

## REFUND POLICY

Effective date: 20 December 2024

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 the 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:

<b>% of [the amount of Course Fees and Miscellaneous Fees paid under Schedules B and C]</b>	<b>If the Contracting Party's written notice of withdrawal is received:</b>
[75%]	more than [30] working days before the Course Commencement Date
[25%]	on or before, but not more than [30] 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

**Note: Refer to the Standard PEI Contract for Schedule B and C.**

### **Refund for withdrawal due to non-delivery of course (refer to Standard PEI Student Contract in Clause 3)**

GSTM will notify the student within three (3) working days after becoming aware of any the following (each a "Refund Event") (In Clause 3.1 of Standard Student PEI 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) It terminates the Course before the Course Completion Date; or
- (e) The student does not meet the course entry or matriculation requirements as stated in Schedule A (Refer to the Standard PEI Student Contract).
- (f) The Immigration and Checkpoints Authority of Singapore (the "ICA") rejects the student's application for the Student Pass.

**Where any of the Refund Events in Clause 3.1(a) to (c) above has occurred:**

- (a) The GSTM shall use reasonable efforts to make alternative study arrangements for the student and shall propose such alternative study arrangements in writing to the Contracting Party, within ten (10) working days of informing the Contracting Party of the Refund Event.
- (b) If the Contracting Party accepts such alternative study arrangements, the GSTM shall set forth such alternative study arrangements in a written contract and this Contract shall automatically terminate on the date that such new written contract comes into effect.
- (c) If the GSTM does not propose alternative study arrangements to the Contracting Party within the time stipulated in Clause 3.2(a) above, or the Contracting Party does not accept such alternative study arrangements, the Contracting Party may forthwith terminate this Contract by way of a written notice to the GSTM.

Where any of the Refund Events in Clauses 3.1(d) to (e) has occurred, the GSTM shall forthwith terminate this Contract by way of a written notice to the Contracting Party.

If the Contract is terminated pursuant to:

- Clause 3.2(b) read with Clause 3.1(a), the GSTM shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
- Clause 3.2(b) read with either Clause 3.1(b) or Clause 3.1(c), the GSTM 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 the termination.
- Clause 3.3 or Clause 3.2(c) read with Clause 3.1(a), the GSTM shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
- Clause 3.2(c) read with either Clause 3.1(b) or Clause 3.1(c), the GSTM 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 the termination.

**Refunds for Withdrawal During the Cooling-Off Period (refer to Standard PEI Student Contract in Clause 3.8)**

Notwithstanding anything herein contained, the Contracting Party shall be entitled to, without any liability whatsoever to the school, forthwith terminate the Contract at any time within the Cooling-Off Period by way of a written notice to the GSTM. The GSTM shall return all Course Fees and Miscellaneous Fees paid to it within seven (7) working days of the receipt of the written notice.

The Cooling-Off Period shall refer to the period of **ten (10) calendar days** commencing from and including the date of this Contract.

## **Refund for Withdrawal Outside the Cooling-Off Period**

Without prejudice to Clauses 3.1 to 3.8 above, the Contracting Party may terminate the Contract at any time before the Course Completion Date by providing a written notice to the School. Upon receipt of such notice, the school shall within seven (7) working days, refund to the Contracting Party such amount (if any) as determined in accordance with Schedule D of Standard PEI Student Contract.

Written notice of withdrawal received after 3.00 pm will be considered as submission on the next working day.

### ***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.

## **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 3<sup>rd</sup> party, the student must provide the 3<sup>rd</sup> 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.

