

APPROACH

1. **Transfer, withdrawal and deferment policies**

- a. The maximum processing time for transfer, withdrawal, deferment process, from the point of student's request to informing student of the outcome in writing, should not be **more than 4 weeks**.
- b. All requests must be made in writing through the submission of the **Student Request Form** and any supporting documents. Verbal notice is not accepted.
- c. For students under the age of 18, written consent from the parent / legal guardian must be obtained.
- d. All requests will be reviewed on a case by cases basis and the School will have the final decision on the outcome.
- e. The School's refund policy shall apply for all qualified refunds. Students are to refer to the **School's Refund Policy** and the **Student Contract** for further details.
- f. Communication of the school's transfer, withdrawal, deferment policies and procedures to all students will be through the following platforms:
 - **Student Handbook**
 - **Orientation Programme Materials**
 - **School's Official Website.**
- g. **Transfer Policy**
 - The definition of transfer is when a student changes the course or period of study (from full-time to part-time or vice versa) but remains as a student of the school.
 - Conditions for granting the transfer:
 - i. All outstanding fees must be settled prior to request.
 - ii. Student must fulfil the admission criteria of the new course and will be subjected to the School's student selection and admission procedures.
 - For Student's Pass holder, course transfer is subjected to ICA's approval of the new Student's Pass. ICA will be informed through the application of the new Student's Pass.
 - A student who transfers within the School must have their existing contract terminated. A new **Student Contract** will be signed based on the procedures for executing student contracts.
- h. **Withdrawal Policy**
 - The definition of withdrawal is when a student discontinues all courses with the School.
 - Conditions for granting the withdrawal:
 - i. All outstanding fees must be settled prior to request.

- ICA will be informed through the cancellation of the Student's Pass. Student's Pass holder is required to submit his/ her Student's Pass to the school for cancellation of the Student's Pass with ICA.
- A student who withdrew will have their **Student Contract** terminated.

i. Deferment Policy

- The definition of deferment is when a student delays or postpones the course (or module).
- The School does not allow any deferment. Any related cases would be treated as withdrawal instead.

2. Maintaining up-to-date transfer, withdrawal and deferment records

- a. The School is to maintain a **Master List of Transfer and Withdrawal** records which is to be updated after the processing of the student's request.

3. Review of transfer, withdrawal and deferment policies and procedures for continual improvement

- a. The transfer, withdrawal, deferment policies and procedures would be reviewed on an **annual basis** using the platforms of Internal Reviews (carried out by **Process Owners**) and Internal Assessments (carried out by **Designated Independent Internal Process Auditor**).
- b. Effectiveness of the transfer, withdrawal, deferment policies and procedures are measured by the percentage of student requests processed **within 4 weeks**.

PROCESS

Write-up: Process Steps & Details	Documentation / (Responsibility)
<p>1. Transfer, Withdrawal and Deferment Procedures</p> <p>Procedures Note(s):</p> <p>(1) All transfer, withdrawal, deferment policy statements are details in the 'Approach' section. All conditions must be met before the School proceeds with the application.</p> <p>(2) The entire process should not take more than 4 weeks from the date student's request to informing student of the outcome writing.</p> <p>(3) Date of request will refer to the date that the School receives the duly executed student request form with all supporting documents.</p> <p>(4) The transfer, withdrawal, deferment policy and procedures can be found on the following platforms:</p> <ul style="list-style-type: none"> • Student Handbook • Orientation Programme Materials • School's Official Website <p>(5) Definition of transfer: student changes the course or period of study (from full-time to part-time or vice versa) but remains as a student of the school.</p> <p>(6) Definition of withdrawal: student discontinues all courses with the school.</p> <p>(7) Definition of deferment: student delays or postpones the course (or module). The School does not allow any deferment. Any related cases would be treated as withdrawal instead.</p> <p>1.1 Students who would like to transfer or withdraw submits the Student Request Form to the Head, Corporate and Student Services for processing.</p> <p>1.2 Any supporting documentation that are required to process the request must be submitted along with the Student Request Form.</p> <p>1.3 For eligible refund cases, the 'Refund' section of the Student Request Form will be completed as well.</p> <p>1.4 Reasons for the request should also be documented in the Student Request Form.</p> <p>1.5 For students below the age of 18, the parent / legal guardian's written consent must be obtained. Written consent may be obtained through</p>	<p style="text-align: center;">Student Handbook/Orientation Programme Materials/School Official Website (Head, Business Development/Head, Corporate and Student Services)</p> <p>Student Request Form (Head, Corporate and Student Services)</p>

