Refund Policy

Purpose
The purpose of this document is to standardize the financial implication applicable to students in the event the student wants to withdraw from the course.

Scope
This policy applies to all SAE Institutes campuses.

Associated Documents
Student Handbook, PEI-Student Contract

Associated Records
Withdrawal form

Policy Statement
All clauses indicated in the refund policy refer to the PEI-Student contract clauses.

1.1 Notification and Arrangement
PEI shall inform the Student immediately within three (3) working days if:
(i) It fails, for any reason, to commence the Course on the Course Commencement Date;
(ii) It terminates the Course, for any reason, prior to the Course Commencement Date;
(iii) It fails, for any reason, to complete the Course by the Course Completion Date;
(iv) It terminates the Course, for any reason, prior to Course Completion Date; or
(v) The Student's Pass application is rejected by Immigration and Checkpoint Authority (ICA)

The PEI shall, within seven (7) working days of notifying the Student in writing of above circumstances (i) to (iv), provide the Student with information and details of the alternative confirmed course arrangement to allow the Student to make timely and appropriate decision on the alternative arrangement.

1.2 Withdrawal for Cause:
Subject to Clause 9, the Student shall be entitled to immediately withdraw from the Course by giving written notice to the PEI of his/her intention to do so if the PEI is in breach of any of its obligations under this Agreement or fails to perform its obligation(s) under the circumstances in Clause 2.1 (i) to (iv).

1.3 Refunds for Withdrawal for Cause:
For circumstances under Clause 2.1, the PEI shall, within seven (7) working days after notifying the Student, refund to the Student:
(i) The entire amount of the Course Fees
The PEI shall also, as soon as practicable after receiving the Student’s notice of withdrawal under Clause 2.2 (and in any event no later than seven (7) working days after receiving such notice) refund to the Student the amounts stated in this Clause 2.3.

1.3.1 **Registration Fees and International Student Pass Application Fees**
Course registration fees and student pass application fees are non-refundable.

1.4 **Refunds for Withdrawal Without Cause:**
Where the Student withdraws from the Course for any reason other than those set out in Clause 2.2 or Clause 9, the PEI shall, subject to Clause 3.5, as soon as practicable after receiving the Student’s written notice of withdrawal (and in any event no more than seven (7) working days after receiving such notice) refund to the Student the following sums (less any applicable bank administrative charges properly paid/payable under Clause 3):

<table>
<thead>
<tr>
<th>% of [the aggregate amount of the fees paid under Clause 1.11 and 1.12]</th>
<th>If Student’s written notice of withdrawal is received</th>
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<tbody>
<tr>
<td>[98]</td>
<td>(“Maximum Refund”) More than [14] days before the Course Commencement Date</td>
</tr>
<tr>
<td>[75]</td>
<td>Before, but not more than [14] days before the Course Commencement Date</td>
</tr>
<tr>
<td>[75]</td>
<td>After, but not more than [7] days after the Course Commencement Date</td>
</tr>
<tr>
<td>[50]</td>
<td>More than [7] days after the Course Commencement Date, but not more than [30] days after the Course Commencement Date</td>
</tr>
<tr>
<td>[0]</td>
<td>More than [30] days after the Course Commencement Date</td>
</tr>
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</table>

Students who have valid reasons to withdraw can approach the General Manager to request for some refund and the amount of refund will be based on agreed calculated amount. This refund is strictly out of goodwill and based on the exit interview with the students.

1.5 **Cooling-Off Period**
The PEI shall provide the Student with a cooling-off period of 7 working days, after signing this Agreement. Within these 7 days and regardless whether the Course Commencement Date has passed, the Student can submit written notice of withdrawal to the PEI and receive the Maximum Refund amount stipulated by the PEI under Clause 2.4 (less any Course Fees consumed by the Student if the withdrawal date is later than the Course Commencement Date and the Student has started the Course, any PEI administrative charges which are stipulated in the Miscellaneous Fees and any applicable bank administrative charges properly paid/payable under Clause 3). Any dispute in respect of how much Course Fees have been consumed pursuant to this clause shall be referred to mediation at the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through the CPE Student Services Centre pursuant to Clause 5.4, and only in respect of such decision, the decision of the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) shall be final and binding on all parties.

