

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.

Policy / Process

Deferment Policy

1. A student who wishes to apply for a course deferment must meet the following criteria:
 - Written consent of parent/guardian is obtained for students under 18 years old;
 - Good attendance and disciplinary record;
 - Do not have any outstanding fees and charges;
 - Submitted the Course Deferment Form.
2. The deferment period is generally capped at 3 months, depending on the course requirements and deferment reasons.
3. Student Service Staff will remind the student before deferment ends of his intention to resume studies.
4. Students who fail to resume his studies upon the expiry of the deferment shall be deemed as withdrawal from the course.
5. All requests for deferment shall be processed within 4 weeks.
6. The school will inform the students of the outcome in writing.
7. For all approved deferment applications, an addendum to the existing contract will be issued.
8. The school will inform ICA of the student's pass status, if applicable.

Deferment Fee and Waiver Policy

- A Deferment Fee of SGD 100 applies to each approved deferment application, as stated in the *Student Contract (Schedule C – Miscellaneous Fees)*.
- The fee is non-refundable and must be paid upon submission of the *Course Deferment Form*.
- A Deferment Fee may be waived under special or compassionate circumstances, such as medical emergencies, family reasons.
- Students seeking a waiver must submit a *Fee Waiver Application Form*.
- The waiver request will be reviewed by the Student Services and must be approved by the CEO.

- All approved waivers will be properly recorded and filed for audit purposes.

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 4 weeks. The procedures are as follows:

Step 1: Application

- Student submits the Request for Course Deferment Form.
- Payment of any applicable administrative or miscellaneous fees is verified (e.g., Deferment Fee – SGD 100 as stated in *Student Contract Schedule C*).
- If a fee waiver is requested, the *Fee Waiver Application Form* with supporting evidence must be submitted.

Step 2: Eligibility Verification

- Student Services verifies student eligibility, completeness of documentation, and parental/guardian consent for students under 18 years old.

Step 3: Academic Coordination

- Coordination with the Academic Department to assess the feasibility of the request.
- Student Services sends a written reply to the student within **3 working days** for acknowledgment.

Step 4: Approval and Record Updates

- Upon approval, Student Services updates the student register, student file, and deferment records.
- The approved deferment form is attached as an addendum to the student's contract.
- The school updates ICA if applicable.

Step 5: Notification and Acknowledgment

- All requests are processed within 4 weeks, and the student is informed of the outcome in writing.
- Maximum deferment period is 3 months, unless special circumstances are provided and approved with valid justification.
- Student Services acknowledges the Academic Department and obtains the student's signed acknowledgment.

Step 6: Course Resumption

- Before the deferment ends, Student Services provides the *C4_F05 Course Resumption Application Form* if the student resumes as scheduled or requests to resume earlier.

- Student Services updates the student records accordingly after resumption.

Step 7: Documentation and Filing

- All records are filed electronically and in hard copy for audit and compliance purposes.

Course Transfer Policy

1. A student who wishes to apply for a course transfer must meet the following criteria:
 - Written consent of parent/guardian is obtained for students under 18 years old;
 - Achieved a 90% attendance rate;
 - Do not have any outstanding fees and charges;
 - Do not have any disciplinary record;
 - Satisfied the entry requirements of the new course;
 - Submitted the Course Transfer Form and attended counselling by the School.
2. 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.
3. All requests for course transfer shall be processed within 4 Weeks.
4. The school will inform the students of the outcome in writing.
5. For all approved transfer applications, a new contract will be signed.
6. The school will inform ICA of the student's pass status, if applicable.

Course Withdrawal Policy

1. A student who wishes to apply for course withdrawal during the post-enrollment stage must meet the following conditions:
 - Written consent of parent/guardian is obtained for students under 18 years old;
 - Do not have any outstanding fees and charges;
 - Submitted the Course Withdrawal Form and attended counseling by the School.
2. Upon approval of the course withdrawal, the school will cancel the student's student pass via the ICA's SOLAR+ system.
3. A student who withdraws from a course may be entitled to full fee refund if he/she withdraws during the cooling period. Students are to refer to the refund policy in their student contract for details.
4. All requests for course withdrawal shall be processed within 4 weeks.

5. The school will inform the students of the outcome in writing.
6. 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 4 weeks.
- The procedures are as follows:
 - Step 1 - Student submits transfer/withdrawal form.
 - Step 2 - Student Service Staff provides acknowledgement of receipt and parent communication report to update students within 3 days and obtains written consent of parent/guardian for those under 18 years old.
 - Step 3 – Academic dept vets the application and Student Service Staff sends written reply to student within 4 weeks.
 - 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 for transfer cases.
 - Step 8 – Student Service Staff updates the student records.

Counselling

All students who want to apply for course transfer, withdrawal and deferment will be required to attend compulsory counseling by the school, and the communication will be logged into Parent Communication Report. 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.