



REFUND POLICY

Version 1.0

TABLE OF CONTENTS

1. Introduction	3
2. Scope	3-4
3. General Policy	4-5
4. Cooling-Off Period	5
5. Refund Process	6
6. Refund Disputes	6-7
7. Communication & Transparency	7-8

Refund Policy

1. Introduction

The Refund Policy of Jeryk EC sets out the principles, circumstances, and procedures under which students may request a refund of course fees or other payments made to the institution.

The policy is designed to ensure transparency, fairness, and consistency in handling refund requests. It provides students with confidence that any concerns regarding fees, cancellations, or exceptional circumstances will be considered professionally and equitably.

This policy also reflects Jeryk EC's commitment to high standards of academic governance, compliance with relevant regulations, and the promotion of trust between the institution and its students.

2. Scope

This Refund Policy applies to all students enrolled in courses offered by Jeryk EC, including both full-time and part-time courses, workshops, certifications, or any other academic programs. It encompasses all types of fees and payments made to the institution, including:

- Tuition fees associated with course delivery
- Registration or enrollment fees
- Material, administrative, or miscellaneous fees linked to course participation
- Any additional payments required by the institution for certification, assessments, or course resources

This policy is intended to ensure that all students understand their rights and responsibilities regarding refunds and the procedures for requesting a refund under normal or exceptional circumstances. It applies to all students, whether domestic or international, and includes fees collected directly by Jeryk EC or via authorized agents or third-party partners.

2.1 Situation Covered

The scope of this policy includes refunds requested for situations such as:

- Withdrawal from a course prior to commencement or during the course, where permitted under the policy
- Cancellation of enrollment within the designated cooling-off period
- Exceptional circumstances, including but not limited to medical emergencies, family crises, or other unforeseen events that prevent participation in the course

2.2 Limitation

- This policy does not cover fees for services already provided, such as completed lessons, assessments, or administrative processing.
- Refunds are subject to approval by Top Management, and eligibility is determined on a case-by-case basis.

2.3 Integration with Other Policy

- Refund requests are handled in conjunction with Jeryk EC's Dispute Resolution Policy, ensuring that complaints or disputes regarding fees are addressed fairly and transparently.
- Students are encouraged to familiarize themselves with both policies to understand their full rights and responsibilities.

3. General Policy

Jeryk EC is committed to fairness, transparency, and accountability in all matters related to course fees and refunds. Students are strongly encouraged to carefully consider their enrollment before making any payment. To ensure clarity for students, the institution adopts the following principles:

3.1 No Refund Statement

- As a general rule, once enrollment is confirmed and the contract signed, course fees are non-refundable, including tuition, registration, and administrative fees.
- This policy applies to tuition fees, registration fees, and any associated administrative or course-related payments.
- Students are strongly encouraged to carefully consider their enrollment and financial commitments before signing any contract or making payment.
- This principle ensures that Jeryk EC can maintain operational stability, resource allocation, and course delivery standards.

3.2 Exceptional Circumstances

- While the general rule is no refunds, Jeryk EC recognizes that exceptional circumstances may prevent students from participating in courses. In such cases, refunds may be considered at the discretion of Top Management.
- Exceptional circumstances include, but are not limited to:
 - Serious medical emergencies preventing course attendance, supported by official medical documentation
 - Critical family emergencies, such as bereavement or care responsibilities, requiring prolonged absence

- Unforeseen events beyond the student's control, such as natural disasters, accidents, or other circumstances making course participation impossible
- Each refund request under exceptional circumstances is assessed individually, taking into account:
 - Timing of the request relative to course commencement
 - Impact on course participation and resources
 - Adequacy of supporting documentation provided

3.3 Documentation and Approval

- Students must provide relevant evidence (e.g., medical certificates, official letters, or other supporting documents) to substantiate their claim.
- The final decision on whether a refund is approved rests with Top Management, ensuring consistency, fairness, and compliance with institutional policies.
- Decisions regarding refunds are documented in writing and communicated to the student, providing a clear record of the outcome and any conditions attached.

