



HANBRIDGE INSTITUTE

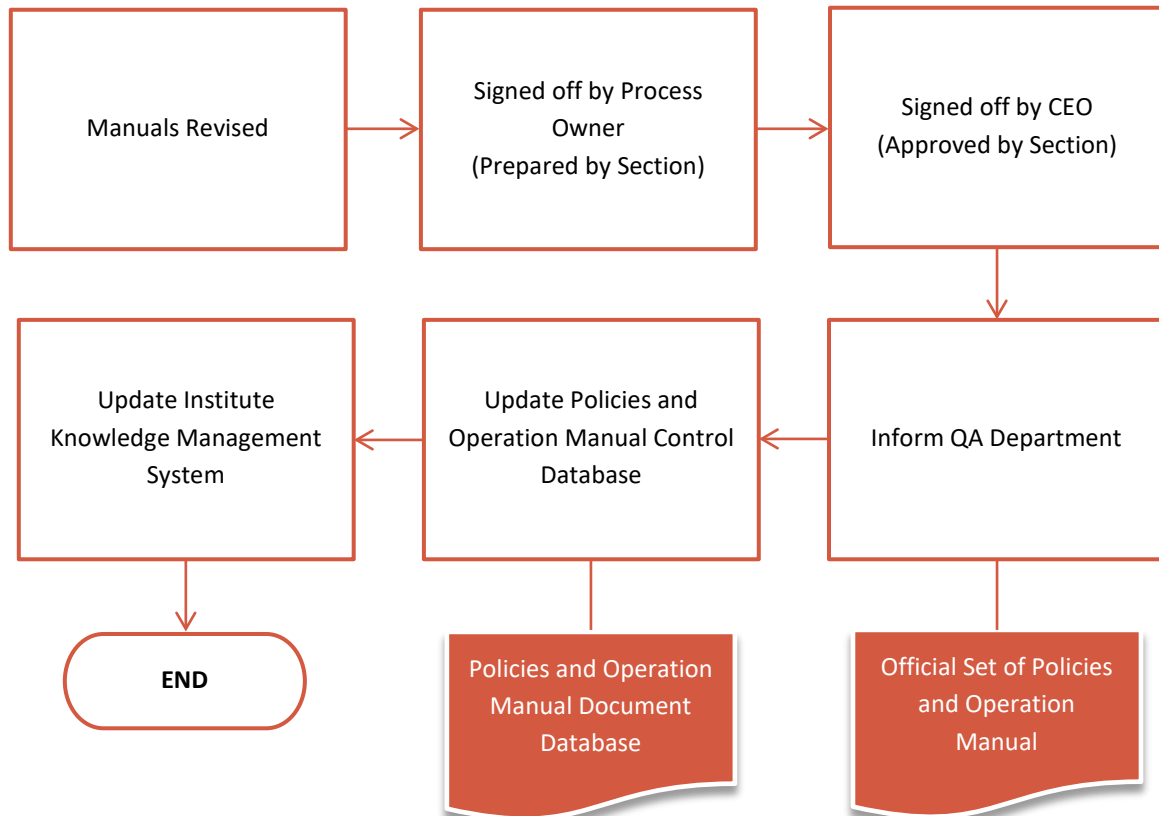
**OPERATION MANUAL**

**OM-0605-C4.3.1-05**

**STUDENT REFUND PROCEDURES**

## 1. Document Control Policy



One of the Institute's Controlled Documents will include the Official Set of Policies and Operation Manuals ("Manuals") that must be endorsed and approved by the Chairman of PMER Committee prior to its release to any stakeholders. Any revisions to the Manuals must be documented / reflected in the Revision History (Item 2) of this Manual and also in the Policy and Operation Manual Document Control Database. The flowchart below captures the approval process and their respective supporting documents.



