



Transfer, Deferment and Withdrawal

Despite all good intent and planning, unforeseen situations may happen such that the school or student finds it difficult to proceed with the study plan. In the case of student, the school would provide prompt actions to understand, and to counsel and advise the student and their parents. Where feasible, the school would offer transfer or deferment as possible solution, failing which the withdrawal is the last resort.

If the student is below the age of 18, the College is required to seek approval from the students' parents and/or guardians before approving the application in particular to course transfer, refund, and deferment.

1. Transfer

Transfer means a student changes the course of study but remains as a student of the College. For an approved transfer request, the original student contract must be terminated and a new contract must be signed.

Student may seek transfer he/she finds the current course of choice difficult to handle, and/or he/she had found new interest in another course.

- Transfer to another course within ICASTEC
- Transfer to another course at other PEI or other Singapore Government School

Student who applies to transfer from one Course to another Course shall be considered to have withdrawn from the original course and refund policy shall apply as per Standard PEI-Student Contract. The school is committed to counsel and facilitate the transfer process. Therefore, in order to facilitate transfer, student has to raise formally to the school as early as possible.

Otherwise, the school is committed to understand and advise the student on the procedure and follow-on actions, where needed and subject to approval by the management. Upon approval by the school management, the SSC shall facilitate:

(1) Transfer within ICASTEC (for international student holding STP)

- Fill up new course application form
- Submit online application to ICA for student pass
- Upon approval by ICA, issue new LOA/Contract
- Fee payment and purchase of certificate of insurance
- Cancel existing student pass and insurance
- Collect new student pass

(2) Transfer to Other School

- Cancel existing student pass and insurance
- Upon receiving request from other school, issue letter of attendance



2. Deferment

Deferment means a student's request to delay the course of study. All requests for deferment must be supported by official documentary evidence. This usually applied to student who has yet to start the course and it is before course commencement. And under deferment, the student no longer entitled to refund procedure. Students are allowed to defer only once up to the maximum period of three months. Further extension shall be subject to approval by the school. Should the student failed to return to school, she/he will be deemed to have withdrawn from the course and he/she would have to re-apply as a new applicant if the student wishes to register on the course again.

In the case of Singaporean who need to serve National Service (NS), the student can apply for deferment from the NS instead.

3. Withdrawal from Course

A withdrawal from course happens when a student discontinues an enrolled course with ICASTEC. Students who wish to withdraw from an enrolled course of study before completion, the main reason for withdrawal are as follows:

- Back to Country
- Go to another country for further study
- Employment in country of origin
- Family Matters/ Personal Reasons

Student must submit an official request form for withdrawal to the school. Verbal notice will not be accepted as a request for withdrawal.

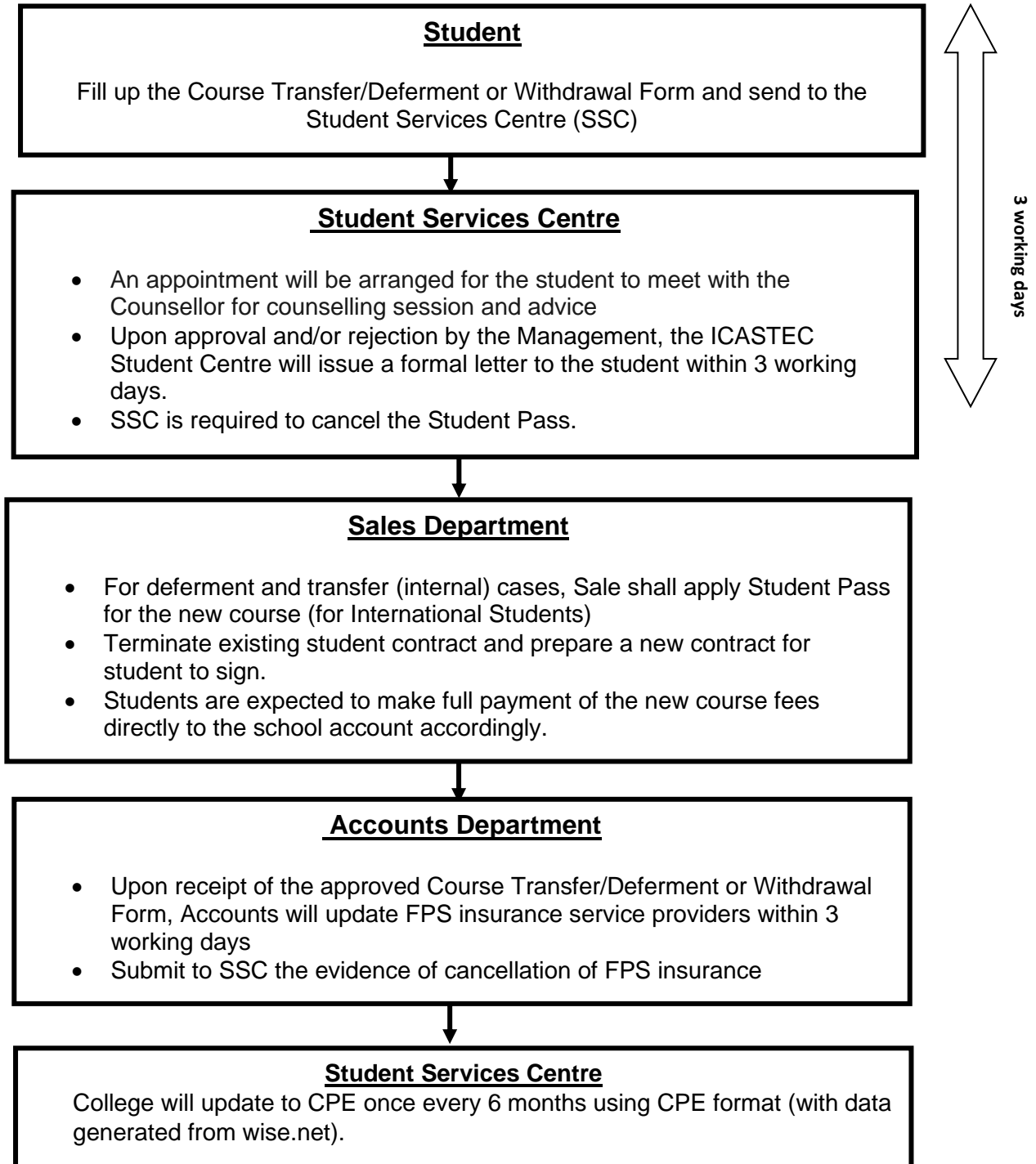
Subject to Force Majeure, the student shall be entitled to immediately withdraw from the course by giving written notice to ICASTEC of his intention to do so. For international students, the student pass will be cancelled upon approval of the course withdrawal request.

