

TRANSFER / WITHDRAWAL / DEFERMENT POLICY

- i) The school allows students to withdraw from a course in accordance with its refund policy.
- ii) The school allows students to transfer from a course X to another course Y within the school. This is treated as a withdrawal from course X (where relevant the refund policy will apply) and a re-enrolment with the school into course Y, where a new PEI-Student Contract will be administered. Where any new fees are collected, the insurers for FPS will be updated accordingly for the purchase of the FPS insurance.
- iii) For avoidance of doubt, a transfer by the student to another private school but still remaining with the same University partner is regarded as a withdrawal from BAC.
- iv) The school allows students to defer his/her course of study to a subsequent academic year on the same course provided that it is within the University's regulations for preparatory courses and it is within the programme regulations for BAC Courses. The PEI-Student Contract signed for that academic year will be cancelled and replaced with a new PEI-Student Contract at the point in time that the student resumes his/her studies.
- v) The table below summarises the key circumstances of the transfer, withdrawal and deferment of a student and its corresponding policies.

	Transfer	Withdrawal	Deferment
Circumstances in which request will be granted	A (new) course is being offered and has vacancies.	Principal or Deputy Principal or Director of Studies to interview first	Principal or Deputy Principal or Director of Studies to interview first
Status of student pass	Cancel existing and apply a new student pass for student	Cancel the existing student pass.	Cancel the existing student pass and apply for a new student pass at the subsequent academic year
Condition for refund	As per refund policy	As per refund policy	As per refund policy
Maximum Time frame for processing	4 weeks	4 weeks	4 weeks

- vi) Prospective students are briefed on the Transfer / Withdrawal / Deferment Policy during pre-course counselling before the signing of the Student Contract. Once recruited, they will be briefed again during the orientation program.
- vii) Course Counselling Checklist FRM-016 is acknowledged by the student prior to the execution of the PEI-Student Contract. A New Student Survey Questionnaire in FRM-002A is conducted after the Orientation to ascertain whether students have a good understanding of the policies.
- viii) BAC will handle the transfer/withdrawal/deferment of STP-international students as follows:
 - a) Where an international student withdraws from the course, the school would login to the ICA system to cancel the student pass. When the student pass is cancelled, the student would have 30 days to remain in Singapore.
 - b) Where an international student transfers to another course, the school would have to apply for a new student pass. Students who are transferring to another course are reminded that the application for new pass is subject to regulatory approvals by the Immigrations and Checkpoint authority and if no approvals are given, the student would have to return home within 30 days of an application being rejected (unless otherwise stated).
 - c) Where an international student defers from the course, BAC would login to the ICA's system to cancel the student pass. When the student pass is cancelled, the student would have 30 days to remain in Singapore. BAC would re-apply for a student pass at the subsequent year when the student resumes the course of study, subject to the approval of ICA.
 - d) In the event that the deferment is to another intake either currently running or commencing within 1 month of the approval of request for deferment, BAC shall apply for an extension of the student pass.
- ix) BAC has procedures which are aligned with the transfer/withdrawal/deferment policy to execute any transfer/withdrawal/deferment application.
- x) The procedures include, inter alia, the following:
 - a) Receiving request for transfer / withdrawal in the prescribed Request Form FRM 020 or receiving the request for deferment in the Undertaking by Student Form FRM 020A
 - b) Assessing the request for transfer/withdrawal/ deferment.
 - c) Issuing a formal letter or email or where applicable communicating in person to the student to either reject the application or to effect the transfer/withdrawal/deferment within 4 weeks of the student's request for transfer/withdrawal/deferment.
 - d) For students below the age of 18, the BAC must seek approval from the student's parents/guardian before approving the application.
 - e) Where applicable, to immediately inform ICA of any change in the student's status that may affect the student pass issued (e.g. cancellation of student's pass for withdrawal case, transfer to a course with a shorter duration, deferment case).
 - f) Terminating existing student contract and signing new student contract (for transfer and deferment of course).
 - g) Where applicable, the refund policy shall be adhered to.
 - h) Where necessary, issuing past attendance records to students who are enrolling in another course in another PEI, etc.

- xi) The procedures for transfer/withdrawal/deferment are clearly communicated (in website and student handbook) to the students.
- xii) The Finance Executive maintains and updates the transfer/withdrawal/deferment records within 3 working days of settling a transfer/withdrawal/deferment request. Records are kept (may be in soft copy) for at least 3 years and are easy to retrieve for audit purposes.
- xiii) The Finance Executive shall inform the FPS service provider (Etiqa Insurance) of the transfer/withdrawal/deferment of the student where any new fees are collected from the student.
- xiv) Where applicable, the Management Representative shall inform the relevant government agencies (e.g. ICA) and other relevant parties promptly for all transfer/withdrawal/deferment cases.

