

# Transfer/Withdrawal/Deferment Policy & Procedures

Below shows the Transfer/Withdrawal/Deferment Policy & Procedures. For the administrative charges, please check with the respective Programme In-charge.

## **1. Withdrawal Policy**

SHRI Academy does not entertain any request for refund except if it falls under the following:

### **A) Refund for Withdrawal Due to Non-Delivery of Course:**

The PEI will notify the Student within three (3) working days upon knowledge of any of the following:

- 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 stated in Schedule A within any stipulated timeline set by CPE; or
- vi. The Student's Pass application is rejected by Immigration & 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 should the student decide to withdraw, within seven (7) working days of the above notice.

### **B) Refund for Withdrawal Due to Other Reasons:**

If the student withdraws from the Course for any reason other than those stated in (A), the PEI 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 of the student contract.

### **C) Refund During Cooling-Off Period:**

The PEI will 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 based on the table in Schedule D of the student contract for 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.

**D) Rejection of Student's Pass by ICA:**

If the student pass application is rejected by ICA, the course fees paid will be refunded. Application fee will also be refunded subject to Administrative charge of S\$50.

The refund of the course fees with the exception of Refund for Withdrawal Due to Non-Delivery of Course above would be in accordance with Schedule D of the student contract below:

<b>% of [the amount of fees paid under Schedules B and C]</b>	<b>If Student's written notice of withdrawal is received:</b>
[ 75% ]	more than [14] days before the Course Commencement Date
[ NIL ]	before, but not more than [14] days before the Course Commencement Date
[ NIL ]	after, but not more than [14] days after the Course Commencement Date
[ NIL ]	more than [14] days after the Course Commencement Date

## **2. Withdrawal Procedures**

1. Student completes the Withdrawal form and submits with supporting documents to Programme In-charge.
2. Programme In-charge after verifying that refund requested is as per refund policy, submits the form to the management committee for approval within 2 working days of submission.
3. Management committee makes decision on the refund request within 2 working days from the date of submission by the Programme In-charge. Any 2 management committee members can approve the refund by signing off on the form.
4. (a) If refund request is approved:  
Programme In-charge informs the student on the decision of the management committee via email with the computation of the refund amount, if applicable. Programme In-charge proceeds to raise and submit refund request form with supporting documents to Finance Department for processing of the refund on the same day. The refund is to be made within 7 working days from the date of submission.  
(b) If refund request is not approved or rejected:  
Programme In-charge informs the student of the management committee's decision via email within 1 working day from the date of the decision.
5. The FPS is cancelled within 3 working days from the date of withdrawal
6. The entire process for course withdrawal inclusive of communication to students should be carried out within 3 weeks from the date of submission of relevant form with applicable administrative fee, if any. The Programme In-charge shall inform the student via email of the outcome.

## **3. Transfer Policy**

When a student changes the course of study in SHRI Academy from Course X to Course Y, this is categorized as a 'Transfer', but remains a student of SHRI Academy. SHRI Academy will take no more than 3 weeks to process any application, or, within University's timeline, where applicable. A Course Transfer administration fee will be imposed.

1. Students who wish to transfer from the current programme to another programme shall inform SHRI Academy in writing and state the reason(s) for the transfer request. Verbal notice is not acceptable.
2. For E.g.: Change from Diploma in Business & Human Resource Management to Diploma in Organisational Psychology.
3. Transfers will only be allowed if the student fulfills the academic and experience requirements for the new programme.

4. Students who transfer from the current programme to another programme shall be considered to have withdrawn from the current programme and refund policy shall apply as per Standard Student Contract.
5. Student may apply for any unconsumed course fee from the current course to be credited to the new course but the request is subjected to Management Committee's approval.
6. For any approved credit of fees,
  - i. If the unconsumed course fee is more than the course fee payable for the new course (or course that the student wants to transfer to), the excess unconsumed course fee will not be refunded.
  - ii. If the unconsumed course fee is less than the course fee payable for the new course, student needs to top-up the fee difference. Students below the age of 18 are required to seek approval from their parents/guardians before the request for Transfer is submitted to SHRI Academy.

#### **4. Transfer Procedures**

Programme In-charge communicates to student to have a better understanding of their reasons for Transfer. The Transfer policy and procedures and the implications are explained to the student. Student is briefed on the details of the new course, entry requirements, course fees and the essential information for students.

1. Transfer Course
  - i. Student completes the Transfer Form with payment of Course Transfer Administration Fee and provides supporting document, if any, and submit to the Programme In-charge.
2. Programme In-charge checks that the student:
  - i. Has no outstanding fees
  - ii. Meets entry requirements for the new course
  - iii. Collect the Course Transfer Administration Fee

The Programme In-charge passes the Transfer Form to the Management Committee for approval for proprietary programmes. For university programmes, it is subject to the universities'.

