



HANBRIDGE INSTITUTE

Manual Code / Criterion	: C4.3.1
APSR Manual Title	: Course Transfer, Deferment and Withdrawal
Approved By	: Alan Go Chairman of PMER Committee

REVISION HISTORY

Version Number	Description of Revision	Effective Date
00	Initial Release	27 Mar 2017
PM-0603-C4.4.1-06 Transfer and Withdrawal Policy		
01	<ol style="list-style-type: none"> Section 4: Changed "In the event that an application pertaining to transfer is rejected by ICA, the student is required to cancel his current student pass within 7 days" to "In the event that an application pertaining to transfer is rejected by ICA, the student pass is to be cancelled within 7 days." Added more policy statements in section 1 on written requests and consent from parent/legal guardian for students below 18 Added description of transfer and withdrawal in policy statements in section 1 Added section 6 Communication of Transfer and Withdrawal Policy and Procedures Added section 7 Transfer / Withdrawal Records Added section 8 Review of Transfer / Withdrawal Policy and Procedures 	15 Jun 2017
02	<ol style="list-style-type: none"> Added "In addition, the Process Owner will do a review of the process at least once a year to ensure that it is up to date and relevant" to section 8 	28 Feb 2018
03	<ol style="list-style-type: none"> Updated Document Signatory List 	27 Nov 2018
04	<ol style="list-style-type: none"> Amended Department Coding from "0602" to "0603" Removed General Information header and box Removed signing date from Document Signatory List Amended Approved By Name 	17 Jul 2019
05	<ol style="list-style-type: none"> Added "Systems & Review" Table 	01 Dec 2019
06	<ol style="list-style-type: none"> Changed logo Amended "School" to "Institute" throughout the manual 	18 Mar 2020
PM-0604-C4.4.1-05 Deferment Policy		
00	Initial Release	15 Jun 2017

Version Number	Description of Revision	Effective Date
01	<ol style="list-style-type: none"> Amended point 1 in section 1 on student contract execution Added "In addition, the Process Owner will do a review of the process at least once a year to ensure that it is up to date and relevant." In section 7 	28 Feb 2018
02	<ol style="list-style-type: none"> Updated Document Signatory List 	27 Nov 2018
03	<ol style="list-style-type: none"> Amended Department Coding from "0608" to "0604" Removed General Information header and box Removed signing date from Document Signatory List Amended Approved By Name Added point on Maximum Deferment Period in section 2 	17 Jul 2019
04	<ol style="list-style-type: none"> Added "Systems & Review" Table 	01 Dec 2019
05	<ol style="list-style-type: none"> Changed logo Amended "School" to "Institute" throughout the manual 	18 Mar 2020
OM-0607-C4.4.1-06 Student Course Transfer Procedure		
01	<ol style="list-style-type: none"> Changed to Criterion 4.4.1 Separated Box Information on Student Refund with Student To fill up Course Transfer Form Updated documentation column to match write-up Under Information Notes point (3), added in and procedures and (4), or period of study (from Part Time to Full Time and Vice Versa) Added in under Section 2.2 : conditions for any Course Transfers Added section 7 on review Updated flowchart to reflect changes 	15 Jun 2017
02	<ol style="list-style-type: none"> Added point 7.2 on review by process owner 	15 Jan 2018
03	<ol style="list-style-type: none"> Updated Document Signatory List 	27 Nov 2018
04	<ol style="list-style-type: none"> Removed General Information header and box Removed signing date from Document Signatory List Amended Approved By Name Amended "Designated Independent Internal Auditor" to "Independent Internal Process Auditor" in Point 7.1 Deleted "tele conversation" in write-up point 2.3 regarding platform of parents' consent 	17 Jul 2019
05	<ol style="list-style-type: none"> Changed logo Amended "School" to "Institute" throughout the manual 	18 Mar 2020
06	<ol style="list-style-type: none"> Added Programme Head to Documentation & Responsibility for all Academic Director 	20 Nov 2020
OM-0608-C4.4.1-05 Student Course Withdrawal Procedure		
01	<ol style="list-style-type: none"> Changed to Criterion 4.4.1 Separated Box Information on Student Refund with Student To fill up Course Withdrawal Request Form 	15 Jun 2017

