

# NLCS (SINGAPORE)

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## Transfer, Withdrawal and Deferment Policy

## Transfer Policy

1. A **transfer** is when a student changes the course or period of study (from full-time to part-time or vice versa) but remains as a student of the school.
2. The maximum processing time for the transfer process, from the point receipt of the parents' request by the school, to the school informing them of the outcome in writing, should not be more than 4 weeks.
3. All outstanding fees must be settled prior to a transfer request being formally accepted. If a parent submits a transfer request with unsettled fees on their account, they will be required to settle the outstanding fees before the transfer application will be accepted.
4. Students must fulfil the admission criteria of the new course they wish to transfer to, and will be subjected to the school's student selection and admission procedures.
5. For Student Pass holders, course transfer is subjected to ICAs approval of the new Student Pass. ICA will be informed through the application for the new Student Pass (if applicable).
6. A student who transfers within the School will either have the existing contract terminated and replaced by a new one. A new student contract will be signed based on the procedures for executing student contracts.
7. All requests must be made in writing through the submission of the "Student Transfer Request Form" and any supporting documents. Email notification will be accepted if it is verified with a follow up phone call and the email annotated. Verbal notice alone is not accepted.
8. Verbal notice is not accepted.
9. For students under the age of 18, written consent from the parent/legal guardian must be obtained.
10. All transfer requests will be reviewed on a case by cases basis and the School will have the final decision on the outcome.
11. The School's refund policy shall apply for all qualified refunds. Students are to refer to the School's refund policy (AMC011) and the Student Contract (AMC010) for further details.

# Transfer Procedure

## **Procedures Note(s):**

1. Transfer policy statements are detailed in the 'Approach' section. All conditions must be met before the School proceeds with the application.
  2. The entire process should not take more than 4 weeks from the date student's request to informing student of the outcome in writing.
  3. Date of request will refer to the date that the School receives the duly executed student request form with all supporting documents.
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1. Parents who would like to transfer submit the Student Transfer Request Form or email notification to the Director of Admissions for processing. An acknowledgement will be issued within 3 working days of receipt of request.
  2. Any supporting documentation that is required to process the request must be submitted along with the student request form.
  3. For students below the age of 18, the parent / legal guardian's written consent must be obtained. Written consent may be obtained through signing on the student transfer request form or a separate email or letter correspondence would suffice.
  4. The Director of Admissions is to inform parent / legal guardian on the following conditions and information:
    - Student must meet all minimum entry requirement of the new course they wish to transfer to
    - The standard student contract of the current course will be voided upon approval of the course transfer and a new standard student contract for the new course will need to be signed upon approval of the course transfer OR an addendum to the existing contract will be signed to reflect the new course information.
    - All outstanding fees must be paid
    - For Student Pass holders, course transfer is subject to ICA's approval of the new Student's Pass. ICA will be informed through the application of the new Student's Pass (if applicable).
  5. After which, the Director of Admissions is to conduct the pre-course counselling with the parent / legal guardian to ensure that relevant course information is communicated to the student.
  6. Upon completion of pre-course counselling, the Director of Admissions is to seek the approval from a member of the Management Team for approval to the transferring course. This is to ensure that the student has met the entry requirements of the course transferred into.
  7. A written notification will be given to the parent / legal guardian to inform them of the student request status.
  8. For approved course transfer requests, the student is to proceed with the application process of the new course.

## Withdrawal Policy

1. A **withdrawal** is when a student discontinues all courses at the school
2. The maximum processing time for the withdrawal process, from the point receipt of the parent's request by the school, to the school informing them of the outcome in writing, should not be more than 4 weeks.
3. All withdrawal requests must be made in writing through the submission of the "Course Withdrawal Request Form" and supporting documents. Email notification will be accepted if it is verified with a follow up phone call and the email annotated. Verbal notice alone is not accepted.
4. For students under the age of 18, written consent from the parent / legal guardian must be obtained.
5. All requests will be reviewed on a case by case basis and the School will have the final decision on the outcome.
6. The School's Refund Policy AMC011 will apply for all qualified refunds. Parents are to refer to the School's Refund Policy AMC011 and the Student Contract AMC010 for further details. Note that the maximum processing time for the issuance of a refund should not exceed more than 7 working days from the date of the withdrawal/refund request.
7. Communication of the school's withdrawal policies and procedures to all parents is made through Orientation Programme Materials and via the School's Official Website.
8. All outstanding fees must be settled prior to a withdrawal request being formally accepted. If a parent submits a withdrawal request with unsettled fees on their account, they will be advised to settle the outstanding fees before the withdrawal application will be accepted.
9. If a withdrawn student is a Student pass holder he/she is required to submit their student pass to the School. The School will inform the ICA through the cancellation of the student's pass.
10. When a withdrawal is accepted by the school, the student contract is immediately terminated.

