



# Refund Policy

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**Domino Institute Of  
Professional Studies**

## **Welcome to Domino Institute of Professional Studies**

As a valued member of our academic team, this Refund Policy outlines the key policies, responsibilities, expectations, and available support at DIPS. It affirms our commitment to professional development, fair employment, and compliance with OTHM standards. This handbook reflects our dedication to high-quality education, student welfare, and maintaining the professional standards that define the Institute.

DIPS is a nationally recognized academic institution, focused on improving educational access through modern teaching practices. In response to global trends and the growing need for flexible learning, DIPS has developed a scalable distance learning model to complement on-campus delivery. This policy provides a framework to ensure consistently high standards in distance education and supports our ongoing efforts to enhance academic quality, student support, and technological infrastructure aligned with OTHM, Equal standards, and national higher education expectations.



## **Policy Statement**

Domino Institute of Professional Studies (DIPS) aims to provide a transparent and fair refund policy that supports learner rights while maintaining financial and operational integrity. This policy outlines the eligibility criteria, procedures, and timelines for refund requests in alignment with OTHM expectations.

### **1. Eligibility for Refund**

Refunds may be granted under the following circumstances:

#### **A. Course Withdrawal by Learner**

- Learners who withdrew from a course must submit a completed Refund Request Form along with valid justification.
- Refund eligibility is based on the timing of the withdrawal (see timeline below).

#### **B. Course Cancellation by Institute**

- If DIPS cancels a course for any reason, all learners enrolled will receive a full refund of all fees paid, including registration and material fees.



## 2. Refund Request Timeline

Timing of Withdrawal	Refund Amount
Within 15 calendar days from the course start date	100% refund (excluding non-refundable fees)
Between 15–28 calendar days from the course start date	50% refund
After 28 calendar days	No refund issued

## 3. Refund Process

### 1. Submission

- The learner must submit a completed Refund Request Form.
- Submit to the Administration Office or by email at [finance@dips.edu.pk](mailto:finance@dips.edu.pk).
- Include supporting documents (e.g., proof of payment, withdrawal letter, medical certificate if applicable).



## **2. Processing Time**

- Refund requests are reviewed and processed within 14 business days from the date of submission.
- Approved refunds will be issued via the original payment method unless otherwise requested.

## **3. Notification**

- Learners will receive a written confirmation of refund approval or rejection via their registered email.

## **4. Non-Refundable Fees**

The following fees are non-refundable under any circumstances:

- One-time registration fee
- Course material fees
- Bank or processing charges

## **5. Appeals**

If a learner's refund request is denied, they may submit a written appeal to the Head of Finance within 5 working days of notification. Appeals will be reviewed by a committee and responded to within 7 working days.



## **6. Refund Request Form Access**

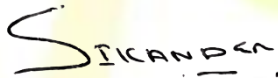
The official Refund Request Form can be:

- Downloaded from the student portal or LMS
- Requested via email at [finance@dips.edu.pk](mailto:finance@dips.edu.pk)
- Collected from the Administration Office

## **Contact Domino Institute**

For academic, technical, or support-related inquiries, contact us at:

Email: [info@dominoenglish.pk](mailto:info@dominoenglish.pk)

A handwritten signature in black ink, appearing to read 'Sikander', is written over a large, faint watermark of the Domino Institute of Professional Studies logo.

**Signed:**

Director, Domino Institute of Professional Studies