Version Number	Description of Revision	Effective Date
	<ol style="list-style-type: none"> 3. Under Information Notes point (3), added in and procedures and (4), or period of study (from Part Time to Full Time and Vice Versa) 4. Added write-up on obtaining written consent from parents or guardians for students below 18 years old in section 2 5. Removed Criterion Reference to Operation Manual 6. Updated flowchart with changes 	
02	<ol style="list-style-type: none"> 1. Added point 6.2 on review by process owner 	15 Jan 2018
03	<ol style="list-style-type: none"> 1. Updated Document Signatory List 	27 Nov 2018
04	<ol style="list-style-type: none"> 1. Removed General Information header and box 2. Removed signing date from Document Signatory List 3. Amended Approved By Name 4. Amended Point 6 "Review of Withdrawal Procedure" to "Review of Withdrawal Procedure" 5. Amended "Designated Independent Internal Auditor" to "Independent Internal Process Auditor" in Point 6.1 6. Amended Point 6.1 "The Independent Internal process Auditor will review the student transfer process ..." to "The Independent Internal Process Auditor will review the student withdrawal process ..." 7. Amended Flowchart according to the Process 	17 Jul 2019
05	<ol style="list-style-type: none"> 1. Changed logo 2. Amended "School" to "Institute" throughout the manual 	18 Mar 2020
OM-0606-C4.4.1-06 Student Course Deferment Procedure		
01	<ol style="list-style-type: none"> 1. Changed to Criterion 4.4.1 2. Added write-up in section 2 on seeking parent/guardian consent for students under age of 18 years old 3. Added in new Section: Information on Deferment Procedures 4. Changed "Head of Academic Department" to "Academic Director" 5. Added (5) to information on Deferment Procedures for maximum deferment period 6. Added updating the masterlist of deferments to section 4.1 under internal processing of course deferment 7. Added section 6 on review 8. Amended flowchart with new changes 	15 Jun 2017
02	<ol style="list-style-type: none"> 1. Added points (e) and (f) in 4.1 2. Added "or sign an addendum to the existing student contract" in 4.1 (b) 3. Added point 6.2 on review by process owner 	15 Jan 2018
03	<ol style="list-style-type: none"> 1. Updated Document Signatory List 	27 Nov 2018
04	<ol style="list-style-type: none"> 1. Removed General Information header and box 2. Removed signing date from Document Signatory List 	17 Jul 2019

C4.3.1 | Course Transfer, Deferment and Withdrawal

Version Number	Description of Revision	Effective Date
	<ol style="list-style-type: none"> 3. Amended Approved By Name 4. Amended “Designated Independent Internal Auditor” to “Independent Internal Process Auditor” in Point 6.1 	
05	<ol style="list-style-type: none"> 1. Changed logo 2. Amended “School” to “Institute” throughout the manual 	18 Mar 2020
06	<ol style="list-style-type: none"> 1. Added Programme Head to Documentation & Responsibility for all Academic Director 	20 Nov 2020
C4.3.1 Course Transfer, Deferment and Withdrawal		
07	<ol style="list-style-type: none"> 1. Revamped Manual Formatting. 2. Combined Policy and Operation Manual <ol style="list-style-type: none"> a. PM-0603-C4.4.1-06 Transfer and Withdrawal Policy b. PM-0604-C4.4.1-05 Deferment Policy c. OM-0607-C4.4.1-06 Student Course Transfer Procedure d. OM-0608-C4.4.1-05 Student Course Withdrawal Procedure e. OM-0606-C4.4.1-06 Student Course Deferment Procedure 3. Amended Criterion Number from C4.4.1 to C4.3.1. 4. Amended Manual Name to “Course Transfer, Deferment and Withdrawal”. 5. Amended “fulfill” to “fulfil” in Point 1.c. under Approach (Policy Manual) section. 6. Amended “enroll” to “enrol” in Point 1.d. under Approach (Policy Manual) section. 7. For Approach (Policy Manual) section, combined both Policy Manuals, PM-0603-C4.4.1-06 Transfer and Withdrawal Policy and PM-0604-C4.4.1-05 Deferment Policy. 8. Amended “The policy Deferment” to “The policy on Deferment” in Point 2 under Approach (Policy Manual) section. 9. Added “(Transfer / Withdrawal)” to Point 5 under Approach (Policy Manual) section. 10. Added Point 8.b. under Approach (Policy Manual) section. 11. Under Process (Operation Manual) section, combined ‘Information on Course Transfer and Withdrawal Procedures’ and ‘Information on Deferment Procedures’ from OM-0607-C4.4.1-06 Student Course Transfer Procedure, OM-0608-C4.4.1-05 Student Course Withdrawal Procedure, and OM-0606-C4.4.1-06 Student Course Deferment to ‘Information on Course Transfer, Deferment and Withdrawal Procedures’. 12. Amended “...also be found on the following platforms” to “...be found and are updated (in the event of any changes) on the following platforms” in Point (4) under Information on Course Transfer, Deferment and Withdrawal Procedures of the Process (Operation Manual) section. 13. Added Point (5) under Information on Course Transfer, Deferment and Withdrawal Procedures of the Process (Operation Manual) section. 	01 Sep 2023

