

## **APPROACH (POLICY MANUAL)**

### 1. The policy on Transfer / Withdrawal:

- a. A student who requests for an internal course transfer within the College must have their existing contract terminated. This includes students who changes the course or period of study (from full-time to part-time or vice versa). A new student contract or addendum will be signed based on the procedures for executing student contracts. The refund Policy shall apply unless as otherwise agreed between the College and Student.
- b. All request must be made in writing. Verbal notice is not accepted.
- c. The student must also fulfill all the admissions criteria of the new course and will be subjected to the College's student selection and admission procedures.
- d. A student who withdraws from the College to enroll with another College shall be deemed to have withdrawn from the College and the refund policy and procedures shall apply.
- e. A student who withdrew will have their contract terminated.
- f. For students that are under 18 years of age, written consent from the parent / legal guardian must be obtained.
- g. There is no additional administration fee for any Transfer and Withdrawal applications.

### 2. The policy on Deferment:

- a. A student who requests for Deferment (i.e. delay or postpones the course) must either have their existing contract terminated or sign an addendum to reflect the changes.
- b. All request must be made in writing. Verbal notice is not accepted.
- c. For all terminated Student Contracts, a new student contract will be signed based on the procedures for executing student contracts. The Refund Policy shall apply unless as otherwise agreed between the College and the Student.
- d. Any deferment would be addressed on a case by case basis and the College will have the final decision on whether the deferment is approved or rejected.
- e. For students that are under 18 years of age, written consent from the parent / legal guardian must be obtained.
- f. Submitting the request does NOT automatically result in an official deferment. Students must ensure that they receive a formal notice / confirmation form the College regarding the outcome of their request for deferment.

### 3. Conditions for granting of Transfer and Withdrawal

- a. In line with ICA's requirements, student pass holders are to achieve minimum monthly attendance rate of 90%.
- b. All outstanding fees must be settled prior to request for withdrawal and/or transfer.
- c. Student to fill in Student Request Form, including getting approval from the necessary personnel in charge of the Withdrawal interview, attendance record update and student Pass Cancellation.

- d. Student must go through a counselling session (as and when required and deemed necessary by the College) by the College's course consultants to establish the reasons for a transfer/ withdrawal before the application can be processed.
- e. Parents/ Guardian's signature on the form or a formal letter of consent to transfer/ withdraw shall be attached with the application if necessary (for students below the age of 18).

#### 4. Conditions for Granting Deferment

- a. The College will have final say in all deferment cases. This will be based on availability of the Schedules and Classes.
- b. Extension of deferment period will only be considered should there be very valid reasons and additional supporting documents provided by the student.
- c. In applying for deferment, student has to take note of the course completion timelines. Students must ensure that they meet the requirements for completion of their studies.
- d. Offering of units / courses are subject to availability. The College reserves the right to offer similar unit(s) in replacement of discontinued unit(s).
- e. The maximum deferment period is not the same for all of the college's courses.
- f. The maximum deferment period for a course is always equal to the duration of the course.
- g. Parents/ Guardian's signature on the form or a formal letter of consent to transfer/ withdraw shall be attached with the application if necessary (for students below the age of 18).

#### 5. Conditions for Refund

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

#### 6. Student Pass Status

- a. For Course Transfers
  - i. For Student's Pass holder, course transfer is subject to ICA's approval of the new Student's Pass.
  - ii. In the event that an application pertaining to transfer is rejected by ICA, the student pass is to be cancelled within 7 days.
- b. For Course Withdrawals
  - i. Student's pass will be cancelled within 7 days of the last day of class by the college, or the student may submit the cancellation if they have activated a SingPass account.
- c. For Course Deferment
  - i. For Student's Pass holder, Deferments are subjected to ICA's approval of the new Student's Pass. The College will inform ICA in the event of any Deferments. Student's Pass will be cancelled.

7. Timeframe for assessing and processing Transfer, Withdrawal and Deferment cases
  - a. The entire transfer / withdrawal process, from point of application to the final outcome, 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 College's dispute resolution policy and procedure.
  - b. The entire Deferment process, from point of application to the final outcome, 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 College's dispute resolution policy and procedure.
  
8. Communication of Transfer, Withdrawal and Deferment Policy and Procedures
  - a. Communication of the College's transfer, withdrawal and deferment policy and procedure will be through the Student Handbook, College's official website to all students, including prospective students.
  - b. The College's transfer, withdrawal and deferment policy and procedure will also be communicated to students during the Pre-Course Counselling sessions and Orientation Programme.
  
9. Transfer, Deferment and Withdrawal Records
  - a. The College is to maintain a List of Transfers, Withdrawals and Deferments and ensure that the list is updated within 3 days after change in student status.
  - b. The list should minimally include name, type of request, date of request, effective date of change in status.
  
