

<p>1.6 The Head, Corporate and Student Services is to work out the refund amount (if any) based on the refund policy stated in the student contract. This amount is to be indicated on the Student Request Form.</p> <p>1.7 Upon establishing of the refund amount, the Head, Corporate and Student Services is to seek the approval of Head of Business Development or CEO as part of Management Approval before the refund amount can be issued.</p> <p>1.8 The Management approval will be documented in the Student Request Form.</p> <p>1.9 All refund amounts will strictly adhere to the refund policy as stated in the student contract unless otherwise decided by the college's management.</p> <p>1.10 Upon Management Approval of refund amount, the Head, Corporate and Student Services is to pass the Student Request Form to the Finance Executive for final processing and issuance of refund.</p> <p>1.11 The Head, Corporate and Student Services is to contact the student to inform on the refund status and collection of the refund payment if approved.</p>	
<p>2. Communicate to students on the computation of the refund amount</p> <p>2.1 During the collection of the refund, the Head, Corporate and Student Services is to communicate to the student on the computation of the refund amount.</p> <p>2.2 Subsequently, the student is to acknowledge the receipt of the refund amount on the Remittance Advice whenever applicable.</p>	<p>Remittance Advice (Finance Executive)</p>

SYSTEMS & REVIEW

S/N	<u>SYSTEMS</u> (Desired outcomes for integrated processes)	<u>REVIEW</u> (Outcome indicators for evaluation of effectiveness of related Approach, Process and System)	Related processes that are integrated that leads to a desired outcome.
1	Ensure that all refunds are refunded within 7 working days from student's refund request date.	a. % of refund requests refunded to students within 7 working days.	<ul style="list-style-type: none"> • Process for Refund • Process for Internal Assessment