



REFUND POLICY

In accordance with the university's policy on tuition fee refund, the amount of any tuition fee refund is dependent on the date of withdrawal from the programme of study. Please note that any refund will be processed to the original payee by the original method it was paid.

- Refunds are governed by the following regulations and will be processed within 30 days of request

Tuition Refunds

- 100% refund of tuition fee will be provided where an offer of admission is withdrawn; where the university cannot deliver a unit/course;
- All Classes: in the event that a student withdraws from all classes during the semester, refunds of tuition fees will be calculated according to the following schedule:

Refund Schedule	Refund Amount
Before Commencement of Classes	100% (Excluding 10% Non-Refundable Deposit)
From Commencement of Classes till End of Second Week*	50%
After the End of Second Week	No refund

**Week: Monday to Friday

- Where a student is required to withdraw from the university as a result of academic misconduct or violation of the Code of Conduct, all tuition and other fees remain payable without refund

Withdrawal Penalty (Scholarship Students)*

- If a student on scholarship withdraws after commencement of classes, he/she will be charged the **full tuition** for the course(s) from which he/she withdraws (Scholarship will be withdrawn)



Refund on Retrospective Withdrawal

- Students can apply for retrospective withdrawal in any special circumstances defined as below
- Finance Manager or delegate will decide on transferring paid fees to next term or to refund the paid tuition fee based on the merit of each application
- Refund can be full tuition fee paid or partial of the amount paid

Special circumstances:

- Are beyond your control;
- Do not make their full impact on you until on, or after, the class commencement date; and make it impracticable for you to complete the requirements for the unit during the period during which you undertook, or were to undertake, the unit.
- Deferred assessment/examination is not a viable alternative

Special circumstances might arise from medical, family, personal, employment or course related reasons:

- Medical circumstances, For example, where a medical condition has changed to such an extent that you are unable to continue studying;
- Family/personal circumstances, For example, death or severe medical problems within the immediate family or unforeseen family financial difficulties, so that it is unreasonable to expect you to continue studies;
- Employment related circumstances, For example, where your employment status or arrangements have changed so that you are unable to continue his or her studies, and this change is beyond your control.

Supporting Documents

- The personal statements and claims, depending on the nature of the special circumstances the supporting documentation can include statements from doctors, counsellors, or employers.

Decision

- Each application will be examined and determined on its merits. Finance Manager or delegate will consider your claims, together with independent documentary evidence which substantiates these claims
- Finance Manager or delegate will have the sole discretion in accepting or rejecting the Retrospective withdrawal application