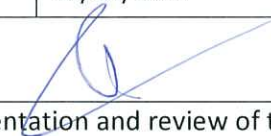




## Transfer, Withdrawal and Deferment Procedures

<b>Procedure #</b>	OPR-SO004	<b>Version #</b>	v1.2	<b>Effective Date</b>	10/08/2017
<b>Approver</b>	G Rathakrishnan	<b>Endorsement</b>			
<b>Responsibility</b>	The Registrar's Office (RO) is responsible for the implementation and review of this procedure.				

### 1. Standards

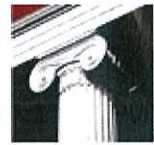
- 1.1 EduTrust Criteria (GD3) 4.1.2 Fee Payable and Receipt
- 1.2 EduTrust Criteria (GD3) 4.2.1 Student Contract
- 1.3 EduTrust Criteria (GD3) 4.3.1 Refund
- 1.4 EduTrust Criteria (GD3) 4.4.1 Course Transfer, Withdrawal and Deferment

### 2. Procedure for Transfer within LSBF

- 2.1 The completed FRM-023 is to be submitted to the RO.
- 2.2 The Academic Coordinators 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.
- 2.3 Upon receiving the transfer application form from the student, RO/AC 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.
- 2.4 Transfer requires the relevant Head of School's to endorse while the approval is issued by the Assistant Registrar, subject to the grounds for transfer and fulfilment of minimum entry requirements for the new course.
- 2.5 If the transfer is approved, the RO will cancel the current Student's Pass and apply for a new one for the new course, if applicable.
- 2.6 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.
- 2.7 RO/AC 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.
- 2.8 RO informs the FPS provider where necessary and updating of the FPS File 1, if applicable.
- 2.9 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.
- 2.10 LSBF will not be responsible for STP rejection and/or disruption to the student's studies due to transfers.

### 3. Withdrawal Procedure

- 3.1 FRM-022 Request for Course Withdrawal Form or FRM-022A Request for Withdrawal of Paper(s) Form are received by the respective schools and submitted to the RO. The school staff shall counsel the students to identify the validity and reasons for withdrawal.
- 3.2 The RO will ensure that there is no outstanding fee owed by the student.
- 3.3 For the purpose of refund, the date of notice of withdrawal is deemed to be the date on FRM-022 Request for Course Withdrawal Form or FRM-022A Request for Withdrawal of Paper(s) Form or FRM-029 Refund Request Form, which has been duly acknowledged by



LSBF. However, full documentation has to be completed in order to validate the date of request. In the event that documents (eg. Bank account details) or information are missing in the forms, the request date will be the date when all information are received by LSBF.

3.4 LSBF shall review after receiving the student's FRM-022 or FRM-022A or FRM-029. If approved, 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 POL-SO002.

3.5 Upon receipt of the full documentation for the withdrawal application, RO/ACs attend to the various withdrawal matters including:

3.5.1 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.

3.5.2 Arranging for the cancellation of the Student's Pass with the RO, if applicable.

3.5.3 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.

3.5.4 Withdrawal application without refund involved will be endorsed by the respective heads of Schools and approved by then Assistant Registrar. Withdrawal application with refund will need approval from the CEO as well.

3.5.5 RO informs the FPS provider and updates FPS File 1, if applicable.

3.5.6 Refunding the student, if applicable. (Please refer to the Refund Procedure)

3.5.7 Issuing the attendance record, if applicable.

#### **4. Procedure for Withdrawal from a Paper (applicable only to School of Professional Education)**

4.1 Student should submit the FRM-022A Request for Withdrawal of Paper(s) Form.

4.2 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.

4.3 Withdrawal from paper(s) means the student is no longer be taking the paper(s) and the application is subject to the refund policy.

4.4 This follows the same procedure of the normal withdrawal process except that the FPS will not be cancelled in this case. RO informs the FPS provider on the changes.

4.5 Withdrawal application without refund involved will be endorsed by the Head of School or Programme Manager for SOPE and approved by the Assistant Registrar. Any refund will need approval from the CEO.

#### **5. Deferment Procedure**

5.1 Students wanting to defer their course need to complete FRM170 and submit it to the RO.

5.2 The request is approved by the Assistant Registrar, subject to meeting the grounds for appeal.

5.3 The students will receive the outcome by email within 7 working days. An administrative fee applies upon approval. Deferment will take effect only upon payment of the administrative fee.

5.4 For deferment more than 2 months for Student's pass-holders, their STP will be cancelled.

5.5 FPS will be extended where necessary.

#### **6 Related Documents**

6.1 POL-AD003 Student Admission policy



- 6.2 POL-SO002 Transfer Withdrawal & Refund Policy
  - 6.3 FRM-023 Request for Transfer Form
  - 6.4 FRM-022 Request for Course Withdrawal Form
  - 6.5 FRM-022A Request for Withdrawal of Paper(s) Form
  - 6.6 FRM-029 Refund Request Form
  - 6.7 FRM-170 Deferment application form
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