Flowchart for Refund Process – STUDENT Initiated
(Note: Refund to be processed within 7 days)

Input	Activity	Output	Responsibility	Monitoring

START

Activity	Responsibility
1 Gives written request for withdrawal and refund stating reasons	Student
2 Reviews eligibility for a refund as per contract and refund policy	Snr HOD (Fin and HR)
Eligible? — No / Yes	
3 Calculates amount of refund	Snr HOD (Fin and HR)
4 Presents case for Approval	Snr HOD (Fin and HR)
Approved? — No / Yes	CEO/ Clinical & Academic Director
5 Explains breakdown to student- Refunds monies to student	Snr HOD (Fin and HR)
Signs acknowledgement on payment voucher	Student
7 Informs FPS provider of withdrawal	Snr HOD (Fin and HR)
8 Files Refund Record in Student P-File	Course Manager
END	
9 Informs student	Snr HOD (Fin and HR)