



REFUND POLICY

GSTM implements a fair and reasonable refund policy for any payment made by all prospective and current students. All prospective students are briefed on the refund policy during the pre-course counselling, at the point of enrolment (before signing Standard PEI Student Contract) and again during Orientation program.

The refund policy shall be clearly explained to all prospective and current students. Full details of the policy are also available on the GSTM’s website, Standard PEI Student Contract and student handbooks. Prospective and current students are required to abide by the refund policy specified in the Standard PEI Student Contract.

Refunds are based on the following terms and conditions:

% of [the amount of fees paid under Schedules B and C of the Student Contract]	If student’s written notice of withdrawal is received
100%	Refer to Standard PEI Student Contract point 2.1
75%	(“Maximum Refund”) More than 30 days before the course commencement date
50%	Before, but not more than 7 days before course commencement date
25%	After, but not more than 7 days after course commencement date
0%	More than 7 days after the course commencement date

Refund for withdrawal due to non-delivery, of course (refer to Standard PEI Student Contract point 2.1)

GSTM will notify the student within three (3) working days upon knowledge of any of the following:

- I. It does not commence the course on the Course Commencement Date;
- II. It terminates the course before the Course Commencement Date;
- III. It does not complete the course by the Course Completion Date;
- IV. It terminates the course before the Course Completion Date; or
- V. It has not ensured that the student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A within any stipulated timeline set by CPE.
- VI. The Student’s Pass application is rejected by the Immigration and Checkpoints Authority (ICA).

Application Fee and Student Pass Application Fee are non-refundable except for circumstances (I) to (VI) listed above.

GSTM might cancel a course due to insufficient intake numbers and other reasons.

Under the circumstances (I) to (VI), 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 any Miscellaneous Fees already paid should the student decide to withdraw, within seven (7) working days of the above notice.

For (VI), a full refund of all fees paid when the Student's Pass application is rejected by the Immigration and Checkpoints Authority (ICA).

Refunds for Withdrawal Due to Other Reasons (refer to Standard PEI Student Contract point 2.2)

As per the Standard Student Contract, a student who transfers from the course to another course with the GSTM shall be deemed to have withdrawn from the course and the provisions and refund policy will be applied in the same terms and conditions as withdrawal.

GSTM will refund the student within 7 working days of receiving the student's written notice of withdrawal. The refund to the student is an amount based on the table in Schedule D Refund Table as stipulated at Standard PEI Student Contract.

Refund During Cooling-Off Period (refer to Standard PEI Student Contract point 2.3)

GSTM will provide students with a cooling-off period of seven (7) working days after the date that both parties have signed the Contract.

Within these 7 working days, and regardless of whether the course commencement date has passed, the student can submit a written notice of withdrawal to GSTM and receive the Maximum Refund as stated in Schedule D of the Standard PEI Student Contract whether the student has started the course or not.

When the transfer/ withdrawal application is approved

The maximum processing time of not more than 7 working days from the student's withdrawal/refund request for the issuing of the refund.

GSTM Informs FPS Insurance provider on student refund and status.

GSTM will communicate to the student the computation of the refund amount. The refund to the student is an amount based on the table in Schedule D Refund Table as stipulated at Standard PEI Student Contract.

GSTM will refund students in the form of a cheque. GSTM will notify the student via email or phone to collect the cheque when it is ready. When the student collects the check, they are to sign the Cheque Voucher to verify receipt of the cheque.

Maintaining refund records

GSTM shall maintain up-to-date and accurate refund records.

APPLICATION FOR REFUND

When GSTM fail to commence the course on the course commencing date, Student Support and Services staff will notify the respective student within 3 working days. Students shall complete the Refund Application Form.

An existing student who wishes to withdraw from the course, he/she shall complete the Withdrawal Form.

The student who wishes to apply for course transfer he/she shall complete the Withdrawal Form and Course Transfer Form.

The student shall complete all forms before submitting them to the Student Support Services Department to process the application.

Student Support Services and Finance Executive ensure the refund process shall complete within 7 working days upon receiving the student's form.

Finance Executive will refer to the respective student contract and payment details to determine the eligibility, payment breakdown, and amount to be refunded to the respective student.

It is the responsibility of the Finance Executive to seek the Head of Finance to review the refund case and supporting documents.

REFUND PROCEDURE

The refund procedures shall be clearly communicated to prospective and current students via the GSTM's website and student handbook.

