

APPROACH

1. Transfer, withdrawal and deferment policies

- a. The maximum processing time for transfer, withdrawal, deferment process, from the point of student's request to informing student of the outcome in writing, should not be more than 4 weeks.
- b. All requests must be made in writing through the submission of the Course Transfer Request Form / Course Withdrawal Request Form / Course Deferment Form and any supporting documents. Verbal notice is not accepted.
- c. For students under the age of 18, written consent from the parent / legal guardian must be obtained.
- d. All requests will be reviewed on a case by cases basis and the School will have the final decision on the outcome.
- e. The School's refund policy shall apply for all qualified refunds. Students are to refer to the School's refund policy and the Student Contract for further details.
- f. Communication of the school's transfer, withdrawal, deferment policies and procedures to all students will be through the following platforms:
 - Student Handbook
 - Orientation Programme materials
 - School's official website
- g. Transfer Policy
 - The definition of transfer is when a 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.
 - Conditions for granting the transfer:
 - i. All outstanding fees must be settled prior to 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.
 - For Student's Pass holder, course transfer is subjected to ICA's approval of the new Student's Pass. ICA will be informed through the application of the new Student's Pass.
 - A student who transfers within the School must have their existing contract terminated. A new student contract will be signed based on the procedures for executing student contracts.
- h. Withdrawal Policy
 - The definition of withdrawal is when a student discontinues all courses with the School.
 - Conditions for granting the withdrawal:
 - i. All outstanding fees must be settled prior to request.

- 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.
 - A student who withdrew will have their student contract terminated.
- i. Deferment Policy
- The definition of deferment is when a student delays or postpones the course (or module).
 - Conditions for deferment:
 - i. Students can apply for deferment only once.
 - ii. Requests for deferment extension will be considered on a case by case basis.
 - iii. In applying for deferment, student has to take note of the course completion timelines.
 - iv. Students are to note that maximum duration allowed to complete a course should not be more than TWICE the normal registered course duration. For example, if a course is registered as 1-year duration, the maximum time allowed to complete the course successfully is 2 years.
 - v. Deferment is subjected to the availability of units / courses offered. The school reserves the right to offer similar units / courses in replacement of discontinued units / courses.
 - ICA will be informed through the application of the new Student's Pass. The course deferment is subjected to ICA's approval of the new Student's Pass.
 - If the student contract is still valid, an addendum would be signed to reflect the deferment. For terminated student contracts, a new student contract will be signed based on the procedures for executing student contracts.

2. Maintaining up-to-date transfer, withdrawal and deferment records

- a. The School is to maintain a master list of transfer, withdrawal and deferment records which is to be updated after the processing of the student's request.

3. Review of transfer, withdrawal and deferment policies and procedures for continual improvement

- a. The transfer, withdrawal, deferment policies and procedures would be reviewed using the platforms of Internal Reviews via the EXCO meeting (carried out by process owners) on a monthly basis and Internal Assessments (carried out by QA Department) on an annual basis.
- b. Effectiveness of the transfer, withdrawal, deferment policies and procedures are measured by the percentage of student requests processed within 4 weeks.

PROCESS

Write-up: Process Steps & Details	Documentation / (Responsibility)
<p>1. Transfer, Withdrawal and Deferment Procedures</p> <p>Procedures Note(s):</p> <p>(1) All transfer, withdrawal, deferment policy statements are details in the 'Approach' section. All conditions must be met before the School proceeds with the application.</p> <p>(2) The entire process should not take more than 4 weeks from the date student's request to informing student of the outcome writing.</p> <p>(3) Date of request will refer to the date that the School receives the duly executed student request form with all supporting documents.</p> <p>(4) The transfer, withdrawal, deferment policy and procedures can be found on the following platforms:</p> <ul style="list-style-type: none"> • Student Handbook • Orientation Programme materials • School's official website <p>(5) Definition of 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.</p> <p>(6) Definition of withdrawal: student discontinues all courses with the school.</p> <p>(7) Definition of deferment: student delays or postpones the course (or module).</p> <p>1.1 Students who would like to transfer, withdraw or defer, submits the Course Transfer request Form / Course Withdrawal Request Form / Course Deferment Form to the Senior Admissions Executive for processing.</p> <p>1.2 Any supporting documentation that are required to process the request must be submitted along with the Course Transfer request Form / Course Withdrawal Request Form / Course Deferment Form.</p> <p>1.3 In addition, the student would also fill in and submit the Refund Request Form together with the Course Transfer request Form / Course Withdrawal Request Form / Course Deferment Form in case of a refund.</p> <p>1.4 Reasons for the request should also be documented in the Course Transfer request Form / Course Withdrawal Request Form / Course Deferment Form.</p>	<p style="text-align: center;">Student Handbook/Orientation Programme Materials/School Official Website (Senior Admissions Executive)</p> <p style="text-align: center;">Course Transfer Request Form / Course Withdrawal Request Form / Course Deferment Form (Senior Admissions Executive)</p>