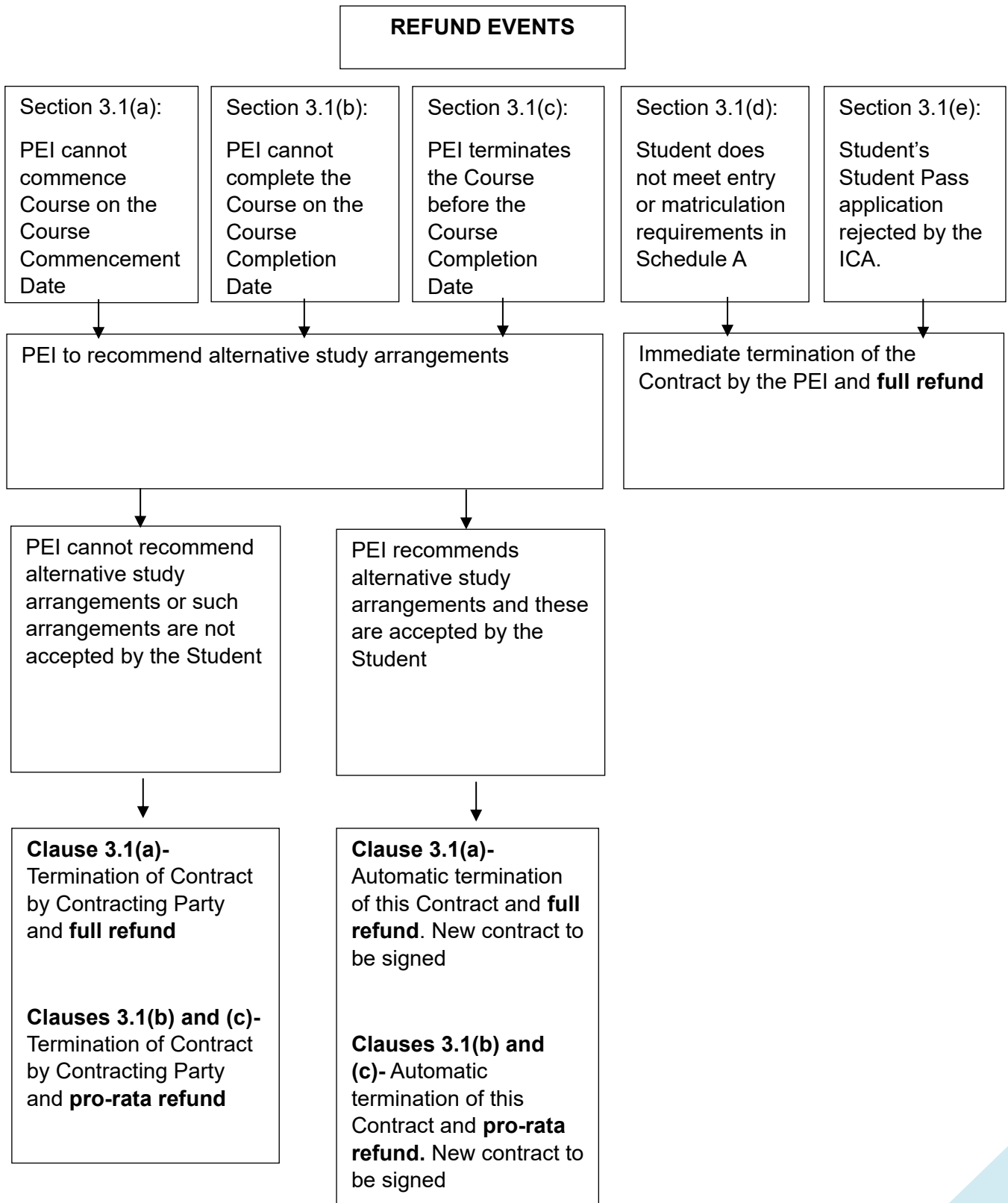
- Students must collect the refund personally from the school with their Student Card or Identification card for verification. Students will have to acknowledge receipt of the cheque.
- The student may authorise a 3<sup>rd</sup> party to collect on their behalf by an authorisation letter signed by the 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.

