

**Edvantage  
Institute**  
(Singapore)

# APSR MANUAL

## TITLE

**Course Transfer, Withdrawal and  
Deferment**

C4.3.1

## 1. Revision History

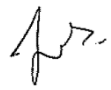

Version Number	Description of Revision	Effective Date
00	Initial Release	01 September 2017
01	1. Added point 7.2	15 January 2018
02	1. Changed manual template – conversion of Operation Manual and process into full flowchart system. 2. Removed document - IPRAA Report. 3. Added documents - Pre-course Counselling 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 process boxes for the following processes: 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
06	1. Revamped Manual to align to Guidance Document 4 Requirements 2. Amended review section in both approach and process sections 3. Amended systems and review section to refer to internal review report 4. Added Point 1 in the Approach Section 5. removed point 2f on communication of policy and procedures as it is a duplicate of section 1 6. Added Point 2.h.iv. in the Approach Section 7. Amended the fifth point under Point 2.i.ii., from “...offer a similar course in replacement of the course applied for...” to “...offer a similar course in replacement of discontinued courses or modules or the course applied for...” 8. Added Point 2.j. in the Approach Section 9. Added Point 1.a., 1.h., 1.i., and 1.j. in the Process Section 10. Amended all Manual references to correspond with the new Manual Titles 11. Changed Criterion Number from 4.4.1 to 4.3.1 12. Amended the Formatting of Process Section 13. amended all mentions of external university or university partner to external partner 14. amended updating fps provider to 7 working days	31 May 2023

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Version Number	Description of Revision	Effective Date
	15. removed point 2b in the process section due to duplication	
07	<ol style="list-style-type: none"> <li>Added "(if applicable)" in the fifth point under Point 1.n.i. of the Process Section</li> <li>Amended Point 1.o.i. under the Process Section.</li> </ol>	30 September 2024
08	<ol style="list-style-type: none"> <li>Removed "Official" in point 1.a.i. of the Approach section.</li> <li>Added point 1.a.iii. in the Approach section.</li> <li>Amended "...existing contract terminated" to "...existing student contract terminated" in point 2.f.iv. of the Approach section.</li> <li>Amended "...master list of transfers, withdrawals and deferments..." to "...master list of transfers, withdrawals, deferments and refunds..." in point 3.a. of the Approach section.</li> <li>Added "for continual improvement" in point 4.a. of the Approach section.</li> <li>Added point 4.b. in the Approach section.</li> <li>Amended "The transfer, withdraw, deferment policy and procedures can be found on the following platforms: -" to "To ensure that the transfer, withdrawal, deferment policy and procedures are made available and updated (in the event of any changes) on the following platforms: -" in point 4 of the Procedures Note(s) under the Process section.</li> <li>Amended point 4(b) of the Procedures Note(s) in the Process section to "Agent Handbook".</li> <li>Removed "Official" from point 4(c) of the Procedures Note(s) in the Process section.</li> <li>Amended "...reference should be made to Pre-Course Counselling, Selection &amp; Admissions Manuals..." to "...refer to Manual: Pre-Course Counselling, Selection &amp; Admissions..." in point 1.a. of the Process section.</li> <li>Added "are to" in point 1.b. of the Process section.</li> <li>Amended "DOS" to "A member of the Management Team" in point 1.j. of the Process section.</li> <li>Amended "The standard student contract of the current course will be voided upon approval of the course transfer and a new standard contract for the new course will need to be signed upon approval of the course transfer." to "The existing student contract of the current course will be terminated upon approval of the course transfer, and a new student contract for the new course will need to be signed." in point the fourth point under point 1.k.i. of the Process section.</li> <li>Revised point 1.k.vi. in the Process section.</li> <li>Added point 1.m.v. in the Process section.</li> <li>Amended the manual reference from "(Refer to C4.4.1 Refund)" to "(Refer Manual: Refund)" in the third point under point 1.n.i. of the Process section.</li> <li>Amended "Updating FPS Service Provider (if applicable) (Refer to procedures on updating FPS Service Provider)." to "Updating FPS Service Provider based on new information (if applicable) (Refer to Point 1.p. Procedures for updating of FPS Service Provider and Manual: Student Contract, Fee Collection, and Fee Protection Scheme)." in the fifth point under point 1.n.i. of the Process</li> </ol>	03 October 2025

