Procedure for Transfer within LSBF

- The completed FRM-023 is to be submitted to the Schools Operations.
- The Schools Operations Personnel will discuss with the student about the reasons of the transfer and explain to the student the implications on the Student’s Pass, etc, if applicable.
- Upon receiving the transfer application form from the student, a Schools Operations Personnel will acknowledge receipt via email within 3 working days. In the case where student is below the age of 18, the parent or legal guardian will be kept informed.
- The Schools Operations Personnel will submit the transfer application to the Admission Department for processing if a different course is involved. This requires the relevant Head of School’s and Director and/or Schools Operations’ approval.
- If the transfer is approved, the Admission Department will cancel the current Student’s Pass and apply for a new one for the new course, if applicable.
- Inform the student that a new ICA application and registration fee is payable upon submission of the form and the fee is non-refundable, if applicable.
- A Schools Operations Personnel will inform the student of the outcome via email within 7 working days. In the case where student is below the age of 18, the parent or legal guardian will be kept informed.
- Admission Department informs the FPS provider where necessary and updating of the FPS File 1, if applicable.
- LSBF shall respond to all requests within a reasonable time frame. Where possible, a student shall be allowed to transfer immediately to the alternative course. Where the deadline for transfers to the new course is already over, the student will be advised to delay the transfer until the next intake.

Withdrawal Procedure

- FRM-022 Request for Course Withdrawal Form or FRM-022A Request for Withdrawal of Paper(s) Form are submitted to the Schools’ Operations personnel.
- The Schools Operations Personnel will ensure that there is no outstanding fee owed by the student.
- The Schools Operations Personnel will arrange an appointment for the student to meet the Head of Department and/or teachers for a counselling session, if necessary.
- For the purpose of refund, the date of notice of withdrawal is deemed to be the date of the FRM-022 Request for Course Withdrawal Form or FRM-022A Request for Withdrawal of Paper(s) Form, which has been duly acknowledged by LSBF.
- LSBF shall review after receiving the student’s FRM-022 Request for Course Withdrawal Form or FRM-022A Request for Withdrawal of Paper(s) Form. Refund will be made to the student within seven (7) working days from the date of request for withdrawal, subject to the refund table listed under the Refund Policy.
- Upon receipt of the full documentation for the withdrawal application, the Schools Operations Personnel attends to the various withdrawal matters including:
  - LSBF will send the acknowledgement via email within three (3) working days to notify the student or in the case where student is below the age of 18, the parent or legal guardian, for the receipt of the application of withdrawal.
  - Arranging for the cancellation of the Student’s Pass with the Admission Department, if applicable.
  - The student concerned will be informed of the final decision on the withdrawal application, whether approved or declined, in writing within seven (7) working days.
  - Withdrawal application without refund involved will be approved by the Head of School and/or Director, Schools Operations. Withdrawal application with refund will need approval from the Managing Director as well.
  - Admission department informs the FPS provider and updates FPS File 1, if applicable.
  - Refunding the student, if applicable. (Please refer to the Refund Procedure)
  - Issuing the attendance record, if applicable.
  - LSBF will not be responsible for the failure to renew the Student’s Pass or disruption to the student’s studies.

Procedure for Withdrawal from a Paper (applicable only to School of Professional Education)

- Student should submit the FRM-022A Request for Withdrawal of Paper(s) Form.
- This applies only when the student is enrolled in more than 1 paper and wishes to withdraw from certain paper(s) and not all the papers.
- Withdrawal from paper(s) means the student is no longer be taking the paper(s) and the application is subject to the refund policy.
- It follows the same procedure of the normal withdrawal process except that the FPS will not be cancelled in this case. Admission department informs the FPS provider on the changes.
- Withdrawal application without refund involved will be approved by the Head of School and/Director, Schools Operations. Refund application will need approval from the Managing Director.