

REFUND POLICIES

1. INTRODUCTION

Supabrain College is committed to its learners and will continue to make sure that they get the best value for their money. It is for that perspective that the fees paid must be fairly used for their educational needs. In order to cater for any unforeseen circumstances that may occur and cause a registered learner to interrupt studies, the policy on refund was developed in order to apply fairness to all those who may be affected.

2. NON-REFUNDABLE FEE(S)

The student registration fee is non-refundable, except when the course the student registered for is cancelled by the College before the commencement of the course.

3. TUITION FEE - REFUND GUIDELINE

A. Full fees paid in advance :

- For notice of withdrawal received prior to the first day of college classes for that semester, a refund of one hundred percent (100%) of total tuition will be granted for both full-time and part-time students.
- For notice of withdrawal received on the first day of classes and through the fourteenth calendar day of that semester, a refund of eighty percent (80%) of total tuition applicable to the courses for which registered will be granted for both full-time and part-time students.

- B. **Monthly Instalment School Fee:** No refund of tuition will be granted for either full-time or part-time students beyond the fourth calendar day after the first day of classes. This means that the fees for the whole month will not be refunded. However, any student who pays the fee for the whole course in advance will be entitled for a refund for the full amount paid less the fees for the month attended.

4. CHANGE OF COURSE

Any student who wants to be transferred from one course to another for whatever reason will be entitled to a refund of the balance if the new course requires less fee compared to the previous course.

5. EXAMINATION / MEMBERSHIP FEE REFUND

Examination fees shall be refunded if the student pays for examination and withdraw before the fee's submission to the examination bodies. However, NO refund for any examination fee will be honoured if the notice of cancellation comes after the fees have been transferred to the relevant examining bodies. No refund can be claimed if the student sits for examination and fails to achieve the satisfying grade. The students are advised to seek advice from the centre coordinator and lecturers before registering for examination.

6. POLICY IMPLEMENTATION AND RELATED CONFLICTS RESOLUTION

All refunds will be payable at the end of the month between 25th and 30th within the month when the refund is applied for.

This policy will be applied fairly to all applicants and the implementation of this policy is vested in the Centre Administrator's office. Any query regarding refund must be directed to the College Administrator in writing. However, verbal request will also be acceptable as long as the applicant fill-in the refund request form which is available at the Centre Administrator's Office. In case the Centre Administrator does not to handle the request in a manner that is not acceptable to the applicant, the applicant will seek redress (in writing) from the Principal Centre Manager.