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Developed by	Deon van Rooyen		
Approved by	Leon Beech		

## REFUND POLICY

### POLICY STATEMENT

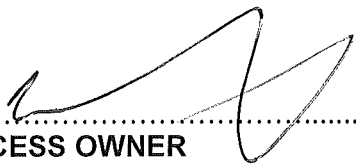
1. The purpose of this policy is to put a procedure in place that will serve as a guide to facilitate the refund of class and hostel fees.
2. The policy will also ensure that an appropriate approvals framework for refunds is established to ensure good corporate governance.

### REFUNDING OF CLASS/HOSTEL FEES

1. Refund and/or exemption of fees may be considered in the following instances:
  - 1.1 Upon the death of a student or continuous illness endorsed by a medical certificate.
  - 1.2 Transfer to another educational institution not caused by the student (eg. transfer of parents).
  - 1.3 If Northlink College is unable to present the course or subject that the student has enrolled for.
  - 1.4 If the student has not attended any classes.
  - 1.5 If the hostel resident has given notice by at least 30 April in the case of year and two weeks' notice prior to occupation for semester, trimester and short course students.
  - 1.6 If the student is an international student who is unable to secure a visa or political or civil event prevents the student to attend classes.
2. All requests for refunds should be made via letter by the payee.
3. Class fees of local students will be pro-rated and is subject to the deduction of a registration and admin fee, except in the case of 1.3, where all fees paid in advance will be refunded.
4. Fees of all local students, unless proper motivation and reference to this policy is documented in writing, will not be refunded to any student as soon as one class has been attended.
5. No fees will be refunded to local students as soon as one class has been attended in the case of short courses.
6. Hostel residents will be held responsible for hostel fees, even though they leave the hostel before the Residence closes. (Exceptions may be considered in the case of N6 semester students)
7. In the case of international students:
  - 7.1 an administration fee of 25% of total fees will be levied if the student withdraws more than 10 weeks before classes commences
  - 7.2 an administration fee of 30% of total fees will be levied if the student withdraws between 4 – 10 weeks before classes commences
  - 7.3 no fees will be refunded if the student breaches international visa conditions, or if the student withdraws between 0 – 4 weeks before classes commences, or if classes commenced

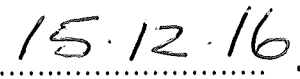
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8. Refunds requests for class fees must be supported by a copy of the ITS class register as well as the required application documentation.
9. Refunds will be made directly to the payee, unless the payee instructs the College in writing to refund a third party.

  
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**PROCESS OWNER**

  
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**DATE:**

  
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**APPROVED BY CEO: L BEECH**

  
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**DATE:**