

# YMCA EDUCATION CENTRE

CPE Reg. No.: 201020152Z

Reg. Period: 12 Oct 2014 – 11 Oct 2018

**YMCA Higher Education**

## Withdrawal, Refund, Deferment, Re-Module & Transfer Policy



### Withdrawal, Refund, Deferment, Re-Module & Transfer Policy

#### 1. Withdraw

- Student who wish to withdraw from the course must submit written notice to YMCA Education Centre 7 working days prior.
- In the case of any withdrawal, the Education Centre administrative staff will speak to the Student to understand the reasons for withdrawal and where appropriate to offer alternative courses to the Student. Final decision rest on the Student to complete the course or withdraw from the course.
- International Student's FPS will be cancelled within 3 working days and STP within 7 working days.
- Refund due to the student is based on the Refund table shown herewith.

#### 2. Refund for Withdrawal Due to Non-Delivery of Course:

YMCA Education Centre (YEC) will notify the Student within 3 working days upon knowledge of any of the following:

- YEC does not commence the Course on the Course Commencement Date;
- YEC terminates the Course before the Course Commencement Date;
- YEC does not complete the Course by the Course Completion Date;
- YEC terminates the Course before the Course Completion Date;
- YEC has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation within any stipulated timeline set by CPE.

The Student will be informed in writing of alternative study arrangements (if any), and be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid should the Student decide to withdraw, within 7 working days of the above notice.

#### 3. Refund for Withdrawal Due to Other Reasons:

If the Student withdraws from the Course for any other reasons, YEC will, within 7 working days of receiving the Student's written notice of withdrawal, refund to the Student an amount based on the refund table.

#### 4. Refund During Cooling-Off Period:

YEC will provide the Student with a cooling-off period of 7 working days after the date that the Contract has been signed by both parties.

The Student will be refunded the highest percentage (stated in the refund table) of the fees already paid if the Student submits a written notice of withdrawal to YEC within the cooling-off period, regardless of whether the Student has started the course or not.

#### 5. Refund Table:

% of total course fee paid	If Student's written notice of withdrawal is received:
100%	more than 60 days before the course commencement date
70%	before, but not more than 60 days before the course commencement date
30%	before, but not more than 30 days before the course commencement date
10%	before, but not more than 7 days before the course commencement date
0%	On or after Course Commencement Date

You will need to write to YEC to cancel the Agreement within the Cooling-off Period. All refunds will be made payable to the party who made the payments in the first instance and within 7 working days after receiving the refund request.

#### 6. Deferment / Re-examination / Re-module

In the event of a plan for Deferment or Re-examination or Re-module of the course, a written notice with full explanation of the circumstances must be submitted by the student to YEC within 7 working days. Please refer to cost implication in the related course's fees table.

#### 7. Transfer of courses

Transfer of courses indicated below are **NOT applicable:**

- Certificate in Business
- Diploma in Business Administration
- Diploma in Tourism and Hospitality Management
- Advanced Diploma in Business Administration
- Advanced Diploma in Tourism and Hospitality Management
- Bachelor of Arts in International Business (Top-up) by UWS
- Bachelor of Arts in Tourism Management (Top-up) by UWS
- Master of Science in International Management by UWS

#### Contact Information

Address : 1 Orchard Road, Level 2, Singapore 238824  
Hotline : (65) 6586 2222  
Fax : (65) 6336 0064  
Email : [contactus@ymca.edu.sg](mailto:contactus@ymca.edu.sg)  
Website : <http://ymca.edu.sg/ymca/en/ymca-higher-education/>



YMCASchool



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YMCA Education Centre



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#### Operating Hours

Monday – Friday : 9am – 6pm  
Saturday : 9am – 1pm  
Closed on Sundays and Public Holidays.

*The above information is correct at the time of printing and supersedes the content in previously printed brochures. YMCA Education Centre (YEC) reserves the right to make changes without further notice.*