

Refund Policy and Process

(Effective 02 September 2024)

REFUND POLICY

1. PSB Academy ensures that the refund policy is aligned with Student Contract:
 - a. Termination and Refund Policy
 - b. Refund for withdrawal during the cooling-off period
 - c. Refund for withdrawal outside the cooling-off period
 - d. Refund Policy (Schedule D)
 - e. Condition for refund processing
2. The following payments are non-refundable and non-transferable:
 - a) Course Application Fee
 - b) Student Pass Administrative Fee
 - c) Miscellaneous Fees – unless expressly stated otherwise in the Student Contract.
3. The refund must be processed within seven (7) working days, after the date of the interview or upon receipt of the necessary documentation required for processing.
4. Refund records such as withdrawal and refund request forms and refund receipts are kept for a seven (7) years' period.

Termination and Refund Policy (Please refer to the “Refund Events” diagram)

1. PSB Academy (“PSBA”) will notify the Student in writing within three (3) working days after becoming aware of any of the following (each a “Refund Event”) as listed in Clause 3.1 of the Student Contract:
 - a) It cannot commence the provision of the Course on the Course Commencement Date;
 - b) It cannot complete the provision of the Course by the Course Completion Date;
 - c) The Course will be terminated before the Course Completion Date;
 - d) The student does not meet the course entry or matriculation requirement as set by the organisation stated in Schedule A of the Student Contract; or
 - e) The Student’s Pass application is rejected by Immigration and Checkpoints Authority (ICA). This is not applicable for “E-learning Course” where all of the Course is delivered online.

2. The Contracting Party should be informed in writing of alternative study arrangements (if any), within ten (10) working days of the Refund Event.
3. If the alternative study arrangements proposed by PSBA for refund events (a) to (c) are accepted by the Contracting Party:
 - For refund event (a): Automatic termination of the Contract with a **full refund of Course Fees and Miscellaneous Fees**. A new contract must be signed for the alternative study arrangements.
 - For refund events (b) and (c): Automatic termination of the Contract. PSBA shall refund the **Course Fees and Miscellaneous Fees** in proportion to the **uncompleted portion or duration of the Course**, whichever is higher, to the Contracting Party within seven (7) working days of termination.
4. If the alternative study arrangements proposed by PSBA for refund events (a) to (c) are not accepted by the Contracting Party:
 - For refund event (a): PSBA shall refund **all Course Fees and Miscellaneous Fees** paid by the Contracting Party within seven (7) working days of the termination of the Contract.
 - For refund events (b) and (c): Automatic termination of the Contract. PSBA shall refund the **Course Fees and Miscellaneous Fees** in proportion to the **uncompleted portion or duration of the Course**, whichever is higher, to the Contracting Party within seven (7) working days of termination.
5. For refund events (d) and (e):
 - PSBA shall immediately terminate the contract and refund all **Course Fees and Miscellaneous Fees** paid by the Contracting Party within seven (7) working days.
 - Refund event (e): Only **new Students** commencing the Course will be refunded the entire **Course Fees and Miscellaneous Fees** already paid. Existing Students will be refunded only the **remaining Unconsumed Course Fees and Miscellaneous Fees** already paid. This is not applicable for E-Learning Courses.

Refund for Withdrawal During the Cooling-Off Period

PSBA will provide the Contracting Party with a cooling-off period of ten (10) calendar days commencing from and including the date the Student Contract has been duly signed by both parties. Upon receipt of the written notice of withdrawal within the cooling-off period, PSBA shall refund **all Course Fees and Miscellaneous Fees** paid, within seven (7) working days.



Cert No: 2019-1-0116
ISO 9001:2015
Cert No: 2019-0790
ISO 14001:2015
Cert No: 0115-45001-2019-0081
ISO 45001:2018



Cert No: 1527-2021-0118
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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Refund for Withdrawal Outside the Cooling-Off Period

The Contracting Party may terminate the Contract at any time before the Course Completion Date by providing a written notice to PSBA. Upon receipt of such notice, PSBA shall refund to the Contracting Party such amount (if any) as determined in accordance with Schedule D of the Student Contract, within seven (7) working days.

Condition for Refund Processing

All refunds specified in the Student Contract, are subject to the condition that the Contracting Party provides all the required information in the withdrawal form to facilitate the refund process. Any failure to provide the required information may lead to delays in processing the refund.

No Refund

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 Academy and / or the university partner and / or Singapore Authorities.

Refund Policy Terms for Contracts Signed Before 2 September 2024

For contracts signed before 2 September 2024, the refund terms and conditions stated in the respective Student Contract will apply.

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 Contracting Party to process (excluding time taken for postal services or external processing by banks). In the event if the Contracting Party 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 the Contracting Party's revised acknowledgement date.

