

Write-up: Policy Details

Objective

The objective of this document is to define the School's Transfer and Withdrawal Policy, which aim to provide an overall guideline for the administration of the transfer and withdrawal processes. This will include the following areas:

- Policy on transfer and withdrawal
- Conditions for granting transfer and withdrawal
- Conditions for refund in transfer and withdrawal cases
- Student Pass Status
- Time frame for Assessing and processing of Transfer / withdrawal cases
- Conditions for Deferment

Responsibility

This policy shall govern how the School manages the process of administering the transfer and withdrawal process. Respective departments / staff are to adhere to the policy statements when executing the transfer and withdrawal process for students.

Policy Statements

1. The policy on transfer/ withdrawal:

- A student who requests for an internal course/intake transfer within the School must have their existing contract terminated. A new student contract will be signed based on the procedures for executing student contracts.
- A student who transfers from his/her current course to another course within the School shall be deemed to have withdrawn from the Course and the Refund Policy shall apply unless as otherwise agreed between the School and the Student.
- The student must also fulfill all the admissions criteria of the new course/ intake and will be subjected to the School's student selection and admission procedures.
- A student who withdraws from the School to enroll with another school shall be deemed to have withdrawn from the School and the refund policy and procedures shall apply.
- There is no additional administration fee for any Transfer and Withdrawal applications

2. Conditions for granting of Transfer and Withdrawal:

- All outstanding fees must be settled prior to request for withdrawal and/or transfer

- Student to fill in Transfer Application/ Withdrawal Request Form, including submission of any supporting documents and adhering to the process as stated in the Course Transfer and Withdrawal Procedures.

3. Conditions for Refund

The School's Refund Policy shall apply for all qualified refunds. Students are to refer to the School's Refund Policy and the Standard Student Contract for further details.

4. Student Pass Status

For Course Transfers

For Student's Pass holder, course transfer is subject to ICA's approval of the new Student's Pass.

In the event that an application pertaining to transfer is rejected by ICA, the student is required to cancel his current Student's Pass within 7 days.

For Course Withdrawals

Student's Pass holder is required to submit his/her passport and Student's Pass to the School for cancellation of Student's Pass with ICA.

5. Timeframe for assessing and processing transfer/ withdrawal cases

The entire transfer / withdrawal process, from point of application to the final outcome (including internal appeals), should not be more than 4 weeks. If the final outcome is not in favor of the applicant, respective staffs are to handle each situation according to the School's dispute resolution policy and procedure.

6. Conditions for Deferment

The School does not allow any deferment. Any related cases would be treated as withdrawal instead.