Refund records shall be accurate and up-to-date. Records shall be kept according to financial guidelines and are easy to retrieve for audit purposes.

This refund procedure applies when a student submits a request for a refund:

- The refund application must be made in writing by completing the 'Refund Application Form, accompanied by valid reason(s) and submitted through the school's counter.
- Refund processing time is within seven (7) days from the complete receipt of the supporting documents.
- Refund, when approved, will be made via Crossed Cheque, made to the student's name. If the cheque is to be made to a 3rd party, the student must provide the 3rd party details in the 'Refund Application Form.
- Request for re-issuance of cheque (due to expired cheque, error in details provided by the student, loss of cheque, et.) will be treated as a new refund application. Bank administrative charges (if applicable) are borne by the student.
- Students must collect the refund personally from the school with their Student Card or Identification card for verification. Students will have to acknowledge receipt of the cheque.
- The student may authorise a 3rd party to collect on their behalf by an authorisation letter signed by the student.

- GSTM shall retain the right to change the refund policy/procedure; when such changes are made, they will be communicated to the student via GSTM's website, student handbook and student portal.

Finance Executive/ Student Support Services/ Education Consultant / Course Counsellor/ Academic Programme Coordinator shall communicate to students about the computation of the refund amount.

Finance department shall maintain up-to-date and accurate refund records.

All staff responsible for refund must follow the procedure outlined in Figure 1 and Figure 2.

Figure 1: Refund process (Refund for withdrawal due to non-delivery courses)