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

2. Contracting Party will receive their refund amount through bank transfer.



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

3. Contracting Party will be informed via email when the refund process is completed by School.
 - a. School will communicate to Contracting Party 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. Contracting Party 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 Contracting Party 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 course)
- University of Nottingham (effective Jan 2021 intake)
- The University of Newcastle, Australia
- University of Hertfordshire
- PSB Academy courses

% of [the amount of Course Fees and Miscellaneous Fees paid under Schedules B and C]	If the Contracting Party's written notice of withdrawal and duly completed withdrawal form is received:
[80%]	more than [20] working days before the Course Commencement Date*
[50%]	on or before, but not more than [20] working days before the Course Commencement Date*
[0%]	after, but not more than [0] working days after the Course Commencement Date*
[0%]	more than [0] working days after the Course Commencement Date*



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Applicable for E-Learning courses in PSB Academy:

% of [the amount of Course Fees and Miscellaneous Fees paid under Schedules B and C]	If the Contracting Party's written notice of withdrawal and duly completed withdrawal form is received:
[50%]	more than [5] working days before the Course Commencement Date
[0%]	[5] working days or less before the Course Commencement Date, on and 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.

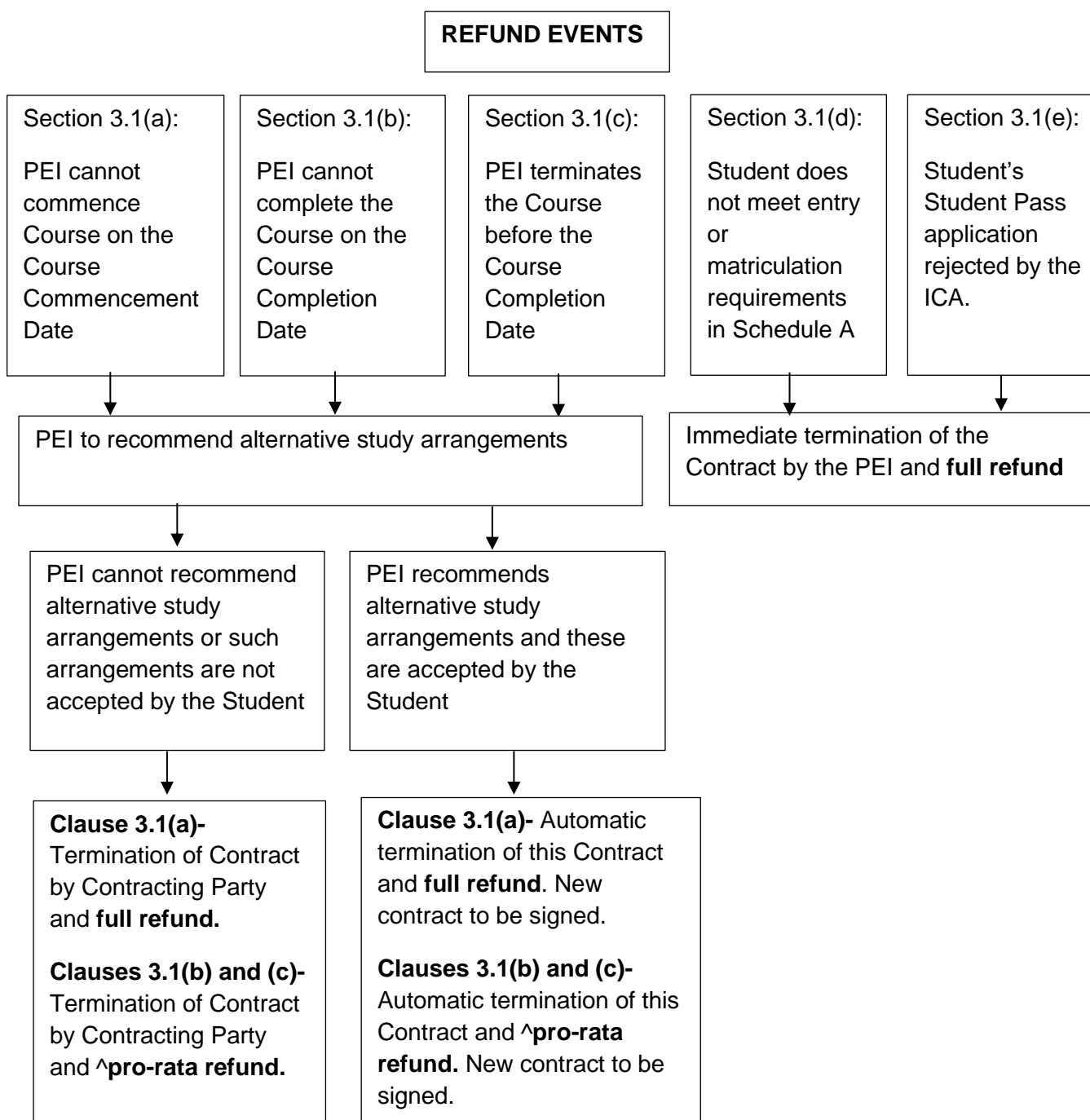


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REFUND EVENTS IN THE STUDENT CONTRACT



Note:

^ Pro-rata refund refers to the uncompleted portion or duration of the Course (please refer to Clause 3 in the Student Contract).

References:

- EduTrust Certification Scheme Guidance Document (V4.0) – Criterion 4.4 Refund
- PSB Academy Student Contract V4.0
- PSBA-IMS441 Refund
- PSBA-FIN-W02 Work Instruction for Closure of refunds
- PSBA-FIN-W06 Work Instruction for Processing Refund Request



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