

4.3.1.1001	Refund Policy
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The re-enrollment fee and language assessment fee are non-refundable. The application fee is only valid for the school year of application; it cannot be transferred to a subsequent school year. Re-enrollment fees or application fees paid for a student cannot under any circumstance be transferred or applied to another student's account.

Students who are not accepted for reasons not related to waitlists will receive a S\$1,500 refund of the application fee. Students who withdraw before being accepted to the waitlist will receive a \$1,500 refund. Students who withdraw from the waitlist will not receive a refund. Students on the waitlist who are not offered a place within 2 terms will receive a refund of S\$1,500.

Refunds of fees are made according to the schedule below. Processing time for refund requests is 7 working days.

Fee Type	Withdrawal Notice before Acceptance Letter Received	Withdrawal Notice after Acceptance Letter
<b>Enrolling for / during 1st Quarter, Withdrawing during 1st Semester</b>		
Application Fee (New Students Only)	S\$1,500	No Refund
Annual Tuition Fees	100% Refund	50% Refund
<b>Enrolling for / during 2nd Quarter, Withdrawing during 1st Semester</b>		
Application Fee (New Students Only)	S\$1,500	No Refund
Annual Tuition Fees	75% Refund	50% Refund
<b>Enrolling for / during 3rd Quarter, Withdrawing for / during 2nd Semester</b>		
Application Fee (New Students Only)	S\$1,500	No Refund
Annual Tuition Fees	50% Refund	No Refund
<b>Enrolling for / during 4rd Quarter, Withdrawing for / during 2nd Semester</b>		
Application Fee (New Students Only)	S\$1,500	No Refund
Annual Tuition Fees	25% Refund	No Refund

**Currently Attending and Withdrawing for Second Semester**

Fee Type	Before Dec 1	After Dec 1
Application Fee (New Students Only)	No Refund	No Refund
Annual Tuition Fees	50% Refund	No Refund

## OTHER REFUND SITUATIONS AS STIPULATED IN THE CONTRACT

### Refund for Withdrawal Due to Non-Delivery of Course:

ICS will notify the Student within three (3) working days upon knowledge of any of the following:

- (i) It does not commence the Course on the Course Commencement Date
- (ii) It terminates the Course before the Course Commencement Date
- (iii) It does not complete the Course by the Course Completion Date
- (iv) It terminates the Course before the 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 contract schedule A within any stipulated timeline set by CPE
- (vi) The Student's Pass application is rejected by Immigration and Checkpoints Authority

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 for Withdrawal Due to Other Reasons:

If the Student withdraws from the Course for any reason other than those stated above (in Refund for Withdrawal Due to Non-Delivery of Course), ICS will, within seven (7) working days of receiving the Student's written notice of withdrawal, refund to the Student an amount based on the refund table shown above.

### Refund During Cooling-Off Period:

ICS 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 (in the table above) of the fees already paid if the Student submits a written notice of withdrawal to ICS within the cooling-off period, regardless of whether the Student has started the course or not.

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### Rationale:

This policy forms an integral part of the Admissions and Enrollment Policies and Procedures for ICS and is in accordance with the ICS – Student Contract as approved by the Council for Private Education.

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<b>CHANGE HISTORY</b>
<b>Process Owner:</b> Admissions Director
<b>Approving Authority:</b> Business Manager

Version	Description of Change	Effective Date	Location of Change Approval
1	Initial Release	14 Nov 2018	Admin meeting minute for 14 Nov 18