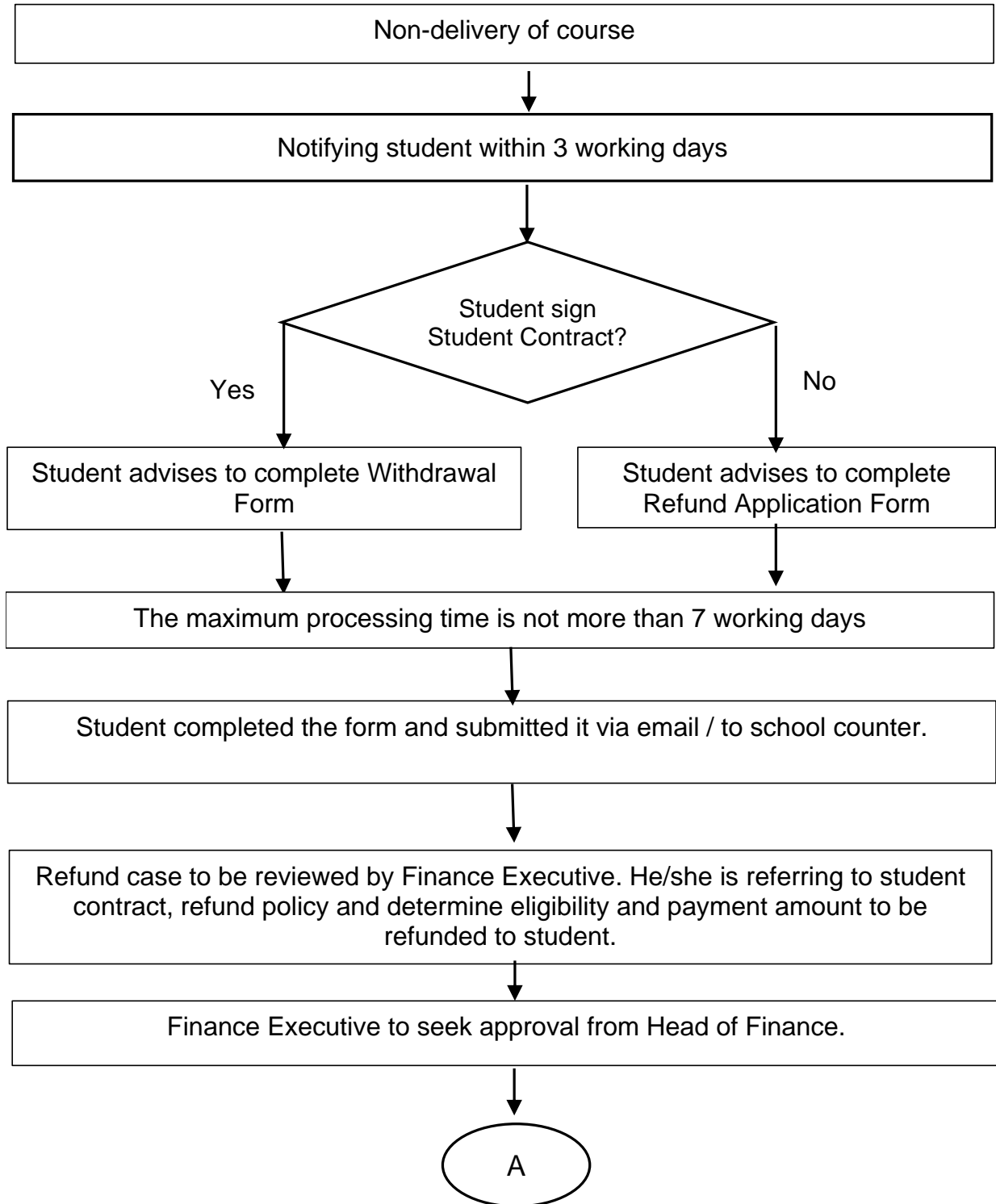
Finance department shall maintain up-to-date and accurate refund records.

