

Tuition Fees Refund Policy



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1. Purpose of Document

The purpose of this document is to explain the process on refunds to students for tuition fees paid to and received by the University.

The University must ensure that any refund given is for a genuine reason, with adequate supporting documentation and authorisation in order to limit the potential risk of money laundering and fraud.

This policy applies to all students irrespective of the fees payers.

2. Reasons for refunds

Refunds for tuition fees can be requested at any time during the academic year but the refunds shall be subject to the approval of the University at its sole and absolute discretion in accordance with this policy. Refunds are normally made for the following reasons:

1. Visa refusal
2. Failure to satisfy entry requirements
3. Withdrawal or suspension of studies
4. Student paid fees and later receives sponsorship and the sponsor made payment
5. Discount applied to account after payment is received from Student.

3. Deposits

Deposits are strictly non-refundable except for the specific circumstances set out in the offer letter only.

In the event a deposit refund is approved, the University will retain an administration fee from the deposit paid, based on the table below:

Administrative Fee	Local Students	International Students
Pre-Enrolment	RM1,000	RM1,000
Post-Enrolment	RM2,000	RM3,000

Please note that Visa fees are refundable for unused amount only.

4. Refund liability

Any refund of tuition fees and/or reduction in fee liability is at the discretion of the University. Charges will not be levied for students who withdraw in the first 2 weeks of Term 1 subject to the following administrative fee for withdrawal during the first 2 weeks of Term 1 of the first academic year.

Administrative Fee	Local Students	International Students
Post-Enrolment	RM2,000	RM3,000

All refund shall be free of interest and shall be subject to the right of deduction or set-off by the University against any fees or whatsoever payments payable and owing to the University.

In all cases any debts owing to the University shall be fully settled by the student or the outstanding amount will be subtracted from the approved refund of fees.

Refunds will not normally be made for amounts less than RM300 unless requested by the student.

5. Withdrawal / Suspension from a Programme of Study

The amount of any tuition fees refunded is dependent on the date of withdrawal from the course of study.

After the first 2 weeks from the start date of the first semester, if a student withdraws at any time within the first semester of the first academic year of a programme, no refund will be made for the first semester fees.

For withdrawal from semester two of the first academic year onwards, tuition fees are charged on a weekly basis up to the date of withdrawal from the programme. No refunds can be made before the student has:

- notified, in writing, the NUMed Malaysia Student Office of intended withdrawal
- the Student Office has been formally notified of your withdrawal by the Dean for Academic Affairs
- the last date of attendance is confirmed by the University

When withdrawing or suspending, students will be charged pro rata based on the number of weeks in attendance depending on how the University calendar falls.

It will also be necessary for the student to make a written request for a refund of Tuition Fees.

Refunds will be calculated based on the fee liability above and the payment already received by the University.

6. Procedure for processing refunds

6.1 Once it is established that a refund is due or is requested, the refund paperwork should be completed by the Finance Team within 2 weeks of receiving the **final** required documentation where this is between January and September registration. From Registration week and onwards refunds will not start to be processed until November or December.

6.2 All approved refunds will be made in Ringgit Malaysia (or its equivalent amount in the currency requested based on the prevailing exchange rate less any bank charges or cost associated with making the refund, if applicable). The University will not be liable for any discrepancies or shortfalls due to exchange rate fluctuations or offer compensation for any bank or other charges incurred.

6.3 Cash refunds are not made.

6.4 All refunds should be returned via a bank transfer.
Refunds will be made directly to the student's bank account and/or the organization/sponsor, as proportionate with the fees received, as the case may be.

If other individual's bank account is used, an authorisation form in the format of the University needs to be completed and signed.

- 6.5 The students shall be responsible to ensure that the details provided for making the refund including the bank account number are correct and accurate. The University shall not be liable for any losses suffered by the student as a result of inaccurate or incorrect information being provided by the student to the University for refund purposes.

Document control information		
<u>Does this replace another policy?</u> Yes / No If yes please state. NO		
Approval		
Approved by: Executive Board		Date: 5 Apr 2024
Effective from: 5 Apr 2024		
Review due: June 2026		
Responsibilities		
Executive sponsor:		
Policy owner: (This maybe an officer or Committee)		Senior Finance Manager
Policy author:		Senior Finance Manager
Person(s) responsible for compliance:		Senior Admissions Manager, Senior Curriculum Manager and Senior Finance Manager
Consultation		
Version	Body consulted	Date
2016		
Equality Impact Assessment:		
Does the policy have the potential to impact on people in a different way because of their protected characteristics? Yes/ No/ Unsure: NO		
If yes or un-sure please consult the Diversity Team in HR for guidance		
Initial assessment by:		Date:
Key changes made as a result of Equality Impact Assessment		
Document location		