Refund Process

ELITC™

Student submits "Application for Withdrawal and Refund" Form to Admin office clearly indicating date submitted.

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Student Support Officer indicated date of receipt of form. Then reviews and verifies, within 3 working days, to ascertain the validity of the refund application and whether refund can be made according to the Refund Policy.

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To be refunded → **No** → Notify student and record on the application form. Application form filed in Refund file. Case closed.

↓ **Yes**

Obtain approval from Top Management. → To inform student on the computation of the refunded amount

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Submit to accounts staff to process payment for refund

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Refund according to Refund Policy, within 7 working days upon receipt by SSO of "Application for Withdrawal and Refund" form.

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Mode of payment requested by student.

Bank ← → **Cheque**

Once remittance made through bank account, notify student to collect bank advice.

Once refund cheque is ready, notify the student to collect cheque.

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Acknowledgement of receipt of refund by student.

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All refund related documents are filed in the Refund file