



# **SIR MANASSEH MEYER**

**International School**

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**C4.3.1 VERSION 01**

**REFUND**

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3 Jalan Ulu Sembawang Singapore 758932  
+65 6331 4633 | [www.smmis.edu.sg](http://www.smmis.edu.sg)

## APPROACH

### **1. Refund Policy**

1.1 The School's SLT shall ensure a fair and reasonable refund policy is detailed for any payments made.

1.2 Time taken to process all refund requests will be done within 7 working days.

1.3 Computation of the refund amount is to be communicated to the parents of students.

1.4 The school is to maintain a List of Refunds, which is to be updated within 3 days after processing of the refund.

1.5 The School adopts the Refund Policy as per the Standard Student Contract as set out by CPE. This Policy will act as a framework in guiding the implementation of detailed refund processes and procedures in the following areas:-

- Refund for Withdrawal Due to Non-Delivery of Course
- Refund for Withdrawal Due to Other Reasons
- Cooling off Period

1.6 School Refund Policy as per clauses in the Standard Student Contract: -

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

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

- It does not commence the Course on the Course Commencement Date;
- It terminates the Course before the Course Commencement Date;
- It does not complete the Course by the Course Completion Date;
- It terminates the Course before the Course Completion Date;
- 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 standard student contract within any stipulated timeline set by CPE; or
- The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

1.8 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:**

1.9 If the Student withdraws from the Course for any reason other than those stated in Clause 2.1 of the standard student contract, the PEI 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 standard student contract.

**Refund during Cooling-off Period:**

- 1.10 The PEI 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.
- 1.11 The Student will be refunded the highest percentage (stated in Schedule D of the Standard Student Contract) of the fees already paid if the Student submits a written notice of withdrawal to the PEI within the cooling-off period, regardless of whether the Student has started the course or not.
- 1.12 Refund Table:

% of the amount of fees paid under Schedules B and C	If Student's written notice of withdrawal is received:
50%	more than 30 days before the Course Commencement Date
25%	before, but not more than 30 days before the Course Commencement Date
10%	after, but not more than 7 days after the Course Commencement Date
0%	more than 7 days after the Course Commencement Date

**Non-Refundable Fees: -**

- Registration Fees
- Development Fees
- Technology Fees
- FPS Fees

- 1.13 Tuition Period Withdrawal Deadlines will be on 1<sup>st</sup> May and 1<sup>st</sup> November. If a written withdrawal notice is delivered to SMMIS during an SMMIS holiday it will be deemed received by SMMIS on the first day in session following the holiday.

**2. Communicate to Parents on Computation of Refund Amount**

- 2.1 The School will communicate to parents on the computation of the refund amount.

**3. Maintain Up-to-Date and Accurate Refund Records**

- 3.1 The School is to maintain a master list of refunds records which is to be updated after processing of the refund.

**4. Review of Refund Policy and Procedure for Continual Improvement**

- 4.1 The refund policy and procedure would be reviewed on an annual basis using the platforms of Internal Reviews (carried out by process owners) and Internal Assessments (carried out by QA Department).
- 4.2 Effectiveness of the refund policy and procedures is measured by percentage of refund cases processed within 7 working days.

## PROCESS

### **1. Refund Procedure**

#### **Parent to fill up Refund Request Form**

- 1.1 In the event if any refunds that is to be made, parents of students are to fill up the **Refund Request Form** and hand it to the **Office Support** for further processing.
- 1.2 Any supporting documentations that are required to process the Refund Request must also be submitted along with the **Refund Request Form**.
- 1.3 Reasons for Refunds should also be clearly documented in the **Refund Request Form**.

#### **Office Support to email Parents of student**

- 1.4 Upon receipt of any **Refund Request Form** (including supporting documents if any), **Office Support** is to acknowledge the receipt of the refund request by signing on the form. This is to be done within 2 working days upon receipt of the **Refund Request Form** (based on the date of application).

#### **Management Approval of Refund Amount**

- 1.5 Upon establishing of Refund Amount, **Accountant** is to seek the approval of **Principal** as part of Management Approval before the Refund Amount can be disbursed.
- 1.6 Such Management Approval should be documented in the **Refund Request Form**.

#### **Disbursement of Refund Amount**

- 1.7 Management Approval of Refund Amount, the **Refund Request Form** will be sent back to **Finance Department** for final processing.
- 1.8 After tabulating the refund amount, **Accountant** will disburse the refund amount to **Office Support** will update the **List of Refunds**.
- 1.9 Where possible, the school will get acknowledgement of receipt of refund amount from the parent. Should the school be unable to do so, clear records of the transaction should be kept.

### **2. Communicate to Parents on Computation of Refund Amount**

- 2.1 **Accountant** is to refer to the **Standard Student Contract** details to establish if a refund is to be made to the parents.
- 2.2 **Accountant** will work out a Refund Amount (if any) based on the Refund Policy as stated in the Standard Student Contract. This amount will be indicated on the **Refund Request Form**.

2.3 Computation of such an amount will also be explained to the Parents of student and stated in the [Refund Request Form](#).

2.4 All refund amounts will strictly adhere to the Refund Policy as stated under the Standard Student Contract.

### **3. Maintain Up-to-Date and Accurate Refund Record**

3.1 The [Office Support](#) is to maintain the [Master List of Refunds Records](#) which is to be updated within 3 working days from the approval by the [SLT](#).

### **4. Review of Refund Policy and Procedure for Continual Improvement**

4.1 The refund policy and procedures would be reviewed through the following platforms: -



- Internal review by respective [Head of Departments](#) and / or process owners using the [Internal Review Form](#)
- Internal assessment by [QA Department](#) using the [Internal Process Review, Audit and Assessment \("IPRAA"\) Report](#)

4.2 The evaluation of the effectiveness process would be based on the outcomes stated under [Systems and Review](#) section of this manual.

## SYSTEMS & REVIEW

S/N	<b><u>SYSTEMS</u></b>  (Desired outcomes for integrated processes)	<b><u>REVIEW</u></b>  (Outcome indicators for evaluation of effectiveness of related Approach, Process and System)	Related processes that are integrated that leads to a desired outcome.
1	Ensure that all refunds are refunded within 7 working days from student's refund request date.	a. % of refund requests refunded to students within 7 working days.	<ul style="list-style-type: none"><li>• Process for Refund</li><li>• Process for Internal Assessment</li></ul>

**Approving Authority:**

<b>Prepared By:</b>	<b>Name: Catherine Teng</b>
	<b>Designation: Accountant</b>
<b>Signature:</b>	
<b>Approved By:</b>	<b>Name: Elaine Robinson</b>
	<b>Designation: Principal</b>
<b>Signature:</b>	

**Revision History Table**

<b>Version 00</b>	<b><u>Description:</u></b> Initial Release
	<b><u>Effective Date:</u></b> 02 September 2019
<b>Version 01</b>	<b><u>Description:</u></b> Amended Point 1.4 "Office Support is to email the parent of the student and acknowledge the receipt of the refund request by signing on the form" to "Office Support is to acknowledge the receipt of the refund request by signing on the form" in Process Section
	<b><u>Effective Date:</u></b> 04 September 2020