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# Transfer, Deferment and Withdrawal

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## APPROACH

### 1. **Communication of Transfer, Deferment, and Withdrawal Policy and Procedures**

- 1.1 The School's Transfer, Deferment, and Withdrawal Policies and Procedures are made available to both prospective and potential students through the following channels: -
  - a. School's Official Website
  - b. Student Handbook
- 1.2 These Policy and Procedures are also communicated to students during the Pre-Course Course Counselling Sessions and during the Orientation Programme.
- 1.3 Upon completion of any transfer, deferment, and withdrawals, the School's Student Management System would need to be updated, including the status of students as part of maintaining accurate student records.

### 2. **Course Transfer, Deferment, and Withdrawal Policy**

- 2.1 The maximum processing time from students request of any transfer, deferment, and withdrawal to notifying students of the outcome in writing should not exceed 4 weeks.
- 2.2 The School will base the student requests on the following definitions: -
  - a. Course 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. Course Withdrawal: Student discontinues all courses with the PEI.
  - c. Deferment: Student delays or postpones the course (or modules)
- 2.3 Conditions for granting **Course Transfer**:
  - a. All outstanding fees must be settled prior to approval of request.
  - b. Student must fulfil the admission criteria of the new course and will be subjected to the School's student selection and admission procedures.
- 2.4 Conditions for granting **Course Deferment**:
  - a. Deferment is subjected to the availability of courses and modules offered. The School reserves the right to offer similar courses and modules in replacement of discontinued courses or modules.
  - b. The maximum period of deferment that is allowed will be 12 months (i.e., Student will need to commence the Course within this maximum period). Requests for extension can be considered on a case-by-case basis.

- c. Students are to note that they will need to apply for a new student pass when re-joining the School and this is subjected to ICA's approval. (When Student Pass facility is available)
- 2.5 Conditions for granting **Course Withdrawal**:
- a. All outstanding fees must be settled prior to approval of request.
  - b. 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. (When Student Pass Facility is available)
  - c. A student who withdrew will have their contract terminated.
- 2.6 The Student Services Department is to ensure that they inform ICA of any changes to the status of all student pass holders. This would include the following policy guidelines: - (When Student Pass Facility is available)
- a. Course Transfer: ICA will be informed through the application of the new Student Pass.
  - b. Course Withdrawal and Deferment: ICA will be informed through the cancellation of the Student Pass.
- 2.7 A New Student Contract and/or a Student Contract Addendum is to be signed when a course transfer or deferment has been approved by the School.
- 2.8 For any Course Transfers, Withdrawal or Deferment, the School would need to obtain the student's parent / legal guardian's written consent if they are under 18 years of age.

## **PROCESS**

### **Course Transfer, Deferment, and Withdrawal Process**

1. The Student Services Department is to ensure that the School's Transfer, Deferment, and Withdrawal Policies and Procedures are made available and updated (in the event of any changes) on the following channels: -
  - a. School's Official Website
  - b. Student Handbook
2. For communication of these Policies and Procedures to students, reference should be made to POM 4.1.1 Pre-Course Counselling, Selection & Admissions for the conduct of Pre-Course Counselling Sessions and Orientation Programme.
3. For any requests on Transfer, Deferment, and Withdrawal, students are to fill in the Student Request Form and submit them to the Student Services Department. For eligible refund cases, the 'Refund' Section of the Student Request Form will be completed as well.
4. Students should state the reasons for the request, and attach relevant supporting documents, such as a medical certificate, employer letter or other proof, where applicable.
5. A Student Services Department would need to then arrange a meet-up with the student to understand more on the rationale of request if necessary. During the consultation, students should be informed of the relevant implications, including course fees, refund eligibility, visa

status, where applicable, and re-admission requirements. This would be part of the processing of student request and details would need to be documented in the Student Request Form.

6. For any refund cases, the Student Services Department would need to explain and document the refund computation in the Notification of Refund to student.
7. The CEO would need to approve (for Course Transfer / Deferment) or acknowledge (Course Withdrawals) all requests in the Student Request Form.
8. For students below the age of 18 Years Old, a written consent would need to be received from the parent / legal guardian. Evidence of consent would be through signing off on the Student Request Form.
9. Upon CEO's approval or acknowledgement, Student Services Department would need to notify students in writing of the outcome via the following documents: -
  - a. Notification of Course Transfer
  - b. Notification of Course Deferment
  - c. Notification of Course Withdrawal
10. For all Course Transfers, Student Services Department would need to adhere to the selection and admission processes. Reference should be made to POM 4.1.1 Pre-Course Counselling, Selection & Admissions. The Student Services Department would need to terminate the current Student Contract and prepare a new Letter of Offer and Student Contract for signing.
11. For Course Deferments, the Student Services Department would need to prepare the Student Contract Addendum reflecting the extension of duration of study for signing prior to the start of deferment.
12. Student Services Department would need to take note of the maximum processing time, including informing students of the final outcome, as follows: -
  - a. Refunds, including payment made to students: within 7 working days.
  - b. Transfers, Withdrawals and Deferment: within 4 weeks
13. Student Services Department would also need to make the following updates (within 7 working days) as and when necessary: -
  - a. Cancellation of student pass (for student-initiated cancellation of student pass, the School will screenshot the change in student pass status through ICA's portal)
  - b. Update / application of student pass
  - c. Updating of FPS Service Provider based on new information (reference should be made to POM 4.2.2 Fee Collection and Fee Protection Scheme for the procedures involved)
  - d. Processing of Refunds (if applicable)
14. Upon completion of any Transfer, Deferment, and Withdrawal, the Student Services Department would need to update both the School Management System and the Master List of Transfer, Deferment, and Withdrawal.