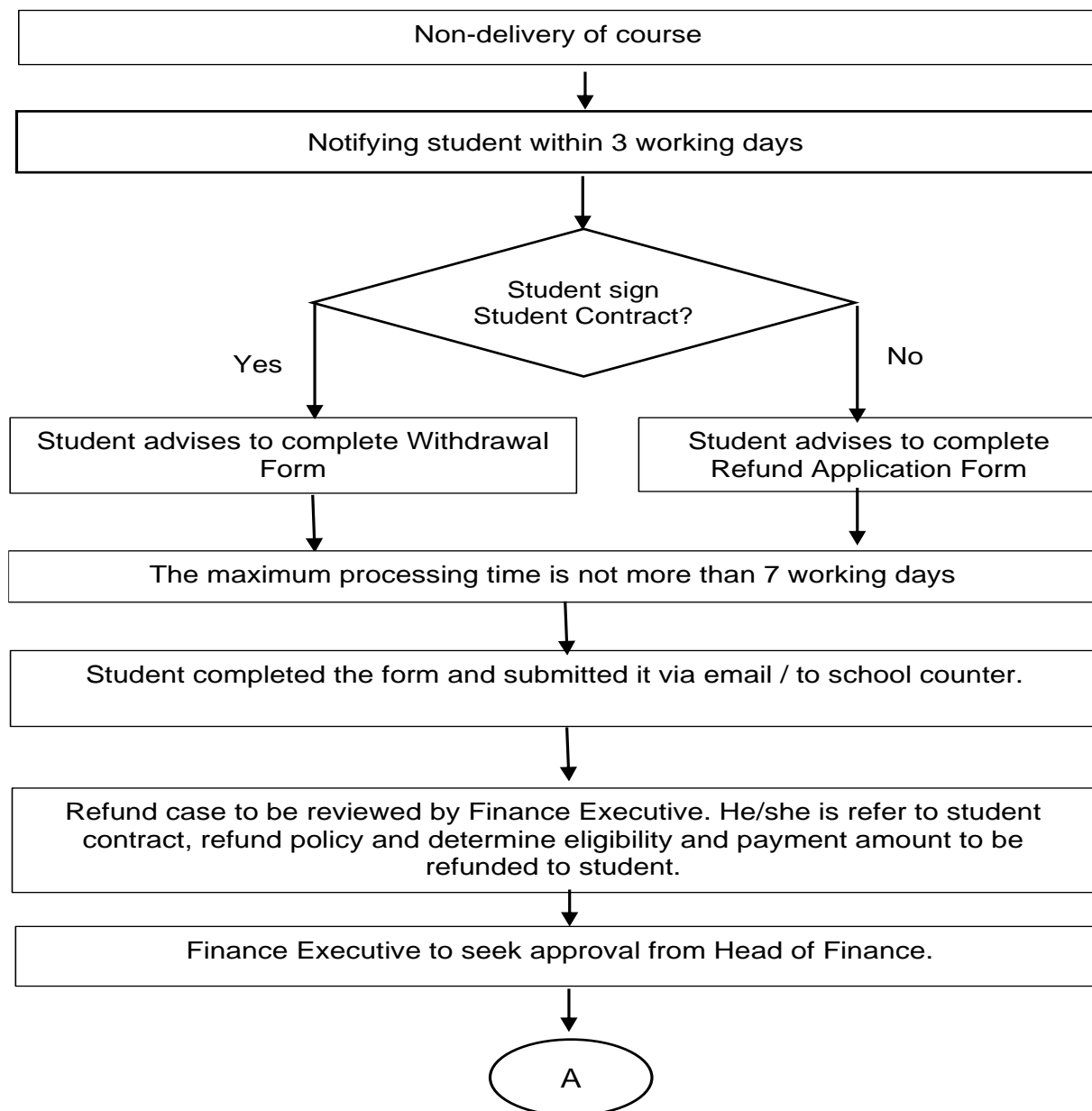




Figure 1: Refund process (Refund for withdrawal due to non-delivery courses) (continues)

