

REFUND AND WITHDRAWAL POLICY

1. PURPOSE

This Refund and Withdrawal Policy outlines the various conditions under which refund of Course Fees and Miscellaneous Fees may be granted and the procedures for withdrawal from the School. In addition, it also states the time taken to process refund requests. The refund process is aligned with the policy ensuring that all refunds are processed in a fair and reasonable manner.

This policy is designed to :

- a. Protect the interests of Students and Parents/Legal Guardians
- b. Ensure fairness and transparency
- c. Align with SkillsFuture Singapore (SSG) requirements
- d. Operate in conjunction with the Student Contract

Where there is any inconsistency, **the Student Contract shall prevail.**

2. DEFINITIONS

Cooling-Off Period

The period of ten (10) calendar days commencing from and including the date of the Student Contract.

Written Notice of Withdrawal

A formal notification submitted by the Parent/Legal Guardian (or Student if aged 18 or above) requesting termination of the Student Contract.

Effective Date of Withdrawal

The date specified in the written notice on which the Student will cease enrolment and attendance at the School.

If no date is specified, the Effective Date of Withdrawal shall be deemed to be the date the School receives the written notice.

3. REFUND EVENTS (INITIATED BY THE SCHOOL)

The School will notify the Parent/Legal Guardian of the Student in writing within three (3) working days after becoming aware of any of the following :

- a. The School cannot commence the provision of the Course on the Course Commencement Date;
- b. The School 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 requirements as stated in Schedule A of the Student Contract; or
- e. The Immigration & Checkpoints Authority of Singapore (the "ICA") rejects the Student's application for the Student Pass.

Where applicable, refunds will be processed in accordance with the Student Contract within seven (7) working days of termination.

4. WITHDRAWAL DURING THE COOLING-OFF PERIOD

The Parent/Legal Guardian may terminate the Student Contract at any time within the Cooling-Off Period by written notice.

Written notice may be submitted to the School via the following email addresses or through any other official communication channel of the School:

Current Students: learnerservices@nexus.edu.sg

New Intake : admissions@nexus.edu.sg

The School will refund:

- a. All Course Fees paid
- b. All Miscellaneous Fees paid
- c. **EXCEPT Application Fees**

Refunds will be processed within seven (7) working days from receipt of the written notice.

5. WITHDRAWAL OUTSIDE THE COOLING-OFF PERIOD

The Parent/Legal Guardian may terminate the Student Contract at any time before the Course Completion Date by submitting a written notice of withdrawal.

The written notice must specify the intended Effective Date of Withdrawal.

The Student may continue attending the School until that date, subject to payment of all applicable fees.

Refunds (if any) will be determined in accordance with Schedule D of the Student Contract and processed within seven (7) working days after the Effective Date of Withdrawal.

6. REFUND CALCULATION (OUTSIDE COOLING-OFF PERIOD)

Refund amounts are determined based on the refund table set out in Schedule D of the Student Contract.

Category	Semester 1	Semester 2
100% Refund*	Before 01 June	Before 01 November
0% Refund*	After 01 June	After 01 November

The following fees are non-refundable:

- a. Application Fees
- b. Development Levy (if applicable)
- c. Miscellaneous Fees (unless otherwise stated) - *Please see the School [website](#) for the latest Miscellaneous Fees.*

Refund calculations are based on the Effective Date of Withdrawal.

7. WITHDRAWAL PROCEDURE

To withdraw from the School, the Parent/Legal Guardian must:

- a. Submit a written withdrawal request using the prescribed School form ([online withdrawal form](#)) or via official School email channels

The [prescribed School Withdrawal Form](#) is required to complete the withdrawal process and ensure accurate administration. Where written notice is received through other official communication channels, the School will request submission of the Withdrawal Form. Processing of withdrawal, including refunds and administrative actions, will proceed upon receipt of the completed form.

- b. Specify the intended Effective Date of Withdrawal
- c. Ensure all outstanding fees up to that date are settled

Submission of the prescribed form is recommended to facilitate processing.

Upon receipt:

- a. The School will acknowledge the request in writing
- b. Administrative processing of the withdrawal will be initiated
- c. Relevant departments will be notified

Withdrawal is deemed confirmed upon written acknowledgement by the School.

8. FUTURE-DATED WITHDRAWALS

Parents / Legal Guardians may submit withdrawal notices in advance of the intended departure date (e.g., end of term).

In such cases:

- a. The Student remains enrolled and may attend classes until the Effective Date of Withdrawal
- b. Fees remain payable up to that date
- c. Refund eligibility will be assessed based on the Effective Date of Withdrawal

9. FAILURE TO ATTEND WITHOUT NOTICE

Non-attendance without submission of a formal withdrawal request does not constitute withdrawal.

Fees will continue to be chargeable until a written notice of withdrawal is received and processed.

10. NON-ATTENDANCE AND LOSS OF CONTACT (AWOL CASES)

Where a Student ceases attending classes without submitting a written notice of withdrawal and the School is unable to contact the Parent/Legal Guardian after reasonable documented attempts, the School may issue a formal written notice to the last known contact details requesting confirmation of the Student's status.

If no response is received within the period specified in the notice, the School may, with the approval of the Academic Board, deem the Student to have withdrawn.

In such cases:

- a. The Effective Date of Withdrawal shall be determined by the School based on the last date of attendance or the date specified in the School's notice, whichever is later
- b. Fees and refund eligibility will be determined in accordance with the Student Contract and this Policy
- c. Administrative actions required by regulatory authorities, where applicable, will be undertaken (e.g. cancellation of Student Pass)

11. REFUND PROCESSING

Approved refunds will be processed:

- a. Within seven (7) working days of the applicable termination or Effective Date of Withdrawal
- b. Via the original mode of payment where practicable
- c. To the Parent/Legal Guardian or authorised payer
- d. Subject to the submission of complete and accurate bank/payment details by the Parent/Legal Guardian through the prescribed digital refund form. Where such details have not been provided, the School will request the necessary information to facilitate payment, and the refund will be effected as soon as practicable upon receipt of such information.

12. EXCEPTIONAL CIRCUMSTANCES

Requests arising from exceptional situations (e.g., medical grounds, relocation due to employment changes) may be considered on a case-by-case basis, subject to supporting documentation and School approval.

Nothing in this section overrides the Student Contract.

13. POLICY REVIEW

This policy is reviewed periodically to ensure continued compliance with regulatory requirements and institutional practices.