

REFUND POLICY

4.0 POLICY

The Examinations Council of Eswatini which shall hereafter be referred to as ECESWA has noted that there is a rise in the number of clienteles requesting for refunds of examination fees at all levels (AS Levels, EPC, JC, O' Level, IGCSE and EGCSE).

4.0.1 The reasons for refunding vary and include among others the following:

- i. Illness
- ii. Death
- iii. Payment after registration deadline
- iv. Overpayment of fees
- v. Double payment

4.0.2 The examination preparation is a process involving a number of stages which include the following:

- i. Registration
- ii. Paper setting
- iii. Paper moderation
- iv. Production of the papers
- v. Marking of the scripts
- vi. Processing of the results

4.0.3 The funding of all the stages and activities involved in providing examinations come from the registration and subject fees paid by the candidates.

4.1 WITHDRAWAL

4.1.1 **Withdrawal before deadline**

4.1.1.1 The candidate shall forfeit 100% registration/entry fee.

4.1.1.2 The candidate shall be eligible to receive subject fee less admin fees.

4.1.2 **Withdrawal after deadline**

4.1.2.1 The candidate shall forfeit 100% registration fee.

4.1.2.2 The candidate shall be eligible to a 40% refund if withdrawal is on medical ground or bereavement.

- 4.1.2.3 If withdrawal is due to death, the candidate shall be eligible to a 60% subject fee and forfeit the registration fee

4.2 OVERPAYMENT

- 4.2.1 The candidate / Centre shall be eligible to a refund less the admin fees.
- 4.2.2 The Centre shall be allowed to use overpayment in the following year.
- 4.2.3 Double payments NOT TRANSFERABLE to the next year, shall be refunded within the current year.

4.3 NO REFUNDS

- 4.3.1 There shall be no refund where: A candidate withdraws or misses an examination for any other reason other than sickness, death or bereavement. These must be supported by relevant documentation.
- 4.3.2 No refund will be allowed if a candidate misses one or more components.
- 4.3.3 All refunds will attract an admin fee of E150.00 which will be deducted from the amount to be refunded.
- 4.3.4 There shall be no refund for certifying statements paid for.

4.4 TRANSFER

There shall be no transfer of funds from one examination session to the next.

4.5 APPLICATION PROCEDURES

- 4.5.1 A Candidate / Centre wishing to request for a refund shall complete an application form for a refund.
- 4.5.2 The application form for a refund shall be available from ECESWA offices and website.
- 4.5.3 In order to be eligible for a refund, the applicant must provide the following documents:
- 4.5.4 A fully completed application form.
- 4.5.5 All receipts to show proof of payments.
- 4.5.6 The original letter from a recognized medical practitioner if necessary.

4.5.7 A certified copy of death certificate where necessary.

4.6 SUBMISSION OF APPLICATION

The deadline for submission of application for refund shall be 30 days after publication of the results.

4.7 REFUND POLICY ECCESSIBILITY

All stakeholders to the refund policy shall be provided with the refund policy electronically (i.e. on ECESWA website) and physically (At meetings or presentations) and as at when request.

4.8 REFUND POLICY REVIEW DATE

The Refund policy and procedures manual shall be reviewed or amended within 5 years to ensure that it is aligned to current legislation and business practices.

APPENDIX 4 –REFUND APPLICATION FORM

Please circle the appropriate

Nature of fee claimed: Subject / Overpayment

Level: E.P.C, J.C, GCE, IGCSE, SGCSE, PREVOC

Candidate type: Full time/Private

To: The Registrar

Dear Sir/Madam

I kindly request you to refund the sum of E..... paid by me/my Centre to ECESWA account for November/December 20..... examination. The necessary particulars are given below: -

Candidate Number

Centre Name

Surname

Name(s).....

ID Number Contact Number:.....

CELL

Address:

.....

Reasons for claim:

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The information given herein is true to the best of my knowledge.

Signature of Claimant: Date

N.B Attach additional information in the form of a copy of the receipt, a medical report / a certified copy of a death certificate if withdrawal is due to death/ illness.

Comments by Head of

Centre.....

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Banking Details

Name of Account Holder:

Bank Name:.....

Account Number

Branch Name/Code.....

Person/candidate being refunded

Signature..... Date.....

Date Stamp

FOR OFFICIAL USE ONLY

Date Received:

Comments

Head of Registration

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.....
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Signature Date

ACCOUNTANT.....
.....

Signature Date

FINANCE DIRECTOR.....
.....

Signature Date