



Refund Policy

The Institute of Technology and Professional Learning (ITPL) is committed to providing high quality education and training programs to help students succeed in their careers. To ensure fairness and transparency, ITPL has a clear refund policy for students enrolled in its courses. This policy explains when refunds may be given, how to request a refund, and the timelines involved.

Refund Policy for New Students

Students who cancel their admission before the semester starts can get a refund of their first semester fees, under the following conditions:

Refund Process

1. Students must submit a refund request to the Admissions Department. The request should include the reason for withdrawal and bank account details for the refund.
2. Proof of payment (like receipts) must be attached to the refund application.
3. All refunds must be approved by the Chief Executive Officer.
4. Refunds will be processed within 15 days after the Finance Office receives the application.
5. If the student or their guarantor cannot collect the refund, they must provide proper authorization for someone else to claim it.

If ITPL cannot offer a program after admitting a student, all fees paid for that semester, including application fees and enrollment deposits, will be fully refunded. Alternatively, the student can choose to enroll in another program if they meet the requirements and if space is available.

Refund Policy for Current Students

Students who withdraw after classes have started will not receive a refund for that semester. However, any advance payments made for future semesters or any extra fees paid will be refunded.

Important Notes

Students who are expelled or terminated for violating the Student Handbook will not receive a refund.



The application fee and enrolment deposit are nonrefundable.

General Refund Rules

1. Application Fee: The application fee is nonrefundable. This fee covers the cost of processing applications and securing a spot in the course.

2. Tuition Fees: Refunds for tuition fees depend on when the student withdraws:

Withdrawal before the course starts: If a student withdraws at least 20 days before the course starts, they will get a full refund of the tuition fees, minus a 10% processing fee.

Withdrawal within 10 days of the course start: If a student withdraws within 10 days of the course start date but before attending any classes, they will receive a 50% refund of the tuition fees.

Withdrawal after the course starts: No refunds will be given to students who withdraw after attending any classes. This is because resources have already been allocated to the student.

3. Course Cancellation by ITPL: If ITPL cancels a course due to low enrolment or other reasons, students will receive a full refund of all fees paid, including the application fee. Students will be notified as soon as the decision to cancel the course is made.

How to Request a Refund

To request a refund, students must submit a written request to the ITPL Administration Office. The request should include:

1. The student's full name and contact information.
2. The course title and start date.
3. The reason for withdrawal.
4. The date of withdrawal.
5. Any supporting documents, if applicable.

Refund requests can be submitted by email or in person at the Administration Office. Requests must be made within the timeframes outlined in this policy to be considered.



Refund Processing Time

Once a refund request is submitted, ITPL will process it within 15 business days. Students will be notified by email about the status of their refund. If approved, the refund will be issued using the same payment method used for the original payment (e.g., bank transfer).

Special Cases

In exceptional situations, such as medical emergencies or unexpected personal circumstances, students can appeal for a refund outside the standard policy. These appeals must be documented and submitted to the admissions committee for review. Decisions will be made on a casebycase basis.

Conclusion

ITPL's refund policy is designed to be fair and transparent for all students while ensuring efficient management of resources. If you have any questions about the refund policy or specific situations, please contact the ITPL Administration Office directly.