

## 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 handbook. The refund policy is also available in the students' native languages where applicable. Prospective and current students are required to abide by the refund policy specified on the course application form and Standard PEI Student Contract.

Refunds are based on the following terms and conditions:

<b>% of [the amount of fees paid under Schedules B and C of the Student Contract]</b>	<b>If Student's written notice of withdrawal is received</b>
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 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 circumstances (I) to (V), 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), full refund of all fees paid when Student's Pass application is rejected by 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 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 the Contract has been signed by both parties. Within these 7 days, and regardless whether the course commencement date has passed, 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.

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/ transfer/refund request for the issuing of refund. GSTM Informs FPS Insurance provider on student refund and status. GSTM will communicate to student on the computation of the refund amount. The refund to the student an amount based on the table in Schedule D Refund Table as stipulated at Standard PEI Student Contract. GSTM will refund student 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 of refund records**

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

**Refund Procedure**

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.

If student does not sign student contract, he/ she requires to complete the Refund Application Form. And if student had signed the student contract, he/she shall complete the Withdrawal and Refund Application Form.

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

For student who wish to apply for course transfer, he/she shall complete Withdrawal Form and Course Transfer Form.

All form shall be completed by the student before submitting it to Student Support and Services Department for processing the application.

Student Support/Services Coordinator and Finance Executive to ensure the refund process shall complete within 7 working days upon receive the form from the student.

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 Finance Executive to seek Head of Finance to review refund case and supporting documents.

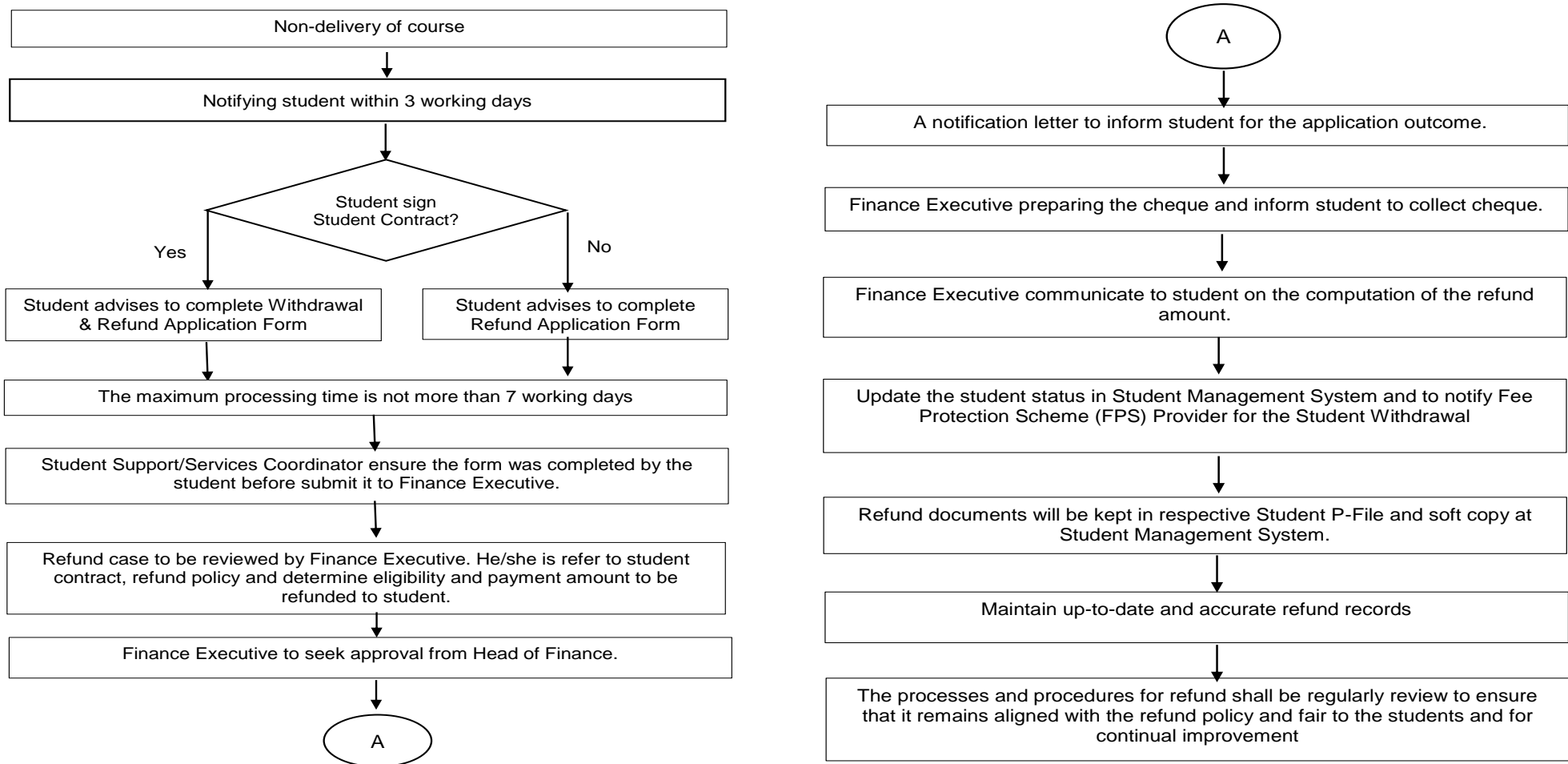
The refund procedures shall be clearly communicated to the prospective and current students via the GSTM's website, student handbook and Student Portal. All staff and representatives of the school must be trained to understand the GSTM's refund policy and procedures.