## 2. Revision History

Version	Description	Effective Date
00	Initial Release	27 March 2017
01	<ul style="list-style-type: none"> <li>• Changed Criterion to 4.3.1</li> <li>• Separated Box Information on Student Refund with Student To fill up Refund Request</li> <li>• Added in under Section 3.3: Computation of such an amount will also be explained to Students and stated in the Refund Request Form.</li> <li>• Updated documentation column to match write-up</li> <li>• Revised section 6 to reflect actual practice</li> <li>• Added to point 5.2 'update list of refunds'</li> <li>• Added section 7 on review</li> <li>• Updated flowchart to reflect changes</li> </ul>	15 June 2017
02	<ul style="list-style-type: none"> <li>• Added point 7.2 on review by process owner</li> </ul>	15 January 2018
03	<ul style="list-style-type: none"> <li>• Updated Document Signatory List</li> </ul>	27 November 2018
04	<ul style="list-style-type: none"> <li>• Removed General Information header and box</li> <li>• Removed signing date from Document Signatory List</li> <li>• Amended Approved By Name</li> <li>• Added Point (2) Non-Refundable Fees based on the Policy Manual are as follow (if applicable)" under Refund Procedure Note</li> <li>• Amended Point 2 from " Student Services Executive to Meet Up with Student" to "Administration Department to Meet Up with Student"</li> <li>• Added write-up on communicating the computation of the refund amount to their parents / guardian for students under the age of 18 in point 3.3 in section 3 Establishing of Refund Category and Amount</li> <li>• Added "within 3 working days" in point 5.2 on updating the List of Refunds in section 5 Disbursement of Refund Amount</li> <li>• Amended "Designated Independent Internal Auditor" to "Independent Internal Process Auditor" in Point 7.1</li> </ul>	17 July 2019
05	<ul style="list-style-type: none"> <li>• Changed logo</li> <li>• Amended "School" to "Institute" throughout the manual</li> </ul>	18 March 2020

## 3. Document Signatory List

Responsibility	Name	Title	Signature
Prepared by	Sam Kok	Administration Manager	
Approved by	Alan Go	Chairman of PMER Committee	

Write-up: Process Details	Documentation & Responsibility
<p><b>Information on Student Refunds</b></p> <p>Refund Procedure Note(s): -</p> <p>(1) All refund policy statements are detailed in the Institute’s Refund Policy. All conditions must be satisfied before the Institute can proceed with the applications. The whole refund process should not take more than 7 working days (timeline to be monitored by the <b>Administration Department</b>), from date of application to disbursement of funds to the student.</p> <p>(2) Non-Refundable Fees based on the Policy Manual are as follow (if applicable): -</p> <ul style="list-style-type: none"> <li>• Late Payment Fee</li> <li>• Re-Exam Fee</li> <li>• Locker Fee</li> <li>• Instalment Fee</li> <li>• Course Transfer Fee</li> <li>• Exam Appeal Fee</li> <li>• Deferment Fee</li> <li>• Laboratory Fee</li> <li>• Medical Insurance Premium</li> <li>• Merchant Fee (NETS / China Union)</li> <li>• Application Fee</li> <li>• Medical Check-Up Fee</li> <li>• Multiple-Entry Visa Application Fee</li> <li>• ICA Processing Fee, Student’s Pass Issuance Fee and Multiple-Entry Visa Fee</li> </ul> <p>(3) Date of application will refer to the date that the Institute receives the duly executed Refund Form with all supporting documents.</p> <p>(4) The refund policy can also be found on the following platforms: -</p> <ul style="list-style-type: none"> <li>• Institute’s website</li> <li>• Student handbook</li> <li>• Official Receipt</li> <li>• Student Contract</li> <li>• Orientation Programme Materials</li> </ul> <p>(5) Reasons for Refund are based on the following : -</p> <ul style="list-style-type: none"> <li>• Refund due to Non-Delivery of Course</li> <li>• Refund due to Other Reasons</li> </ul>	<p>Policy Manual – Refund Policy (Administration Department)</p>