All staff responsible for refund must follow the procedure outlined in Figure 4.3.1 (a), Figure 4.3.1 (b) and Figure 4.3.1 (c)

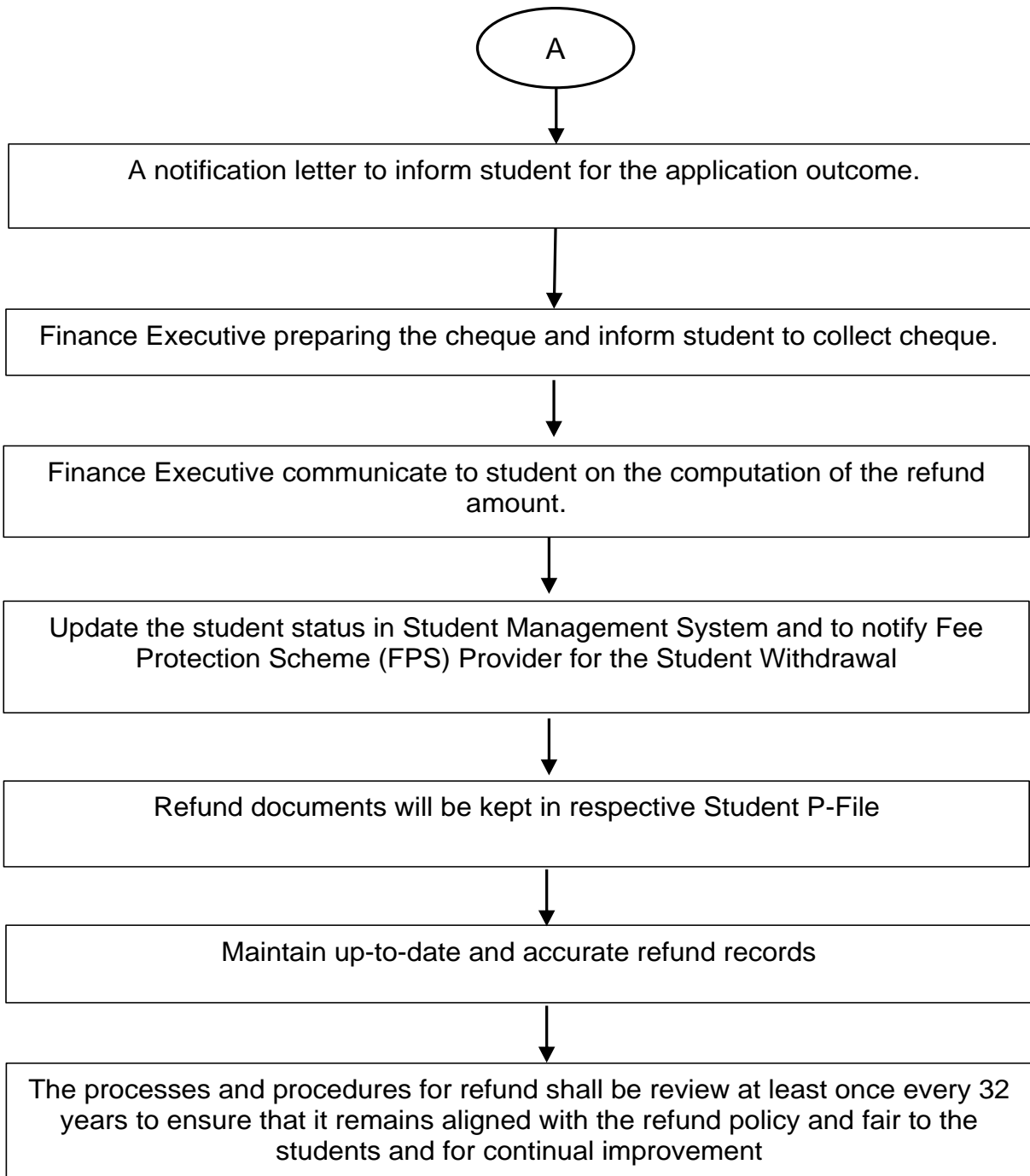
**Figure 4.3.1 (a) Refunds Event (Cross reference to Refund Policy and Standard PEI Student Contract)**