Version Number	Description of Revision	Effective Date
	<p>14. Added "(For more details on refund, please refer to Manual: Refund)" in Point 1.a.i. under Process (Operation Manual) section.</p> <p>15. Amended "enroll" to "enrol" in Point 1.a.iii. under Process (Operation Manual) section.</p> <p>16. Amended "(Refer to Procedures of Executing Student Contract)" to "(Refer to Manual: Student Contract)" under Point 1.b.ii. of the Process (Operation Manual) section.</p> <p>17. Amended "...Operation Manual: Student Refund Procedures" to "...Manual: Refund" in Point 2.b.iv. under Process (Operation Manual) section.</p> <p>18. Amended "Administration Department" to "School Operations Department" throughout the manual.</p> <p>19. Amended "Academic Director / Programme Head" to "Academic Head" throughout the manual.</p> <p>20. Amended "Academic Department" to "Academic & Partnership Department" throughout the manual.</p> <p>21. Amended "Principal" to "Management Team" throughout the manual.</p>	

GD 4.0 REQUIREMENT STATEMENTS

1. Transfer, deferment, and withdraw policies and procedures and how these are communicated to students.
The policies and procedures shall include:
 - a. Maximum processing time of not more than 4 weeks from the point of student's request to informing student of the outcome in writing.
 - b. Conditions for which a transfer or deferment application (stating the maximum deferment period) will be granted.
 - c. Informing Immigration & Checkpoints Authority of Singapore (ICS) of any change to the status of the Student's Pass (STP), if applicable.
 - d. Obtaining the parent's / legal guardian's written consent if the student is under 18 years of age.
2. Maintain up-to-date transfer, deferment, and withdrawal records.
3. Review the transfer, deferment, and withdrawal and policies and procedures for continual improvement.

APPROACH (POLICY MANUAL)

1. The policy on Transfer / Withdrawal: -
 - a. A student who requests for an internal course transfer within the Institute must have their existing contract terminated. This includes students who changes the course or period of study (from full-time to part-time or vice versa). A new student contract will be signed based on the procedures for executing student contracts. The Refund Policy shall apply unless as otherwise agreed between the Institute and the Student.
 - b. All requests must be made in writing. Verbal notice is not accepted.
 - c. The student must also fulfil all the admissions criteria of the new course and will be subjected to the Institute's student selection and admission procedures.
 - d. A student who withdraws from the Institute to enrol with another Institute shall be deemed to have withdrawn from the Institute and the refund policy and procedures shall apply.
 - e. For students that are under 18 years of age, written consent from the parent / legal guardian must be obtained.
2. The policy on Deferment:
 - a. A student who requests for Deferment (i.e. delay or postpones the course) must either have their existing contract terminated or sign an addendum to reflect the changes.
 - b. All requests must be made in writing. Verbal notice is not accepted.

- c. For all terminated Student Contracts, a new student contract will be signed based on the procedures for executing student contracts. The Refund Policy shall apply unless as otherwise agreed between the Institute and the Student.
 - d. Any deferment would be addressed on a case by case basis and the Institute will have the final decision on whether the deferment is approved or rejected.
 - e. For students that are under 18 years of age, written consent from the parent / legal guardian must be obtained.
 - f. Submitting the request does NOT automatically result in an official deferment. Students must ensure that they receive a formal notice / confirmation form the Institute regarding the outcome of their request for deferment.
3. Conditions for Granting Transfer and Withdrawal:
- a. All outstanding fees must be settled prior to request for withdrawal and/or transfer.
 - b. Student to fill in Course Transfer / Course Withdrawal Request Form, including submission of any supporting documents and adhering to the process as stated in the Course Transfer and Withdrawal Procedures.
4. Conditions for Granting Deferment:
- a. The Institute will have final say in all deferment cases. This will be based on availability of the Schedules and Classes.
 - b. Students can apply for deferment of semester / unit ONLY ONCE. Extension of deferment period will only be considered should there be very valid reasons and additional supporting documents provided by the student.
 - c. Maximum Deferment Period is equivalent to duration of the course (e.g. a 12-month course will have a maximum deferment period of 12 months)
 - d. In applying for deferment, student has to take note of the course completion timelines. Students must ensure that there is sufficient time for them to complete their studies according to the timeline.
 - e. Course Completion Timeline: -
 - i. Students must complete their course within the following timeline from the date of class commencement: -
 - Within 1 year for course duration up to 6 months
 - Within 2 years for course duration up to 1 year
 - Within 4 years for course duration up to 2 years
 - Within 5 years for course duration up to 2.5 years