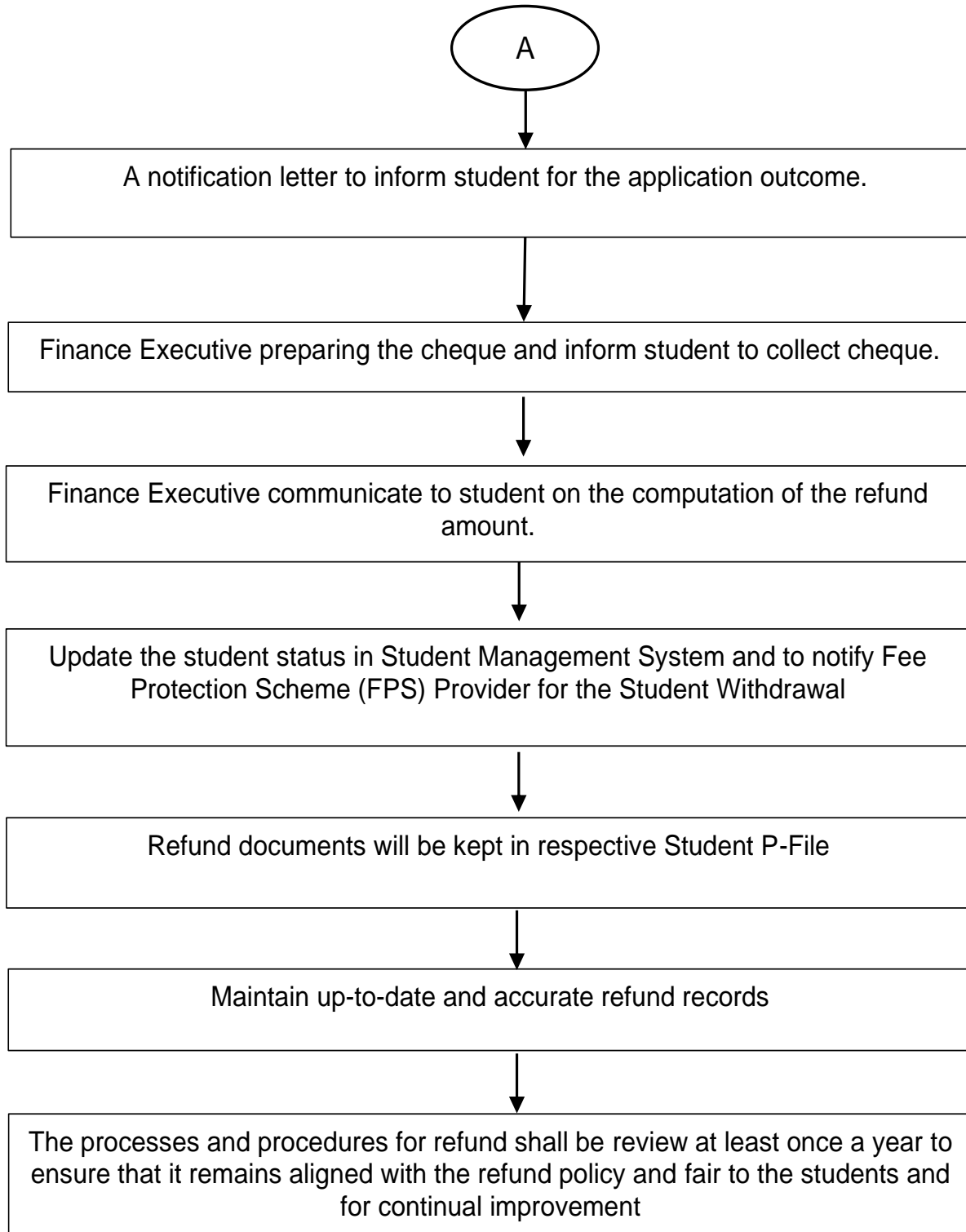


Figure 2: Refund process (withdrawal due to other Reasons)

Refund for withdrawal course

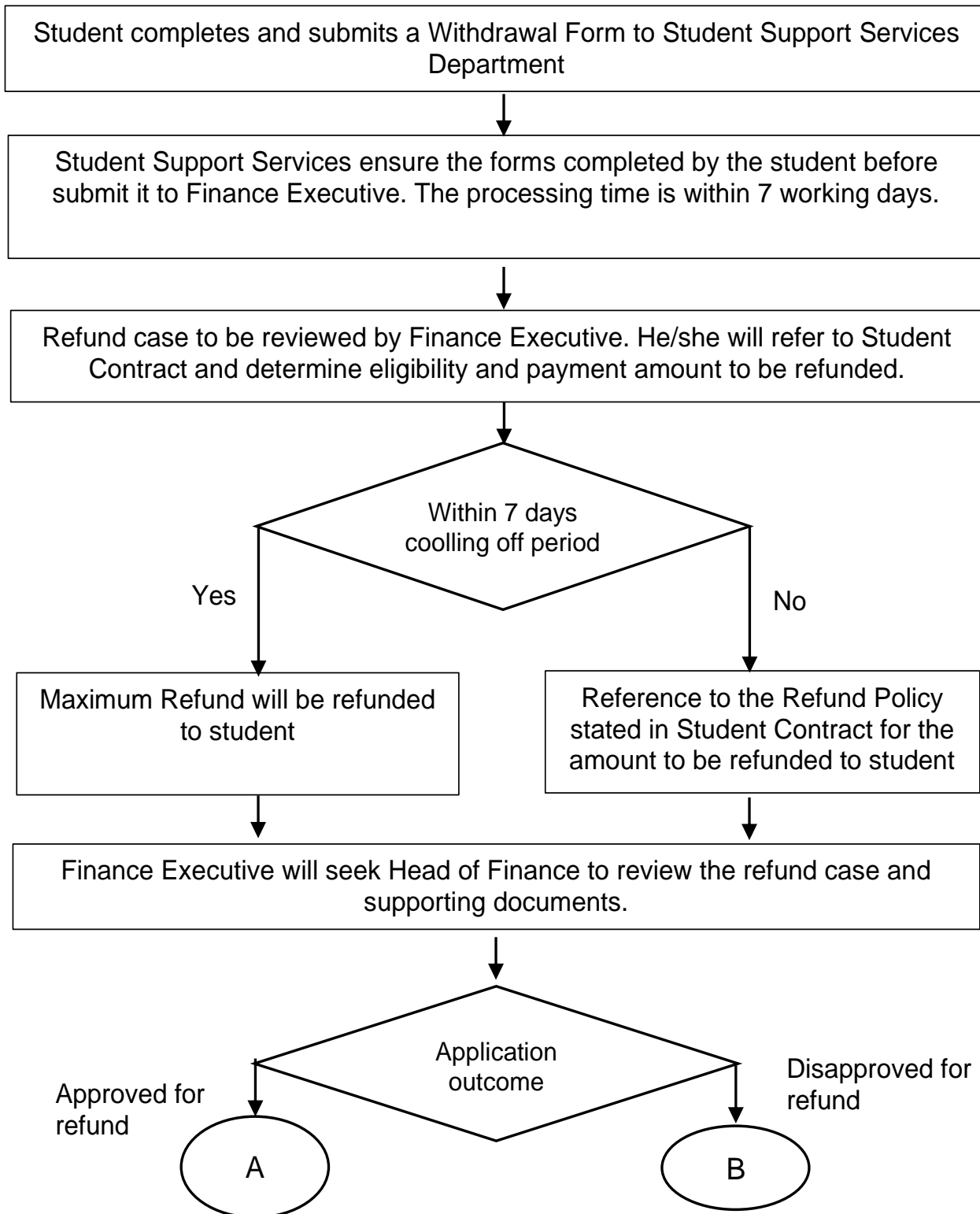


Figure 2: Refund process (withdrawal due to other Reasons) (Con't)

