

REFUND POLICY FOR STUDENT FEES

Student fees are collected and deposited into the Student Trust Account. Funds are to be transferred to the general operating account once the course is completed, and all student evaluations and assessments are collated.

Refunds require justification at the time application. The following may not be considered as justification in isolation:

- a) failure to attend all or part of the course; or
- b) failure to pass any part of the assessment process.

Management reserves the right to exercise discretion on a case by case basis.

It is the responsibility of the student to document his/her concerns and direct the correspondence to the General Manager, within 7 days of completing the course. The General Manager maintains final discretion as to whether a refund is justified.

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Captain Richard Teo

General Manager SMIT