

## Refund Policy

### 1. Introduction

This refund policy applies to all courses.

It is intended to provide clarity and consistency to the process of refunds and is in compliance with the guidelines set forth by SkillsFuture Singapore (SSG).

### 2. General Conditions

Refunds are processed based on the mode of payment used at the time of enrolment and are returned to the original source of payment, unless otherwise stated.

### 3. Refund Eligibility

#### a. Withdrawal Due to Course Cancellation by training centre

Full Refund: In the event that [Training Centre Name] cancels a course for any reason, enrolled trainees will receive a full refund of the course fee paid within 30 days of the cancellation notice.

#### b. Withdrawal Before Course Commencement:

More than 30 days before commencement: 100% refund of the course fee.

14 to 30 days before commencement: 75% refund of the course fee.

Less than 14 days before commencement: 50% refund of the course fee.

#### c. Withdrawal After Course Commencement:

No refund will be made for trainees who withdraw after the commencement of the course.

#### d. Absenteeism:

No refund will be made for absenteeism or early termination of the course by the trainee.

### 4. Exceptional Circumstances

In cases of severe illness or exceptional family circumstances, refunds may be granted at the discretion of the management. Documentation supporting the exceptional circumstance must be submitted.

### 5. Non-refundable Fees

The following fees are non-refundable: Application fee, administration fee, and any other fees that have been used for specific purposes as stated at the time of enrolment.

## 6. Application for Refund

To request a refund, trainees must:

- Submit a completed refund application form or request via email
- Provide the original receipt of payment.
- Submit any additional documentation as required.

## 7. Processing Time

All approved refunds will be processed within 30 days of receiving the request with complete documentation.

## 8. Contact Information

For more information on refunds, please contact us at the specified email address

## 9. Policy Review

This policy is subject to review and amendment at any time to ensure compliance with SSG guidelines and statutory requirements.