

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 Blackboard platform)	Request received within 15 weeks after Induction	Request received after 15 weeks from Induction	Forthcoming Semesters	Notes
1.1	Learner who is eligible for free Education and has paid Administrative Fee .	100%	90%	75%	No Refund	N/A	
1.2	Learner who is not eligible for free Education and has paid Semester Fee .	100%	90%	75%	No Refund	N/A	
1.3	Learner who is not eligible for free Education and has paid Full Programme/Course Fee .	100%	90%	75%	No Refund (Current Semester)	90%	Refer to No. (v) of the General Notes
1.4	Learner who has opted for Payment Facility - Course Fee.	100%	90%	75%	No Refund	N/A	Refer to No. (vi) of the General Notes
1.5	Learner who withdraws from the programme due to exceptional and unforeseen circumstances, for example, a major unexpected debilitating life event (a major illness requiring long-term treatment and convalescence), financial difficulties due to demise of breadwinner, or loss of job of learner/breadwinner - To be supported by documentary evidence .	75 % of the fees paid for request received within 15 weeks after induction					

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 Semester Fee / Full Programme Fee .	75% Refund of Fees for request made within the Current Semester followed by 90% refund for forthcoming Semesters.
2.2	Learner who is eligible for free Education and has paid Administrative Fee .	75% Refund of Fees for request made within the Current Semester.
2.3	Learner who has opted for Payment Facility .	75% Refund of Fees for request made within the Current Semester [For first instalment]. (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 Section 1 and Section 2, 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)	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>