

Refund Policy

1.1 Purpose

The purpose of this policy is to ensure that all students are treated fairly and with integrity while assessing their refund application. All 'refunds' are to be signed off by the Director, Skills College of Technology (hereinafter referred to as "SCOT") and applications to be processed within 7 days of the application being received.

All refund applications are to be submitted at the SCOT reception and the following procedures followed in assessing the application.

Please note the below refund policy in relation to 'Tuition Fees' and should not be confused with 'Registration' fees which are non-refundable unless mentioned.

1.2 Scope

This policy applies to:

- Students enrolled at the SCOT
- SCOT Marketing, Admissions, Academic, Student Services and Administrative staff. All staff are made aware of the requirements of this policy through regular meetings, staff updates and continuous improvement practices. Students are made aware of this policy through the Student Handbook, during the registration and orientation processes and also throughout the course.

1.3 Procedure

- This policy document includes a plain English explanation of what happens in the event of a course not being delivered.
- In the case of student default, the amount to be refunded by the SCOT is calculated according to the Calculation of Fees and Refunds Table in this policy.
- This document describes processes for claiming a refund.
- SCOT will only pay a refund to the student; or to a person nominated by the student only when written authorization is given by the student in favor of another party.
- Students unsatisfied with refund or the processes for claiming a refund have rights to make complaints and seek appeals of decisions internally and externally according to SCOT Complaints and Appeal Policy, Procedures and Process.
- SCOT must retain records of all written agreements as well as receipts of payments made by students under the written agreement for at least 2 years after the person ceases to be an accepted student

1.3.1 Student before commencing any course at SCOT

- Where the student notifies of cancellation before commencing any course at SCOT, written notification must be provided to SCOT.

In this case:

- Registration Fee – Will not be refunded
- Course Fee / Tuition Fee – Refer to Calculation of Fees Table

1.3.2 Student withdrawal from their studies after commencement:

Student must notify SCOT of their intention to withdraw from their current course at least two weeks prior to the start of their next semester. Student failure to notify SCOT two weeks prior to their next semester start date will be liable to pay whole semester tuition fees of their following semester. Student must pay any outstanding tuition fee balance of their previous semester before withdrawing from their studies.

Where the student withdraws after commencing studies at SCOT written notice must be submitted completing SCOT's Application to Defer, Suspend or Cancel Enrolment Form indicating courses to be cancelled, signed and dated by the student and marked as received by SCOT

- Registration Fee – Will not be refunded
- Course Fee / Tuition Fee – Refer to Calculation of Fees Table

Where student requests for deferment after commencing studies at SCOT that is more than one semester, it will be treated as student's withdrawal from the current semester.

The student is required to pay the fee incurred for the current semester and re-enroll after the deferment period paying the respective tuition fees again.

The non-refundable portion of the fees is kept by SCOT to offset the administrative costs incurs explicitly while delivering services to international students. If a student cancels or withdraws from a course, the loss of revenue is incredibly high, and can be higher if SCOT is unable to recruit another student in the place of withdrawing students due to a shorter time frame. Thus, in all circumstances, except for visa refusal, SCOT will deduct a certain percentage or demand student to pay tuition fees for the whole semester.

If tuition fees remain outstanding, SCOT reserves the right to withhold any Certificates and Records of Results achieved by the student.

1.4 Process of Claiming Refund

1) Refunds based on student applications:

All applications for refund must be made in writing by way of the 'Application for Refund' form and submitted to the SCOT Reception or via email completed form attachment to: registrar@skillscollege.lk

All applications for refunds are to be processed by the SCOT Staff within 4 Weeks from the receipt of student's written notification of cancellation/withdrawal only if the supporting documents have been validated during this timeframe.

Please note the following points related to all refund applications received by SCOT:

