

## **Fee Refund Procedure**

The school's refund policy clearly stipulates time frame(s) and conditions and is communicated to students via the following modes such as:

- The Standard PEI-Student Contract,
- Student Handbook, and
- School website

All refund request procedure is contained in the student handbook and also found on the school's website. Student must submit fee refund request to the Student Affairs in writing via the prescribed Student Request form. The request will be directed to the Corporate Administration and Finance for forwarding to the management for evaluation and decision. All refunds will be recorded in the SIS and updated to FPS service provider.

The Student Affairs shall inform the student of the outcome in writing within 5 working days of the request date.