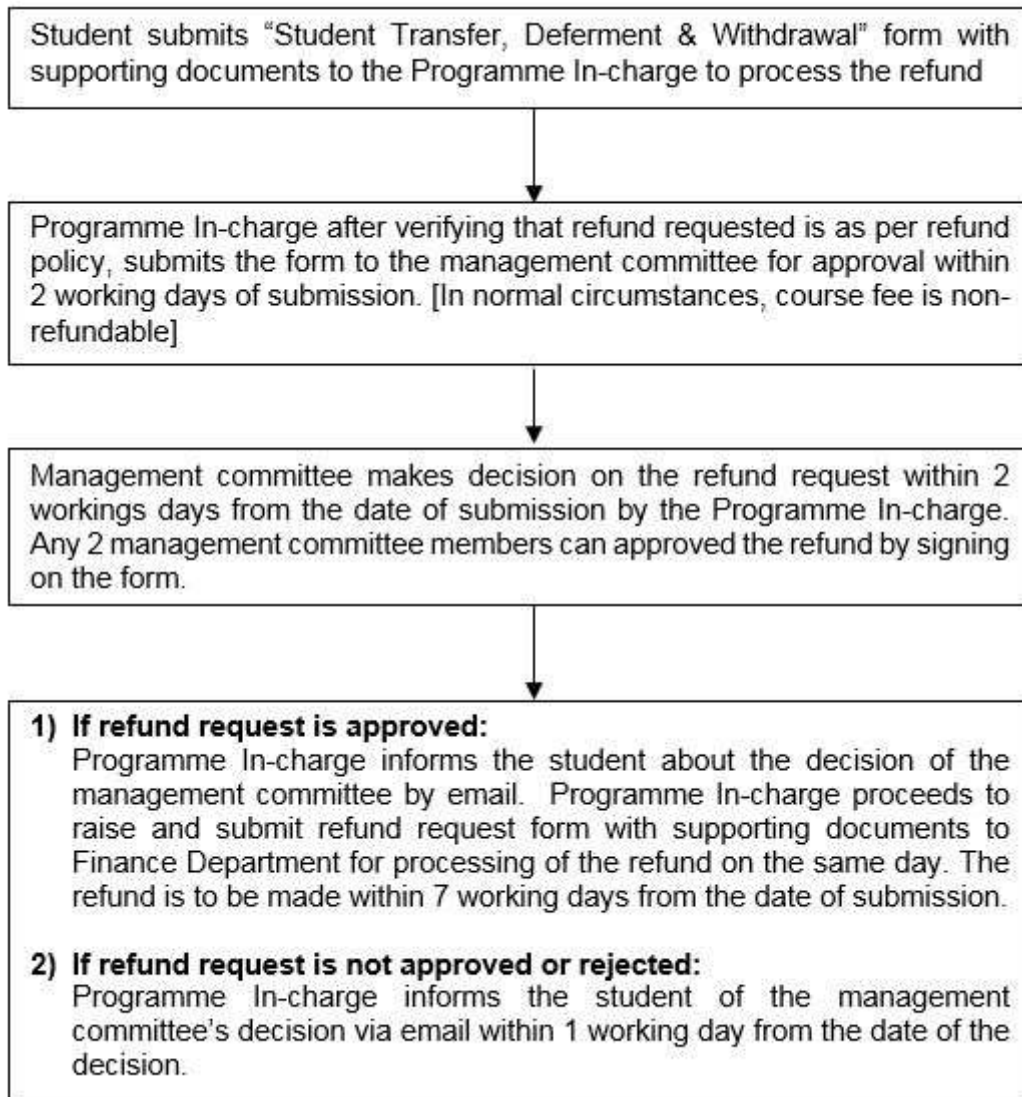
Refunds will be processed based on submissions by the Students and approval by the management committee consisting Executive Director, SHRI, Director, Academy and QA Manager.

In the event students provides insufficient documents for refund, SHRI Academy will notify students within three (3) working days. Students need to provide requisite documents within seven (7) working day

In the event of "non-payment of fee refunds" within the specified timeline, Students can escalate it to the QA Manager. If refund request is not made within four (4) working days after escalating to QA Manger, Student can escalate it to the Director, Learning & Development.

## i) Refund Procedures

Refund policy is determined by PEI-Student Contract between the SHRI Academy and Student. If as per the Contract and refund policy, the Student is eligible for a refund, fees are refunded. The following is the process for refunding course fees.



Cert No. : EDU-2-2107  
Validity : 12/09/2017 - 11/09/2021

SHRI Academy  
CPE Registration No. 200722689Z  
CPE Registration Period: 30-01-2016 to 29-01-2020