

# Open University of Mauritius

## Policy on Refund of Fees

### Section 1: Request for Refund of Course Fees/Administrative Fees by New Learner.

SN	Description	For unforeseen circumstances, the Open University of Mauritius decides not to run the programme.	Non-Starter (Before Induction and no access to e-learn platform)	Request within 4 weeks after Induction	Request after 4 weeks from Induction	Forthcoming Semesters	Notes
1.1	Learner who is <b>eligible for free Education</b> and has paid <b>Administrative Fee</b> .	100%	90%	75%	No Refund	N/A	
1.2	Learner who is <b>not eligible for free Education</b> and has paid <b>Semester Fee</b> .	100%	90%	75%	No Refund	N/A	
1.3	Learner who is <b>not eligible for free Education</b> and has paid <b>Full Programme/Course Fee</b> .	100%	90%	75%	No Refund (Current Semester)	90%	Refer to No. (v) of the General Notes
1.4	Learner who has opted for <b>Payment Facility</b> - Course Fee.	100%	<b>90%</b>	<b>75%</b>	<b>No Refund</b>	<b>N/A</b>	<b>Refer to No. (vi) of the General Notes</b>

### Section 2: Request for Refund of Course Fees/Administrative Fees by Existing Learners.

*Request will be considered on a case to case basis by the Director (Academic Affairs)/ Director (Open School) and approved by the Director-General, if a learner cannot follow the course subject to the following Eligibility Criteria for Refund of Course Fees for Existing Learners:*

(i)	A major unexpected debilitating life event (for example: a major illness requiring long term treatment and convalescence);	} To be supported by documentary evidence
(ii)	financial difficulties due to breadwinner (Mother or Father) passing away; and	
(iii)	loss of job of learner/breadwinner (Mother or Father).	
2.1	Learner who has paid <b>Semester Fee / Full Programme Fee</b> .	<b>75% Refund of Fees for request made within the Current Semester followed by 90% refund for forthcoming Semesters.</b>
2.2	Learner who is <b>eligible for free Education</b> and has paid <b>Administrative Fee</b> .	<b>75% Refund of Fees for request made within the Current Semester.</b>
2.3	Learner who has opted for <b>Payment Facility</b> .	<b>75% Refund of Fees for request made within the Current Semester [For first instalment].</b> (Refer to No. (vi) of the General Notes)

### General Notes to Sections 1 and 2:

(i)	The learner should apprise his/her Programme Manager in writing of his/her intention to drop out from the Course.
(ii)	Fill in the "OU Withdrawal Form".
(iii)	Submit all the relevant justification/documentary evidence/Medical Certificate as applicable.
(iv)	In any Scenario at 1.1 to 1.4 and 2.1 to 2.3 above, the cost of Rs 3,000/- will be withheld by the OU for the Tablet provided to the learner.
(v)	The discount of 5% initially provided to the learner on payment of Full Programme/Course Fee will be recouped.
(vi)	<b>Learner should be requested to stop its standing order instructions with his/her bank upon receipt of the application form for refund. <u>Payment made through the bank after he/she has informed the Open University of Mauritius of his/her intention to withdraw from the programme would be refunded in Full.</u></b>