<p>signing on the student request form or a separate email or letter correspondence would suffice.</p> <p>1.6 Upon receipt of the Student Request Form (including supporting documents), the Head, Corporate and Student Services is to meet with the student to find out further the student's intention of the request. This is to be done within 2 working days upon receipt of the Student Request Form (based on the date of application).</p> <p>1.7 <u>For Course Transfers</u></p> <ul style="list-style-type: none"> • The Head, Corporate and Student Services is to inform student on the following conditions and information: <ul style="list-style-type: none"> i. Student must meet all minimum entry requirement of the new course they wish to transfer to ii. The standard Student Contract of the current course will be voided upon approval of the course transfer iii. A new standard Student Contract for the new course will need to be signed upon approval of the course transfer iv. All outstanding fees must be paid v. For Student's Pass holder, course transfer is subjected to ICA's approval of the new Student's Pass. ICA will be informed through the application of the new Student's Pass. <p>1.8 After which, the Head, Corporate and Student Services is to conduct the pre-course counselling with the student to ensure that relevant course information is communicated to the student.</p> <p>1.9 Both the Head, Corporate and Student Services and the student are required to sign off on the Pre-Course Counselling Form to confirm that the former has fully communicated and the latter has understood all information communicated.</p> <p>1.10 Upon completion of pre-course counselling, the Head, Corporate and Student Services is to seek the approval from a member of the Management Team. This is to ensure that the student has met the entry requirements of the course transferred into.</p> <p>1.11 Such Approval should be documented in the Student Request Form.</p> <p>1.12 A Notification for Course Transfer Request will be given to student to inform them of the student request status.</p> <p>1.13 For approved course transfer requests, student is to proceed with the application process of the new course. Refer to Manual: C5.3.2 Student Selection and Admissions.</p> <p>1.14 <u>For Course Withdrawals</u></p> <ul style="list-style-type: none"> • If after meeting the student and possible solutions for student retention are not possible, the Head, Corporate and Student Services is to seek approval from a member of the Management Team. 	<p>Student Contract (Head, Corporate and Student Services)</p> <p>Pre-Course Counselling Form (Head, Corporate and Student Services)</p> <p>Notification for Course Transfer Request (Head, Corporate and Student Services)</p>
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1.15 Such Approval should be documented in the [Student Request Form](#).

1.16 An [Acceptance of Course Withdrawal Request](#) will be given to the student to inform them of the student request status.

1.17 For Course Deferment

The School does not allow any deferment. Any related cases would be treated as withdrawal instead.

1.18 Follow Up Actions upon Approval of Student Request

[Head, Corporate and Student Services](#) is to complete upon approval of student requests are:

- Terminating existing [Student Contract](#) (to be done upon signing of new contract) or issue a student contract addendum to existing student contract
- Processing of Refunds if any ([Refer to Manual C4.3.1 Refund](#))
- Informing ICA of the change in Student's Pass Status (including cancellation of current Student's Pass). If the application pertaining to transfer is rejected by ICA, the student pass is to be cancelled within 7 days
- Updating FPS Service Provider (Refer to procedure on updating FPS Service Provider)
- Update database in the [Master List of Transfer and Withdrawal](#) (to accurately reflect updated course and student details)
- Declare past attendance records to students who are enrolling in another course in another Private Education Institute (for course withdrawals)
- Filing of cancellation letter into the student P-File

1.19 Circumstances to inform FPS Service Provider

[Student Services Department](#) will update FPS Service Provider within **3 working days** if: -

- i. Student transfers his course of study; or
- ii. Student withdraws from course of study; or
- iii. Student's fee protection status is affected other than the circumstances as listed above.

1.20 Procedures for updating of FPS Service Provider:

- [Finance Executive/Head, Corporate and Student Services](#) will inform FPS Service Provider by logging into the online system.
- [Finance Executive/Head, Corporate and Student Services](#) will update the information in the system to reflect current status of student.

[Acceptance of Course Withdrawal Request](#)
([Head, Corporate and Student Services](#))

[Master List of Transfer and Withdrawal](#)
([Student Services Executive](#))

[Student Request Form](#)
([Head, Corporate and Student Services](#))

<p>2. Maintaining up-to-date transfer, withdrawal and deferment records</p> <p>2.1 After processing the student requests, Head, Corporate and Student Services is to update database in the School's Student Management System (to accurately reflect updated course and student details) within 3 working days.</p> <p>2.2 The Head, Corporate and Student Services is to update the Master List of Transfer and Withdrawal.</p>	<p>Master List of Transfer and Withdrawal (Student Services Executive)</p>
<p>3. Review of transfer, withdrawal and deferment policies and procedures for continual improvement</p> <p>3.1 The transfer, withdrawal and deferment policies and procedures would be reviewed through the following platforms: -</p> <ul style="list-style-type: none"> • Internal review by respective Process Owners using the Internal Review Form • Internal assessment by Designated Independent Internal Process Auditor using the Internal Process Review, Audit and Assessment ("IPRAA") Report <p>3.2 The evaluation of the effectiveness process would be based on the outcomes stated under the Systems and Review section of this manual.</p>	<p>Internal Review Form / IPRAA Report (Process Owners / Designated Independent Internal Process Auditor)</p>