Policy and Procedure
No: HCIT-CS-R-7.0
Topic: Refund
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1. Purpose

To articulate the organization's protocol governing Tuition and Assessment Fee Refund.

2. Policy

The organization has a fair and e1uitable refund policy that is uniformly administered in a timely manner. Refunds are issued fully or partially for assessment services or training not accessed by clients according to the established procedures.

3. Scope

The College shall facilitate refunds in keeping with the established refund guides in the HEART Trust/NTA Financial Management Systems Manual – Revised March 2010. The timelines will be based on the document approval period at the College as well as the turnaround time for the processing of cheques from the Finance Department of the HEART Trust/NTA.

4. Responsibilities

4.1 **Registrar:** Verify refund for assessment only clients.

4.2 **Director/Principal:** Approve Tuition Refund payment.

4.3 **The Accountant:** Recommends percentage to be refunded and submits to the **Director/Principal** for approval. Upon approval by **Director/Principal** the Refund documents are processed for payment and a cheque generated.

4.4 **Accounting Clerk:** Notify clients/students when the refund cheque is ready for disbursement and disburse the same.

4.5 **Programme Coordinator:** Verify refund for students pursuing ~~degree,~~ NVQJ and certificate programmes and provides supporting Attendance Register.

5. Procedures

Tuition Refund

The following rules and regulations will govern the refund of Tuition Fees to students.

5.1 A student has to make an application for refund of Tuition fees by completing the Refund Request Form. The form has to be submitted to the accounts department.

5.2 Refund of Tuition Fees apply only in the instances outlined in the table below:

Tuition Refund Payment Schedule	
Instance	**Refund Amount**
Before completion of Student Orientation	100% of the paid up Tuition Fee
1-2 weeks from commencement of classes	80%
3-5 weeks from commencement of classes	50%
Beyond 5 weeks	No Refund
Cancellation of course	Full Refund

Information to be noted:

5.3 Tuition refund will be calculated using the information related to the attendance of students as outlined in the tuition refund payment schedule.

5.4 Administration fees for all programmes/courses are non-refundable.

5.5 No refund of the paid Tuition fee in full or part will be made if the student is dismissed at the Discretion of the Management for insufficient academic progress, non- payment of fees or failure to comply with the rules, regulations, policies and procedures of the HEART College of Innovation & Technology.

5.6 Students will receive a full refund of their paid up Tuition Fee and Administration fee if for any reasons the Management of the HCIT cancels the programme to which they enrolled. In other instances, Administration fee paid by the students is non-refundable.

5.7 The Request for Tuition Fee Refund has to be accompanied by evidence of payment made.

5.8 All approved refunds will be made within 40 Working Days of receipt at the Accounts Department. This includes the process time for other departments. The customer will be advised of any delay.

5.9 All refunds will be made in cheque drawn on the National Commercial Bank of Jamaica.

Assessment Only Services Refund Policy

5.10 Cancellation of request for assessment services must be submitted in writing to the Office of the Registrar.

5.11 Supporting request for refund must be submitted to the accounts department on the Refund Request Form.

5.12 The date on which the cancellation request is received at the accounts department will be used as the cancellation date for computing all refunds.

5.13 Requests for refund sent by mail will be processed according to the date the mail was received. Assessment Registration fees are non-refundable.

5.14 If the client/student fails to attend an agreed assessment without formally notifying the College at least one day prior to the scheduled date & time, the situation will be treated as an abandonment of the agreement and no refund will be granted.

5.15 Where the reason for requesting a refund is triggered by the dissatisfaction of the client/student; the client/student will be referred to utilize the appeals procedure; as no refunds will be granted after assessments.

5.16 Clients/student will receive fee refunds according to the following schedule:

Assessment Only Services Refund Payment Schedule	
Date of submission request	**% of Fees Refundable**
Before completion of Orientation	100 % the paid up Tuition Fee
During the pre-assessment phase	90% of assessment cost
After the completion of Pre- Assessment and at least one day before the actual date of assessment	75 % of assessment cost
On or after the agreed date of the assessment	No refund