



# **Transfer & Withdrawal Policy and Procedure**

## **Transfer and Withdrawal Policies**

IIS allows students to withdraw from a course in accordance with its refund policy.

IIS allows students to transfer from a course X to another course Y within IIS with payment of a transfer fee. This is treated as a withdrawal from course X (refund policy will apply) and a re-enrolment with IIS into course Y. IIS may at its discretion give the re-enrolled student a discount on the course fee for Y. The discount may be up to the un-used portion of the course fee for X.

A transfer to another private education institution is regarded as a withdrawal from IIS.

If the student is below 18 years of age, the parent or guardian's approval for the transfer / withdrawal will be required.

A request to transfer to another course can be accepted if the student meets the admission requirements for the course he wants to transfer to, and there are available places in that course.

For transfers, the service target is to assess and reply to the student's transfer request within 7 working days and to complete the transfer process within 4 weeks.

For withdrawals, the service target is to complete the process (including assessing and replying to student's request, change of status of student's pass, refund made) within 7 working days. The period for refund excludes the publicised school holiday periods when the school is closed and staff are away.

Implications of the status of the student pass if international students transfer or withdraw from IIS:

- if the international student withdraws from IIS, IIS would login to the ICA system to cancel the student pass. When cancelled the student would have 30 days to remain in Singapore.
- if the international student transfers to another course, IIS would have to apply for a new student pass. They are warned that should ICA reject the application for new pass the international student would have to return home.

## **Withdrawal Procedure**

The procedure for withdrawal is as follows:

- (a) The student gives notice of his intention to withdraw using Withdrawal Request Form by submitting it to the Office Manager. Withdrawal Request Form requires the signature of the parent/legal guardian if student is under 18 years of age.
- (b) Office Manager will obtain the Principal's approval for the withdrawal, which the student/parent/guardian will acknowledge.
- (c) The Office Manager attends to the various withdrawal matters including



- Replying to student effecting the withdrawal
- Cancellation of the student pass
- Informing the FPS provider within 3 working days
- Updating FPS Data File 1
- Refund to the student if applicable
- Issuing the past attendance records to students that are enrolling in another course in another PEI

Where a student has withdrawn without informing IIS through any written request (signed hardcopy withdrawal form or the student's email request), IIS will treat this as an absence-for-an-extended period case. After a continuous 7-day absence from class, the student name will be reported to Immigration and Checkpoints Authority (ICA), the student pass cancelled, and the FPS provider informed.

### **Transfer Procedure**

The procedure for transfer is as follows:

- (a) IIS determines and advises student that it is beneficial for the student to transfer to another course. The student then gives written notice of his intention to transfer course using Transfer Request Form. Transfer Request Form requires the signature of the parent/legal guardian if student is under 18 years of age.
- (b) The Education Consultant will:
  - explain to the student the implications for his student pass, etc. IIS must cancel the current student pass and apply for a new student pass for the new course. Students should not hold IIS liable should the student's pass application not be approved by the Singapore ICA.
  - inform the student that a new application and registration fee is payable upon submission of the form and the fee is non-refundable.
  - inform the student that he can be charged for all modules consumed.
- (c) Office Manager attends to or oversees the various transfer matters including (if any)
  - replying to student on the transfer request
  - signing of the new contract
  - cancellation of the existing student pass and application for a new pass
  - calculate un-used fee for the course A to be discounted from course fee for course B
  - refund fees of initial course if applicable
  - informing the FPS provider within 3 working days and updating FPS File 1 data
- (d) Local students will be notified of the outcome within 7 working days from the receipt of the transfer request. International students will be notified of the outcome of student's pass application within 4 to 6 weeks from the receipt of the transfer request (this may vary and depends on ICA processing period).



In the unlikely event that a student has to transfer from Course A to Course B within IIS because course A is to be phased out, a similar procedure is followed, as follows:

- (a) IIS meets the students and explains to them the reasons for phasing out Course A, and the options open to the student. The Principal follows up with a written letter to the affected students and their parents and/or guardians.
- (b) IIS obtains written confirmation from each student (or the parent or guardian, if the student is below 18 years) as to his agreement to take up Course B.
- (c) Where the student (or the parent or guardian, if the student is below 18 years) does not wish to take up Course B, the Principal will meet up with the student / parent / guardian to consider alternatives. If no satisfactory alternative is agreed upon, IIS will propose that the matter be brought to the attention of CPE via SSG feedback portal. Alternatively, CPE can be reached at the SSG hotline. CPE may advise resolution through the CPE Mediation-Arbitration scheme which is described on the CPE website. This dispute resolution scheme may, where appropriate, involve the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb).
- (d) Where the student has agreed to take up Course B, the Office Manager will attend to or oversee the various transfer matters including:
  - Signing of the new contract or of an addendum making the agreed changes to the existing contract, as appropriate. The new contract or the addendum will indicate the fees applicable from then on, taking into consideration any un-used fee for Course A to be discounted from the fee for Course B
  - Cancellation of the existing student pass and application for a new pass
  - Informing the FPS provider within 3 working days

### **Deferment Policy**

The school's policy is not to allow for deferment when a student has joined IIS. A student who wants to defer will need to withdraw from the school and the school's withdrawal policy will apply.