

Transfer, Withdrawal and Deferment Policy & Procedure

Transfer, withdrawal and deferment policies

- a. The maximum processing time for transfer, withdrawal, deferment process, from the point of student's request to informing student of the outcome in writing, should 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 cases basis and the College will have the final decision on the outcome.
- e. 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.
- f. Communication of the college's transfer, withdrawal, deferment policies and procedures to all students will be through the following platforms:
 - [Student Handbook](#)
 - [Orientation programme materials](#)
 - [College's official website](#).

Transfer Policy

- 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 college.
- 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 College's student selection and admission procedures.
- For Student's Pass holder, course transfer is subjected to ICA's approval of the new Student's Pass. ICA will be informed through the application of the new Student's Pass.
- A student who transfers within the College must have their existing contract terminated. A new [student contract](#) will be signed based on the procedures for executing student contracts.

Withdrawal Policy

- The definition of withdrawal is when a student discontinues all courses with the College.
- Conditions for granting the withdrawal:
 - i. All outstanding fees must be settled prior to request.
- ICA will be informed through the cancellation of the student's pass. Student's pass holder is required to submit his/ her student's pass to the college for cancellation of the student's pass with ICA.

- A student who withdrew will have their [student contract](#) terminated.

Deferment Policy

- The definition of deferment is when a student delays or postpones the course (or module).
- Conditions for 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 availability of units / courses offered. The college reserves the right to offer similar units / courses in replacement of discontinued units / courses.
- ICA will be informed through the application of the new Student's Pass. The course deferment is subjected to ICA's approval of the new Student's Pass.
- 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.

Transfer, withdrawal and deferment procedures

- Students who would like to transfer, withdraw or defer, submit the [Student Request Form](#) to the [Admin Executive](#) for processing.
- Any supporting documentation that is required to process the request must be submitted as well.
- For eligible refund cases, the [Student Request Form](#) must be submitted as well.
- Reasons for the request should also be documented in the [Student Request Form](#)
- 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 of correspondence would suffice.
- Upon receipt of the [Student Request Form](#) with supporting documents, the [Admin Executive](#) is to meet with the student to find out further the student's intention for the request. This is to be done [within 2 working days](#) upon receipt of the form (based on the date of application).

Course transfer procedures

- Course transfer conditions:
 - i. Student must meet all minimum entry requirement of the new course they wish to transfer to
 - ii. The standard [student contract](#) of the current course will be voided upon approval of the course transfer

- iii. A new standard student contract for the new course will need to be signed upon approval of the course transfer
 - iv. All outstanding fees must be paid
 - v. For Student's Pass holder, course transfer is subjected to ICA's approval of the new Student's Pass. ICA will be informed through the application of the new Student's Pass.
- After which, a member of the **Sales & Marketing Department** is to conduct the pre-course counselling with the student to ensure that relevant course information is communicated to the student.
- Both the member of the **Sales & Marketing Department** and the student are required to sign off on the **Pre-course Counselling Form** to confirm that the former has fully communicated and the latter has understood all information communicated.
- Upon completion of pre-course counselling, the **Admin Executive** is to seek the approval from a member of the **Management Team**. This is to ensure that the student has met the entry requirements of the course transferred into.
- A written notification will be given to student to inform them of the student request status.
- For approved course transfer requests, student is to proceed with the application process of the new course.

Course withdrawal procedures

- If after meeting the student and possible solutions for student retention are not possible, the **Admin Executive** is to seek approval from a member of the **Management Team**.
- A written notification will be given to the student to inform them of the student request status.

Course deferment procedures

- Course deferment conditions:
 - i. For student's pass holders, their deferment is subject to the approval of their student's pass by ICA.
 - ii. Approval of deferment is also subjected to availability of the course / module offered.
- After meeting the student and should he/she decide to proceed with the deferment, the **Admin Executive** is to seek the approval from a member of the **Management Team**.
- For university partner courses, the **Admin Executive** is to inform the university partner and seek their permission for student to defer studies.
- A written notification will be issued to the student to inform them of the student request status.