Version Number	Description of Revision	Effective Date
	<p>section.</p> <p>18. Amended “For Course Transfer: Where the course end date transferred into cuts into the new policy year, the first FPS submission should include it.” to “For Course Transfer: If there are additional course fees collected.” in the first point under point 1.o.i. of the Process section.</p> <p>19. Amended “For Course Deferment: Where the course end date cuts into the new policy year, the first FPS submission should include it.” to “For Course Deferment: If there are additional course fees collected.” in the second point under point 1.o.i. of the Process section.</p> <p>20. Added “by the 11<sup>th</sup> of the month” in point 1.p.i. of the Process section.</p> <p>21. Added point 2.b. in the Process section.</p> <p>22. Added “for continual improvement” in point 3.a. of the Process section.</p> <p>23. Added point 3.b. in the Process section.</p>	

## 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. Communication of Transfer, Deferment, and Withdrawal Policy and Procedures**

- a. The School's Transfer, Deferment, and Withdrawal Policies and Procedures are made available to both prospective and potential students through the following channels: -
  - i. School's Website
  - ii. Student Handbook
  - iii. Agent Handbook
- b. These Policy and Procedures are also communicated to students during the Pre-Course Counselling Sessions and during the Orientation Programme.
- c. Upon completion of any transfer, deferment, and withdrawals, the School's Student Management System would need to be updated, including the status of students as part of maintaining accurate student records.

### **2. 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. Transfer Policy
  - i. 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.
  - ii. Conditions for granting the transfer:

- All outstanding fees must be settled prior to request.
  - Student must fulfil the admission criteria of the new course and will be subjected to the School's student selection and admission procedures
  - 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.
  - iv. A student who transfers within the School must have their existing student contract terminated. A new student contract will be signed based on the procedures for executing student contracts.
- g. Withdrawal Policy
- i. The definition of withdrawal is when a student discontinues his or her course with the School.
  - ii. Conditions for granting the withdrawal:
    - All outstanding fees must be settled prior to request.
  - iii. For Student's Pass Holders, their Student's Pass will be cancelled with the ICA.
  - iv. ICA will be informed through the cancellation of the Student's Pass. Student's Pass Holder is required to submit his or her Student's Pass to the School for cancellation of the Student's Pass with ICA.
  - v. A student who withdraws will have their student contract terminated.
- h. Deferment Policy
- i. The definition of deferment is when a student delays or postpones the course (or module).
  - ii. Conditions for deferment:
    - Students can apply for deferment only once.
    - Requests for deferment extension will be considered on a case by case basis.
    - In applying for deferment, student has to take note of the course completion timelines.

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- 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.
  - 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 discontinued courses or modules or the course applied for, should there be no availability for the course applied for.
- iii. 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.
  - iv. 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.
- i. The Administrative Manager is to ensure that they inform ICA of any changes to the status of all Student Pass Holders. This would include the following policy guidelines: -
    - i. Transfer: ICA will be informed through the application of the new Student Pass.
    - ii. Withdrawal and Deferment: ICA will be informed through the cancellation / application (for deferment) of the Student Pass.

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

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

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

- a. The Process Owners will review their policies and processes at least once a year for continual improvement as part of the internal review through the Internal Review Report.
- b. The Independent Internal Assessor will also review the policy and processes at least once a year during the Internal Assessment Process with details documented in the Internal Assessment Report.

## **PROCESS**

### **1. Transfer, Withdrawal and Deferment Procedures**

#### **Procedures Note(s):**

- (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.
  - (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.
  - (3) The date of the request refers to the date indicated on the Student Request Form.
  - (4) To ensure that the transfer, withdrawal, deferment policy and procedures are made available and updated (in the event of any changes) on the following platforms: -
    - a) Student Handbook
    - b) Agent Handbook
    - c) School's Website
  - (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.
  - (6) Definition of withdrawal: student discontinues his/her course with the school.
  - (7) Definition of deferment: student delays or postpones the course.
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- a. For communication of these Policies and Procedures to students, refer to Manual: Pre-Course Counselling, Selection & Admissions for the conduct of Pre-Course Counselling Sessions and Orientation Programme.
  - b. Students who would like to transfer, withdraw, or defer, are to submit the Student Request Form to the Administrative Manager for processing.
  - c. Any supporting documentation that are required to process the request must be submitted along with the Student Request Form.
  - d. For eligible refund cases, the 'Refund' section of the Student Request Form will be completed as well.
  - e. Reasons for the request should also be documented in the Student Request Form.