1. SCOT Application for Refund form must be completed by the student only. Refund requests made to any other person or submitted by other means will not be considered.
2. Education Agents are not authorized to receive or deal with refund requests from students
3. Proof of identification is required to be submitted with all refund applications.
4. Refunds will be sent to the bank account nominated by students in writing as part of their refund request.
5. SCOT will not take responsibility for delays or expenses caused by students advising wrong account details.
6. Under banking regulations, if a student has made payment using a credit card any refund must be credited to the original credit card.
7. SCOT is unable to refund any applicant in any currency other than the Sri Lankan Rupees.
8. Date of cancellation / withdrawal is the date written request received by SCOT.
9. Without proof of Visa refusal by the Sri Lankan Government Department, no refund will be issued.
10. Refund will only be calculated if fees are received by SCOT in respect of the student.
11. Depending on the date of the student's request for cancellation or withdrawal, the student may be still liable for fees and not eligible for refund.
12. Refunds are paid to the student; or to a person nominated by the student only when written authorization is given by the student in favor of another party.
13. SCOT is not responsible for delays caused by the financial institutions / banks in the money transfer.
14. All fees incurred by financial institutions in the money transfer process is the responsibility of the student, and where possible will be pre-deducted from the calculated refund amount.
15. Students can appeal SCOT's decision taken on their refund application internally and externally through SCOT Complaint and Appeal Policy, Procedures, and Process.

1.4 Calculation of Fee Table

Student Default Circumstances		Calculation of Fees	Calculation of Refund
Student Visa Refused	Student fails to start a course due to visa refusal (before agreed start date)	SCOT will retain on the account of administrative cost: either 5% of each course fees (Course Fee + Non-tuition fees)	Refund course fees + non-tuition fees less 5%
	Student's application for student visa renewal got rejected or refused after agreed start date	SCOT will retain weekly tuition fees for part of the course that has already been delivered to the student before the day student 's application for student visa renewal got rejected or refused.	Refund tuition fees for part of the course that has not been delivered to the student after the day student 's application for student visa renewal got rejected or refused. <u>Non-tuition fees are non-refundable.</u>
Student visa cancelled	Student's visa got cancelled due to student actions including breach of student visa conditions or holding any other types of visa including permanent residence	Full semester tuition fees for the whole duration of the current semester is payable.	No Refund.
Cancellation requests before agreed start date	Student's notification of cancellation in at least 10 days prior to agreed start date	SCOT will retain on the account of administrative cost: 10% of the first semester tuition fees.	Refund course fee fees less 10% of first semester tuition fees. <u>Non-tuition fees are non-refundable.</u>

	Student's notification of cancellation in at least 4 days prior to agreed start date	SCOT will retain on the account of administrative cost: 50% of the first semester tuition fees	Refund course fees less 50% of first semester tuition fees. <u>Non-tuition fees are non-refundable.</u>
	Student's notification of cancellation in at least 2 days prior to agreed start date	SCOT will retain on the account of administrative cost: 75% of the first semester tuition fees.	Refund tuition fees less 75% of first semester tuition fees. <u>Non-tuition fees are non-refundable</u>
	Student's notification of cancellation in less than 2 days prior to agreed start date	Full semester tuition fees for the whole duration of the first semester is payable	No Refund
Cancellation requests after deferment of commencement	Student's notification of cancellation of his/her course after the deferment of commencement date	Full semester tuition fees for the whole duration of the first semester is payable.	No Refund
Cancellation requests in consecutive courses	Student's notification of cancellation in succeeding course registered	SCOT will retain deposit paid towards succeeding course registered	No Refund

Non commencement	Student failed to commence his/her first course without prior written notification	SCOT will record a Credit Note against the student as to honors the fees paid in that course. This Credit Note is valid for a year from the date issued and is not transferable to any other course. It is neither redeemable for cash nor refundable in full or in part for any reason	No Refund
	Student failed to commence his/her succeeding course without prior written notification	SCOT will retain deposit paid towards succeeding courses enrolled.	No Refund
Withdrawal requests after course has started	Student's notification of withdrawal from the course in at least two weeks prior to the start of his/her next semester.	Full semester tuition fees for the whole duration of the current semester is payable	No Refund
	Student's notification of withdrawal from the course after two weeks prior the start of his/her next semester.	Full semester tuition fees for the whole duration of the next semester is payable.	No Refund
	Student's notification of withdrawal from the course during his/her study	Full semester tuition fees for the whole duration of the current semester is payable.	No Refund

	Student withdraws after his/her course has started without notification	Full semester tuition fees for currently studying course is payable	No Refund
Withdrawal during deferment or suspension of studies	Student notification of withdrawal from the course during deferment or suspension of studies	Full semester tuition fees for the whole duration of the current semester is payable	No Refund
Other circumstances	Student expelled for breach of SCOT student code of conduct including submitted fraudulent documents or misleading information	Full semester tuition fees for the whole duration of the current semester is payable.	No Refund
	Student failed to disclose previous visa refusal / cancellation or makes false declaration on the application	Full semester tuition fees for the whole duration of the current semester is payable.	No Refund