The PEI shall also bring to the Student’s notice **Schedule 3** by notifying the student of his
rights under the cooling-off period, and receive written acknowledgement as provided therein by the Student that Schedule 3 has been brought to his notice. In the event that the notice in Schedule 3 has not been brought to the Student’s attention, the cooling-off period of 7 working days shall only commence from the date that Schedule 3 has been brought to the Student’s notice, and the Student has acknowledged the same. The Student shall have the right to withdraw from the Course and receive a refund as stated in this Clause 2.5 anytime before the notice in Schedule 3 has been brought to the Student’s attention.

This Clause 2.5 takes precedence over the PEI’s refund policy stated in Clause 2.4.

1.6 Deemed Withdrawal:
A Student who transfers from the Course to another course with the PEI shall, for the purposes of this Clause 2, be deemed to have withdrawn from the Course and the provisions of Clause 2.4 shall apply save as otherwise agreed between the PEI and the Student.

1.7 Change of Course:
Further to Clause 2.6, a fresh PEI-Student Contract under this format shall be executed between the PEI and the Student for any change of Course, whether with the same PEI or otherwise.

1.8 Refund for Deferment:
For students who applied for course deferment, there will be no refund of course fees paid. All the fees paid will be credited into the next course enrollment.
This applied to upfront and installment plan.
For students who deferred and failed to turn up for the class, there will be no refund.

1.9 Refund for Transfer from Part time to Full Time or vice versa:
For students who applied for transfer from full time to part time or part time to full time, there will be no refund of course fees paid. All the fees paid will be credited into the next course re-enrollment.

20 Refund for FPS:
In the event that there is a refund of FPS from the Insurance Company to the students, due to deferment, withdrawal, transfer or any related matters, SAE Institute will forward the full refund back to the student within 7 days.

<table>
<thead>
<tr>
<th>Responsibilities</th>
</tr>
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<tbody>
<tr>
<td>Policy Owner</td>
</tr>
<tr>
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<td>EduTrust Criterion</td>
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<table>
<thead>
<tr>
<th>Revision Ref No</th>
<th>Approved / Rescinded</th>
<th>Date</th>
<th>Committee</th>
<th>Document Reference</th>
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<tbody>
<tr>
<td>Version 1</td>
<td>Approved</td>
<td>8 April 2010</td>
<td>Management Team</td>
<td>New Policy Manual for Edutrust</td>
</tr>
<tr>
<td>Version 2</td>
<td>Approved</td>
<td>28 June 2011</td>
<td>Management Team</td>
<td>Management Meeting – Change of presentation format</td>
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</table>
Refund Fees Calculation Guidelines

1. All refund fees will be calculated based on the signed student contracts.
2. All application fees and student visa application fees are non-refundable.
3. If SAE Institute failed to commence any course due to “insufficient student number, ie 5 students to start a course), SAE Institute will refund 100%, including the application fees. However, student visa application fees will remain non-refundable.
4. If the student withdraw from course due to personal reasons, no fault of SAE Institute, and would like to request for some refund, the student can make appointment to meet with General Manager to negotiate for some refund.

The General Manager, out of goodwill, may consider to refund some amount to the students if the student has any of the following valid reason:

- The student is sick and need to seek medical treatment
- The student is forced to withdraw due to family financial problems (for example, parent is out of job and could not afford to continue to study)
- The student need to perform national services duty

The refund amount will be calculated based on unconsumed course fees. For example :

If the students have completed or attend 10 units of the total units (16 units), the proposed refund amount is calculated as follows :

Unit cost = (Full course fees paid )/16  
Refund amount = (16 – 10 ) x Unit Cost

Student application fees and Student Visa fees are non refundable. Any refund from the FPS will be refund to the student.

5. SAE Institute will not refund students any of the course fees if the students failed the units / course.