Processing of Withdrawal from Course:

- i) Student gives written notice of his intention to withdraw using the Request Form FRM 020
- ii) FRM-020 is handed to the Records Manager who would be the first point of contact with the student to discuss further on the specific reasons of the student's intention to withdraw.
- iii) If the student still wishes to proceed to withdraw, the Records Manager shall escalate the matter to the Principal who would speak with the student to ascertain a firm outcome.
- iv) If the student wishes to change his/her mind and resume the course of study, he/she shall cross out FRM-020 and acknowledge in writing on the crossed out FRM-020 to suspend the process of withdrawal.
- v) The decision-making process shall not exceed 4 weeks from the time of the receipt of a completed FRM-020
- vi) If the outcome of the discussion is to proceed on for withdrawal, the matter will be passed on to the Records Manager for processing..
- vii) The Records Manager, liaising with the other relevant departments, shall take charge of the various withdrawal matters including:
 - Informing the student of the withdrawal via email, a letter, or in person to student
 - termination of the contract
 - refunding the student (if applicable)
 - informing the Management Representative to liaise with ICA for the cancellation of the student pass (if applicable)
 - informing the FPS provider and co-ordinating the refund of FPS fees (if applicable)
 - issuing the attendance record (if applicable)
 - taking charge of all necessary filing and updates the withdrawal records within 3 working days of settling a withdrawal request
 - withdrawal records are kept in the student file so that it is easily retrievable for audit purposes.
- viii) Where a student has withdrawn without informing BAC through any written request through FRM-020, the school will treat this as an absence-for-an-extended-period case and at the end of the academic year the student's details will be updated in the Student Management System as 'terminated'.

- ix) In the case of continuous 7-day absence from class by a STP-International Student, the student's name will be reported to ICA, to apply for a cancellation of the student pass and the FPS provider shall also be informed accordingly.

Processing of Transfer to Another Course:

- a. Student gives written notice of his intention to transfer using Request Form FRM 020
- b. FRM-020 is handed to the Course Consultant who would be the first point of contact with the student to discuss further on the specific reasons of the student's intention to transfer to another course at BAC.
- c. The Course Consultant will:
 - check that the student satisfies the Entry Requirements/Pre-requisite of the requested course. (A query with the University may be logged where necessary).
 - discuss with student the reasons for him/her wanting to transfer, and for foreign students, explain to the student the implications on his/her student pass, etc. BAC will have to apply to cancel the current student pass and apply for a new student pass for the new course. Students are specifically informed that the approval of the student pass based on a transfer of course is subject to the sole discretion of ICA.
 - inform the student that a new application and registration fee is payable upon submission of the form and the application and registration fees is non-refundable.
 - inform the student that refunds (if any) are subject to prevailing refund policies and procedures as per OM4.3.1.
- d. If the student maintains his/her intention to transfer to the new course after the discussion, the Course Consultant shall pass the case to the Records Manager for further processing.
- e. The Records Manager will obtain the admission approvals from the Principal, Deputy Principal or Director of Studies before proceeding to process the transfer.
- f. The Records Manager, liaising with the other relevant departments, shall take charge of the various transfer matters including:
 - Informing the student of the transfer via email, a letter, or in person to student
 - informing the Management Representative to liaise with ICA for the cancellation of the existing student pass and application for a new pass (where applicable)
 - termination of the existing contract and signing of the new contract
 - informing the FPS provider of the transfer where the transfer involves the payment of any additional course fees
 - transferring the student's account to the new course (refund amount in accordance with refund policy)
 - Local students will be notified of the outcome of the transfer within 7 working days from the receipt of the transfer request.
 - International students will be notified of the outcome of student's pass application within 4 to 6 weeks from the approval of the transfer request (this may vary and depends on ICA processing period).
 - taking charge of all necessary filing and updates of the transfer records within 3 working days of settling a transfer request
 - ensuring that transfer records are kept in the student file so that it is easily retrievable for audit purposes.

Processing of Deferment of the Course:

- a) Student gives written notice of his intention to defer by executing the Undertaking by Student Form FRM 020A and the Request Form 020
- b) FRM-020A is handed to the Records Manager who would be the first point of contact with the student to discuss further on the specific reasons of the student's intention to defer.
- c) If the student still wishes to proceed to defer, the Records Manager shall escalate the matter to the Principal who would speak with the student to ascertain a firm outcome.
- d) If the student wishes to change his/her mind and resume the course of study, he/she shall cross out FRM-020A and acknowledge in writing on the crossed out FRM-020A to suspend the process of deferment.
- e) The decision-making process shall not exceed 4 weeks from the time of the receipt of a completed FRM-020A
- f) If the outcome of the discussion is to proceed on for deferment, the matter will be passed on to the Records Manager for processing.
- g) The Records Manager, liaising with the other relevant departments, shall take charge of the various deferment matters including:
 - Informing the student of the deferment via email, a letter, or in person to student
 - termination of the contract
 - refunding the student (if applicable)
 - informing the Management Representative to liaise with ICA for the cancellation of the student pass (if applicable)
 - informing the FPS provider and co-ordinating the refund of FPS fees (if applicable)
 - issuing the attendance record (if applicable)
 - taking charge of all necessary filing and updates the deferment records within 3 working days of settling a deferment request
 - deferment records are kept in the student file so that it is easily retrievable for audit purposes.