

7. Course Transfer, Deferment and Withdrawal Policy and Procedures

a. Overall Policy

- a. The maximum processing time for transfer, withdrawal and deferment process, from the point of student's request to informing the student of the outcome in writing, shall not be more than 4 weeks.
- b. All requests must be made in writing through the submission of the Student Request 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 case 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 Standard Student Contract for further details.

b. Course Transfer

- a. 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.
- b. 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.
- c. 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.

c. Course Withdrawal

- a. The definition of withdrawal is when a student discontinues his or her course with the School.
- b. Conditions for granting the withdrawal:
 - i. All outstanding fees must be settled prior to request.
- c. A student who withdraws will have their student contract terminated

d. Course Deferment

- a. The definition of deferment is when a student delays or postpones the course (or module).
- b. Conditions for granting the 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 number of places available for the course applied for. The School reserves the right to offer a similar course in replacement of discontinued courses or modules for the course applied for, should there be no availability.
 - vi. 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.

e. Course Transfer Withdrawal and Deferment Procedures

- a. Students who would like to transfer, withdraw, or defer, should submit the Student Request Form to the Course Manager for processing.
- b. Any supporting documentation that are required to process the request must be submitted along with the Student Request Form
- c. For eligible refund cases, the 'Refund' section of the Student Request Form will be completed as well.
- d. Reasons for the request should be documented in the Student Request Form.
- e. 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.
- f. Upon receipt of the Student Request Form (including supporting documents), the Course Manager is to meet with the student to find



out further the student's intention of the request within 3 working days.

- g. Students will then be informed of the final outcome of their request within 4 weeks from the point of their request.