

## **Definitions**

- 1) Withdrawal occurs when a student discontinues all courses from the school.
- 2) Transfer occurs when a student changes the course or period of study (from full-time to part-time) but remains a student at the school.
- 3) Deferment occurs when a student delays or postpones the course or module.

## **Policy / Process**

### **Deferment Policy**

- A student who wishes to apply for a course deferment must meet the following criteria:
  - a. Written consent of parent/guardian is obtained for students under 18 years old;
  - b. Good attendance and disciplinary record;
  - c. Do not have any outstanding fees and charges;
  - d. Submitted the Course Deferment/Extension Form with payment of SGD50.
- The deferment period is generally capped at 6 months, depending on the course requirements and deferment reasons.
- A student must inform the school in writing of his intention to resume his studies 14 days before the deferment ends.
- Students who fail to resume his studies upon the expiry of the deferment shall be deemed as withdrawal from the course.
- All requests for deferment shall be processed within 14 days.
- The school will inform the students of the outcome in writing.
- For all approved deferment applications, a new contract will be signed or an addendum to the existing contract will be issued.
- The school will inform ICA of the student's pass status, if applicable.

### **Deferment Procedures**

The school has deferment procedures aligned with the deferment policy to execute all deferment applications. Staff are trained in the policy and procedures and are expected to comply strictly with them during execution. The procedures are designed to ensure that deferment applications are processed within 14 days. The procedures are as follows:

- Step 1 - Student submits deferment form with payment of SGD50.
- Step 2 - Student Service Staff provides counselling to student within 48 hours and obtains written consent of parent/guardian for those under 18 years old.

- Step 3 – Academic dept vets the application and sends written reply to student within 14 days.
- Step 4 – Student Service Staff updates student register, student file and the deferment records.
- Step 5 – Student Service Staff attach the approved deferment form to student’s contract as addendum. School updates ICA, if applicable.
- Step 6 – Deferred student informs school in writing 14 days before deferment ends of his intention to resume studies.
- Step 7 – Student Service Staff updates records.

### **Course Transfer Policy**

- A student who wishes to apply for a course transfer must meet the following criteria:
  - 1) Written consent of parent/guardian is obtained for students under 18 years old;
  - 2) Achieved a 90% attendance rate;
  - 3) Do not have any outstanding fees and charges;
  - 4) Do not have any disciplinary record;
  - 5) Satisfied the entry requirements of the new course;
  - 6) Submitted the Course Transfer/Withdrawal Form and attended counselling by the School.
- Upon approval of the course transfer, the School will cancel the student’s student pass and process the transfer via the ICA’s SOLAR+ system. Approval of the student pass depends on ICA and the School will not be responsible for any failure to renew the student pass.
- All requests for course transfer shall be processed within 14 days.
- The school will inform the students of the outcome in writing.
- For all approved transfer applications, a new contract will be signed or an addendum to the existing contract will be issued.
- The school will inform ICA of the student’s pass status, if applicable.

### **Course Withdrawal Policy**

- A student who wishes to apply for course withdrawal during the post-enrollment stage must meet the following conditions:
  - a. Written consent of parent/guardian is obtained for students under 18 years old;
  - b. Do not have any outstanding fees and charges;

- c. Submitted the Course Transfer/Withdrawal Form and attended counseling by the School.
- Upon approval of the course withdrawal, the school will cancel the student's student pass via the ICA's SOLAR+ system.
  - A student who withdraws from a course may be entitled to full fee refund if he/she withdraws during the 7-day cooling period. Students are to refer to the refund policy in their student contract for details.
  - All requests for course withdrawal shall be processed within 14 days.
  - The school will inform the students of the outcome in writing.
  - The school will inform ICA of the student's pass status, if applicable.

#### Withdrawal due to disciplinary violation

- Students who violated Singapore's laws or the school's regulations as stated in the student code of conduct, shall face a disciplinary committee. Depending on the severity of the violation, the committee may decide to expel the students without any fee refund. Under such circumstances, the school will cancel the expelled student's student pass and the expelled student will then have to leave Singapore within the timeframe permitted by the authorities.

#### Transfer and Withdrawal Procedures

- The school has transfer & withdrawal procedures aligned with the transfer & withdrawal policy to execute all transfer & withdrawal applications. Staff are trained in the policy and procedures and are expected to comply strictly with them during execution. The procedures are designed to ensure that transfer and withdrawal applications are processed within 14 days.
- The procedures are as follows:
  - Step 1 - Student submits transfer/withdrawal form.
  - Step 2 - Student Service Staff provides counseling to student within 48 hours and obtains written consent of parent/guardian for those under 18 years old.
  - Step 3 – Academic dept vets the application and sends written reply to student within 14 days.
  - Step 4 – Student Service Staff cancels student's student pass and applies for new student pass for transfer case.

- Step 5 – Student Service Staff provides past attendance records to students transferring to another PEI.
- Step 6 – Student Service Staff informs FPS provider and coordinates refund, if any.
- Step 7 – Student Service Staff terminates original contract and prepares new contract or addendum for transfer cases.
- Step 8 – Student Service Staff updates records.

### **Counselling**

All students who want to apply for course transfer, withdrawal and deferment will be required to attend a compulsory counseling by the school. The aims are as follows:

- 1) To establish the reason for the application;
- 2) To provide advice when necessary;
- 3) To ensure that documentation is complete;
- 4) To inform student of the policy and procedure; and
- 5) To brief student of the implications including the student pass status.