

**Edvantage  
Institute**  
(Singapore)

# APSR MANUAL

## TITLE

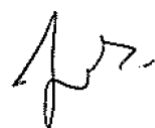

Course Transfer, Withdrawal and  
Deferment

RV6-C4.4.1

## 1. Revision History

Version Number	Description of Revision	Effective Date
00	Initial Release	01 September 2017
01	1. Added point 7.2	15 January 2018
02	1. Changed manual template – conversion of Operation Manual and process into full flowchart system. 2. Removed document - IPRAA Report. 3. Added documents - Pre-course Counselling Form, Email / Letter, Advisory Note, Student Contract, Transfer / Withdraw / Defer / Refund List, FPS Cancellation and Purchase	01 August 2018
03	1. Removed “General Information” (above section 1) 2. Removed Date column from Document Signatory List 3. Added process review box 4. Added document boxes 5. Added note “complete within 4 weeks”	01 October 2018
04	1. Combined the Policy and Operation Manuals for Criterion 4.4.1 2. Combined Manual on "Student Course Transfer Procedure", "Student Course Withdrawal Procedure" and "Student Deferment, Extension" for Criterion 4.4.1 3. Revamped manual format from flowchart to write up to provide more clarity in processes	07 September 2020
05	1. Amended Approved By Name and Designation 2. Amended Point 3 Review of Transfer, Withdrawal and Deferment Policies and Procedures for Continual Improvement in Approach and Process Section to ensure review is conducted once a year 3. Revised the systems and review table to include targets	28 March 2022

## 2. Document Signatory List

Responsibility	Name	Title	Signature
<b>Prepared by</b>	Puay Pek Chyi (Josselyn)	Administrative Manager	
<b>Approved by</b>	Marhaini A. Hamid	Chairman of PMER Committee	

## APPROACH

### **1. 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 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, deferment policies and procedures to all students will be through the following platforms:
  - Student Handbook
  - Orientation programme materials
  - School's official website.
- g. 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 school.
  - 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.
  - For Student's Pass holders, an application for a new Student's Pass will be submitted to the ICA. The course transfer is subjected to ICA's approval of the new Student's Pass.
  - 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.
- h. Withdrawal Policy
  - The definition of withdrawal is when a student discontinues his or her course with the School.
  - Conditions for granting the withdrawal:
    - i. All outstanding fees must be settled prior to request.
  - For Student's Pass holders, their Student's Pass will be cancelled with the ICA.
  - A student who withdraws will have their student contract terminated.

i. **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 number of places available for the course applied for. The school reserves the right to offer a similar course in replacement of the course applied for, should there be no availability for the course applied for.
- For Student's Pass holders, an application for a new Student's Pass will be submitted to the ICA. 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.

**2. Maintaining Up-to-Date Transfer, Withdrawal and Deferment Records**

- a. The School is to maintain a master list of transfers, withdrawals and deferments which is to be updated after any student's request is processed to completion.

**3. Review of Transfer, Withdrawal and Deferment Policies and Procedures for Continual Improvement**

- a. This policy and procedure will be reviewed on an annual basis for continual improvement by the QA Department through the Internal Process Review, Audit and Assessment ("IPRAA") and reviewed by the respective Process Owners through the Internal Review Report.

