

## Course Transfer, Withdrawal and Deferment



### **PURPOSE / OBJECTIVES**

The objective of the Course Transfer, Withdrawal and Deferment Policy and Process is to manage students' requests for course transfer or withdrawal or deferment promptly and efficiently within the specified processing time.

### Transfer and Withdrawal Policies

The Perse School Singapore allows students to withdraw from a course in accordance with its refund policy.

The Perse School Singapore does not allow students to transfer from one course to another course. A student may only move course on the recommendation of SLT and with parental agreement, if they have a severe special educational need or they are more than one behind age related expectations in the majority of their subjects. This is considered an exceptional case and is reviewed on a case-by-case base.

A transfer to another private education institution is regarded as a withdrawal from The Perse School Singapore.

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

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.

Prospective students are briefed on the Transfer / Withdrawal Policy during pre-course counselling and later again during the orientation program. Full details of these policies are also available on the web site and parent handbook. Admin Executive checks that the policies and procedures are correctly reflected in the website and other relevant documents.

During the orientation, students are informed about the implications of the status of the student pass if international students withdraw from The Perse School Singapore. They are told that:

- if the international student withdraws from The Perse School Singapore, The Perse School Singapore would login to the ICA system to cancel the student pass. When cancelled the student would have 30 days to remain in Singapore.

Students acknowledge their awareness of the transfer / withdrawal policy, and the implications of a transfer or withdrawal when they sign FRM-030 Student Orientation Checklist.

### Withdrawal Procedure

The procedure for withdrawal is as follows:

- (a) When the parent gives written notice of his intention to withdraw using FRM-022 Withdrawal Request Form, the Head of Admissions will talk to the parent to find out why he wants to withdraw. FRM-022 requires the signature of the parent/legal guardian if student is under 18 years of age.
- (b) The Head of Admissions, working with the other managers, attends to the various withdrawal matters including
  - issuance of a letter to parents effecting the withdrawal
  - cancellation of the student pass
  - informing the FPS provider within 3 working days
  - update FPS Data File 1
  - refunding 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 The Perse School Singapore through any written request (signed hardcopy withdrawal form or the student's email request), The Perse School Singapore 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.

The transfer / withdrawal procedure is described in its website and parent handbook.

Admin Manager informs the FPS service providers, ICA and other relevant government agencies within 3 working days for all withdrawal cases.

### Deferment Policy and Procedure

Students are informed during orientation that The Perse School Singapore considers requests from students for course deferment on compassionate grounds.

There must be a good reason deemed acceptable to The Perse School Singapore, and the course must be on-going such that by the time the student returns. Acceptable reasons may include:

- family members who are very sick or dying where the student's presence at home is required
- traumatic family circumstances (e.g. death of a parent in an accident) where the family needs to be together to support each other
- sickness or poor health where the student needs to have an extended period of rest

For deferment requests, the service target is to assess and reply to the student's deferment request within 7 working days.

To request for a course deferment, parents are required to write to The Perse School Singapore giving the reason for their request and providing relevant documents (if available).

The SLT will consider the deferment request.

Head of Admissions will give a written reply to the student (which may be via email) on whether the deferment request has been accepted, and if so, indicating the deferment period. This reply will include an addendum to the existing contract which the student (or his parent/guardian if the student is below 18) will be requested to sign and return to the Perse School Singapore.

Where a deferment is allowed,

- all supervisory processes are suspended. The student does not undertake any academic work and is considered to be 'inactive'
- no course fees will be charged during the deferment period.

The policy of the school is not to allow course extensions where a student is given an extended period to complete a course that other students in the same course would not normally be given.