<ul style="list-style-type: none"> <li>• Refund during Cooling off period</li> <li>• Excess payments</li> <li>• Any other reasons as stated</li> </ul>	
<p><b>1. Student to Fill Up Refund Request Form</b></p> <p>1.1 In the event of any refunds that is to be made, students are to fill up the Refund Request Form and hand it to the <b>Administration Department</b> for further processing.</p> <p>1.2 Any supporting documentations that are required to process the refund request must also be submitted along with the <b>Refund Request Form</b>. This includes the <b>Course Withdrawal</b> or <b>Course Transfer Request Forms</b>.</p> <p>1.3 Reasons for Refund must also be clearly documented in the <b>Refund Request Form</b>.</p>	<p>Refund Request Form and Supporting Documents <b>(Administration Department)</b></p>
<p><b>2. Administration Department To Meet Up With Student</b></p> <p>2.1 Upon receipt of any <b>Refund Request Form</b> (including supporting documents if any), <b>Administration Department</b> is to meet up with the student and 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 <b>Refund Request Form</b> (based on the date of application).</p>	<p>Refund Request Form <b>(Administration Department)</b></p>
<p><b>3. Establishing of Refund Category and Amount</b></p> <p>3.1 <b>Administration Department</b> is to refer to the <b>Standard Student Contract</b> details to establish if a refund is to be made to the students.</p> <p>3.2 <b>Administration Department</b> will work out a Refund Amount (if any) based on the Refund Policy as stated in the <b>Standard Student Contract</b>. This amount will be indicated on the <b>Refund Request Form</b>.</p> <p>3.3 Computation of such an amount will also be explained to Students and stated in the <b>Refund Request Form</b>. For students under the age of 18, computation of the refund amount is to be communicated to their parents / guardian.</p> <p>3.4 All refund amounts will strictly adhere to the Refund Policy as stated under the <b>Standard Student Contract</b>.</p>	<p>Student Contract <b>(Administration Department)</b></p> <p>Refund Request Form <b>(Administration Department)</b></p>
<p><b>4. Management Approval of Refund Amount</b></p> <p>4.1 Upon establishing of Refund Amount, <b>Administration Department</b> is to seek the approval of <b>Principal</b> as part of Management Approval before the Refund Amount can be disbursed.</p> <p>4.2 Such Management Approval should be documented in the <b>Refund Request Form</b>.</p>	<p>Refund Request Form <b>(Administration Department)</b></p>
<p><b>5. Disbursement of Refund Amount</b></p> <p>5.1 Upon Management Approval of Refund Amount, <b>Administration Department</b> is to pass the <b>Refund Request Form</b> to Finance Department for final processing.</p> <p>5.2 After tabulating the refund amount, <b>CFO</b> will disburse the refund amount to <b>Administration Department</b> and update the <b>List of Refunds</b> within 3 working</p>	<p>Refund Request Form <b>(Administration Department)</b></p>

<p>days.</p> <p>5.3 <b>Administration Department</b> is to contact student to collect the Refund Amount.</p>	
<p><b>6. Student Acknowledgement of Refund Amount</b></p> <p>6.1 Student is to acknowledge receipt of Refund Amount in the <b>Payment Voucher</b>.</p> <p>6.2 In the event if the refund amount is issued to the student via Cheque or bank transfer, the Institute will inform the student via E-mail or SMS, and request for an acknowledgement from the student.</p>	<p><b>Payment Voucher</b> (CFO)</p> <p>E-mail / SMS (CFO)</p>
<p><b>7. Review of Refund Procedure</b></p> <p>7.1 The <b>Independent Internal Process Auditor</b> will review the refund process as part of his/her Internal Process Review, Audit, and Assessment of the Institute.</p> <p>7.2 In addition, the Process Owner will do a review of the process at least once a year to ensure that it is up to date and relevant.</p>	<p><b>IPRAA Report</b> (<b>Independent Internal Process Auditor</b>)</p>

**FLOWCHART: STUDENT REFUND PROCEDURES**