- f. Offering of units / courses are subject to availability. The Institute reserves the right to offer similar unit(s) in replacement of discontinued unit(s).
5. Conditions for Refund (Transfer / Withdrawal)
- a. The Institute's Refund Policy shall apply for all qualified refunds. Students are to refer to the Institute's Refund Policy and the Standard Student Contract for further details.
6. Student's Pass Status
- a. For Course Transfers
 - i. For Student's Pass holder, course transfer is subject to ICA's approval of the new Student's Pass.
 - ii. In the event that an application pertaining to transfer is rejected by ICA, the student pass is to be cancelled within 7 days.
 - b. For Course Withdrawals
 - i. Student's Pass holder is required to submit his/her passport and Student's Pass to the Institute for cancelation of Student's Pass with ICA.
 - c. For Course Deferment
 - i. For Student's Pass holder, Deferments are subjected to ICA's approval of the new Student's Pass.
 - ii. The Institute will inform ICA in the event of any Deferments. Student's Pass will be cancelled.
7. Timeframe for Assessing and Processing Transfer, Deferment and Withdrawal Cases
- a. The entire transfer / deferment / 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 the Institute's dispute resolution policy and procedure.
8. Communication of Transfer, Deferment and Withdrawal Policy and Procedures
- a. Communication of the Institute's transfer, deferment and withdrawal policy and procedures will be through the Student Handbook, Institute's official website to all students, including prospective students.
 - b. These policies and procedures are also communicated to students during the Pre-Course Counselling Sessions and during the Orientation Programme.
9. Transfer, Deferment and Withdrawal Records
- a. The Institute is to maintain a List of Transfers and Withdrawals and ensure that the list is updated within 3 days after change in student status. The list should minimally include name, ID number, type of request, date of request, effective date of change in status.

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- b. The Institute is to maintain a List of Deferment and ensure that the list is updated within 3 days after change in student status. The list should minimally include name, student ID, type of request, date of request, and effective date of change in status.

PROCESS (OPERATION MANUAL)

Information on Course Transfer, Deferment and Withdrawal Procedures

Transfer, Deferment and Withdrawal Procedure Note(s):

- (1) All Transfer and Withdrawal policy statements are detailed in the Institute's Transfer and Withdrawal Policy. All conditions must be satisfied before the Institute can proceed with the applications. The whole Transfer and Withdrawal process should not take more than 4 Weeks (timeline to be monitored by the School Operations Department), from date of application to notifying student of final outcome.*
- (2) All Deferment policy statements are detailed in the Institute's Deferment Policy. All conditions must be satisfied before the Institute can proceed with the applications. The Deferment process should not take more than 4 Weeks (timeline to be monitored by the School Operations Department), from date of application to notifying student of final outcome.*
- (3) Date of application will refer to the date that the Institute receives the duly executed Course Transfer Request Form, Course Withdrawal Request Form, or Course Deferment Form with all supporting documents.*
- (4) The Course Transfer, Deferment and Withdrawal policy and procedures can be found and are updated (in the event of any changes) on the following platforms: -*
 - Institute's website*
 - Student handbook*
 - Orientation Programme Materials*
- (5) For communication of these policies and procedures to students, reference should be made to Manual: Pre-Course Counselling, Selection & Admissions for the conduct of Pre-Course Counselling Sessions and Orientation Programmes.*
- (6) Definition of Course Transfer, Deferment and Withdrawal: -*
 - Course Transfer: Transfer means a student changes the course of study or period of study (from Part Time to Full Time and Vice Versa) but remains as a student of the Institute.*
 - Course Withdrawal: Withdrawal means the student contract will be terminated and the student is no longer a student of the Institute.*
 - Course Deferment: Student delays or postpones the Course (or any Modules)*
- (7) Maximum Deferment Period: -*
 - Equivalent duration of the course (e.g. a 12 month course will have a maximum deferment period of 12 months)*

