

TRANSFER AND WITHDRAWAL STATEMENT

POLICY STATEMENTS

1. THE POLICY ON TRANSFER OR WITHDRAWAL

- i. A student who requests for an internal course transfer within SRMC must have their existing contract terminated. A new student contract will be signed based on the procedures for executing student contracts.
- ii. A student who transfers from his/her current course to another course within SRMC shall be deemed to have withdrawn from the course and the refund policy shall apply unless as otherwise agreed between SRMC and the Student.
- iii. The student must also fulfill all the admissions criteria of the new course and will be subjected to SRMC's student selection and admission procedures.
- iv. A student who withdraws from SRMC to enroll with another school shall be deemed to have withdrawn from SRMC and the refund policy and procedures shall apply.
- v. There is no additional administration fee for any Transfer and Withdrawal applications.

2. CONDITIONS FOR GRANTING OF TRANSFER AND WITHDRAWAL

- i. All outstanding fees must be settled prior to request for withdrawal and/or transfer.
- ii. Student to fill in Course Transfer or Withdrawal Request Form, including submission of any supporting documents and adhering to the process as stated in the Course Transfer and Withdrawal Procedures.

3. CONDITIONS FOR REFUND

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.

4. STUDENT PASS STATUS

FOR COURSE TRANSFERS

For Student's Pass holder, course transfer is subject to ICA's approval of the new Student's Pass. In the event that an application pertaining to transfer is rejected by ICA, the student is required to cancel his or her current Student's Pass within 7 days.

FOR COURSE WITHDRAWALS

Student's Pass holder is required to submit his or her passport and Student's Pass to College for cancellation of Student's Pass with ICA.

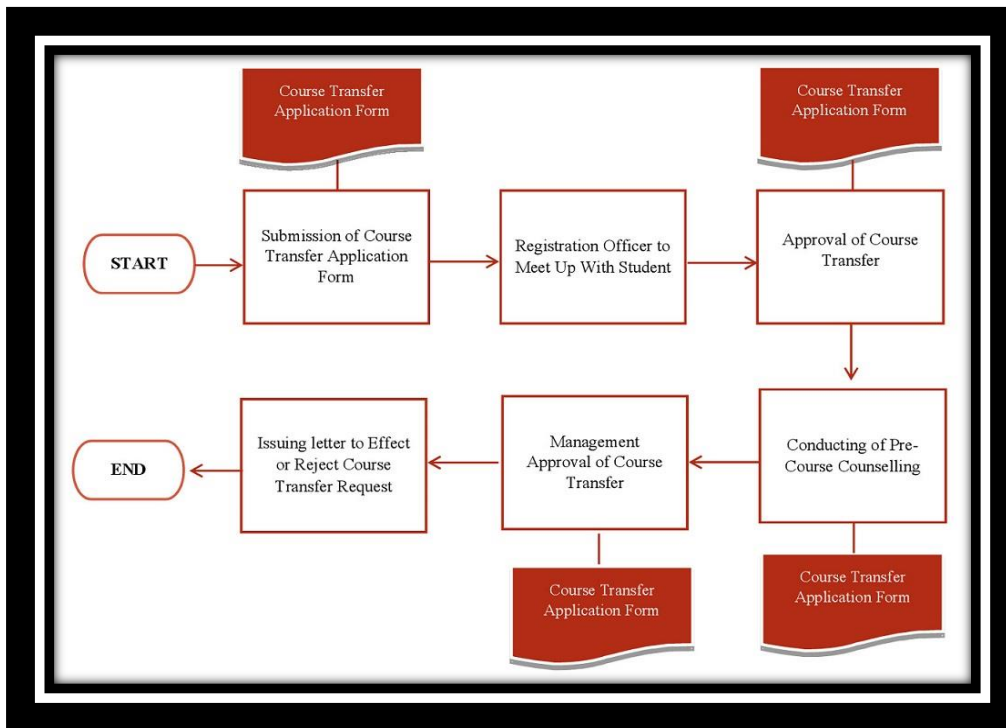
5. TIMEFRAME FOR ASSESSING AND PROCESSING TRANSFER OR WITHDRAWAL CASE

The entire transfer or 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 SRMC's dispute resolution policy and procedure.

6. CONDITIONS FOR DEFERMENT

The College does not allow any deferment. Any related cases would be treated as withdrawal instead.