<p>1.5 For students below the age of 18, the parent / legal guardian’s written consent must be obtained. Written consent may be obtained through signing on the student request form or a separate email or letter correspondence would suffice. Receipt of Consent must be documented in the Course Transfer request Form / Course Withdrawal Request Form / Course Deferment Form.</p> <p>1.6 Upon receipt of the Course Transfer request Form / Course Withdrawal Request Form / Course Deferment Form. (including supporting documents), the Vice Principal / Operations Manager is to meet with the student to find out further the student’s intention of the request. This is to be done within 2 working days upon receipt of the Course Transfer Request Form / Course Withdrawal Request Form / Course Deferment Form (based on the date of application).</p> <p>1.7 <u>For Course Transfers</u></p> <ul style="list-style-type: none"> • The Vice Principal / Operations Manager is to inform student on the following conditions and information: <ul style="list-style-type: none"> i. Student must meet all minimum entry requirement of the new course they wish to transfer to ii. The standard student contract of the current course will be voided upon approval of the course transfer iii. A new standard student contract for the new course will need to be signed upon approval of the course transfer iv. All outstanding fees must be paid v. For Student’s Pass holder, course transfer is subjected to ICA’s approval of the new Student’s Pass. ICA will be informed through the application of the new Student’s Pass. <p>1.8 After which, the Senior Admissions Executive is to conduct the pre-course counselling with the student to ensure that relevant course information is communicated to the student.</p> <p>1.9 Both the Senior Admissions Executive and the student are required to sign off Course Transfer Request Form to confirm that the former has fully communicated and the latter has understood all information communicated.</p> <p>1.10 Upon completion of pre-course counselling, the Senior Admissions Executive to ensure that the student has met the entry requirements of the course transferred into.</p> <p>1.11 A Letter to Effect or Reject Transfer Request will be given to the student</p> <p>1.12 For approved course transfer requests, student is to proceed with the application process of the new course. Refer to C5.3.2 Student Selection and Admissions manual.</p>	<p>Student Contract (Vice Principal / Operations Manager)</p> <p>Course Transfer Request Form (Senior Admissions Executive)</p>
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1.13 **For Course Withdrawals**

- If after meeting the student and possible solutions for student retention are not possible, the **Senior Admissions Executive** is to seek approval from the **Vice Principal / Operations Manager** as part of management approval. Such Approval should be documented in the **Course Withdrawal Request Form**.

1.14 A Letter to Effect Withdrawal Request will be given to the student.

1.15 **For Course Deferment**

- The **Senior Admissions Executive** is to inform student on the following conditions:
 - i. For student's pass holders, their deferment is subject to the approval of their student's pass by ICA.
 - ii. Approval of deferment is also subjected to availability of the course / module offered.

1.16 After meeting the student and should he/she decide to proceed with the deferment, the **Senior Admissions Executive** is to seek the approval from a member of the **Management Team**.

1.17 For university partner courses, the **Senior Admissions Executive** is to inform the university partner and seek their permission for student to defer studies.

1.18 A written notification will be issued to the student to inform them of the student request status.

1.19 **Follow Up Actions upon Approval of Student Request**

Senior Admissions Executive is to complete upon approval student requests are:

- Terminating existing **student contract** (to be done upon signing of new contract) or issue a student contract addendum to existing student contract
- Processing of Refunds if any (**Refer to C4.3.1 Refund**)
- Informing ICA of the change in Student's Pass Status (including cancellation of current Student's Pass). If the application pertaining to transfer is rejected by ICA, the student pass is to be cancelled within 7 days
- Updating FPS Service Provider (Refer to procedure on updating FPS Service Provider)
- Issuing past attendance records to students who are enrolling in another course in another Private Education Institute (for course withdrawals)
- Updating of FPS Service Provider

1.20 **Circumstances to inform FPS Service Provider**

Senior Admissions Executive will update FPS Service Provider within **3 working days** if: -

Course Withdrawal Request Form (Senior Admissions Executive)

Refund Request Form (Senior Admissions Executive)

<ul style="list-style-type: none"> i. Student transfers his course of study; or ii. Student withdraws from course of study; or iii. Student defers or extends his course of study; or iv. Student's fee protection status is affected other than the circumstances as listed above. <p>1.21 <u>Procedures for updating of FPS Service Provider:</u></p> <ul style="list-style-type: none"> • Senior Admissions Executive will inform FPS Service Provider by logging into the online system. • Senior Admissions Executive will update the information in the system to reflect current status of student. 	
<p>2. Maintaining up-to-date transfer, withdrawal and deferment records</p> <p>2.1 After processing the student requests, Senior Admissions Executive is to update database in the School's Student Management System (to accurately reflect updated course and student details) within 3 working days.</p> <p>2.2 The Senior Admissions Executive is to update the master list of transfer, withdrawal and deferment.</p>	<p style="text-align: center;">Master List of Transfer, Withdrawal and Deferment (Senior Admissions Executive)</p>
<p>3. Review of transfer, withdrawal and deferment policies and procedures for continual improvement</p> <p>3.1 The transfer, withdrawal and deferment procedures would be reviewed through the following platforms: -</p> <ul style="list-style-type: none"> • Internal review on a monthly basis by respective Heads of Department and / or process owners using the EXCO Monthly Meeting Minutes • Internal assessment on an annual basis by QA Department using the Internal Process Review, Audit and Assessment ("IPRAA") Report <p>3.2 The evaluation of the effectiveness process would be based on the outcomes stated under the Systems and Review section of this manual.</p>	<p style="text-align: center;">EXCO Monthly Meeting Minutes / IPRAA Report (QA Department)</p>

SYSTEMS & REVIEW

S/N	<u>SYSTEMS</u> (Desired outcomes for integrated processes)	<u>REVIEW</u> (Outcome indicators for evaluation of effectiveness of related Approach, Process and System)	Related processes that are integrated that leads to a desired outcome.
1	Transfer, withdrawal and deferment requests are processed within 4 weeks from point of student's request	a. % of transfer, withdrawal and deferment requests processed for students within 4 weeks of their request date	<ul style="list-style-type: none">• Process for Course Transfer, withdrawal and deferment• Internal Assessment