

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 Transfer Application or Withdrawal Request 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 Withdrawal Request Form</p> <p>1.1 In the event that a student would want to proceed with a Course Withdrawal, he / she is to fill up the Withdrawal Request 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 Withdrawal Request Form in case of a refund.</p> <p>1.2 Any supporting documentations that are required to process the Course Withdrawal Request must also be submitted along with the Withdrawal Request Form.</p> <p>1.3 Reasons for the Course Withdrawal should also be documented in the Withdrawal Request Form.</p>	<p>Withdrawal Request Form / Refund Request Form (Student Services Executive)</p>
<p>2 Student Services Executive to meet up with Student</p> <p>2.1 Upon receipt of any Withdrawal Request Form (including supporting documents if any), Student Services Executive is to meet up with the</p>	

<p>student. This is to be done within 2 working days upon receipt of the Withdrawal Request 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"> • Their student pass will be cancelled upon withdrawal from the School <p><u>Only applicable for students under the age of 18 Years Old</u></p> <p>Student Services Executive is to seek the consent of the student's parents or guardians prior to proceeding with the Course Withdrawal Request. Consent can be through email, tele conversation or letter. Consent must be documented in the Withdrawal Request Form.</p> <p>2.3 The Student Services Executive would then refer to the Student Contract and Refund Policy to establish if the student is eligible for any refunds. This should be documented in the Withdrawal Request Form. Calculation of Refund Amount would be indicated in the Refund Request Form. For more details on refunds, please refer to Operation Manual C4.3.2 Student Refund Procedures.</p>	
<p>3 Student Interview Sessions with Principal/Student Services Executive</p> <p>3.1 An interview session with the Principal/ Student Services Executive will then be arranged to establish the reasons for the application of a course withdrawal. Principal/ Student Services Executive will seek possible solutions for student retention. Details for the interview session are to be documented in the Withdrawal Request Form.</p>	<p>Withdrawal Request Form (Student Services Executive)</p>
<p>4 Management Approval of Course Withdrawal</p> <p>4.1 If the student wishes to proceed with the withdrawal, Student Services Executive is to seek the approval of the Principal as part of Management Approval.</p> <p>4.2 Such Approval should be documented in the Withdrawal Request Form.</p>	<p>Withdrawal Request Form (Student Services Executive)</p>
<p>5 Issuing Acceptance of Course Withdrawal Request</p> <p>5.1 An Acceptance of Course Withdrawal Request will be given to the student.</p> <p>Internal Processing for Course Withdrawals</p> <p>The following will consists of follow up actions that the Student Services Executive must complete upon confirmation of the Course Withdrawal. They are as such : -</p> <ul style="list-style-type: none"> • Termination of existing student 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 student status)
- Updating the Master list of Course Transfer and Withdrawals
- Issuing of past attendance records to students who are enrolling in another course in another Private Education Institute
- Filing of cancellation letter into student P-File

Updating of FPS Service Provider

*Circumstances to inform FPS Service Provider

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

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

The procedures to inform FPS Service Provider

Lonpac Insurance

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

Escrow Provider

- 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 Withdrawal Procedure