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

- Refund application must be made in writing by completing the 'Refund Application Form', be accompanied with valid reason(s) and original copies of supporting documents and course fee receipts.
- The completed 'Refund Application Form', together with the supporting documents and course fee receipts must be submitted through the school's counter at **420 North Bridge Road #02-06, North Bridge Centre, Singapore 188727**.
- Processing time of refund is within seven (7) days from the complete receipt of the supporting documents. Refund request received after 3pm is considered as submission on the next working day.
- Refund, when approved, will be made via Crossed Cheque, made to student's name. If Cheque is to be made to a 3<sup>rd</sup> party, the student is required to provide the 3<sup>rd</sup> party details in the 'Refund Application Form'.
- Request for reissuance of cheque (due to expired cheque, error in details provided by student, loss of cheque, et.) will be treated as a new refund application. Bank administrative charges (if applicable) are borne by the student.
- Student must collect the refund personally from the school with their Student's Card or Identification card for verification. Students will have to acknowledge receipt of the cheque.
- Student may authorise a 3<sup>rd</sup> party to collect on their behalf by way of an authorisation letter signed by the student.
- GSTM shall retain the rights to make changes to 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.

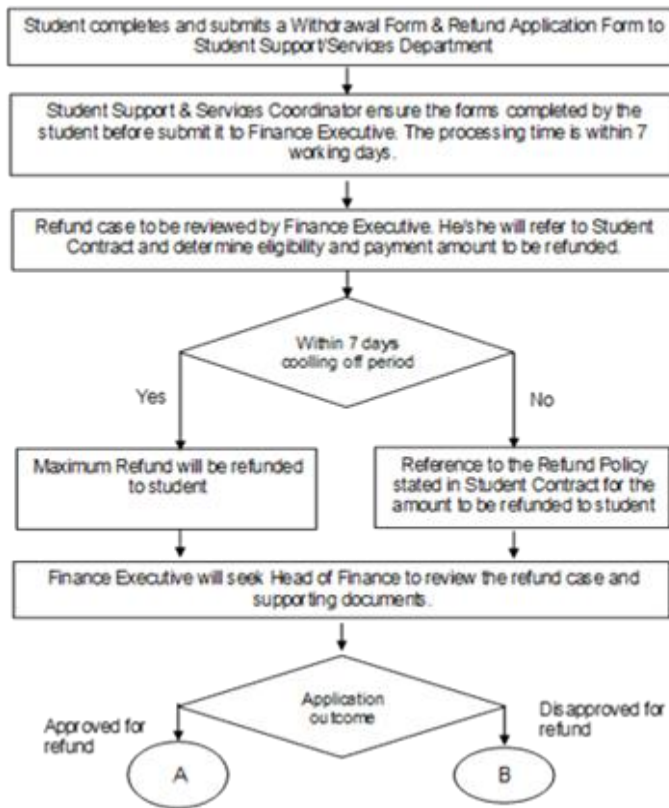
All staff responsible for refund must follow the procedure outlines in following Figure1 & 2.

**Figure 1: Refund process (Refund for withdrawal due to non-delivery of course)**



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

Refund for withdrawal course



Refund for transfer of course

