Course Transfer, Withdrawals and Deferment Policy

Course Transfer, Withdrawal, and Deferment Policy

- The School does not practice deferment and internal transfers.
- The School allows trainees to withdraw from a course in accordance with its withdrawal and refund policy.

The maximum processing time from trainees' request of any Transfer, Withdrawal and Deferment to notifying trainees of the outcome in writing should not exceed **4 weeks.**

The school will base the trainee requests on the following definitions:

- Course Withdrawal: Trainee discontinues all courses with the School.

Conditions for granting Course Withdrawal:

- All outstanding fees must be settled prior to approval of request.
- ICA will be informed through the cancellation of the Student's Pass. Student's Pass Holder is required to submit his/her Student's Pass to the School for cancellation of the Student's Pass with ICA.
- All trainees who withdrew will have their contract terminated.

For any Course Withdrawal, the School would need to obtain the trainee's parent / legal guardian's written consent if they are under 18 years of age.

Course Transfer, Withdrawals and Deferment Policy

WITHDRAWAL PROCEDURE

1. For any requests on Withdrawal, trainees are to fill in the Trainee Withdrawal / Refund Request Form and submit them to the School Admin. For eligible refund cases, the 'Refund' details under Section 1 of the Trainee Withdrawal / Refund Request Form will be completed as well.
2. Trainees should state the details and reasons for the request.
3. For trainees below the age of 18 years old, a written consent would need to be obtained from the parent / legal guardian. Evidence of consent can be via any emails / letters that will need to be attached to the Trainee Withdrawal / Refund Request Form.
4. For employer sponsored trainee, an endorsement from the sponsor would need to be obtained from the sponsoring organisation in the Trainee Withdrawal / Refund Request Form.
5. All conditions listed in the 'Approach' Section must be met before the School proceeds with the application. The Course Chair would need to reach out to the trainee to understand more on the rationale of the request, if necessary. This would be part of the processing of trainee request and details would need to be documented in the Trainee Withdrawal / Refund Request Form.
6. For any refund request cases, the Course Chair would need to determine if the trainee is eligible for refund and document down in the Trainee Withdrawal / Refund Request Form.
7. If the trainee is eligible for refund, the Finance Department would calculate the refund amount and document down in the Trainee Withdrawal / Refund Request Form.
8. The Executive Director would need to approve course withdrawals / refunds in the Trainee Withdrawal / Refund Request Form.
9. Upon Executive Director's approval or acknowledgement, School Admin would need to notify trainees in writing of the outcome via the Notification of Course Withdrawal Request Letter.
10. The computation of the refund amount (if any) would be communicated through the Notification of Course Withdrawal Request Letter.