Refund for withdrawal course (Con't)

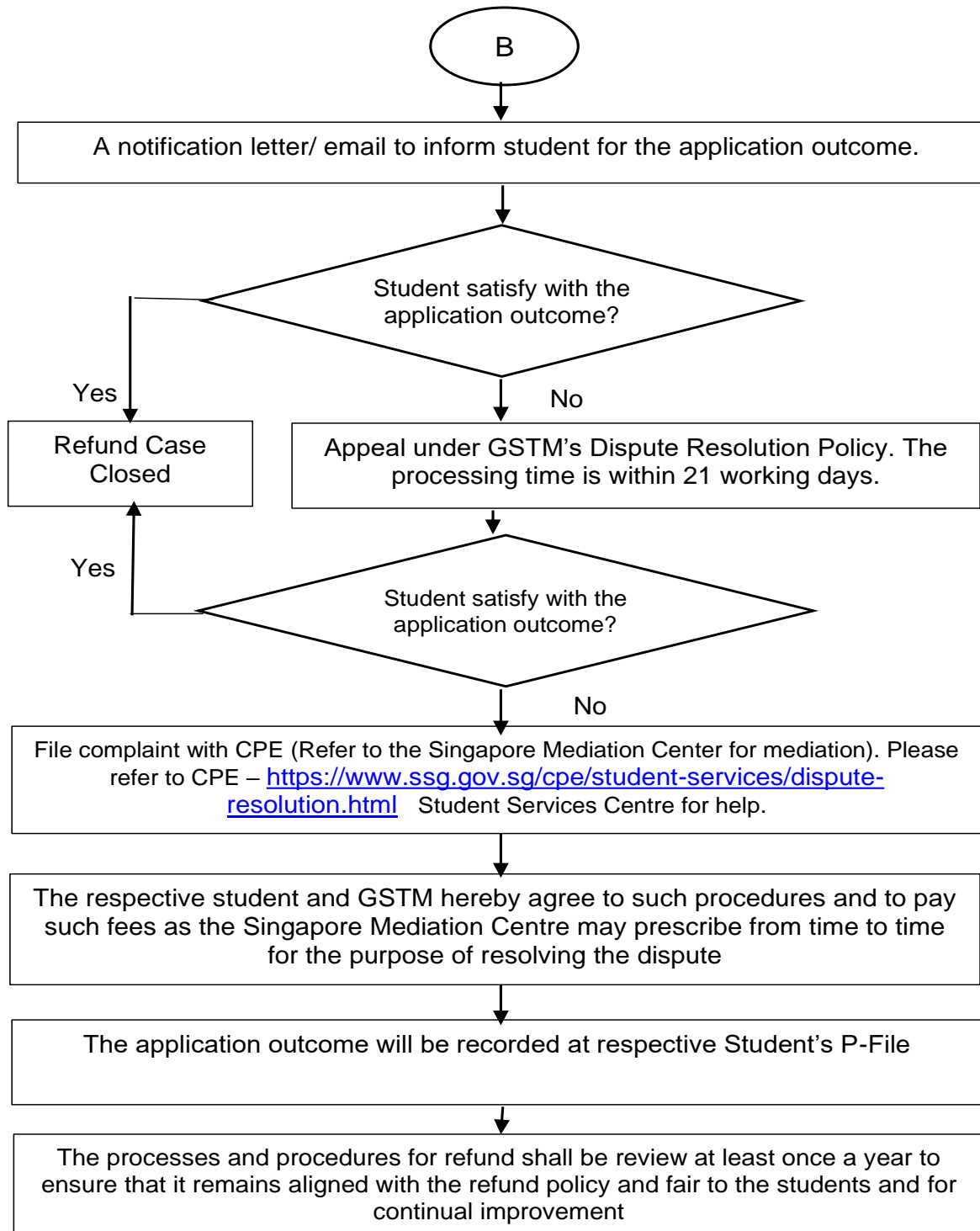




Figure 2: Refund process (withdrawal due to other Reasons) (Con't)

Refund for transfer of course