Upon approval, Programme In-charge follows up to process the following:

1. Issue letter to student informing student of the outcome of his/her request.
2. Cancel FPS for the existing course within 3 working days from the date of transfer stated in the form.
3. File FPS Insurance Cancellation record in Student P-File.
4. Unconsumed fees from previous course may be credited to the new course only upon approval by the management committee.
5. FPS Insurance is purchased for new course within 7 working days upon course fees received when a new Student Contract is issued.
6. For students who are under funding scheme (e.g. SDF), the funding approved for the current course will cease. The student and/or their sponsoring company are responsible to pay back the funded portion of the current course. The student and/or their sponsoring company are responsible for the requirement to submit a new application for funding for the new course. In the event the funding is not approved, the student and/or their sponsoring company are required to pay back the difference in fees for the new course immediately.

**For Student Pass Holders:**

Programme In-charge will manage and coordinate with relevant government authority (such as ICA) for issuance or cancellation of student pass for international students. All the applicable regulation concerning student pass needs to be complied by Programme In-charge.

## 5. Deferment Policy

When a student temporarily stops the course/study for a period of time and resumes thereafter in another intake but remains in the same course of study in SHRI Academy, this is categorized as a 'Deferment'. SHRI Academy will take no more than 3 weeks to process any application or within University's timeline, where applicable. A Deferment Administration fee will be imposed.

1. Students who wish to defer from the current programme shall inform SHRI Academy in writing and state thereason(s) for deferment.
2. Students are permitted to defer based on the following grounds:
  - i. Poor academic performance as advised by the Academic Board/ University.
  - ii. Illness supported by a medical certificate from a recognized clinic/hospital.
  - iii. Compassionate or compelling circumstances beyond the control of student such as bereavement or declared natural disaster, bankruptcy, and overseas work commitment
3. The requests for deferment are not granted automatically and do not guarantee the relevant programme/module(s) to be run upon student's return unless advised by the Academic and Examination Board/ University.
4. The maximum deferment period for **proprietary programmes** is **12 months** from the date of approval of deferment with the exception of the **Diploma in HR Leadership with Business Partnering** and **Diploma in Organisational Psychology** where the maximum period is **16 months** from the date of approval of the deferment.
5. For university programmes, it is subject to the universities' policies.
6. Students who fail to report back to the Programme In-charge after the deferment period shall be deemed as Automatic Withdrawal.

When a student temporarily stops the course/study for a period of time and resumes thereafter in another intake but remains in the same course of study in SHRI Academy, this is categorized as a 'Deferment'. SHRI Academy will take no more than 3 weeks to process any application or within University's timeline, where applicable. A Deferment Administration fee will be imposed.

### For Student Pass Holders:

International students who apply for more than three (3) months deferment are required to cancel the student's pass. Student's pass needs to be re-applied upon return and it is subject to ICA's approval. Charges will be imposed by ICA and SHRI Academy for re-application of student's pass.

## 6. Deferment Procedures

Defer course i.e. stop temporarily and resume course within the allowable period granted by SHRI Academy. Themaximum deferment period for **proprietary programmes** is **12 months** with the exception of the **Diploma in HR Leadership with Business Partnering** and **Diploma in Organisational Psychology** where the maximum deferment

period is **16 months** from the date of approval of deferment. For university programmes, it is subject to the universities' policies and guidelines. Student completes the Deferment Form stating his/her reason for the course deferment and pays the Deferment Administration Fee. The case is presented to the Management Committee for approval for proprietary programmes and for university programmes, it is subject to the universities' policies and guidelines. The Programme In-charge notifies the student formally with a letter on the outcome.

Upon approval, Programme In-charge follows up to process the following:

- 1) Issue letter to student informing of the outcome of his/her request. It is the onus of the student to check with the Programme In-charge on the resumption of the course. The student must resume the course and complete his/her studies within the maximum course duration allowed as stipulated in the Orientation slides given to students.
- 2) A new student contract is signed when student resumes the course. Student must pay the fee difference should there be an increase in the course fee. FPS Insurance is purchased within 7 working days upon resumption of the course.
- 3) If student does not resume course by the stipulated deadline, it is deemed as automatic withdrawal. There is no refund of any unconsumed fees.

**For Student's Pass Holders:**

International students who apply for more than three (3) months deferment are required to cancel the student's pass. Student's pass needs to be re-applied upon return and it is subject to ICA's approval. Charges will be imposed by ICA and SHRI Academy for re-application of student's pass.