1. Student Course Transfer Procedure

- a. Student to fill up Course Transfer Request 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 Request Form and hand it to the School Operations Department for further processing. In addition, the student would also fill in and submit the Refund Request Form together with the Course Transfer Request Form in case of a refund (For more details on refund, please refer to Manual: Refund).
 - ii. Any supporting documentations that are required to process the Course Transfer Request must also be submitted along with the Course Transfer Request Form.
 - iii. Supporting documents for Course Transfers should minimally include any documents that show that the student meets the minimum entry requirements for the new course that he / she is applying to, if this document is different from the one used to enrol the student to his/her original course.
 - iv. Reasons for the Course Transfer should also be documented in the Course Transfer Request Form.
- b. School Operations Department to meet up with Student
 - i. Upon receipt of any Course Transfer Request Form (including supporting documents if any), School Operations Department is to meet up with the student. This is to be done within 2 working days upon receipt of the Course Transfer Request Form (based on the date of application).
 - ii. School Operations Department is to inform student on the following conditions for any Course Transfers: -
 - Student must meet all minimum entry requirements 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 Manual: Student Contract) upon approval of Course Transfer Request
 - iii. Only applicable for students under the age of 18 Years Old
 - School Operations Department 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 Request Form.
- c. Conducting of Pre-Course Counselling
 - i. School Operations Department is to conduct the Pre-Course Counselling session with the Student who would be required to sign on the Course Transfer Request Form to acknowledge that he/she

has been informed of the various critical information. School Operations Department is also to ensure that the new course is suitable for the student.

- d. Approval of Course Transfer by Academic & Partnership Department
 - i. Upon completion of Pre-Course Counselling, School Operations Department is to seek the approval of the Academic Head. This is to ensure that the student is suitable to transfer to the proposed new course.
 - ii. Such Approval should be documented in the Course Transfer Request Form.
- e. Management Approval of Course Transfer
 - i. Upon approval from the Academic Head, School Operations Department is to seek the approval of the Management Team as part of Management Approval.
 - ii. Such Approval should be documented in the Course Transfer Request Form.
- f. Issuing Letter to Effect or Reject Course Transfer Request
 - i. A Letter to Effect or Reject Course Transfer Request will be given to the student.
 - ii. For Requests that are approved, student is to proceed with the application process for the new course.
- g. Internal Processing for Course Transfer
 - i. The following will consist of follow up actions that the School Operations Department must complete upon confirmation of the Course Transfer. They are as such: -
 - Termination of existing student contract (to be done upon signing of new contract)
 - Processing of Refunds if any (Refer to Refund Procedure)
 - Informing ICA of the change in Student's Pass Status (including cancellation of current Student's Pass)
 - Updating FPS Service Provider (Refer to procedure on updating FPS Service Provider)
 - Update database in the Institute's Student Management System (to accurately reflect updated course and student details)
 - Updating the Masterlist of Course Transfer and Withdrawals

2. Student Course Withdrawal Procedure

- 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 up the Course Withdrawal Request Form and hand it to the School Operations Department for further

processing. In addition, the student would also fill in and submit the Refund Request Form together with the Course Withdrawal Request Form in case of a refund.

- 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. School Operations Department to meet up with Student
- i. Upon receipt of any Course Withdrawal Request Form (including supporting documents if any), School Operations Department is to meet up with the student. This is to be done within 2 working days upon receipt of the Course Withdrawal Request Form (based on the date of application).
 - ii. School Operations Department is to inform student on the following: -
 - Their student's pass will be cancelled upon withdrawal from the Institute.
 - iii. Only applicable for students under the age of 18 Years Old:
 - The Institute needs to obtain written consent of the student's parents or guardians prior to proceeding with the Course Withdrawal Request. Consent can be through email or letter. Consent must be documented in the Course Withdrawal Request Form.
 - iv. The School Operations Department would then refer to the Student Contract and Refund Policy to establish if the student is eligible for any refunds. This should be documented in the Course Withdrawal Request Form. Calculation of Refund Amount would be indicated in the Refund Request Form. For more details on refunds, please refer to Manual: Refund.
- c. Student Interview Sessions with School Operations Department
- i. An interview session with the School Operations Department will then be arranged to establish the reasons for the application of a course withdrawal. School Operations Department will seek possible solutions for student retention. Details for the interview session are to be documented in the Course Withdrawal Request Form.
- d. Management Approval of Course Withdrawal
- i. If the student wishes to proceed with the withdrawal, School Operations Department is to seek the approval of the Management Team as part of Management Approval.
 - ii. Such Approval should be documented in the Course Withdrawal Request Form.
- e. Issuing Letter to Effect Course Withdrawal Request
- i. A Letter to Effect Course Withdrawal Request will be given to the student.
- f. Internal Processing for Course Withdrawals

