

Course Transfer, Deferment and Withdrawal Policy and Procedures

1 General policy

1.1 Definitions

- a) 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.
- b) Withdrawal: Student discontinues all courses with the School.
- c) Deferment: Student delays or postpones the course (or module).

1.2 The School does not allow any deferment. Students will have to withdraw from the course, and enrol in the same course in a subsequent semester. Refunds, if any, shall be made according to the terms of the student contract.

1.3 The Director will approve or reject applications for transfer or withdrawal, by signing on the Outcome of Application for Withdrawal.

1.4 The maximum processing time shall not be more than 4 weeks from the point of student's request to informing student of the outcome in writing.

1.5 ADM staff shall process the student's application for transfer or withdrawal according to the Transfer or Withdrawal Procedures, including procedures to inform students of their student pass status where applicable.

1.6 For students under 18 years of age, the student's application shall be made by the parent/guardian.

1.7 Generally no refunds will be made for courses that have already started and where the cooling-off period is over.

Where the student contract is terminated not due to Refund Events stipulated in the student contract, the withdrawal date shall be treated as the last day of school (if student has started the course), as well as the date of the written notice to terminate the contract.

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2.1 Transfer policy

- 2.2 The School will consider a transfer of the student upon receiving a written application on the Transfer or Withdrawal Form, taking into consideration the daily performance of the student and advice of the class teachers where necessary. Any transfer is subject to the student meeting Admission Criteria for the new course and the transfer application shall be handled according to the procedures in the Selection Process.
- 2.3 Any transfer will also be subject to approval by ICA with regards to the issue of a new Student Pass. Any fees chargeable by ICA in the application and issue of a new Student Pass will be borne by the student. All transferred students must sign a new contract and advisory note. The original contract shall be terminated.
- a)
- b) Any fees that are already paid will be transferred to the new course, subject to:
- c) the duration of the new course is the same as the existing course;
- d) the course fees of the new course is the same as the existing course;
- e) The student will have to pay additional course fees if he/she transfers to a course with a longer duration or one with higher course fees. This will be prorated and computed in a manner that is mutually acceptable to both the School and the student;
- For students who transfer to a shorter course or one with lower course fees, any refunds will be subject to the Refund Policy of the School.
- As a guide, unconsumed fees of the existing course, calculated at prevailing rates indicated in Price List, shall be used to offset against the fees of the new course.

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3.1 Withdrawal Policy

- 3.2 The School will generally approve applications for withdrawal.
- 3.3 The student shall make an application for withdrawal on the Transfer or Withdrawal Form.
- 3.4 Refunds will be made according to the Refund Policy as stated in the Student's Contract.
- 3.5 There will be no additional fees payable to the school in relation to the withdrawal of the student.
- 3.6 The School shall inform the student or parent/guardian of the outcome within 14 working days after the application for withdrawal is submitted to the School.
- 3.7 The School shall inform the student that his/her student pass will be cancelled on the next working day from the withdrawal date, or when the student is forced to withdraw from the School (e.g. convicted for breaking Singapore's law). For avoidance of doubt, if the date of the withdrawal date is on a Friday, the student pass will be cancelled on the coming Monday, inclusive of two non-working days.

The School shall issue the student with the Short Term Visit Pass (STVP) issued by ICA within 1 working day after receiving the STVP from ICA. For avoidance of doubt, if the STVP is received from ICA on a Friday, the School shall issue it to the student by the coming Monday, inclusive of two non-working days.

4 General procedures

- 4.1 Parents/guardians may notify the School regarding their intentions to transfer course or withdraw from the School for their children/wards. Notice can be made via wechat, whatsapp, email or verbally.
- 4.2 Parents/guardians shall inform school staff what is the intended last day of course/school for their children/wards.
- 4.3 School staff shall prepare the Transfer or Withdrawal Form, and pass to parents/guardians to sign.
- 4.4 The School shall make a decision on the outcome of the transfer or withdrawal application, including the quantum of refunds where applicable, and inform parents/guardians within 14 working days.

5 Transfer procedures

- 5.1 For approved transfer applications, the School shall determine the quantum of any unconsumed fees from the previous course and inform parents/guardians of the balance, if any, to pay. A new student contract has to be signed before fee payment.
- 5.2 The School shall execute the new student contract before any fee payment.
- 5.3 The School shall make an application to ICA to transfer the student pass to a new course.
- 5.4 A new index number will be assigned to the student for the new course.
- 5.5 Another receipt under the new index number shall be issued for payment of balance of fees, if any.

6 Withdrawal procedures

- 6.1 For approved withdrawal applications, the School shall determine if there are any refunds according to the Refund Policy. Refunds if any, shall be made within 7 working days from the student's date of withdrawal, i.e. last day of school.



- 6.2 The School shall cancel the Student's Pass with ICA according to the Withdrawal Policy described above.
- 6.3 The School shall issue the STVP according to the Withdrawal Policy described above. Attendance and academic results records may be issued upon request, including requests by ICA.
- 6.4 The School shall make an internet transfer for refunds where applicable.

End of Annex