



GUYANA POLICE FORCE ACADEMY REFUND POLICY

BACKGROUND

For students receiving the Government of Guyana financial aid, the funds will be returned to the appropriate credit account in accordance with applicable Government regulations. Government aid that may have been provided to the student may be adjusted by reducing, reallocating, or returning funds to the Government program if already paid.

The subsistence given to students to attend the Training College will be returned to the appropriate credit account controlled by the Finance Officer should a student become disabled and unable to continue the course or training at the respective school, or if he or she resigns from the Force.

If any levy is made against any staff or student for damages to any fixtures or infrastructure in the Training College, he or she pays the total cost to replace or fix what is broken or damaged.

If any rank (student) is pursuing an online course that is paid for by the Guyana Police Force, and fails to attend class or fails the course, he or she must repay the Force – the funds will be classified as deductions from his or her next gross salary.

OBJECTIVE

- **Fairness and transparency** - Ensure fair treatment of students who withdraw from the training program for legitimate reasons and provide clear guidelines for receiving appropriate refunds.
- **Financial considerations**- Minimize financial losses for the Academy while acknowledging the significant investment students make in enrolling.

- **Recruitment and retention** - Attract and retain qualified candidates by demonstrating an understanding of potential unforeseen circumstances that may lead to withdrawal.
- **Maintaining program integrity**- Prevent abuse of the refund policy by ensuring clear requirements and deadlines for withdrawals.

POLICY STATEMENT

The Guyana Police Force Training Academy strives to demonstrate a commitment to ethical, responsible, and efficient refund practices. We believe that our dedication to these principles strengthens our operational effectiveness, builds public trust, and ultimately contributes to the successful training of high-quality police officers serving the Guyanese community.

SCOPE

The Guyana Police Force Academy (GPFA) has a clear and transparent refund policy outlining the circumstances under which student fees may be partially or fully refunded. This policy is readily available to all prospective and current students on the Academy's website and official documents.

Refundable Fees

- **Program fees:** This policy specifies whether and under what conditions program fees are refundable, such as:
 - Withdrawal before a specific deadline (e.g., before the start of the program).
 - Medical reasons documented by a healthcare professional.
 - Academy closure or cancellation of the program.
 - Proven cases of misrepresentation or misleading information provided by the Academy.

Non-Refundable Fees

This policy clarifies which fees are non-refundable, such as:

- Application fees.
- Processing fees.
- Medical examination fees.
- Uniform purchase costs.

Partial Refunds

- Consideration may be given to partial refunds based on the timing of withdrawal or termination of studies. For example, a prorated refund is based on the cost per program and the percentage of the program completed.

Important Considerations

- **Transparency-** This policy is written in clear and concise language, avoiding technical jargon.
- **Fairness-** This policy be fair and consistent, applying equally to all students in similar situations.
- **Compliance-** The policy adheres to relevant laws and regulations governing educational institutions and financial transactions.
- **Communication-** The Academy actively communicates the refund policy to all students and ensures they understand its terms and conditions.
- **Appeals process-** Students may have the right to appeal a refund decision through a designated internal committee (Training Board).
- **Alternative options -**The Academy may offer alternative options to withdrawal, such as program deferral or transfer to another program, under specific conditions.

COMPLIANCE AND ENFORCEMENT

The Force Training Officer, Admissions Unit, and Training Instructors are responsible for upholding refund policy guidelines, processing refund requests, and effectively communicating with students. They ensure students understand the policy during application and provide guidance when needed.

REPORTING AND COMMUNICATION

The Force Training Officer as the overall head of the institution, bears ultimate responsibility for financial transparency and reporting accuracy. The Academy's Finance Department plays a central role in compiling and maintaining financial records to prepare regular financial reports.

EFFECTIVE DATE

This policy came into effect on September 21, 2023.

REVIEW PERIOD

A review of this policy will be conducted annually. The review will be conducted by the Training Board. The results of the review will be shared with the relevant stakeholders and necessary changes to the policy will be implemented based on the review.

REVISION DATE

Revised in February 2024.

APPROVAL OF POLICY

This Policy was approved by the Guyana Police Force Executive Leadership Team and the Guyana Police Force Academy Training Board.