Should the student plan to seek refund for withdrawal, he/she will have to apply before commencement of the course and the contract clauses shall apply.

If the student is below the age of 18, the College is required to seek approval from the students' parents and/or guardians before approving the application of Transfer/ Deferment/Withdrawal



TRANSFER-DEFERMENT-WITHDRAWAL PROCEDURE





4. Refund

Despite of all good intent and planning, unforeseen situations may happen such that the school or student finds it difficult to proceed with the study plan. The purpose of this procedure is to manage refunds for student based on contract clauses in a fair and acceptable manner, and in compliance with CPE requirements.

A. Due-to-School Procedure

For the following reasons, should the course schedule is affected; ICASTEC shall inform the student immediately within three (3) working days:

- (i) It does not commence the Course on the Course Commencement Date;
- (ii) It terminates the Course before the Course Commencement Date;
- (iii) It does not complete the Course by the Course Completion Date;
- (iv) It terminates the Course before the Course Completion Date;
- (v) It has not ensured that the student meets the course entry or matriculation requirement as set by the organisation within any stipulated timeline set by CPE;
or
- (vi) The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

The student should be informed in writing of alternative study arrangements (if any), and also be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid, within seven (7) working days of the above notice.

B. Due-to-Student Procedure

(1) Refund During Cooling-Off Period

The school shall provide the student with a cooling-off period of seven (7) working days after the date that the Contract has been signed by both parties. The student will be refunded the highest percentage (stated in Schedule D) of the fees already paid if the student submits a written notice of withdrawal to the PEI within the cooling-off period, regardless of whether the student has started the course or not.

Refund will be processed within 7 working days from receipt of Student's Notice.

(2) Withdrawal and Refund (Due to Other Reasons)

Together with withdrawal application, student may submit request for refund. Refund will be subject to review and approval by the school management and the refund amount will be based on what stated in contract (i.e. Schedule D), and the status of the school fee payment, and the school will, within seven (7) working days of receiving the student's written notice of withdrawal, refund to the student an amount based on the table in Schedule D.



Refund for withdrawal shall be processed within 7 working days upon receiving the student request for withdrawal and issuing of refund according the following refund table:

% of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received:
[50%]	more than [14] days before the Course Commencement Date
[15%]	before, but not more than [14] days before the Course Commencement Date
[0%]	after, but not more than [7] days after the Course Commencement Date
[0%]	more than [7] days after the Course Commencement Date

1. Course Application Fee and all Miscellaneous Fees in Schedule C of the Standard PEI-Student Contract are non-refundable.
2. Miscellaneous Fees refer to any non-compulsory fees which the students pay only when applicable. Such fees are normally collected by ICASTEC when the need arises.
3. For withdrawals due to rejection of Student's Pass renewal by Immigration and Checkpoint Authority of Singapore (ICA), course fees and other miscellaneous fees paid will not be refunded.

The refund procedures are as follows:

1. Student fills up request for refund form.
2. Staff to counsel and advise the student.
3. If refund is confirmed, Accounts to compute the refund amount and submit for approval.
4. Issue a formal notice to student stating the decision and action.
5. Student acknowledges refund amount and refund within 7 working days from receipt of request for refund fund.
6. Student Services to lead and close p-files, attrition file, and wise.net.



REFUND PROCEDURE

Student

- Fill up the Request for Fee Refund Form and submit to the Student Services Centre (SSC)
- Arrange for the student to meet with the counsellor for counselling and advice

Account Department

- To calculate the actual amount to be refunded if student is qualified for refund per refund policy

Student Services Centre

- Upon approval and/or rejection from the Management Team, Student Services Centre will issue a formal letter to the student within 3 working days
- Student acknowledge the amount to be refunded
- SSC shall cancel current Student Pass (for International Students)

Account Department

- Upon approval and/or rejection from the Management, Accounts Department to process the refund, where applicable, within 7 working days of receiving the student's written notice of withdrawal and refund.
- Update FPS service providers within 3 working days

Student

Student acknowledges refund received from the College

7 working days

3 working days