

ITC's Transfer/Deferment/Withdrawal Policy

ITC has in place a Transfer/Deferment/Withdrawal Policy to guide its processes in accordance to CPE's requirements and provide flexibility to students.

- i) ITC has a fair and reasonable transfer/withdrawal/deferment policy.
- ii) The transfer/withdrawal/deferment policy is clearly communicated to all its students via the website and student handbook. Apart from these, students are also briefed on the transfer/withdrawal/deferment policy during the pre-course counselling as well as during the orientation.
- iii) In the transfer/withdrawal/deferment policy, ITC clearly explains the implication of the status of the student's pass if international students withdraw from the school or are forced to withdraw from the school (e.g. caught for breaking Singapore's law).
- iv) "Transfer" means a student changes the course of study but remains as a student of ITC. For an approved transfer request, the original student contract must be terminated and a new contract must be signed.
- v) "Withdrawal" means the student contract is terminated and the student is no longer a student of ITC.
- vi) "Deferment" means that the student suspends his/her course of study for a period of time and undertakes to resume his/her studies in a stipulated subsequent academic year in accordance with the Undertaking by Student Form FRM 020A.
- vii) If the student is below 18 years of age, the parent or guardian's approval for the transfer / withdrawal / deferment will be required.
- viii) The transfer/withdrawal/deferment policy includes, inter alia, the following:
 - a) Circumstances in which a transfer / withdrawal / deferment application will be granted.
 - b) Any additional fee payable.
 - c) Status of student's pass for international student (where applicable)
 - d) Conditions for refund of any fee paid
 - e) A reasonable time frame of not more than 7 days for assessing and replying to any request for transfer / withdrawal / deferment Any outstanding fees payable

A) Circumstances for Transfer/Withdrawal/Deferment

- a) The school allows students to withdraw from a course in accordance with its refund policy.
- b) The school allows students to transfer from a course X to another course Y within the school. This is treated as a withdrawal from course X (refund policy will apply) and a re-enrolment with the school into course Y, where a new PEI-Student Contract will be administered.
- c) For avoidance of doubt, a transfer by the student to another private school but still remaining with the same University partner is regarded as a withdrawal from ITC.
- d) The school allows students to defer his/her course of study to a subsequent academic year on the same course provided that it is within the University's regulations. The PEI-

Student Contract signed for that academic year will be cancelled and replaced with a new PEI-Student Contract at the point in time that the student resumes his/her studies.

- e) The table below summarises the key circumstances of the transfer, withdrawal and deferment of a student and its corresponding policies.

	Transfer	Withdrawal	Deferment
Circumstances in which request will be granted	A (new) course is being offered and has vacancies.	Principal or Deputy Principal or Director of Studies to interview first	Principal or Deputy Principal or Director of Studies to interview first
Status of student pass	Cancel existing and apply a new student pass for student	Cancel the existing student pass.	Cancel the existing student pass and apply for a new student pass at the subsequent academic year
Condition for refund	As per refund policy	As per refund policy	As per refund policy
Time frame for processing	7 days	7 days	7 days

- f) Prospective students are briefed on the Transfer / Withdrawal / Deferment Policy during pre-course counselling before the signing of the Student Contract. Once recruited, they will be briefed again during the orientation program.

ITC's Transfer/Deferment/Withdrawal Procedures

ITC has in place a Transfer/Deferment/Withdrawal process which is clear and robust to handle a request to transfer/defer/withdraw from a course.

- i) ITC has procedures which are aligned with the transfer/withdrawal/deferment policy to execute any transfer/withdrawal/deferment application.
- ii) The procedures include, inter alia, the following:
 - a) Receiving request for transfer / withdrawal in the prescribed Request Form FRM 020 or receiving the request for deferment in the Undertaking by Student Form FRM 020A
 - b) Assessing the request for transfer/withdrawal/ deferment.
 - c) Issuing a formal letter or email or where applicable communicating in person to the student to either reject the application or to effect the transfer/withdrawal/deferment within 7 days of the student's request for transfer/withdrawal/deferment.
 - d) For students below the age of 18, the ITC must seek approval from the student's parents/guardian before approving the application.
 - e) Where applicable, to immediately inform ICA of any change in the student's status that may affect the student pass issued (e.g. cancellation of student's pass for withdrawal case, transfer to a course with a shorter duration, deferment case).
 - f) Terminating existing student contract and signing new student contract (for transfer and deferment of course).
 - g) Where applicable, ITC will coordinate with FPS service provider (i.e. Etiqua Insurance) for any refund.
 - h) Issuing past attendance records to students who are enrolling in another course in another PEI, etc.
- iii) The procedures for transfer/withdrawal/deferment are clearly communicated (in website and student handbook) to the students.