3.4 Transparency and Accountability

- All refund requests are handled consistently and objectively, ensuring that students understand the rationale for decisions.
- This policy safeguards both the interests of students and the operational requirements of Jeryk EC, balancing student fairness with institutional accountability.

4. Cooling-Off Period

To support informed decision-making, Jeryk EC provides a 7-working-day cooling-off period after signing the enrollment contract.

- Students may cancel their enrollment within this period without penalty.
- Refund requests made during the cooling-off period are reviewed on a case-by-case basis and require written approval from Top Management.
- This period allows students to reconsider their enrollment without financial disadvantage, except for any non-refundable administrative charges clearly stated in the enrollment agreement.

5. Refund Process

5.1 The process for requesting a refund is designed to be clear, structured, and accountable:

- a) Submission of Refund Request: Students must complete a Refund Request Form, providing detailed reasons for the request and attaching any relevant supporting documentation (Within 7 working days of awareness of issue).
- b) Review by Top Management (Completed within 7 working days of submission): All requests are reviewed by Top Management, who will assess:
 - Eligibility based on the refund policy
 - Supporting documentation provided
 - The nature of the circumstances and timing of the request
- c) Decision Outcome: Top Management may approve, partially approve, or reject the request (Communicated in writing within 2 working days of review).
- d) Processing of Refunds: If approved, refunds will be processed within 7 working days. Confirmation of the decision and payment schedule will be provided in writing to the student (Within 7 working days of approval).
- e) Record-Keeping: All refund requests, supporting documents, and decisions are documented and retained in accordance with Jeryk EC's record-keeping and regulatory obligations (Immediately after decision).

5.2 Refunds via Agents / Third Parties:

Refunds of payments made through authorized agents or partners will be processed through the same channel unless otherwise agreed. Students must follow the agent's refund procedure, aligned with this policy

6. Refund Disputes

Jeryk EC is committed to fairness, transparency, and accountability in the handling of all refund requests. To ensure that students' concerns are addressed appropriately, any disputes regarding refund decisions are managed in accordance with the Jeryk EC Dispute Resolution Policy.

6.1 Escalation to Top Management

- Students who are dissatisfied with the outcome of their refund request may formally escalate their concerns to Top Management.
- Escalated disputes are reviewed independently and objectively, ensuring that the decision is fair, unbiased, and consistent with Jeryk EC policies and procedures.

6.2 Further Escalation

- If a dispute remains unresolved after internal review, students may pursue external mediation or regulatory review, in accordance with local laws, awarding body requirements, or accreditation standards.
- The escalation process ensures that students have clear avenues for recourse, providing confidence that all concerns are taken seriously and addressed professionally.

6.3 Documentation and Record-Keeping

- All refund disputes, including communications, evidence submitted, and decisions, are fully documented and retained in accordance with Jeryk EC's record-keeping procedures.
- Documentation ensures transparency, accountability, and compliance with regulatory or auditing requirements.

6.4 Reference to Complaints / Dispute Resolution

Any disputes regarding refund decisions are handled under Jeryk EC's Dispute Resolution / Complaints Policy, ensuring fair review and clear avenues for escalation, including Top Management, external mediation, or regulatory review.

7. Communication and Transparency

Jeryk EC is committed to ensuring that students are fully informed of their rights, responsibilities, and the procedures related to refunds.

7.1 Availability of Policy

- The Refund Policy is communicated clearly to all students at the time of enrollment.
- It is also accessible at all times via the Jeryk EC website, ensuring transparency for both current and prospective students.

7.2 Student Awareness

- Students are encouraged to read and understand the policy before making any payments or committing to a course.
- Staff are available to provide guidance and clarify any aspects of the policy if required.

7.3 Updates and Changes

- Any changes or updates to the Refund Policy are communicated promptly via official channels, such as email, notice boards, or the Jeryk EC website.
- Students are advised to review updated versions regularly to remain informed about their rights, obligations, and any procedural changes.

7.4 Commitment to Transparency

- Jeryk EC ensures that all refund processes are conducted transparently, fairly, and consistently, reinforcing trust between the institution and its students.
- Clear communication and documented procedures protect the interests of both students and the institution, ensuring accountability at all stages of the refund process.