- i. The following will consist of follow up actions that the Administrative Department must complete upon confirmation of the Course Withdrawal: -
 - Termination of existing student contract
 - Processing of Refunds if any (Refer to Refund Procedure)
 - Informing ICA of the change in Student's Pass Status (including cancellation of current student pass)
 - Updating FPS Service Provider (Refer to procedure on updating FPS Service Provider)
 - Update database in the Institute's Student Management System (to accurately reflect updated student status)
 - Updating the Master list of Course Transfer and Withdrawals
 - Issuing of past attendance records to students who are enrolling in another course in another Private Education Institute

3. Student Course Deferment Procedure

- a. Student to Submit Course Deferment Form
 - i. Students requesting for a Course Deferment will need to fill up the Course Deferment Form with supporting documents and submit the Form to the School Operations Department.
- b. Student Interview with School Operations Department
 - i. School Operations Department will arrange for an interview session who will discuss with the student the academic implications of deferment and to understand the reasons for deferment and if possible, find a solution to avoid deferment.
 - ii. Only applicable for students under the age of 18 Years Old
 - The Institute needs to obtain written consent from parents or guardians prior to proceeding with the Course Deferment Request. Consent can be through email or letter. Consent must be documented in the Course Deferment Form.
 - iii. Student is to sign off on the Course Deferment Form to acknowledge if they would like to retract or proceed with the course deferment.

Note: Students holding Student Passes must be informed that their deferment is subject to approval of their student pass from ICA.
- c. Approval of Course Deferment by Academic & Partnership Department
 - i. If student decides to defer from current course, the request would need to be approved by the Academic Head.

- d. Management Approval of Course Deferment
- i. Upon approval from Academic Head, Course Registrar is to seek approval from Head of School Operations Department.
- e. Internal Processing of Course Deferment
- i. Upon approving the deferment request, the School Operations Department is to proceed to perform various administrative support which includes: -
- For All Courses
School Operations Department carries out the following: -
 - Cancel Student Pass stating deferment
 - Terminate the existing contract and issue a new one upon return of student or sign an addendum to the existing student contract
 - Update Student Management System
 - Updating the Masterlist of Deferments
 - Cancel existing Student Insurance Confirmation and update FPS provider accordingly
 - For Educational Partner Courses
 - Academic & Partnership Department informs Educational Partner and seek their permission for student to defer studies
 - If Educational Partner approves, School Operations Department informs student
 - If Educational Partner does not approve, Academic Head informs student of decision, stating reason(s)
 - Should student not resume studies after the deferment period, School Operations Department contacts student to find out reason and advises student to submit official notification and Parents/Guardians' Consent to the Institute in order to withdraw*.

**All withdrawals should adhere to the official withdrawal procedure.*

- f. Issue Letter to Effect Course Deferment
- i. An official letter to effect the Course Deferment Request would also be issued to students. This would be done upon the approval by Management and Educational Partner (if applicable).
- ii. School Operations Department is to check that the whole deferment procedure has been completed, and official letter has been issued by signing off on the Course Deferment Form.

Note: Students are to sign off on the Course Deferment Form to indicate that they have received the Official Letter, and contract has been signed.

4. Updating of FPS Service Provider

- a. *Circumstances to inform FPS Service Provider

School Operations Department will update Lonpac Insurance within 3 working days if: -

- i. Student transfers his course of study; or
- ii. Student withdraws from course of study; or
- iii. Student defers or extends his course of study; or
- iv. Student's fee protection status is affected other than the circumstances as listed above.

- b. The procedures to inform FPS Service Provider

- i. School Operations Department will inform Lonpac Insurance by logging into the online system.
- ii. School Operations Department will update the information in the system to reflect current status of student.

SYSTEMS & REVIEW

1. The Process will be reviewed by Independent Internal Process Auditor through Internal Process Review, Audit, and Assessment of the Institute.
2. At least once a year, respective process owners are to conduct a review of their procedures as laid out in the Policy and Operation Manuals to ensure they are up to date and relevant.

FORMS & TEMPLATES

1. Course Transfer Request Form
2. Course Withdrawal Request Form
3. Course Deferment Form
4. Refund Request Form
5. Official Letter to Effect Course Deferment
6. IPRAA Report