

# Course Transfer, Withdrawal and Deferment

## APPROACH

### **1) Course Withdrawal Policy**

- a. The definition of withdrawal is when a student discontinues all courses with the School.
- b. Conditions for granting the withdrawal:
  - 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.
  - All requests must be made in writing through the submission of the Withdrawal Form to the Admissions Department by the withdrawal deadlines, being 28 February for students leaving at the end of Term 1 or 30 August for students leaving at the end of Term 2. The Withdrawal Form must be accompanied by supporting documents, where applicable. Notification of withdrawal via any other means not listed here, will not be accepted.
  - For students under the age of 18, written consent from the parent / legal guardian must be obtained.
  - All requests will be reviewed on a case by cases basis and the School will have the final decision on the outcome.
- c. 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.
- d. 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](#)

### **2) Course Transfer Policy**

- a. Definition of transfer: student changes the course (from Bilingual Programme to Mainstream Programme or vice versa) but remains as a student of the school.
- b. Conditions for granting the transfer:
  - A minimum 1-year commitment to the Bilingual Programme is required before submitting a Course Transfer Request for consideration.
  - The School may initiate the transfer before the 1-year commitment period if the School assesses that the Student is more suited academically and emotionally for enrolment in another course offered by the School, and where space is available.
  - All requests will undergo review and approval by the Elementary School Academic Board and Director of Advancement, Communication and Admissions. Applications will be assessed based on criteria including, but not limited to, students meeting the entry requirement for the new course, and are subject to availability of vacancies.
  - Students will remain in their current course of study until they receive official notification from the Admission Department regarding the outcome of the application. Approved course transfers may only take effect in the next Academic Year unless special approval is granted by the Principal and Head of Admissions.

- Any additional fee payable (e.g. arising from the difference between the current and new course) must be settled before the transfer can proceed.
  - For Students who are already enrolled in the School, the Parents /court-appointed Legal Guardians are required to notify Admissions by 31 July should they wish to consider transferring their child into or out of the Bilingual Programme the following Academic Year.
  - For students under the age of 18, written consent from the parent / legal guardian must be obtained.
  - All requests will be reviewed on a case-by-case basis and the School will have the final decision on the outcome.
- c. The maximum processing time for the transfer 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.
- d. 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.
- e. For students on a Student Pass, a new application for the new course of study will need to be submitted to ICA for consideration and approval.
- f. Communication of the school's transfer 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. Notice for written withdrawal/transfer (via the withdrawal application form/transfer of course application form) is to be given by the parents or Legal Guardian by the publicised date of notification for withdrawal/transfer, duly signed by the parents or Legal Guardian, and addressed to the Admissions Department. Approval for withdrawal will be confirmed when the withdrawal form/transfer of course application form has been officially received by the school by email to the Admissions Department. In the event the Director of Advancement, Communication and Admissions is away for unforeseen circumstances, permissions will be granted by the Director of Advancement, Communication and Admissions for an Admissions Officer to approve the withdrawal. Any outstanding items that have been borrowed or loaned to the student, will be charged if they are not returned.
- h. ICA will be informed through the cancellation of the student's pass within 7 working days of the student's last day enrolled as informed by the Withdrawal Form. Student's pass holder is required to surrender the STP card (if they were issued a physical STP card) for cancellation to ICA or alternatively, they may surrender the STP card to the ICA officer at the checkpoint when leaving Singapore.
- i. A student who withdraws will have their **Student Contract** voided.

### **3) Deferment Policy**

- a. Definition of Deferment: student delays or postpones the course (or subject).
- b. 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.
- c. The school does not practice deferment for students once the course date has started.

### **4) Maintaining up-to-date transfer, withdrawal and deferment records**

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

### **5) Review of transfer, withdrawal and deferment policies and procedures for continual improvement**

- a. The transfer, withdrawal, deferment policies and procedures would be reviewed once every two years using the platforms of Internal Reviews (carried out by process owners) and once every year using Internal Assessments (carried out by **QA Staff**).

## PROCESS

Write-up: Process Steps & Details	Documentation / (Responsibility)
<p><b>1. Transfer, withdrawal and deferment procedures</b></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 <b>more than 4 weeks</b> 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"> <li>● <b>Pre-Course Counselling Checklist on Application Form</b></li> <li>● <b>School's Official Website</b></li> </ul> <p><b><u>Withdrawal Procedures</u></b></p> <p>11 A month before the stipulated withdrawal deadline each academic term, the Admissions Department will communicate the deadline to parents via an email one month in advance of the deadline for the notification of withdrawal. The withdrawal deadline will also be communicated via the School Website and payment invoice for students.</p> <p>12 Parents of students who would like to withdraw submits the <b>Withdrawal Form</b> to the <b>Admissions Department</b> for processing.</p> <p>13 Any supporting documentation that is required to process the request must be submitted along with the <b>Withdrawal Form</b>.</p> <p>14 Reasons for the request will also be documented in the <b>Withdrawal Form</b> by the parent.</p>	<p style="text-align: center;">Application Form/School Official Website  (Admissions / Communications Department)</p>