## Withdrawal Procedure

1. Parents who would like to withdraw their children submits the Course Withdrawal Request Form or email and supporting document if any, to the Director of Admissions for processing. An acknowledgement will be issued within 3 working days of receipt of request
2. Parents are required to complete the Refund Request Form and state the reason for refund.
3. Refunds will be completed within 7 working days of the receipt of the request. Refer to the schools Refund Policy (AMC011)
4. For students below the age of 18, the parent / legal guardian's written consent must be obtained. Written consent may be obtained through signing on the Course Withdrawal Request Form or a separate email or letter correspondence would suffice.
5. The Director of Admissions will meet up with the parent to clarify the reasoning of the withdrawal request within 3 working days upon receipt of the Withdrawal Request (based on the date of application) if required.
6. For Course Withdrawals
  - The Director of Admissions is to inform parent that any outstanding fees must be paid
  - The Director of Admissions will inform the parent on withdrawal status, last day of school and cancellation of student pass.

## Deferment Policy

1. A **deferment** is when a student's enrollment is suspended for a fixed period of time, and where re-entry into the school is automatic and not subject to entrance procedures
2. The maximum processing time for the deferment process, from the point receipt of the parent's request by the school, to the school informing them of the outcome in writing, should not be more than 4 weeks.
3. All deferment requests must be made in writing through the submission of the "Course Deferment Request Form" and supporting documents. Email notification will be accepted if it is verified with a follow up phone call and the email annotated. Verbal notice alone is not accepted.
4. For students under the age of 18, written consent from the parent/legal guardian must be obtained.
5. All requests will be reviewed on a case by case basis and the School will have the final decision on the outcome.
6. The School's Refund Policy AMC011 will apply for all qualified refunds. Parents are to refer to the School's Refund Policy AMC011 and the Student Contract AMC010 for further details.
7. Communication of the school's deferment policies and procedures to all parents is made through Orientation Programme Materials and via the School's Official Website.
8. All outstanding fees must be settled prior to a deferment request being formally accepted. If a parent submits a deferment request with unsettled fees on their account, they will be advised to settle the outstanding fees before the deferment application will be accepted.
9. If a deferred student is a Student pass holder he/she is required to submit their student pass to the school. The school will inform the ICA through the cancellation of the student's pass.
10. When a deferment is accepted by the school, a contract addendum must be signed.
11. A student may defer for a maximum period of 12 months.

## Deferment Procedure

1. Parents who would like to defer their children's studies must submit a Course Deferment Request Form or an Email and supporting documentation (if any), to the Director of Admissions for processing. An acknowledgement will be issued within 3 working days of receipt of request
2. Parents are required to complete the Refund Request Form and state the reason for refund (if applicable). Reference to the School's Refund Policy AMC011 is to be made and refunds are to be completed within 7 working days from date of request for refund.
3. For students below the age of 18, the parent/legal guardian's written consent must be obtained. Written consent may be obtained through signing on the Course Deferment Request Form or a separate email or letter correspondence would suffice.
4. The Director of Admissions will meet with the parent to clarify the reasoning of the deferment request within 3 working days upon receipt of the Deferment Request (based on the date of application) if required.
5. For Course Deferments
  - The Director of Admissions is to inform parent that any outstanding fees must be paid
  - For Student Pass holders, course deferment is subject to ICA's approval of the new Student's Pass. ICA will be informed through the application of the new Student's Pass (if applicable).
  - Signing of Addendum