

2024

Refund Policy- CSBT Campus.

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1. Introduction

At CSBT Campus, our primary goal is to provide a high-quality educational experience for all our students. We recognize that there may be circumstances that necessitate a student's withdrawal from a course or program. To address these situations, CSBT Campus has established a comprehensive refund policy designed to be fair and transparent. This report outlines the refund policy in detail, including eligibility criteria, the refund process, and specific conditions under which refunds may be issued.

2. Eligibility for Refunds

Refund eligibility is determined by the timing of the student's official withdrawal request and the type of course in which they are enrolled. This policy ensures that students are aware of their financial obligations and the conditions under which they can receive a refund.

2.1. Timing of Withdrawal

Before Course Commencement: Students who withdraw before the start date of their course are eligible for a 100% refund of tuition fees.

Within the First Week of Classes: Withdrawal during the first week of classes entitles students to an 80% refund of tuition fees.

Within the Second Week of Classes: Students who withdraw during the second week of classes are eligible for a 50% refund of tuition fees.

After the Second Week of Classes: No refunds will be provided for withdrawals made after the second week of classes. This policy encourages commitment to the course once it has substantially progressed.

3. Non-Refundable Fees

Certain fees are non-refundable under any circumstances. These fees cover administrative and logistical costs that CSBT Campus incurs regardless of whether a student completes their course.

Non-refundable fees include:

- Registration fees
- Administrative fees
- Material or lab fees
- Fees for completed courses or modules

4. Refund Process

The refund process is designed to be straightforward and efficient. Students seeking a refund must follow these steps:

4.1. Submission of Withdrawal Request

To initiate the refund process, students must submit a written withdrawal request to the CSBT Campus administration office. The request should include:

- The student's full name
- Course details (course name, code, and start date)
- Reason for withdrawal

4.2. Processing Time

Upon receipt of the withdrawal request, the administration office will review and process the refund within 30 days. Students will be notified of the status of their refund request via email.

4.3. Method of Refund

Refunds will be issued using the original payment method whenever possible. If the original payment method is unavailable, an alternative method, such as a bank transfer or cheque, may be used with the student's consent.

5. Special Circumstances

CSBT Campus understands that unexpected situations can arise, which may require special consideration. Refunds in special circumstances are reviewed on a case-by-case basis and may include:

Medical Emergencies: In the event of a serious illness or injury that prevents the student from continuing their studies, a refund may be granted. Supporting documentation from a medical professional is required.

Other Extraordinary Situations: Other situations such as family emergencies or significant personal hardship will be considered. Appropriate documentation must be provided to support the request.

6. Appeals Process

If a student's refund request is denied, they have the right to appeal the decision. The appeals process is as follows:

Step 1: Submit a written appeal to the CSBT Campus administration office within 14 days of the refund denial. The appeal must include additional information or documentation supporting the request.

Step 2: The appeals committee, comprising senior administrative staff, will review the appeal and make a final decision within 30 days.

Step 3: The student will be notified of the committee's decision via email. The decision of the appeals committee is final.

7. Contact Information

For questions or assistance regarding the refund policy, students are encouraged to contact the CSBT Campus administration office:

CSBT Campus Administration Office

Email: admin.edu@csbtcampus

Phone: 0312121219

8. Policy Changes

CSBT Campus reserves the right to modify this refund policy at any time. Any changes will be communicated to students through official channels, including email notifications and updates on the campus website. Changes to the policy will apply to future transactions and will not be retroactive.

9. Commitment to Transparency

CSBT Campus is committed to maintaining transparency and fairness in all financial transactions. We strive to provide clear information and support to help students understand their financial commitments and the options available to them in the event of a withdrawal.

10. Agreement

By enrolling in courses at CSBT Campus, students acknowledge and agree to the terms and conditions outlined in this refund policy. It is the responsibility of each student to review and understand this policy prior to enrollment.

CSBT Campus aims to support its students by ensuring a transparent, fair, and efficient refund process. We are dedicated to addressing the needs of our students and providing assistance throughout their educational journey. For any further inquiries or detailed explanations, students should not hesitate to reach out to the administration office.