

Refund Policy and Process

(Effective 21 April 2023)

REFUND POLICY

1. PSB Academy ensures that the refund policy is aligned with Student Contract:
 - a. Refund for withdrawal due to cooling-off period
 - b. Refund for withdrawal due to non-delivery of course
 - c. Refund for withdrawal due to other reasons
 - d. Refund Schedule (Schedule D)
2. The refund must be processed within (7) working days, after the date of the interview or on receipt of the necessary documentation support from the student to process.
3. Refund records such as withdrawal and refund request forms and refund receipts are kept for a seven (7) years period.

Refund for Withdrawal During Cooling-Off Period

PSB Academy ("PSB") will provide the student with a cooling-off period of seven (7) working days from the date the Student Contract has been duly signed by both parties. Student will be refunded the highest refund percentage stated within the refund table in Schedule D of the Student Contract for the fees already paid if the student submits a written notice of withdrawal within the cooling-off period, regardless of whether the student has started the course or not.

Refund for Withdrawal Due to Non-Delivery of Course

PSB will inform the student in writing of alternative study arrangements (if any) within three (3) working days in the event of the following causes as listed in clause 2.1 of the Student Contract:

- a) It does not commence the Course on the Course Commencement Date;
- b) It terminates the Course before the Course Commencement Date;
- c) It does not complete the Course by the Course Completion Date;
- d) It terminates the Course before the Course Completion Date;
- e) 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 student contract within any stipulated timeline set by CPE; or



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ISO 14001 : 2015
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ISO 45001 : 2018



Cert No: 1537-2021-0118
ISO/IEC 27001 : 2013



Cert No: EDU-2-2005
Validity: 14/05/2022 - 13/05/2026

PSB Academy
Reg. No. 200704825E
20/05/2022 - 19/05/2026

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- f) The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA). This is not applicable for remote e-learning Course where all of the Course is delivered online ("**E-Learning Course**").

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 except for (f).

If student choose not to take up the alternative study arrangements offered, the refund shall be made to the students, within 7 working days, from the date of rejection of such alternate study offer by the student.

For (f), only new Students commencing the Course will be refunded the entire Course Fees and Miscellaneous Fees already paid. The existing Students will be only refunded with the remaining Unconsumed Course Fee and Miscellaneous Fee already paid. This is not applicable for E-Learning Course.

Refund for Withdrawal Due to Other Reasons

1. For new commencing students, if the student withdraws from the Course for any reason, PSB will refund, if applicable, to the student, the first instalment paid based on the refund table stated in Schedule D of the Student Contract.
 - a) After the Student commences his/her term of study, the Student shall be subject to the same refund amounts set out in Schedule D.
2. The following payments are non-refundable and non-transferable:
 - a) Course Application Fee
 - b) Student Pass administrative fee
 - c) Miscellaneous Fees (Non- Compulsory)
3. There will be no refund of course fees and miscellaneous fees for students who have to terminate their studies due to disciplinary action being meted out for failing to abide by the regulations and guidelines of PSB and / or the university partner and / or Singapore Authorities.



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REFUND PROCESS

1. Refund for withdrawal shall be processed within the next seven (7) working days with reference from interview date in Course Withdrawal and Refund Request Form, or on receipt of the necessary documentation support from the student to process (excluding time taken for postal services or external processing by banks). In the event if student initiated a change of refund payment mode (with supporting documents, i.e.: email or acknowledgement on Course Withdrawal and Refund Request Form), the refund request shall be processed within the next seven (7) working days from student revised acknowledgement date.

The withdrawal form should be duly filled and signed by the student. No withdrawal and related refund will be processed, until the filled and signed withdrawal form is received from the student.

2. Student will receive their refund amount through bank transfer.

For refund request to third party, student is required to provide the information in the Course Withdrawal and Refund Request Form. Student is responsible to provide accurate and true information of bank details. The proof of identity has to be given in event if bank request to verify the identity.

3. Student will be informed via email when the refund process is completed by School.
 - a. School will communicate to students on the completion of refund with details via email. For course withdrawal, the communication will include computation of the refund, % of refund and amount refunded.

Amount of refund = Applicable refund % * Total Refundable Fees

4. Student is also solely responsible to bear all additional charges incurred to re-issue a bank transfer for whatever reason.
5. School will cancel the FPS of the student when School informs student that the refund is processed (if applicable).



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REFUND TABLE IN THE STUDENT CONTRACT

Applicable for:

- Coventry University
- Edinburgh Napier University
- Edith Cowan University
- La Trobe University
- Massey University
- University of Canberra
- Cambridge Assessment International Education (for IGCSE programme)
- University of Nottingham (effective Jan 2021 intake)
- The University of Newcastle, Australia
- Webster University
- University of Hertfordshire
- PSB Academy programmes

% of [the amount of fees paid under Schedules B of the student contract]	If Student's written notice of withdrawal is received:
[80%]	More than [28] days before the Course Commencement Date*
[50%]	Within [28] days before the Course Commencement Date*
[0%]	On or after the Course Commencement Date*



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Applicable for E-Learning programmes in PSB Academy

% of [the amount of fees paid under Schedules B]	If Student's written notice of withdrawal is received:
[50%]	More than [7] days before the Course Commencement Date
[0%]	[7] days or less before the Course Commencement Date, and after the Course Commencement Date

Applicable for University of Wollongong

% of [the amount of fees paid under Schedules B of the student contract]	If Student's written notice of withdrawal is received:
[90%]	more than [27] days before the Course Commencement Date*
[50%]	before, but not more than [27] days before the Course Commencement Date*
[0%]	On or after the Course Commencement Date*

Applicable for The University of Nottingham (prior to Jan 2021 intake)

% of [the amount of fees paid under Schedules B of the student contract]	If Student's written notice of withdrawal is received:
[90%]	more than [27] days before the Course Commencement Date*
[50%]	before, but not more than [28] days before the Course Commencement Date*
[0%]	before, but not more than [13] days before the Course Commencement Date*

Note:

*Course Commencement Date shall also mean Term Commencement Date.



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References:

- EduTrust Certification Scheme Guidance Document (V2.0) - Criterion 4.3 Refund Process
- EduTrust Certification Scheme Guidance Document (V3.0) - Criterion 4.3 Refund
- PSB Academy Student Contract
- PAC-IMS 4.31. Refund
- PAC-FIN-W02 Work Instruction for Closure of refunds
- PAC-FIN-W06 Work Instruction for Processing Refund Request



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