STUDENT COURSE TRANSFER PROCEDURES FLOWCHART



NOTES AND GUIDELINES FOR STUDENT COURSE TRANSFER

A) SUBMISSION OF COURSE TRANSFER APPLICATION FORM

- i. In the event that a student would want to proceed with a Course Transfer, he / she is to fill up the Course Transfer Form and hand it to the Registration Officer for further processing. If there is a case for refund, the student would also have to fill in the Refund Request Form and attach it behind the Course Transfer Application Form for submission.
- ii. Any supporting documentations that are required to process the Course Transfer Request must also be submitted along with the Course Transfer Application Form.
- iii. Supporting documents for Course Transfer should minimally include any document that show that the student meets the minimum entry requirements for the new course that he / she is applying to.
- iv. Reasons for the Course Transfer should also be documented in the Course Transfer Application Form.

B) REGISTRATION OFFICER TO MEET UP WITH STUDENT

- i. Upon receipt of the Course Transfer Application Form (including supporting documents if any), the Registration Officer would then acknowledge receipt of the Transfer request. This is to be done within 2 working days upon receipt of the Course Transfer Application Form (based on the date of application).
- ii. Registration Officer is to seek the consent of the Student's parents or guardians prior to proceeding with the Course Transfer Request. Consent can be through email or letter. Receipt of Consent must be documented in the Course Transfer Application Form.
- iii. Registration Officer is to inform student on the following:
 - Student must meet all minimum entry requirement of the new course they are enrolling in.
 - The Standard Student Contract for the current course that the student is enrolled in will be voided upon approval of Course Transfer Request.
 - 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 Request.

- iv. Thereafter, the Registration Officer is to check the Student Contract and Refund Policy to determine if the student is eligible for any refunds. This shall be documented in the Course Transfer Application Form. For more details of refund procedures, please refer to Operation Manual C4.3.2 Student Refund Procedures.
- v. The Registration Officer would then pass the Course Transfer Application Form to the Programme Executive for further processing.

C) APPROVAL OF COURSE TRANSFER

- i. An interview session with the Programme Executive will then be arranged to establish the reasons for the application of a course transfer. Details of the interview session are to be documented in the Course Transfer Application Form.
- ii. Upon completion of Interview Session, Programme Executive is to seek the approval of the Head of Programme or Academic Director. This is to ensure that the student is suitable to transfer to the proposed new course. Such Approval should be documented in the Course Transfer Application Form.

D) CONDUCTING OF PRE-COURSE COUNSELLING

Next, Registration Officer is to conduct the Pre-Course Counselling session with the Student who would be required to sign on the Course Transfer Application Form to acknowledge that he / she has been informed of the various critical information. Registration Officer is also to ensure that the new course is suitable for the student.

