

Short Courses Refund Procedure

Objective:

The objective of this document is to provide a simple procedure for refunds related to short courses at RGIT.

Procedure:

1. All refund requests are conditional on the following

- a. The Institute must have received the fees from the short course students in order for any refunds to be made available to them. RGIT encourages students to pay the fees to the Institute's account on-line. However, in exceptional or limited circumstances, the students can pay the fees at accounting officers at Level 7 of the RGIT building.
- b. Any debts to the Institute by the short course students must be paid in full or the outstanding amounts will be deducted from the refund.

2. Withdrawal from the course

Where a written notice (email acceptable) of withdrawal is received by the Institute at least 48 hours before the scheduled starting date or time of the course, the Institute will refund the full fees. No refunds will be processed if it does not satisfy the condition.

3. Special circumstances

Where a student withdraws from the course because of exceptional and extenuating circumstances of a compassionate nature, 100% of all fee received will be refunded.

4. Refund procedure

- a. If the refund application is approved, the approved letter and amount will be sent to Accounting and the student will be notified of it.
- b. Refund will then be made available within 28 days (20 working days) of written notification being received by the Institute.
- c. The refund amount will be deposited back into the student's bank account (if the student had paid the fees on-line and had provided their bank details) or could collect cash from level 7 (if the student had earlier paid the amount in cash).