## PROCESS

Write-up: Process Steps & Details	Documentation / (Responsibility)
<p><b>1. Transfer, Withdrawal and Deferment Procedures</b></p> <p>Procedures Note(s):</p> <ol style="list-style-type: none"> <li>(1) All transfer, withdrawal, deferment policy statements are detailed in the 'Approach' section. All conditions must be met before the School proceeds with any request.</li> <li>(2) The entire process, from the date of the student's request to the point where the student is informed of the outcome in writing, should not take more than 4 weeks.</li> <li>(3) The date of the request refers to the date indicated on the Student Request Form.</li> <li>(4) The transfer, withdrawal, deferment policy and procedures can be found on the following platforms:               <ol style="list-style-type: none"> <li>a. Student Handbook</li> <li>b. Orientation Programme materials</li> <li>c. School's official website</li> </ol> </li> <li>(5) 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.</li> <li>(6) Definition of withdrawal: student discontinues his/ her course with the school.</li> <li>(7) Definition of deferment: student delays or postpones the course.</li> </ol> <ol style="list-style-type: none"> <li>1.1. Students who would like to transfer, withdraw, or defer, submits the Student Request Form to the Administrative Manager for processing.</li> <li>1.2. Any supporting documentation that are required to process the request must be submitted along with the Student Request Form.</li> <li>1.3. For eligible refund cases, the 'Refund' section of the Student Request Form will be completed as well.</li> <li>1.4. Reasons for the request should also be documented in the Student Request Form.</li> </ol>	<p>Student Handbook / Orientation Programme Materials / School Official Website (Administrative Manager)</p> <p>Student Request Form (Administrative Manager)</p> <p>Student Contract (Administrative Manager)</p> <p>Pre-course Counselling Form (Administrative Manager)</p> <p>Notification of Course Transfer Request (Administrative Manager)</p> <p>Notification of Course Withdrawal Request (Administrative Manager)</p> <p>Notification of Course Deferment Request (Administrative Manager)</p> <p>Student Request Form (Administrative Manager)</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 Student Request Form, or a separate email or letter correspondence would suffice.</p> <p>1.6. Upon receipt of the Student Request Form (including supporting documents), the Administrative Manager is to meet with the student to find out further the student's intention of the request within 3 working days.</p> <p>1.7. <b><u>For Course Transfers</u></b></p> <ul style="list-style-type: none"> <li>• The Administrative Manager is to inform students on the following conditions and information: <ul style="list-style-type: none"> <li>i. Students must meet all minimum entry requirement of the new course they wish to transfer to</li> <li>ii. All outstanding fees must be paid</li> <li>iii. For Student's Pass holders, an application for a new Student's Pass will be submitted to the ICA. The course transfer is subjected to ICA's approval of the new Student's Pass.</li> <li>iv. The standard student contract of the current course will be voided upon approval of the course transfer and a new standard student contract for the new course will need to be signed upon approval of the course transfer.</li> </ul> </li> <li>• The Administrative Manager will then conduct the pre-course counselling with the student to ensure that relevant course information is communicated to the student.</li> <li>• Both the Administrative Manager and the student are required to sign on the Pre-Course Counselling Form to confirm that the Administrative Manager has fully communicated the form's contents and the student has understood all the information communicated.</li> <li>• Upon completion of the pre-course counselling, the Administrative Manager will seek approval from a member of the Management Team.</li> <li>• A written notification will be given to student to inform them of the student request status.</li> <li>• For approved course transfer requests, student is to proceed with the application process of the new course. Refer to C5.3.2 Student Selection and Admissions manual.</li> </ul>	
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1.8. **For Course Withdrawals**

- Should there be no solution apart from a withdrawal, the Administrative Manager is to seek approval for the withdrawal from a member of the Management Team.
- A written notification will be given to the student to inform them of the student request status.

1.9. **For Course Deferment**

- The Administrative Manager is to inform student on the following 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 places or the course offered.
- Once the student has confirmed his/ her decision to defer his/ her studies, the Administrative Manager is to seek approval for the deferment from a member of the Management Team.
- For university partner courses, the Administrative Manager is to inform the university partner and seek their permission for the student to defer his or her studies.
- A written notification will be issued to the student to inform them of the student request status.

1.10. **Follow Up Actions upon Approval of Student Request**

- Administrative Manager is to ensure that the following actions are completed upon approval of student requests:
  - i. Terminating existing student contract (to be done upon signing of new contract) or issue a student contract addendum to existing student contract
  - ii. Processing of Refunds if any (Refer to C4.3.1 Refund)
  - iii. Informing ICA of the change in Student's Pass Status (including cancellation of current Student's Pass). If the application pertaining to transfer is rejected by ICA, the Student's Pass is to be cancelled within 7 days
  - iv. Updating FPS Service Provider (Refer to procedure on updating FPS Service Provider)
  - v. Issuing past attendance records to students who are enrolling in

<p>another course in another Private Education Institute (for course withdrawals)</p> <p>1.11. <b><u>Circumstances to inform FPS Service Provider</u></b></p> <ul style="list-style-type: none"> <li>Administrative Manager will update FPS Service Provider within 3 working days if: - <ul style="list-style-type: none"> <li>i. Student transfers his course of study; or</li> <li>ii. Student withdraws from course of study; or</li> <li>iii. Student defers or extends his course of study; or</li> <li>iv. Student's fee protection status is affected other than the circumstances as listed above.</li> </ul> </li> </ul> <p>1.12. <b><u>Procedures for updating of FPS Service Provider:</u></b></p> <ul style="list-style-type: none"> <li>Administrative Manager will inform FPS Service Provider by logging into the online system.</li> <li>Administrative Manager will update the information in the system to reflect current status of student.</li> </ul>	
<p><b>2. Maintaining up-to-date transfer, withdrawal and deferment records</b></p> <p>2.1. After processing the student requests, Administrative Manager is to update database in the School's Student Management System (to accurately reflect updated course and student details) within 3 working days.</p> <p>2.2. The Administrative Manager is to update the School's Database and FPS provider within 3 working days.</p>	<p>Transfer, Withdrawal and Deferment List (Administrative Manager)</p>
<p><b>3. Review of Transfer, Withdrawal and Deferment Policies and Procedures for Continual Improvement</b></p> <p>3.1. This policy and procedure will be reviewed on an annual basis for continual improvement by the QA Department through the Internal Process Review, Audit and Assessment ("IPRAA") and reviewed by the respective Process Owners through the Internal Review Report.</p>	<p>Internal Review Form / IPRAA Report (QA Department)</p>

## SYSTEMS & REVIEW

<u>S/N</u>	<u>Outcome</u>	<u>Target</u>
1	% of transfer, withdrawal and deferment requests processed to completion for students within 4 weeks from their request date	100%