10. Review of Transfer, Deferment and Withdrawal Policy and Procedures
  - a. The Process Owners will review their policies and processes at least once a year as part of the internal review through the Internal Review Report for continual improvement.

**PROCESS (OPERATION MANUAL)**

**Information on Course Transfer, Withdrawal and Deferment Procedures**

*Transfer, Withdrawal and Deferment Procedure Note(s):*

- (1) *All Transfer, Withdrawal and Deferment policy statements are detailed in the College's Transfer, Withdrawal and Deferment Policy. All conditions must be satisfied before the College can proceed with the applications. The whole Transfer and Withdrawal process should not take more than 4 Weeks (timeline to be monitored by the Course Consultant), from date of application to notifying student of final outcome.*
- (2) *Date of application will refer to the date that the College receives the duly executed Student Request Form with all supporting documents.*
- (3) *The Course Transfer, Withdrawal and Deferment policy and procedures can also be found on the following platforms :-*

- *College's Website*
- *Student Handbook*
- *Orientation Programme Materials*

*For communication of the Policy and Procedure to students, reference can be made to Manual: Pre-Course Counselling, Selection and Admission for the conduct of Pre-Course Counselling Sessions and Orientation Programme.*

- (4) *Definition of Course Transfer, Withdrawal and Deferment :-*

- *Course Transfer: A course transfer refers to a situation whereby a student changes his/ her course or period of study (from full-time to part-time or vice versa) but remains as a student of the college.*
- *Course Withdrawal: Withdrawal means the student contract will be terminated and the student is no longer a student of the College.*
- *Course Deferment: Student delays or postpones the Course (or any Modules)*

- (5) *Maximum Deferment Period :-*

- *Equivalent duration of the course (e.g. a 12 month course will have a maximum deferment period of 12 months)*

**A. Student Course Transfer Procedure**

## 1. Students to fill up Student Request Form

- a. In the event that a student would want to proceed with a Course Transfer, he / she is to fill up the Student Request Form and hand it to the Course Consultant for further processing. In addition, the student would complete the Refund section in the Student Request Form in case of a refund.
- b. Any supporting documentations that are required to process the Course Transfer Application must also be submitted along with the Student Request Form.
- c. Supporting documents for Course Transfers should minimally include any documents that show that the student meets the minimum entry requirements for the new course that he / she is applying to, if this document is different from the one used to enroll the student to his/her original course.
- d. Reasons for the Course Transfer should also be documented in the Student Request Form.

## 2. Course Consultant to meet up with Student

- a. Upon receipt of any Student Request Form (including supporting documents if any), Course Consultant is to meet up with the student. This is to be done within 2 working days upon receipt of the Student Request Form (based on the date of application).
- b. Course Consultant is to inform student on the following conditions for any Course Transfers : -
  - i. Student must meet all minimum entry requirements of the new course they are enrolling in
  - ii. The standard student contract for the current course that the student is enrolled in will be voided upon approval of Course Transfer Application
  - iii. A new standard student contract for the new course will need to be signed (Refer to Procedures of Executing Student Contract) upon approval of Course Transfer Application
- c. Course Consultant is to seek the written consent of the student's parents or guardians prior to proceeding with the Course Transfer Application. Consent can be through the form, email, or letter. Receipt of Consent must be documented in the Student Request Form.

Only applicable for students under the age of 18 Years Old

## 3. Conducting of Pre-Course Counselling

- a. The Course Consultant is to conduct the Pre-Course Counselling session with the Student (unless the student is currently reading one of the college's Certificate in English courses and requesting to be transferred to another of the college's Certificate in English courses, in which case, there would be no need for yet another Pre-Course Counselling session) and the student will be required to sign on the Student Request Form to acknowledge that he/she has been informed of the various critical information. Course Consultant is also to ensure that the new course is suitable for the student.

4. Approval of Course Transfer by Management

- a. Upon completion of Pre-Course Counselling, Course Consultant is to seek the approval of the General Manager / a member of the management team. This is to ensure that the student is suitable to transfer to the proposed new course.
- b. Such Approval should be documented in the Student Request Form.

5. Issuing Letter to Effect or Reject Course Transfer Application

- a. A Letter to Effect or Reject Course Transfer Application will be given to the student.
- b. For Applications that are approved, student is to proceed with the application process for the new course.

