



TUITION FEE REFUND POLICY (TFRP)

1. Introduction

1.1 Purpose

- To establish clear guidelines and procedures for the refund of tuition fees.

1.2 Scope

- This policy applies to all students enrolled in CIU Germany, including those in Skills & Vocational Courses (SVCs), Diplomas, University Foundation Courses (UFC), Undergraduate, Master's, and Ph.D. programs.

2. Eligibility for Refund

2.1 Withdrawal from Courses

- Students who officially withdraw from their courses or programs within a specified period of time after paying the tuition fees are eligible for a partial or full refund.

2.2 Cancellation of Courses

- If CIU cancels a course, students enrolled in that course are entitled to a full refund.

2.3 Extenuating Circumstances

- Refunds may be considered on a case-by-case basis for students facing extenuating circumstances such as medical emergencies, family emergencies, or other significant issues.

3. Refund Schedule

3.1 Full Refund

- Students who withdraw before the commencement of the course or within the first week of classes are eligible for a full refund of tuition fees.

3.2 Partial Refund

- Withdrawal during the second to fourth week of classes: 50% refund.
- Withdrawal during the fifth to eighth week of classes: 25% refund.

3.3 No Refund

- Withdrawal after the eighth week of classes will not be eligible for a refund.

4. Non-Refundable Fees

4.1 Administrative Fees

- Application fees, registration fees, and other administrative fees are non-refundable.

4.2 Course Materials

- Fees for course materials (e.g., textbooks, software) are non-refundable once they have been issued or accessed.

5. Refund Process

5.1 Submission of Request

- Students must submit a formal request for a refund in writing to the CIU Finance Office.

5.2 Documentation

- The refund request must include all relevant documentation, such as proof of withdrawal, medical certificates, or other supporting documents.

5.3 Review and Approval

- The Finance Office will review the refund request and make a decision within a specified timeframe, typically 10 business days.

5.4 Payment of Refunds

- Approved refunds will be processed and paid to the student within 30 days of approval. Refunds will be issued using the original method of payment unless otherwise requested.

6. Special Circumstances

6.1 Medical Withdrawals

- Students withdrawing due to medical reasons must provide a medical certificate. Refunds in these cases will be handled individually.

6.2 Military Service

- Students called to active military service must provide official documentation. Refunds or credits will be considered based on the timing and duration of the service.

7. Appeals Process

7.1 Submission of Appeal

- Students who are not satisfied with the refund decision may submit an appeal in writing to the CIU Appeals Committee.

7.2 Review of Appeal

- The Appeals Committee will review the appeal and make a final decision within 15 business days.

7.3 Final Decision

- The decision of the Appeals Committee is final and binding.

8. Communication and Transparency

8.1 Information Dissemination

- CIU will ensure that the tuition fee refund policy is clearly communicated to all students during the admission process and is readily available on the university's website.

8.2 Staff Training

- Staff involved in the administration of refunds will receive regular training to ensure they are knowledgeable about the policy and procedures.

9. Policy Review and Updates

9.1 Regular Reviews

- The refund policy will be reviewed annually to ensure it remains fair, transparent, and aligned with CIU's objectives and regulatory requirements.

9.2 Updates and Revisions

- Any changes to the policy will be communicated to students and staff promptly, with updates posted on the university's website.