

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**.