

Course Transfer, Withdrawal and Deferment 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.

1.3 The School will approve or reject applications for transfer or 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 School 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.

2 Transfer policy

2.1 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.

2.2 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.

- 2.3 Any fees that are already paid will be transferred to the new course, subject to:
- a) the duration of the new course is the same as the existing course;
 - b) the course fees of the new course is the same as the existing course;
 - c) The student will have to pay the 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;
 - d) For students who transfer to a shorter course or one with lower course fees, any refunds will be subjected to the Refund Policy of the school.

3 Withdrawal Policy

- 3.1 The School will generally approve applications for withdrawal.
- 3.2 The student shall make an application for withdrawal on the Transfer or Withdrawal Form.
- 3.3 Refunds will be made according to the Refund Policy as stated in the Student's Contract.
- 3.4 There will be no additional fees payable to the school in relation to the withdrawal of the student.
- 3.5 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.
- 3.6 The School shall inform the student that his/her student pass will be cancelled on the next working day from the date of the application outcome or when the student is forced to withdraw from the School (e.g. caught for breaking Singapore's law). For avoidance of doubt, if the date of the application outcome is 1 Feb 2019 (Friday), the student pass will be cancelled on 4 Feb 2019 (Monday), inclusive of two non-working days.
- 3.7 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 1 Feb 2019 (Friday), the School shall issue it to the student by 4 Feb 2019 (Monday), inclusive of two non-working days.

4 General procedures

- 4.1 School staff receives a notice from the parent/guardian regarding their intentions to transfer course or withdraw from the School. Notice can be made via wechat, whatsapp, email or verbally.

- 4.2 School staff shall ask the parent/guardian what is the intended last day of course/school, and relay this information to School staff.
- 4.3 School staff shall prepare the Transfer or Withdrawal Form on the Admissions Documents Generator (ADG).
- 4.4 School staff shall pass the form to the School for a decision in reference to the Transfer or Withdrawal Policy. The School shall inform School staff of the decision, including the quantum of refunds where applicable.

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 parent/guardian of the balance to pay. A new student contract has to be signed before fee payment.
- 5.2 School staff executing the student contract shall execute a new contract according to Student Contract procedures. Staff shall update FPS providers according to FPS procedures.
- 5.3 School staff shall make an application to ICA via SOLAR+ to transfer the student pass to a new course.
- 5.4 School staff shall assign a new index number to the student in the Student Management System (SMS Admin) for the new course.
- 5.5 Unconsumed fees if any shall be treated as a refund for the student under the previous index number in SMS Admin. However no actual transaction happens. School staff shall indicate in SMS Admin under the "Cheque #" column as "N.A." and under the "Description" column as "Course Transfer".
- 5.6 If unconsumed fees from the previous course are used to pay for the fees of the new course, School staff shall indicate "Course Transfer" under payment mode under the new index number. A receipt will be issued for this.
- 5.7 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 processed according to Refund Procedures.
- 6.2 School staff shall cancel student pass with ICA according to the Withdrawal Policy described above.
- 6.3 School staff shall issue attendance records, together with the STVP, upon request, including requests by ICA.
- 6.4 School staff shall inform FPS providers to cancel FPS, according to FPS procedures.
- 6.5 The School shall prepare a cheque or make an internet transfer for refunds where applicable, according to Refund procedures.

End of Annex