

# REFUND POLICY



## INTRODUCTION

### PURPOSE

UCSI University (hereinafter referred to as the University) being a private higher learning institution, has been approved for the purpose of fees collection as stated in the approved fee structure made available upon enquiry and enrolment, and which shall include, but is not limited to, course selection, or otherwise.

This policy shall facilitate the university's commitment towards any form of financial or monetary refunds that may arise at any given time. To all intents and purposes, the application of this policy shall be limited to the context of fee refunds for any particular applicant(s).

### SCOPE

This policy applies to all students enrolled in any programme at the University.

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## DEFINITIONS

For the purpose of this policy, unless otherwise stated, the following definitions shall apply:

Word / Term	Definition
Registration Fee	Fees related to student registration with the University
Initial Tuition Fee	Initial fee to be paid by every new prospective student as stipulated in the Letter of Acceptance / Conditional Letter of Offer / Conditional Letter of Acceptance
Course Selection	Subject(s) chosen by a student as indicative of the classes the student is intending to undertake for the particular semester
Add / Drop Deadline	Further dropping of a subject(s) beyond the Add / Drop deadline as stipulated in the University Academic Calendar will result in the full consumption of the subject(s) tuition fee
Refundable Deposit	This refers to the Caution Fee; Library Deposit; International Student Deposit and Security Bond
Commencement of classes	For new students – Orientation Date Existing students – The first day class begins
Withdrawal Form	To be filled by students who are withdrawing from their studies and have not completed the course
Programme Completion Form	To be filled by students who have completed their studies
Hostel Check-out Form	To be filled by students who have checked-out from their accommodation unit at the university hostel

## POLICY

### A. ALL STUDENTS

1. Registration Fee paid is strictly, NOT REFUNDABLE under any circumstances.
2. Once the Initial Tuition Fees are fully utilised, fees will be charged based on the Approved Course Selection tuition fees.
3. In the event that all the subjects were dropped before the ADD / DROP deadline to be followed subsequently with a withdrawal from the University, the University will charge the full fees based on the initial Approved Course Selection tuition fees.
4. The University will refund the following: Caution Fee; Library Deposit; International Student Deposits; and Security Bonds, provided the student has not breached or violated any of the university rules or regulations, and there is no outstanding fee with the University.
5. In the event of a graduation or withdrawal, the relevant forms are to be submitted within a maximum of 2 semesters from the event of the Refundable Deposits as per paragraph 4 above.
6. It is imperative that all the University rules and regulations are strictly adhered to, failing which, the University shall forfeit all Refundable Deposits with the said deposits to be paid once again, where applicable.
7. In the event that a student fails to settle the outstanding fee in accordance with the respective due date, he / she is liable to pay late payment charges levied accordingly by the University.

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### B. MEDICAL AND PHARMACY DEGREE APPLICANTS ONLY

1. A student is required to acknowledge, understand and accept to confirm his / her acceptance into either the University Medical or Pharmacy degree programme within the stipulated deadline (as well as to book a seat for himself/herself in the relevant programme). He / she must pay all the fees outlined in the Letter of Offer / Conditional Letter of Offer within the date provided. Failure to agree to pay the fees by the stipulated date will result in a seat not being reserved for the student. Due to the limited seats available (and considering other eligible candidates), a student is further required to agree to abide by the policy that all payments made to confirm a seat are strictly not refundable, regardless of whether classes have begun.
2. For a non-Malaysian citizen, in the event he / she was not able to obtain the relevant visa from the Malaysian authorities (and strictly and solely for this reason alone), he / she may apply to the University for a refund of his / her paid tuition fees with the exception of any fees paid as Registration Fee and the International Student Services Fee, which are strictly not refundable.

### C. MALAYSIAN STUDENTS ONLY

1. In the event of a refund request, a 50% refund of the initial tuition fees (new students) or fees based on the Approved Course Selection (existing students) can be made, provided withdrawal from the programme is made / submitted before class commences, excluding Saturday, Sunday or Public Holidays. In the event that the fees have not been paid, 50% of the initial tuition fees or the Approved Course Selection tuition fees will be chargeable. The University has every right to use the Refundable Deposits to offset the outstanding dues to the University.
2. In the event of a refund request, a 30% refund of tuition fees can be made provided withdrawal from the programme is made within seven (7) days from when class commences. In the event that the fees have not been paid, 70% of the initial Approved Course Selection tuition fees will be chargeable. The University has every right to use the Refundable Deposits to offset the outstanding dues to the University.
3. There shall be NO refund of tuition fees if the withdrawal is done, anytime later and / or is not done in compliance with the foregoing conditions.

### D. INTERNATIONAL STUDENTS ONLY

1. All initial tuition fees paid as stipulated in the Letter of Acceptance / Conditional Letter of Offer / Conditional Letter of Acceptance are strictly NOT REFUNDABLE.
2. In the event of a refund request, once the initial fees are fully utilised, a refund amounting to 50% of the Approved Course Selection tuition fees for the IMMEDIATE semester will be allowed; provided the application for the said refund is strictly made BEFORE THE COMMENCEMENT OF THE SAID SEMESTER. This deadline must be complied with, failing which the University will not entertain any requests for refunds.
3. All applications should be duly submitted in the prescribed form(s) and not in any other manner whatsoever. In the event that fees have not been paid, 50% of the fees based on the Approved Course Selection tuition fees will be chargeable. The University has every right to use the Refundable Deposits to offset the outstanding dues to the University.
4. In the event of a refund request, once the initial fees are fully utilised and after the semester commences, a refund amounting to 30% of the Approved Course Selection tuition fees for the IMMEDIATE semester will be allowed; provided the application for the said refund is made WITHIN SEVEN (7) DAYS FROM THE COMMENCEMENT OF THE SAID SEMESTER. This deadline must be complied with, failing which the University will not entertain any requests for refunds.
5. All applications should be duly submitted in the prescribed form(s) and not in any other manner whatsoever. In the event that the fees have not been paid, 70% of the fees based on the Approved Course Selection tuition fees will be chargeable. The University has every right to use the Refundable Deposits to offset the outstanding dues to the University.
6. Once a student has submitted the Application Form, Registration Fee and International Student Services Fee, in the event that the relevant visa from the Malaysian authorities cannot be obtained, all money paid will not be refunded.
7. A student is required to remit with immediate effect, all initial tuition fees to the University, upon his / her visa being approved and he / she is likewise notified, prior to arriving at UCSI University, Malaysia.
8. For applications to the University degrees for Medicine and Pharmacy, students are bound by section B above.