

Write-up: Process Details	Documentation & Responsibility
<p>Information on Course Transfer and Withdrawal Procedures</p> <p>Transfer and Withdrawal Procedure Note(s):</p> <p>(1) All Transfer and Withdrawal policy statements are detailed in the School's Transfer and Withdrawal Policy. All conditions must be satisfied before the School can proceed with the applications. The whole Transfer and Withdrawal process should not take more than 4 Weeks (timeline to be monitored by the Student Services Executive), from date of application to notifying student of final outcome.</p> <p>(2) Date of application will refer to the date that the School receives the duly executed Course Transfer or Course Withdrawal Form with all supporting documents.</p> <p>(3) The Course Transfer and Withdrawal policy can also be found on the following platforms : -</p> <ul style="list-style-type: none"> • School's website • Student handbook • Orientation Programme Materials <p>(4) Definition of Course Transfer and Withdrawal : -</p> <ul style="list-style-type: none"> • Course Transfer: Transfer means a student changes the course of study/ intake but remains as a student of the School. • Course Withdrawal: Withdrawal means the student contract will be terminated and the student is no longer a student of the School. 	
<p>1. Student to fill up Course Transfer Request Form</p> <p>1.1 In the event that a student would want to proceed with a Course Transfer, he / she is to fill up the Transfer Application Form and hand it to the Student Services Executive for further processing. In addition, the student would also fill in and submit the Refund Request Form together with the Transfer Application Form in case of a refund.</p> <p>1.2 Any supporting documentations that are required to process the Course Transfer Request must also be submitted along with the Transfer Application Form.</p> <p>1.3 Supporting documents for Course Transfers should minimally include any documents that show that the student meets the minimum entry requirements for the new course/ intake that he / she is applying to.</p> <p>1.4 Reasons for the Course Transfer should also be documented in the Transfer Application Form.</p>	<p>Transfer Application Form (Student Services Executive)</p>

<p>2. Student Services Executive to meet up with Student</p> <p>2.1 Upon receipt of any Transfer Application Form (including supporting documents if any), Student Services Executive is to meet up with the student. This is to be done within 2 working days upon receipt of the Transfer Application Form (based on the date of application).</p> <p>2.2 Student Services Executive is to inform student on the following : -</p> <ul style="list-style-type: none"> • Student must meet all minimum entry requirements of the new course they are enrolling in • The standard student contract for the current course/ intake that the student is enrolled in will be voided upon approval of Course Transfer Request • A new standard student contract for the new course/ intake will need to be signed (Refer to Procedures of Executing Student Contract) upon approval of Course Transfer Request • In the event of student is transferring to another course, the existing student pass will be cancelled and a new student pass will be applied for the new course. <p><u>Only applicable for students under the age of 18 Years Old</u></p> <p>2.3 Student Services Executive is to seek the consent of the student's parents or guardians prior to proceeding with the Course Transfer Request. Consent can be through email, tele conversation or letter. Receipt of Consent must be documented in the Transfer Application Form.</p>	
<p>3. Conducting of Pre-Course Counselling</p> <p>3.1 Student Services Executive is to conduct the Pre-Course Counselling session with the Student who would be required to sign on the Pre-course Counselling Form to acknowledge that he/she has been informed of the various critical information. Student Services Executive is also to ensure that the new course/ intake is suitable for the student.</p>	<p>Pre-Course Counselling Form (Student Services Executive)</p>
<p>4. Approval of Course Transfer by Academic Department</p> <p>4.1 Upon completion of Pre-Course Counselling, Student Services Executive is to seek the approval of the Academic Department. This is to ensure that the student is suitable to transfer to the proposed new course/ intake.</p> <p>4.2 Such Approval should be documented in the Transfer Application Form.</p>	<p>Transfer Application Form (Student Services Executive)</p>
<p>5. Management Approval of Course Transfer</p> <p>5.1 Upon approval from the Principal, Student Services Executive is to seek the approval of the CEO as part of Management Approval.</p> <p>5.2 Such Approval should be documented in the Transfer Application Form.</p>	<p>Transfer Application Form (Student Services Executive)</p>

6. Issuing Notification of Course Transfer Request

- 6.1 A Notification of Course Transfer Request will be given to the student.
- 6.2 For Requests that are approved, student is to proceed with the application process for the new course/ intake.

Internal Processing for Course Transfers

The following will consists of follow up actions that the [Student Services Executive](#) must complete upon confirmation of the Course Transfer. They are as such:

- Termination of existing student contract (to be done upon signing of new contract)
- Processing of Refunds if any (Refer to Refund Procedure)
- Informing ICA of the change in Student Pass Status (including cancellation of current student pass)
- Updating FPS Service Provider (Refer to procedure on updating FPS Service Provider)
- Update database in the School's Student Management System (to accurately reflect updated course and student details)
- Updating the Masterlist of Course Transfer and Withdrawals

Updating of FPS Service Provider

*Circumstances to inform FPS Service Provider

[Finance Executive](#) will update [Lonpac Insurance](#) or [Escrow](#) within 3 working days if :-

- a. Student transfers his course of study; or
- b. Student withdraws from course of study; or
- c. Student's fee protection status is affected other than the circumstances as listed above.

The procedures to inform FPS Service Provider

Lonpac Insurance

- a. [Finance Executive](#) will inform [Lonpac Insurance](#) by logging into the online system.
- b. [Finance Executive](#) will update the information in the system to reflect current status of student.

Escrow Provider

- c. [Finance Executive](#) will fill up the Request for Refund Letter and send it to [Escrow](#) provider, if applicable, for refund methods that are via bank transfer or remittance to students' own account.

Request for Refund
Letter
(Finance Executive)

Flowchart: Student Course Transfer Procedure