



## Graduate School

Policy Particulars	
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Policy Category	Student Finance
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Any person who requires assistance in understanding any aspect of this document should contact the IMM Graduate School Finance Department

### Contents

1. Purpose.....	1
2. Procedure.....	1
2.1 Application for a refund .....	1
2.2 Deferral .....	2
2.3 Exceptional Circumstances.....	2
2.4 Additional Conditions.....	2
2.5 Appeals.....	2

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### 1. Purpose

This procedure documents the process by which a refund claim will be considered.

### 2. Procedure

#### 2.1 Application for a refund

**2.1.1** A student who wishes to apply for a refund must do so by completing the Refund Request Application (*Application*), together with providing all relevant supporting documentation and returning it to the relevant IMM Graduate School (IMM GS) Office, or emailing it to [accounts@immgsm.ac.za](mailto:accounts@immgsm.ac.za)

**2.1.2** The *Application* is assessed by the Finance Department. In the case of a student withdrawing from a programme, the refund due will be calculated according to the conditions set out in the refund policy.

- 2.1.3 The IMM GSM reserves the right, at its own discretion, to discontinue the offering of an academic programme. Where a student is unable to enrol in a similar programme at the IMM GS, and the enrolment is cancelled, all fees paid will be refunded with the exception of any fees which are published as non-refundable.
- 2.1.4 Refunds will be paid in South African Rands or US Dollars depending on the currency in which the payment was made, and paid back to the person or institution from whom/which payment was received, unless written authorisation is received to pay to an alternative party, subject to verification.
- 2.1.5 Refunds will only be made by Electronic Funds Transfer (EFT) into a bank account nominated by the student or Institution, as stated on the *Application*.
- 2.1.6 Refunds will be paid within 30 (thirty) working days of receiving the completed *Application* and all required supporting documentation.

## 2.2 Deferral

- 2.2.1 If the student wishes to defer their studies until a later start date, the fees will be held until such time as the student decides to proceed with his/her studies.
- 2.2.2 If the student consequently withdraws, the refund (less an administration fee) will be calculated as at the date of the request for deferral.

## 2.3 Exceptional Circumstances

- 2.3.1 Students may request consideration for an exception by stating the nature of the circumstance on the Refund Request form.
- 2.3.1.1 **Required Criteria**
  - Students seeking an exception must meet the following criteria:
    - A direct cause and effect relationship between the extenuating circumstance and the student's inability to persist in his/her academic programme.
    - Circumstances experienced and their resultant impact were not foreseeable and/or could not have been reasonably prevented during the time period in question.
- 2.3.2 Students whose cancellation of enrolment was due to exceptional circumstances can request a remission of the fees paid barring any special cancellation or administrations fees payable.
- 2.3.3 Requests should outline the reasons for the withdrawal and include documentary evidence such as medical certificates to support the request. The relevant documentation to support the claim must be on an official letterhead of the issuing authority and include the contact information for this authority, or a certified copy thereof. Please note that all documentation submitted to the IMM GS is kept confidential.
- 2.3.4 Requests must be made in writing to the IMM GS within 30 days of the date of withdrawal.

## 2.4 Additional Conditions

- 2.4.1 Refunds are subject to a 10% administrative charge on all refundable amounts, excluding students who have graduated with a remaining credit on their account
- 2.4.2 A student whose enrolment is terminated by the IMM GS during the course of a semester as a result of breaching IMM GS rules and regulations, will not be entitled to any refund of fees with respect to that semester.
- 2.4.3 Where an international student's visa renewal is rejected due to a breach in visa conditions, the student must withdraw from the IMM GSM. Rule 2.4.2 will apply

## 2.5 Appeals

- 2.5.1 Students who are dissatisfied with the outcome of the *Application* may lodge an appeal in accordance with non-academic Appeals procedure.
- 2.5.2 According to the South African Consumer Protection Act, the above procedure may not remove a student's right to take further action pertaining to his/her refund.