**Figure 4.3.1 (b) Refund process (Refund for withdrawal due to non-delivery courses)**

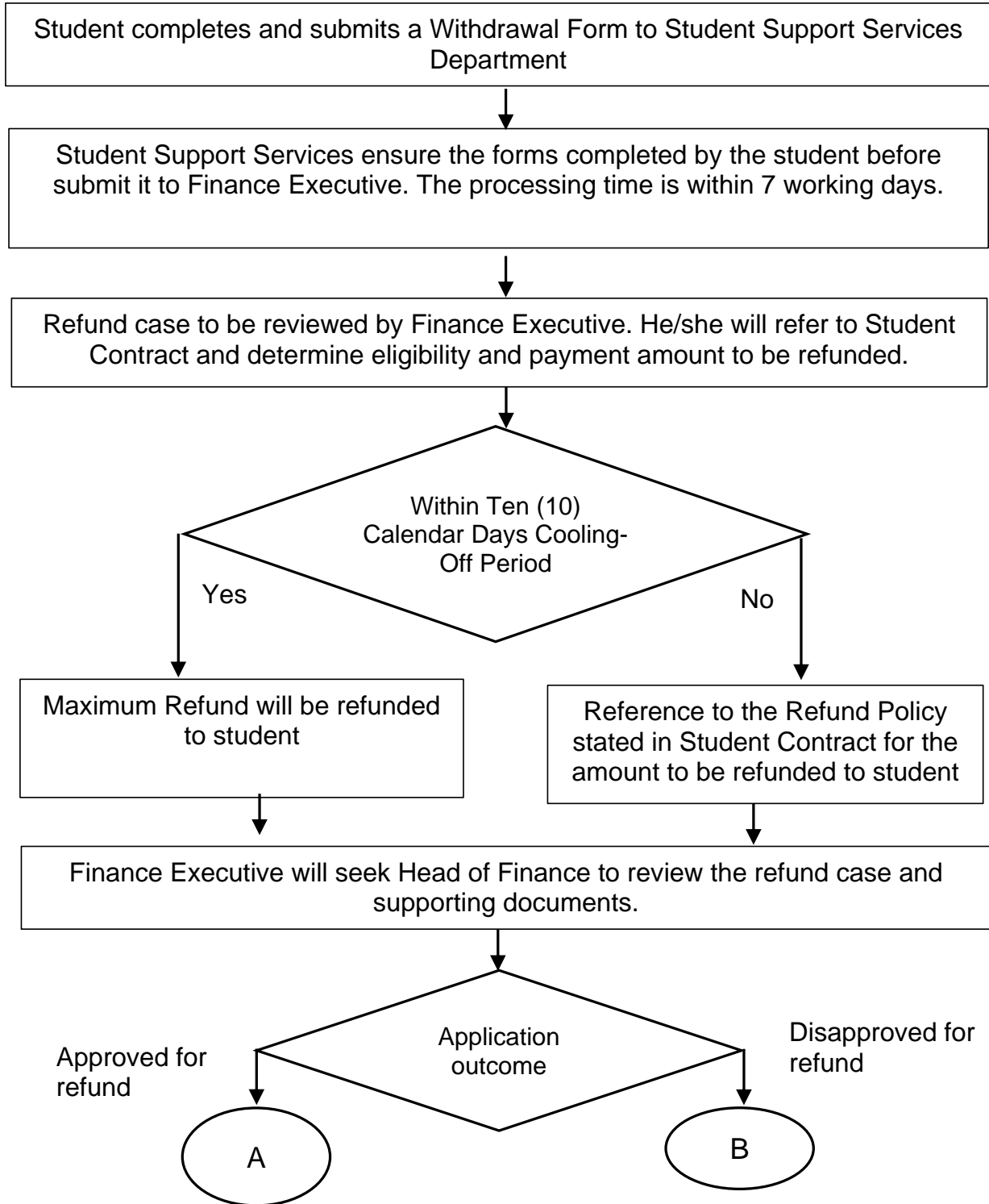


## Refund for withdrawal due to non-delivery of course

