DOCUMENT TYPE	**STANDARD OPERATING PROCEDURE**
DOCUMENT TITLE	**REFUND POLICY**

ISO 21001:2018: EDUCATIONAL ORGANISATIONS MANAGEMENT SYSTEMS (EOMS)

GENERAL INFORMATION

DOCUMENT OWNER/ REPORTING TO	**FINANCE DEPARTMENT**
APPROVED BY/DATE	**Executive Management Committee ON 28/11/2024**

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	Prepared by	**Reviewed By**	**Approved By**
Name	Danny Nathan	Executive Management Committee	
Signature			
Date			

1. Purpose

This policy sets out the circumstances under which RUMC will consider a refund of fees paid to the University.

2. Refund Policy

Refunds will only be paid at the discretion of the University and may take up to 30-45 days to be processed. All authorized refunds are returned to the source. For fees that are paid by credit or debit card (either online or offline), refunds will be credited back to the card charged with the original payment.

The University will not refund any shortfalls due to exchange rate fluctuations or offer compensation for any bank or other charges incurred. If a student has a recorded debt to another department, any requested fee refund may be withheld or applied to the outstanding balance.

3. Undergraduate, Foundation and Postgraduate Studies

Tuition fees, including the initial deposit, are not refundable except when an applicant fails to meet the academic conditions of their offer after deducting administration charges. The university may look compassionately at some circumstances if a student's financial circumstances change.

4. Financial Hardship: If an applicant or student wishes to appeal his/her case on grounds of financial hardship, the matter should be discussed with RUMC Finance Dept. finance@rumc.edu.my at the earliest opportunity. Documentation of the reason for the refund is required for the case to be forwarded to the Management for consideration.

5. Security Deposits

Newly accepted students are required to submit a refundable security deposit, along with a personal bond (for international students), upon receiving their acceptance notification. In the event that the student is held directly responsible for any damage to residence halls, library fines, parking fines, or other campus-related charges, the cost will be deducted from the security deposit.

Unless forfeited as described above, the balance of the deposit will be refunded to the student within 45 days after the student leaves the university or within 45 days of graduation. If a student is on a leave of absence from the university and decides not to return at the end of the leave, the security deposit is forfeited.

6. Accommodation Security Deposit

Students residing in university accommodation are required to pay a refundable security deposit, along with the first-term semester rental fee. The security deposit will be refunded at the end of the tenancy, provided there are no outstanding rental fees or damage to property or fittings. If accommodation charges remain unpaid after the due date, students will be asked to vacate their room. Any unpaid charges, along with assessments for property damage or damage to fittings, will be deducted from the security deposit

7. Student Protection Scheme Policy

If, in exceptional circumstances, a program is to be closed at the discretion of the University, the 'Student Protection Scheme Policy' ensures appropriate communication, guidance and support is offered to affected participants. The Student Protection Scheme Policy also aims to ensure that students can continue and complete their studies, or can be compensated if this is not possible. Where alternative study and teaching out support is unable to be provided, the University will refund the invoiced fees paid for the periods of study which have not been completed.

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