



CYBERJAYA
COLLEGE
KOTA KINABALU



CYBERJAYA
COLLEGE
KUCHING



**REFUND
POLICY**

STUDENT FEES REFUND

- The University will not refund tuition fees where students discontinue or intermit from a course and/or withdraw from unit(s) after the final enrolment date, except where special circumstances apply.

FULL REFUND OF TUITION FEES

A full refund of tuition fees paid for current and future teaching periods will be made where:

- The University is unable to deliver the course offered, the course has not commenced, or the student does not accept an alternative course offer.
- The University withdraws an offer for placement in a course prior to the student's commencement in the course. If an offer is withdrawn on the basis of incorrect or incomplete information supplied as part of the student's application, the University reserves the right to retain 10 percent of the first semester's tuition fees.
- The student is unable to meet a condition required by the University in the letter of offer.
- The student is excluded by the University for failure to meet academic progression requirements and had paid fees in advance of a notification of exclusion.
- The student is refused a visa. However, no refund will be made if the visa is refused on the grounds of the student not meeting the attendance or academic performance requirements set by the Malaysian government, or where the student is in breach of visa conditions stipulated by the Malaysian government.
- Illness or disability prior to the commencement of the course prevents the student from commencing the course.
- The death of a close family member (parent, carer, sibling, spouse or child) occurs prior to the commencement of the course, preventing the student from commencing the course
- At the discretion of the Group Chief Financial Officer where other special or extenuating personal circumstances prevent the student from commencing in the course.

Documentary evidence must be provided in support of an application for a full refund made under section above

PARTIAL REFUND OF TUITION FEES

A partial refund of tuition fees paid for the current teaching period may be made to students for reasons other than those outlined in section above as follows:

| Period after registration/ commencement of semester | Semester tuition fees to be refunded | Notes |
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| 1 st - 7 th day | 100% of the fee paid | For enrolled student, the refund rate remains the same |
| 8 th - 21 st day | 50% of the fee paid | - |
| After 21 st day | No refund | - |

NO REFUND OF TUITION FEES

The University will not refund tuition fees if:

- The student withdraws course acceptance or enrolment from a course after the final enrolment date;
- The student does not formally withdraw from a course but fails to enrol/re-enrol;
- The student is a post graduate student who withdraws from a course more than four weeks after the commencement of the course.
- The student has been excluded for misconduct pursuant to section 11 of the University of Cyberjaya Student Disciplinary Regulations.
- The student has been excluded for unsatisfactory progress or inability to progress pursuant to section 4.6.4 Academic Regulations, University of Cyberjaya (2020).
- The student provides any false, incomplete, misleading information or fraudulent documents either in their course application, or at any time thereafter to the University; or
- In lieu of full refund, and where the University is unable to provide the original course, the student accepts enrolment in another course offered to them.

NO REFUND OF OTHER FEES

The following fees are **NOT REFUNDABLE** :

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| • Registration Fees |
| • Visa Application Fees |
| • International Student Processing Fees |
| • Administrative Fees |
| • Commitment Fees for courses with quota |

Where a student's visa is denied, all fees listed above will be refunded to the student, except for the visa application fees.



APPLICATIONS AND PROCESSING OF REFUNDS

- Students must initiate the refund process by submitting the **Refund Request Form** to a Finance staff at the Student Support Hub.

- The refund amount is calculated after all outstanding tuition fees and debts to the University have been paid and clearance of all relevant cheques and receipt of all relevant telegraphic transfers or direct deposits.

- Refunds will be processed as follows:

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| <ul style="list-style-type: none">• Refunds to a student will be processed by Telegraphic Transfer (overseas) or Electronic Funds Transfer (Malaysia); or |
| <ul style="list-style-type: none">• Where payment was made by a registered third party (sponsor), the refund will be issued to the student |

- Refunds will be paid within 60 days of receiving the completed **Student Refund Form**, except for circumstances outlined:

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| The University is unable to deliver the course offered, the course has not commenced, or the student does not accept an alternative course offer |
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in which case the refund will be paid within 30 days from the date the University having ceased the course, or from the planned commencement of the course.

- A refund will normally be made in the currency of the student's country of permanent residence and payable in that country. Exceptions include non-tradable currencies (where the refund would normally then be paid in USD). The University is not liable for any variance due to foreign exchange rate fluctuations.