

OPEN UNIVERSITY OF MAURITIUS

POLICY ON REFUND OF FEES

Section 1

For learners who are not eligible for exemption from payment of tuition fees and who pay whole module fee (Tuition Fees + Administrative Fees):

Existing Clause		
90% refund of fees paid	75% refund of fees paid	No refund
Non-Starter: That is the learner withdraws before the Induction Session	Provided the request for refund is made within 3 weeks after the Induction Session	Request is made after end of the third week from start of the Course deemed to be the Induction Session
<p>1. Requests for refund of fees, either in part or in full, be considered on a case to case basis by the Director, Academic Affairs Division and approved the Director-General, if a learner cannot follow the course because of any one of the following reasons:</p> <ul style="list-style-type: none"> (i) a major unexpected debilitating life event (for example: a major illness, death in the family, accident requiring long term treatment and convalescence); (ii) financial difficulties due to breadwinner passing away; (iii) ill-health / loss of job of learner or guardian; (iv) any other exceptional/extenuating circumstances deemed valid by OU. <p>All applications should be supported by evidence”</p>		
<p>2. A refund of 50% of the course fee paid for the semester provided the request is made during the semester and not at the end. Currently no refund is made after the third week from the start of the course deemed to be the Induction Session.</p>		
<p>3. As regards to learners who have settled the full programme/course fee upon enrolment, 50% of the fee for the current semester and 90% of the fee for the forthcoming semesters be refunded.</p>		
<p>4. As regards learners who have enrolled for a programme but neither attended any face-to-face session nor submitted any assignment, 75% refund of the fees paid provided the request is made within one year from the date of induction that the learner attended/was expected to attend.</p>		
<p>5. Learners who are offered conditional seats for a particular programme be refunded 100% of the total amount of the fees paid if they are not given firm offer of seat on the programme.</p>		
<p>6. For learners who enrol for more than one programme:</p> <ul style="list-style-type: none"> ➤ 100% refund applicable provided the learner did not attend any tutorial session and submit his request before start of face to face sessions. ➤ 75% refund applicable provided the learner did not attend any session and did not submit any assignment and the request for refund is made within one year from the date of induction that the learner attended / was expected to attend. 		



