

Withdrawal Policy and Procedure

Withdrawal Policy

Student Contract 7 day cooling off period

NewRIIS provides the student with a cooling-off period of seven (7) working days after the date that the Contract has been signed by the School and the Student.

The student will be refunded the highest percentage (stated in Schedule D) of the fees already paid, if the Student submits a written notice of withdrawal to NewRIIS within the cooling-off period, regardless of whether the Student has started the course or not.

Withdrawal Due to Non-Delivery of Course

NewRIIS will notify the Student within three (3) working days, upon knowledge of any of the following:

- i. NewRIIS does not commence the Course on the Course Commencement Date;
- ii. NewRIIS terminates the Course before the Course Commencement Date;
- iii. NewRIIS does not complete the Course by the Course Completion Date;
- iv. NewRIIS terminates the Course before the Course Completion Date;
- v. NewRIIS has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A within any stipulated timeline set by CPE; or
- vi. The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA) (In the event of recruiting International Students on Student Pass)

The Student should be informed in writing of alternative study arrangements (if any), and also be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid should the Student decide to withdraw, within seven (7) working days of the above notice.

Withdrawal Due to Other Reasons

If the Student withdraws from the Course for any reason other than those stated in Clause 2.1 of the student contract, NewRIIS will, within seven (7) working days of receiving the Student's written notice of withdrawal, refund to the Student an amount based on table in Schedule D.

- i. If the student's withdrawal notice is received more than 14 days before the course commencement date 80% of the amount of fees paid under schedules B and C will be refunded
- ii. If the student's withdrawal notice is received before, but not more than 14 days before the course commencement date 50% of the amount of fees paid under schedules B and C will be refunded

- iii. If the student's withdrawal notice is received after, but not more than 7 days after the course commencement date 20% of the amount of fees paid under schedules B and C will be refunded
- iv. If the student's withdrawal notice is received more than 7 days after the course commencement date, the student is not eligible for any refund of fees paid.

Withdrawal Procedure

Should a student decide to withdraw from the University on a permanent basis, prior to the final decision of withdrawal, the postgraduate professional service team will counsel the student and at the first instance, suggest a suspension instead of withdrawal.

If the student still decides to withdraw, they are required to complete the:

For Postgraduate Taught students:

- [Student Withdrawal Questionnaire](#) – student to complete with the person tutor, where possible

For Postgraduate Research students:

- [Student Withdrawal Notification Form](#)
- [Student Withdrawal Questionnaire](#) – completed by student with Supervisor, where possible.

For **Post Graduate Research** students who wish to make changes to their study circumstances, may apply for an extension, suspension or for a Change of Programme. For extension or suspension, the student should speak with their supervisors first and send a request via ePortfolio. All refunds will be processed within 7 working days from making the request.