
Transfer, Deferment and Withdrawal

POLICY MANUAL

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

- The School's Transfer, Deferment, and Withdrawal Policies and Procedures are made available to both prospective and potential students through the following channels: -
 - i. School's Official Website
 - ii. Student Handbook
- These Policy and Procedures are also communicated to students during the Pre-Course Course Counselling Sessions and during the Orientation Programme.
- 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, Withdrawal, and Deferment Policy

- 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.
- The School would need to obtain the Student's Parent / Legal Guardian's Written Consent if they are under 18 years of age.
- The School will base the student requests on the following definitions: -
 - i. 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. As the School only has one Course and it is only offered on a Part-Time Basis, there are no Transfers for Students.
 - ii. Course Withdrawal: Student discontinues all courses with the PEI.
 - iii. Deferment: Student delays or postpones the course (or modules)
- Conditions for granting **Course Transfer**:
 - i. All outstanding fees must be settled prior to approval of 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.
- Conditions for granting **Course Deferment**:
 - i. 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.

- ii. 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.
 - iii. 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.
- Conditions for granting **Course Withdrawal**:
 - i. All outstanding fees must be settled prior to approval of request.
 - ii. 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.
 - iii. A student who withdrew will have their contract terminated.
- The Programme Management Executive 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: -
 - i. Course Transfer: ICA will be informed through the application of the new Student Pass.
 - ii. Course Withdrawal and Deferment: ICA will be informed through the cancellation of the Student Pass.
- 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.
- For any Course Transfers, Withdrawal or Deferment, the School would need to obtain the student's written consent.

OPERATION MANUAL

1. The Programme Management Executive 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: -
 - i. School's Official Website
 - ii. Student Handbook
2. For communication of these Policies and Procedures to students, reference should be made to Pre-Course Counselling, Student Selection & Admissions Manual 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, state the reason for the request, and submit them to the Programme Management Executive. For eligible refund cases, the 'Refund' Section of the Student Request Form will be completed as well.
4. For Students below the age of 18 years old, a Written Consent would need to be gotten from the parent / Legal Guardian.
5. The Programme Management Executive would need to then arrange a meet-up with the student to understand more on the rationale of request if necessary. 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 Programme Management Executive would need to explain and document down in the Student Request Form on how the refund amount is being computed.
7. The Programme Management Executive would also need to inform External Academic Partners and seek permission for deferment of studies and/or course transfers for students that are enrolled in courses with External Academic Partners.
8. The Programme Management Executive would need to approve (for Course Transfer / Deferment) or acknowledge (Course Withdrawals) all requests in the Student Request Form.
9. Evidence of consent can either be signing off on the Student Request Form or any emails / letters that will need to be attached to the Student Request Form.
10. Upon Management approval or acknowledgement, Programme Management Executive 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
11. For all Course Transfers, Programme Management Executive would need to adhere to the selection and admission processes. Reference should be made to Pre-Course Counselling, Student Selection & Admissions Manual.
12. The Programme Management Executive 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. The Programme Management Executive would also need to make the following updates (within 7 working days) as and when necessary: -
- a. Cancellation of student pass
 - b. Update / application of student pass
 - c. Updating of FPS Service Provider based on new information.
 - d. Processing of Refunds (if applicable)
14. Upon completion of any Transfer, Deferment, and Withdrawal, the Programme Management Executive would need to update both the School Management System and the Master List of Transfer, Deferment, and Withdrawal.