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- f. 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.
- g. 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.
- h. For any refund cases, the Administrative Manager would need to explain and document down in the Student Request Form on how the refund amount is being computed.
- i. Administrative Manager would also need to inform External Academic Partners and seek permission for deferment of studies and/or course transfers for students that are enrolled in courses with External Academic Partners.
- j. A member of the Management Team would need to approve (for Course Transfer / Deferment) or acknowledge (Course Withdrawals) all requests in the Student Request Form.
- k. **For Course Transfer**
  - i. The Administrative Manager is to inform students on the following conditions and information:
    - Students must meet all minimum entry requirement of the new course they wish to transfer to
    - All outstanding fees must be paid
    - 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.
    - The existing student contract of the current course will be terminated upon approval of the course transfer, and a new student contract for the new course will need to be signed.
  - ii. The Administrative Manager will then conduct the pre-course counselling with the student to ensure that relevant course information is communicated to the student.
  - iii. 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.

- iv. Upon completion of the pre-course counselling, the Administrative Manager will seek approval from a member of the Management Team.
- v. A written notification will be given to student to inform them of the student request status.
- vi. For approved course transfer requests, the existing student contract of the current course will be terminated. Student is to proceed with signing the new student contract. The selection and admission processes would need to be adhered. Refer to Manual: Pre-Course Counselling, Student Selection and Admissions.

**l. For Course Withdrawals**

- i. 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.
- ii. A written notification will be given to the student to inform them of the student request status.

**m. For Course Deferment**

- i. The Administrative Manager is to inform student on the following conditions:
  - For Student's Pass Holders, their deferment is subject to the approval of their Student's Pass by ICA.
  - Approval of deferment is also subjected to availability of places or the course offered.
- ii. Once the student has confirmed his or her decision to defer his or her studies, the Administrative Manager is to seek approval for the deferment from a member of the Management Team.
- iii. For external partner courses, the Administrative Manager is to inform the external partner and seek their permission for the student to defer his or her studies.
- iv. A written notification will be issued to the student to inform them of the student request status.
- v. For approved course deferment requests, an addendum would be prepared to reflect the deferment if the student contract is still valid. Student is to proceed with signing the

addendum prior to the start of deferment. If the student contract is to be terminated, a new student contract will be signed based on the procedures for executing student contracts (Refer to Manual: Student Contract, Fee Collection, and Fee Protection Scheme).

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

- i. Administrative Manager is to ensure that the following actions are completed upon approval of student requests:
  - Informing students of the final outcome of their request for Course Transfers, Withdrawals, or Deferment within 4 weeks from point of student's request.
  - Terminating existing student contract (to be done upon signing of new contract) or issue a student contract addendum to existing student contract.
  - Processing of Refunds if any (Refer to Manual: Refund).
  - 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.
  - Updating FPS Service Provider based on new information (if applicable) (Refer to Point 1.p. Procedures for updating of FPS Service Provider and Manual: Student Contract, Fee Collection, and Fee Protection Scheme).
  - Issuing past attendance records to students who are enrolling in another course in another Private Education Institute (for course withdrawals).

**o. Circumstances to inform FPS Service Provider**

- i. Under the Group FPS Scheme, the Administrative Manager is not required to update the FPS Service Provider, unless:
  - For Course Transfer: If there are additional course fees collected.
  - For Course Deferment: If there are additional course fees collected.

**p. Procedures for updating of FPS Service Provider**

- i. Administrative Manager will inform FPS Service Provider by logging into the online system by the 11<sup>th</sup> of the month.
- ii. Administrative Manager will update the information in the system to reflect current status of student.

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

- a. After processing the student requests, Administrative Manager is to update database in the School's Management System (to accurately reflect updated course and student details) within 3 working days.
- b. Administrative Manager is to update the master list of transfer, withdrawal, deferment and refund.

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

- a. The Process Owners will review their policies and processes at least once a year for continual improvement as part of the internal review through the Internal Review Report.
- b. The Independent Internal Assessor will also review the policy and processes at least once a year during the Internal Assessment Process with details documented in the Internal Assessment Report.

**SYSTEMS & REVIEW**

Refer to internal review report.