

## WITHDRAWAL AND REFUND POLICY

Policy Title	Withdrawal and Refund Policy
Policy Owner	Amity Institute of Higher Education, Mauritius (AIHE)
Policy Version	Versions Control: 1.0 (October 2023)  Current Version: 1.0 (October 2023)
Responsible Office	Admissions Department
Contact Information	Questions concerning the policies should be directed to the Deputy Director of Amity Institute of Higher Education (Mauritius)
Pertinent Dates	Approved Date: October 2023 Date of Next Review: October 2026
Approved By	October 2023 Academic Council Meeting and SENATE of AMITY Institute of Higher Education (AIHE)
Entities Affected by This Policy	AIHE's Marketing Department, Admissions Department, Finance Department and Students
Who Needs to	This policy governs AIHE withdrawal of students, and the staffs of

Know About This Policy	Marketing, Admissions and Finance department should be aware of this policy and its implementation.
Reason for Policy / Purpose	This policy outlines the guidelines and procedures for students who wish to withdraw from courses or the institution itself. This policy applies to all enrolled students at Amity Institute of Higher Education.

### **Policy Purpose**

At AIHE withdrawal and refund policy fulfils a number of vital functions that are essential for the organization, its students, and other stakeholders. These regulations are intended to resolve financial issues relating to tuition and fees as well as to give clear guidelines and procedures for students who need to withdraw from courses or programs.

### **Scope and Application of this Policy**

AIHE's withdrawal and refund policy serves to safeguard both students' and the Institution's interests. Students may make educated decisions about their academic progress and financial commitments because to the clear norms and openness it provides regarding withdrawals, refunds, and related financial problems. Additionally, it aids AIHE in resource management efficiency and regulatory compliance.

### **Policy Statement:**

At AIHE, we are committed to giving our students an outstanding educational experience and meeting their various needs. Our Withdrawal and Refund Policy addresses the financial ramifications of such decisions while also providing students with clear guidelines and processes should they need to withdraw from the enrolled programme.

## **POLICY FRAMEWORK**

### **1. Course Withdrawal:**

#### **1.1. Withdrawal Deadlines:**

- Students may withdraw from a course without academic penalty within the first 3 weeks of the start of the course. The exact deadline will be specified in the academic calendar. Subsequently, a student may withdraw from the course due to unforeseen circumstances.

#### **1.2. Withdrawal Procedures:**

- To withdraw from a course, students must submit an official withdrawal request through the Registrar Office. The withdrawal form must include the course details and the student's signature.

#### **1.3. Financial Implications:**

- Tuition fees at the start of the programme for the withdrawn course will be refunded based on AIHE's published refund table, which may vary depending on the timing of the withdrawal.

#### **1.4. Academic Consequences:**

- If a student withdraws from the course after completing at least two semesters, accumulated grade points will be recorded on the student's transcript for the withdrawn course. The student may be awarded a certificate or diploma or an ordinary degree for undergraduate courses depending on the accumulated credits. In post graduate courses upon withdrawal the student may be awarded a post graduate certificate or post graduate diploma depending on the accumulated credits.

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- While withdrawing from the programme the student may exit with a Certificate / Diploma / Ordinary Degree / Post Graduate Diploma depending on the credits accumulated during the study and as per the Exit Policy of the enrolled programme

## **2. AIHE Withdrawal:**

### **2.1. Withdrawal Procedures:**

- Students who wish to withdraw from the Institution entirely must meet with the Programme Leader and complete the official withdrawal process through AIHE, Admission's Office.

### **2.2. Financial Implications:**

- Tuition refunds for AIHE withdrawal will be calculated based on the published refund table and the timing of the withdrawal.

### **2.3. Return of AIHE Property:**

- Students must return all AIHE property, including library books and other borrowed items, before the withdrawal is finalized.

## **3. Confidentiality:**

### **3.1. Privacy and Confidentiality:**

- All withdrawal requests and related information will be treated with strict confidentiality and in accordance with applicable privacy laws.

## **4. Contact Information:**

For questions or assistance regarding withdrawals, students may contact the Student Affairs and Admission Office.

## 5. Review and Revision:

This withdrawal policy will be periodically reviewed and revised as necessary to ensure its effectiveness and alignment with university policies and regulations.

## 6. Refund:

### 6.1 Refund table for tuition fees

% of tuition fees paid	If Student's written notice of withdrawal is received:
100%	("Maximum Refund") More than 60 days before the Programme Commencement Date
25%	Before, but not more than 60 days before the Programme Commencement Date
10%	After, but not more than 7 days after the Programme Commencement Date
5%	More than 7 days after the Programme Commencement Date, but not more than 14 days after the Programme Commencement Date
0%	More than 14 days after the Programme Commencement Date

The refund percentage decreases as the semester progresses. The table above specifies the details of refund.

## 6.2. Non-Refundable Fees

Application fees, Other regulatory fees, and Administrative and E-services fees are non-refundable, therefore students will not be eligible for any refunds for both local and international students.

## 6.3. Refund Methods

Refunds will be processed using the same method by which the payment was made. Students must ensure their contact and payment information is up to date to receive refunds. The following bank details are also required to be sent to Finance department.

1. Beneficiary name
2. Bank Name
3. Bank account number
4. Swift code
5. IBAN number

## 6.4. Duration of refund process

The Refund Period will normally be within 45 to 60 days. The refund will be contingent on factors such as the timing of the withdrawal, the student's programme of study, and, if relevant, the specific situation in question.

## 6.5. Appeals

Students who believe they have exceptional circumstances warranting an exception to this policy may submit an appeal to the AIHE's registrar's office. Appeals will be reviewed on a case-by-case basis.

This refund policy is subject to change by the AIHE administration without prior notice. Students are encouraged to review the most current refund policy on the website or consult with the registrar's office for any updates or clarifications.

## **DISCLAIMER**

This document may be subjected to change upon the directions and instructions of Senate / Academic Council. The changes once approved by AIHE's respective Councils and Boards, will be mentioned and notified to accreditation body – Higher Education Commission (HEC) by the Vice Chancellor of AIHE.