A) Transfer/Deferment/Withdrawal Procedures

- i) Before the student signs the PEI-Student contract, the Course Consultant or any other Authorised Staff shall ensure that the student understands the Transfer/Withdrawal/Deferment policy, in tandem with the Refund Policy.
- ii) **Processing of Withdrawal from Course:**
 - a) Student gives written notice of his intention to withdraw using the Request Form FRM 020
 - b) FRM-020 is handed to the Records Manager who would be the first point of contact with the student to discuss further on the specific reasons of the student's intention to withdraw.
 - c) If the student still wishes to proceed to withdraw, the Records Manager shall escalate the matter to the Principal who would speak with the student to ascertain a firm outcome.
 - d) If the student wishes to change his/her mind and resume the course of study, he/she shall cross out FRM-020 and acknowledge in writing on the crossed out FRM-020 to suspend the process of withdrawal.
 - e) The decision-making process shall not exceed 7 working days from the time of the receipt of a completed FRM-020

- f) If the outcome of the discussion is to proceed on for withdrawal, the matter will be passed on to the Records Manager for processing. This shall be done within 7 working days from the time of the Approval of request for withdrawal.
- g) Where a student has withdrawn without informing ITC through any written request through FRM-020, the school will treat this as an absence-for-an-extended-period case.
- h) In the case of continuous 7-day absence from class by a STP-International Student, the student's name will be reported to ICA, to apply for a cancellation of the student pass and the FPS provider shall also be informed accordingly.

iii) **Processing of Transfer to Another Course:**

- a. Student gives written notice of his intention to withdraw using Request Form FRM 020
- b. FRM-020 is handed to the Course Consultant who would be the first point of contact with the student to discuss further on the specific reasons of the student's intention to transfer to another course at ITC.
- c. The Course Consultant will:
 - check that the student satisfies the Entry Requirements/Pre-requisite of the requested course. (A query with the University may be logged where necessary).
 - discuss with student the reasons for him/her wanting to transfer, and for foreign students, explain to the student the implications on his/her student pass, etc. ITC will have to apply to cancel the current student pass and apply for a new student pass for the new course. Students are specifically informed that the approval of the student pass based on a transfer of course is subject to the sole discretion of ICA.
 - inform the student that a new application and registration fee is payable upon submission of the form and the application and registration fees is non-refundable.
- d. If the student maintains his/her intention to transfer to the new course after the discussion, the Course Consultant shall pass the case to the Records Manager for further processing.
- e. The Records Manager will obtain the admission approvals from the Principal, Deputy Principal or Director of Studies before proceeding to process the transfer.

iv) **Processing of Deferment of the Course:**

- a) Student gives written notice of his intention to defer by executing the Undertaking by Student Form FRM 020A and the Request Form 020
- b) FRM-020A is handed to the Records Manager who would be the first point of contact with the student to discuss further on the specific reasons of the student's intention to defer.
- c) If the student still wishes to proceed to defer, the Records Manager shall escalate the matter to the Principal who would speak with the student to ascertain a firm outcome.
- d) If the student wishes to change his/her mind and resume the course of study, he/she shall cross out FRM-020A and acknowledge in writing on the crossed out FRM-020A to suspend the process of deferment.
- e) The decision-making process shall not exceed 7 working days from the time of the receipt of a completed FRM-020A
- f) If the outcome of the discussion is to proceed on for deferment, the matter will be passed on to the Records Manager for processing. This shall be done within 7 working days from the time of the Approval of request for deferment.