Write-up: Process Steps & Details	Documentation / (Responsibility)
<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 <b>Withdrawal Form</b>.</p> <p>1.6 Upon receipt of the <b>Withdrawal Form</b> (including supporting documents), the <b>Admissions Department</b> is to respond to the parent’s request for withdrawal. This is to be done <b>within 5 working days</b> upon receipt of the <b>Withdrawal Form</b>. Where applicable, the <b>Admissions Staff</b> will also counsel parents should they require advice on whether to proceed with the withdrawal request. In the event a senior Admissions Staff is away for unforeseen circumstances, permission will be granted by the Director of Advancement, Communications and Admissions for an Admissions Staff to approve the withdrawal.</p> <p>1.7 The <b>Admissions Department</b> 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 In the event of unforeseen circumstances where a Withdrawal Form has not been submitted to the School, all email communications between the family and Admission confirming the intention of their withdrawal and the School’s acceptance should be filed in the students records.</p> <p><b><u>Transfer Procedures</u></b></p> <p>1.9 Parents of students who would like to transfer their course of study submits the Transfer of Course Application Form to the Admissions Department for processing. Parents should submit the completed form only after discussing the intention of transfer with the School’s Academic Team and receiving their support for the transfer of course request.</p> <p>1.10 Any supporting documentation that are required to process the request must be submitted along with the Transfer of Course Application Form.</p> <p>1.11 Reasons for the request will also be documented in the Transfer of Course Application Form by the parent.</p>	<p><b>Withdrawal Form (Admissions Staff)</b></p> <p><b>Notification of Course Withdrawal Request (Admissions Department)</b></p> <p><b>Student Contract (Admissions Department)</b></p>

Write-up: Process Steps & Details	Documentation / (Responsibility)
<p>1.12 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 Transfer of Course Application Form.</p> <p>1.13 Upon receipt of the Transfer of Course Application Form (including supporting documents if any), the Admissions Department is to respond to the parent’s request for transfer. This is to be done within 21 days upon receipt of the Transfer of Course Application Form.</p> <p>1.14 The Admissions Department will proceed to process the transfer application once the Director of Advancement Communication and Admissions gives the approval, and a notification will be given to the parent to inform them of the transfer request status via email.</p> <p>1.15 Follow up actions which the <b>Admissions and Finance Departments</b> are to complete upon approval student requests are:</p> <ul style="list-style-type: none"> <li>● Voiding existing <b>Student Contract</b></li> <li>● <b>Signing of new Student Contract</b> (for Course Transfer)</li> <li>● Processing of Refunds if any (<b>Refer to Manual: Student Refund</b>)</li> <li>● Student Pass holders who are transferring from one course to another, their current Student pass will be cancelled within 7 working days upon completing their current course and a new Student pass application will be submitted for their new course.</li> <li>● Informing MOE for withdrawing Singaporean students holding a MOE exemption</li> <li>● Updating FPS Service Provider (Refer to procedure on updating FPS Service Provider)</li> <li>● Update database in iSAMS (to accurately reflect updated course and student details)</li> <li>● Updating the Master list of transfer and withdrawal in the Excel spreadsheet</li> </ul> <p>1.16 Procedures for updating of FPS Service Provider:</p> <ul style="list-style-type: none"> <li>● *Circumstances to inform FPS Service Provider</li> </ul> <p><b>Admissions Officer</b> will update FPS Service Provider by the <b>11th calendar day of each month</b> if: -</p> <p>i. Student transfers from one course of study to the other, excluding lateral transfer from one course to another courses with</p>	

Write-up: Process Steps & Details	Documentation / (Responsibility)
<p>lesser course fees, and the course end date did not cross over into the next FPS Policy Year.</p> <ul style="list-style-type: none"> <li>The procedures to inform FPS Service Provider – Reference should be made to <a href="#">Manual: Fee Protection Scheme</a></li> </ul>	
<p><b>2. Maintaining up-to-date transfer, withdrawal and deferment records</b></p> <p>2.1 After processing the student requests, the <b>Admissions Department</b> is to update the <b>Master List of Transfer and Withdrawal</b> spreadsheet. This is to be done within <b>3 working days</b> from the approval of transfer or withdrawal request.</p>	<p><b>Master List of Transfer and Withdrawal (Admissions Department)</b></p>
<p><b>3. Review of transfer, withdrawal and deferment policies and procedures for continual improvement</b></p> <p>3.1 The transfer, withdrawal and deferment procedures would be reviewed through the following platforms: -</p> <ul style="list-style-type: none"> <li>Internal review by respective process owners using the <b>Internal Review Form</b>.</li> <li>Internal assessment by <b>QA Staff</b> using the <b>Internal Assessment Report</b>.</li> </ul>	<p><b>Internal Review Form / Internal Assessment Report (QA Staff)</b></p>