6. Internal Processing for Course Transfers

The following will consist of follow up actions that the Course Consultant and Admin Executive must complete upon confirmation of the Course Transfer. They are as such:

- Termination of existing student contract (to be done upon signing of new contract) or signing of addendum
- Processing of Refunds if any (Refer to Refund Procedure)
- Informing ICA of the change in Student's Pass Status (transferring the student pass)
- Updating FPS Service Provider if applicable (Refer to procedure on updating FPS Service Provider)
- Update database in the College's Student Management System (to accurately reflect updated course and student details)
- Updating the Master List of Course Transfer and Withdrawals

**B. Student Course Withdrawal Procedure**

1. Students to fill up Student Request Form
  - a. In the event that a student would want to proceed with a Course Withdrawal, he / she is to fill up the Student Request Form and hand it to the Course Consultant for further processing. In addition, the student would also fill in the refund portion in the Student Request Form in case of a refund.
  - b. Any supporting documentations that are required to process the Course Withdrawal Application must also be submitted along with the Student Request Form.
  - c. Reasons for the Course Withdrawal should also be documented in the Student Request Form.
  
2. Course Consultant to meet up with Student
  - a. Upon receipt of any Student Request Form (including supporting documents if any), Course Consultant is to meet up with the student. This is to be done within 2 working days upon receipt of the Student Request Form (based on the date of application).
  - b. Course Consultant is to inform student on the following: -
    - i. Their student pass will be cancelled upon withdrawal from the College  
Only applicable for students under the age of 18 Years Old
  - c. Course Consultant is to seek the written consent of the student's parents or guardians prior to proceeding with the Course withdrawal application. Consent can be through the form, email, or letter. Receipt of Consent must be documented in the Student Request Form.
  - d. The Course Consultant 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 Student Request Form. Calculation of Refund Amount would be indicated in the Student Request Form. For more details on refunds, please refer to Operation Manual: Student Course Refund Procedures.
  
3. Student Interview Sessions with Course Consultant
  - a. An interview session with the Course Consultant will then be arranged to establish the reasons for the application of a course withdrawal. Course Consultant will seek possible solutions for student retention. Details for the interview session are to be documented in the Student Request Form.
  
4. Management Approval of Course Withdrawal
  - a. If the student wishes to proceed with the withdrawal, Course Consultant is to seek the approval of the General Manager as part of Management Approval.
  - b. Such Approval should be documented in the Student Request Form.
  
5. Issuing Letter to Effect Course Withdrawal Application
  - a. A Letter to Effect Course Withdrawal Application will be given to the student.

6. Internal Processing for Course Withdrawals

The following will consist of follow up actions that the Course Consultant and Admin Executive must complete upon confirmation of the Course Withdrawal. They are as such : -

- Termination of existing student contract
- Processing of Refunds if any (Refer to Refund Procedure)
- Informing ICA of the change in Student's Pass Status (including cancellation of current student's pass)
- Updating FPS Service Provider if applicable (Refer to procedure on updating FPS Service Provider)
- Update database in the College's Student Management System (to accurately reflect updated course and student details)
- Updating the Master List of Course Transfer and Withdrawals

**C. Student Course Deferment Procedure**

1. Students to fill up Student Request Form

- a. Students requesting for a Course Deferment will need to fill up the Student Request Form with supporting documents (if applicable) and submit the Form to the Course Consultant.

2. Student Interview with Course Consultant

- a. Course Consultant will arrange for an interview session who will discuss with the student the academic implications of deferment and to understand the reasons for deferment and if possible, find a solution to avoid deferment.

Only applicable for students under the age of 18 Years Old

- b. Course Consultant is to seek the written consent of the student's parents or guardians prior to proceeding with the Course deferment application. Consent can be through the form, email, or letter. Receipt of Consent must be documented in the Student Request Form.
- c. Student is to sign off on the Student Request Form to acknowledge that they would like to proceed with the course deferment.

*Note: Students holding Student Passes must be informed that their deferment is subject to approval of their student pass from ICA.*

3. Approval of Course Deferment by Management

- a. If student decides to defer from current course, Course Consultant is to seek approval of the General Manager as part of Management Approval.
- b. Such Approval should be documented in the Student Request Form.

4. Internal Process of Course Deferment

Upon approving the deferment request, the Course Consultant and Admin Executive are to proceed to perform various administrative support which includes: -

**For All Courses**

Course Consultant and Admin Executive carry out the following :

- (a) Cancel Student Pass stating deferment (if applicable)
- (b) Signs an addendum with the student
- (c) Update Student Management System
- (d) Updating the Masterlist of Deferments

5. Issue Letter to Effect or Reject Course Deferment

- a. An official Letter to Effect or Reject Course Deferment Request would also be issued to students. This would be done upon the approval by Management and Educational Partner (if applicable).
- b. Course Consultant is to check that the whole deferment procedure has been completed, and the official letter has been issued by signing off on the Student Request Form.

**D. Review of Course Transfer, Deferment and Withdrawal**

1. The Process Owners will review their policies and processes at least once a year as part of the internal review through the Internal Review Report for continual improvement.