



ST. JOSEPH'S INSTITUTION INTERNATIONAL
ELEMENTARY SCHOOL

Course Transfer, Withdrawal and Deferment

APPROACH

1. Transfer, withdrawal and deferment policies

- a. The maximum processing time for the withdrawal process, from the point of the student's parent's request to informing the parent of the outcome in writing, should not take **more than 4 weeks**.
- b. All requests must be made in writing through the submission of the **Withdrawal Application 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 **Standard Student Contract** for further details.
- f. Communication of the school's transfer, withdrawal and deferment policies and procedures to all students will be through the following platforms:
 - **Pre-Course Counselling Checklist on Application Form**
 - **School's Official Website**
 - **Parent Portal**
- g. Transfer Policy
 - 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.
 - The school does not allow students to transfer from one course level to the next.
- h. Withdrawal Policy
 - The definition of withdrawal is when a student discontinues all courses with the School.
 - Conditions for granting the withdrawal:
 - i. Notice for written withdrawal (via the withdrawal application form) is to be given by the student's parents or legal guardian, by the publicised deadline of withdrawal, duly signed by the student's parent or legal guardian, and addressed to the Admissions Manager. Approval for withdrawal will only be confirmed when the written notice has been acknowledged by the Admissions Manager. In the event the Admissions Manager is away for unforeseen circumstances, permission will be granted by the Director of Advancement, Communication & Admissions for an Admissions Officer to approve the withdrawal. Any

outstanding items that have been borrowed or loaned from to the student, will be charged if they are not returned.

- ICA will be informed through the cancellation of the student's pass within 7 working days. 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 withdraws will have their **Student Contract** voided and FPS insurance cancelled.

i. Deferment Policy

- Definition of Deferment: student delays or postpones the course (or subject).
- Once a letter of offer is communicated to the student's parents, the school does not allow for deferment of a place. If the parents decide not to accept the offer but would like to apply for another grade in another year, a new application with application fee must be submitted.
- The school does not practice deferment for students once the course date has started.

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

- a. The School is to maintain a master list of withdrawal 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 on an **annual basis** using the platforms of Internal Reviews (carried out by process owners) and Internal Assessments (carried out by **QA Department**).
- 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"> • Pre-Course Counselling Checklist on Application Form • School's Official Website <p>1.1 <u>Communication of Withdrawal Deadline</u></p> <p>a. A month before the stipulated withdrawal deadline each academic term, the Admissions Department will communicate the deadline to parents via the Weekly Newsletter and email. The withdrawal deadline will also be communicated via the School Website and payment invoice for students.</p> <p>1.2 Parents of students who would like to withdraw must submit the Withdrawal Form to the Admissions Manager for processing.</p> <p>1.3 Any supporting documentation that is required to process the request must be submitted along with the Withdrawal Form.</p> <p>1.4 Reasons for the request will also be documented in the Withdrawal Form by the parent.</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 Withdrawal Form.</p> <p>1.6 Upon receipt of the Withdrawal Form (including supporting documents), the Admissions Manager is to respond to the parent's request for withdrawal. This is to be done within 5 working days upon receipt of the Withdrawal Form. Where applicable, the Admissions Manager will also counsel parents should they require advice on whether to proceed with the withdrawal request. In the event the Admissions Manager is away</p>	<p style="text-align: center;">Application Form/School Official Website (Admissions / Communications Department)</p> <p style="text-align: center;">Withdrawal Form (Admissions Manager)</p>

<p>for unforeseen circumstances, permission will be granted by the Director of Admissions for an Admissions Officer to approve the withdrawal</p> <p>1.7 The Admissions Manager and Admissions Office will proceed to process the withdrawal application and a notification will be given to the parent to inform them of the withdrawal request status via email.</p> <p>1.8 Follow up actions which the Admissions and Finance Department are to complete upon approval student requests are:</p> <ul style="list-style-type: none"> • Voiding 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) within 7 working days • Informing MOE for withdrawing Singaporean students holding an MOE exemption • Updating FPS Service Provider (Refer to procedure on updating FPS Service Provider) • Update database in iSAMS (to accurately reflect updated course and student details) • Updating the Master list of withdrawal in the Excel spreadsheet <p>1.9 Procedures for updating of FPS Service Provider:</p> <ul style="list-style-type: none"> • Admissions Officer will update FPS Service Provider within 7 working days from confirmation of the student withdrawal. • The procedures to inform FPS Service Provider – Reference should be made to Manual: Fee Protection Scheme. 	<p>Notification of Course Withdrawal Request (Admissions Manager)</p> <p>Student Contract (Admissions Manager)</p>
<p>2. Maintaining up-to-date transfer, withdrawal and deferment records</p> <p>2.1 After processing the student requests, the Admissions Department is to update the Master List of Withdrawal spreadsheet. This is to be done within 3 working days from the approval by the Admissions Manager.</p>	<p>Master List of Withdrawal (Admissions Department)</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 by respective process owners using the Internal Review Form • Internal assessment by QA Department using the Internal Assessment 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>Internal Review Form / Internal Assessment 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