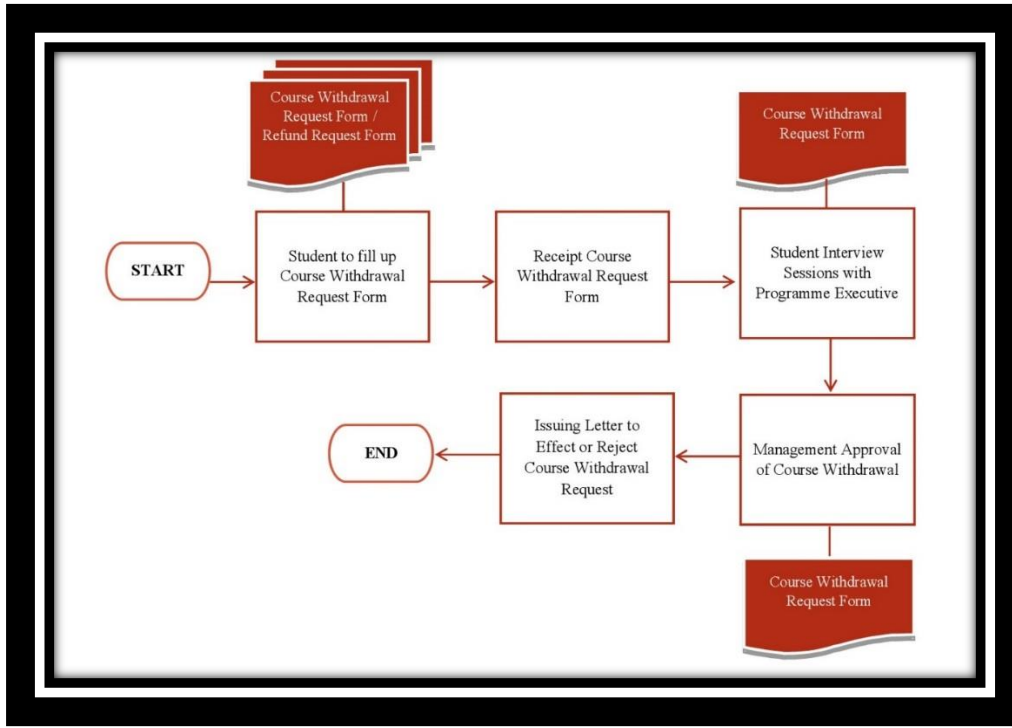
E) MANAGEMENT APPROVAL OF COURSE TRANSFER

- i. Upon approval from the Head of Programme or Academic Director, Registration Officer is to seek the approval of Head of Registration.
- ii. Such Approval should be documented in the Course Transfer Application Form.

F) ISSUING LETTER TO EFFECT OR REJECT COURSE TRANSFER REQUEST

- i. Letter to Effect or Reject Course Transfer Request will be given to the student upon approval of the transfer student's pass by ICA.
- ii. For Requests that are approved, student is to proceed with the application process for the new course.

STUDENT COURSE WITHDRAWAL PROCEDURES FLOWCHART



NOTES AND GUIDELINES FOR STUDENT COURSE WITHDRAWAL

A) STUDENT TO FILL UP COURSE WITHDRAWAL REQUEST FORM

- i. In the event that a student would want to proceed with a Course Withdrawal, he / she is to fill in the Course Withdrawal Request Form and hand it to the Registration Officer for further processing. If there is a case for refund, the student would also have to fill in the Refund Request Form and attach it behind the Course Withdrawal Request Form for submission.
- ii. Any supporting documentations that are required to process the Course Withdrawal Request must also be submitted along with the Course Withdrawal Request Form.
- iii. Reasons for the Course Withdrawal should also be documented in the Course Withdrawal Request Form.

B) RECEIPT COURSE WITHDRAWAL REQUEST FORM

- i. Upon receipt of the Course Withdrawal Request Form and Refund Request Form (if attached), the Registration Officer is to acknowledge receipt of the form to the requestor and sign off on the form. This is to be done within 2 working days upon receipt of the Course Withdrawal Request Form (based on the date of application).

Registration Officer is to inform student on the following: -

- Their student pass will be cancelled upon withdrawal from the College.
- ii. Registration Officer is to seek the consent of the student's parents or guardians prior to proceeding with the Course Withdrawal Request. Consent can be through email or letter. Receipt of Consent must be documented in the Course Withdrawal Request Form.
- iii. Thereafter, the Registration Officer is to check the Student Contract and Refund Policy to determine if the student is eligible for any refunds. This shall then be documented in the Course Withdrawal Request Form. For more details of refund procedures, please refer to Operation Manual C4.3.2 Student Refund Procedures.
- iv. The Registration Officer would then pass the Course Withdrawal Request Form to the Programme Executive for further processing.

C) STUDENT INTERVIEW SESSIONS WITH PROGRAMME EXECUTIVE

- i. An interview session with the Programme Executive will then be arranged to establish the reasons for the application of a course withdrawal. Programme Executive will seek possible solutions for student retention. Details for the interview session are to be documented in the Course Withdrawal Request Form.
- ii. After the interview session has been conducted, the Head of Programme would review the withdrawal request and sign off on the Course Withdrawal Request Form.

D) MANAGEMENT APPROVAL OF COURSE WITHDRAWAL

- i. If the student wishes to proceed with the withdrawal, Programme Executive is to seek the approval of the Head of Registration as part of Management Approval.
- ii. Such Approval should be documented in the Course Withdrawal Request Form.

E) ISSUING LETTER TO EFFECT OR REJECT COURSE WITHDRAWAL REQUEST

- i. If the student is eligible for a refund, the Registration Officer would pass the Course Withdrawal Request and Refund Request Forms to the Finance Manager for processing. After which, the Registration Officer would issue a Letter to Effect or Reject Course Withdrawal Request to the student. If the student is not eligible for a refund, a Letter to Effect or Reject Course Withdrawal Request would be immediately issued to the student.