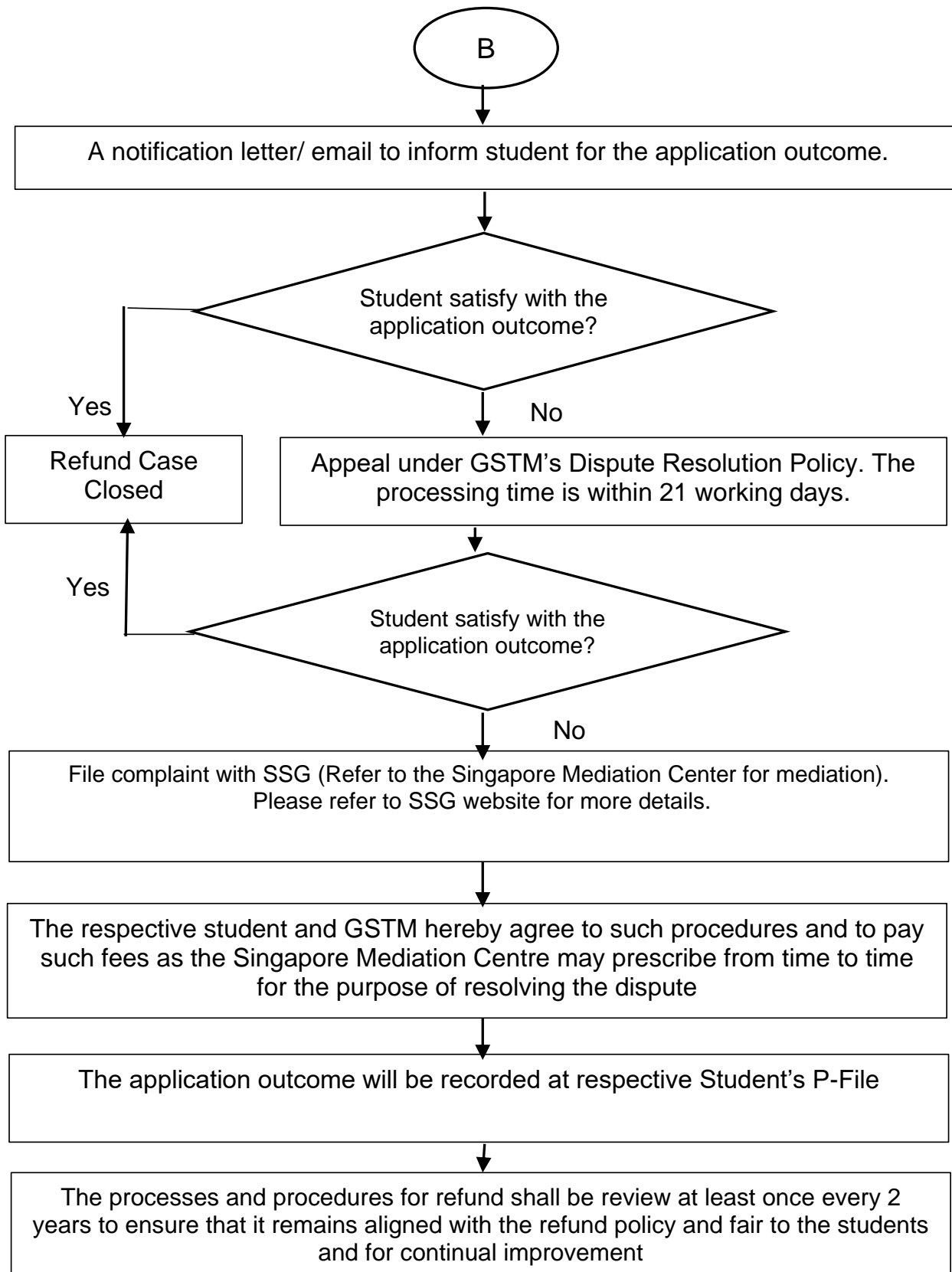


**Figure 4.3.1 (c) Refund process (withdrawal due to other Reasons)**

**Refund for withdrawal course**







**Refund for transfer of course**

