

WITHDRAWAL / TRANSFER POLICY AND PROCEDURES

During the orientation, students are informed about the implications of the status of the student pass if international students transfer or withdraw from NYAC. They are told that:

if the international student withdraws from NYAC, NYAC would login to the ICA system to cancel the student pass. When cancelled the student would have 30 days to remain in Singapore.

If the international student transfers to another course, NYAC would have to apply for a new student pass. They are warned that should ICA reject the application for new pass the international student would have to return home.

Students acknowledge their awareness of the transfer / withdrawal policy, and the implications of a transfer or withdrawal when they sign FORM-030 Student Orientation Checklist.

1. WITHDRAWAL PROCEDURE

The procedure for withdrawal is as follows:

- (a) When the student gives written notice of his intention to withdraw using FORM-022 Withdrawal Request Form, the counter staff hands the completed request form to the Education Consultant, who will talk to the student to find out why he wants to withdraw. FORM-022 requires the signature of the parent/legal guardian if student is under 18 years of age.
- (b) If student does not change his intention, the Education Consultant will inform Principal, who will interview the student to understand his situation and to administer the end course survey (if necessary)
- (c) Principal then passes the case to the Admin Manager with instructions, if any, for processing.
- (d) The Admin Manager, working with the other managers, attends to the various withdrawal matters including
 - issuance of a letter to student effecting the withdrawal
 - cancellation of the student pass
 - informing the FPS provider within 3 working days
 - update FPS Data File 1
 - refunding the student
 - issuing the past attendance records to students that are enrolling in another course in another PEI

Where a student has withdrawn without informing NYAC through any written request (signed hardcopy withdrawal form or the student's email request), NYAC will treat this as an absence-for-an-extended-period case. After a continuous 7-day absence from class, the student name will be reported to Immigration and Checkpoints Authority (ICA), the student pass cancelled, and the FPS provider informed.

2. TRANSFER PROCEDURE

The procedure for transfer is as follows:

- (a) When the student gives written notice of his intention to transfer course using FORM-023 Transfer Request Form, the counter staff gives the completed request form to the Education Consultant. FORM-023 requires the signature of the parent/legal guardian if student is under 18 years of age.
- (b) The Education Consultant will
 - check that the student satisfies the Entry Requirements/Pre-requisite of the requested course
 - discuss with student the reasons for his wanting to transfer, and explain to the student the implications for his student pass, etc. NYAC must cancel the current student pass and apply for a new student pass for the new course. Students should not hold NYAC liable should the student's pass application not be approved by the Singapore ICA.
 - inform the student that a new application and registration fee is payable upon submission of the form and the fee is non-refundable.
 - inform the student that he can be charged for all modules consumed.
- (c) If the student maintains his intention to transfer to the new course after the discussion, the Education Consultant then passes the case to the Admin Manager for further processing
- (d) Admin Manager attends to or oversees the various transfer matters including
 - issuance of a letter to student replying to the transfer request
 - signing of the new contract
 - cancellation of the existing student pass and application for a new pass
 - calculate un-used fee for course A to be discounted from course fee for course B
 - refund fees of course A if applicable
 - update FPS Data File 1

- informing the FPS provider within 3 working days
- (e) Local students will be notified of the outcome 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 receipt of the transfer request (this may vary and depends on ICA processing period).

In the unlikely event that a student has to transfer from Course A to Course B within NYAC because course A is to be phased out, a similar procedure is followed, as follows:

- (a) NYAC meets the students and explains to them the reasons for phasing out Course A, and the options open to the student. The Principal follows up with a written letter to the affected students and their parents and/or guardians.
- (b) NYAC obtains written confirmation from each student (or the parent or guardian, if the student is below 18 years) as to his agreement to take up course B.
- (c) Where the student (or the parent or guardian, if the student is below 18 years) does not wish to take up course B, the Principal will meet up with the student / parent / guardian to consider alternatives. If no satisfactory alternative is agreed upon, NYAC will propose that the matter be resolved through the CPE Student Services Centre, using the Dispute Resolution Scheme of the Committee for Private Education, as indicated on 2.6.1 Feedback Management document. This dispute resolution scheme may involve the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) as the mediation centres.
- (d) Where the student has agreed to take up Course B, the Admin Manager will attend to or oversee the various transfer matters including
 - signing of the new contract or of an addendum making the agreed changes to the existing contract, as appropriate. The new contract or the addendum will indicate the fees applicable from then on, taking into consideration any unused fee for course A to be discounted from the fee for course B
 - cancellation of the existing student pass and application for a new pass
 - updating FPS Data File 1
 - informing the FPS provider within 3 working days

The transfer / withdrawal procedure is described in its website and student handbook.



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Admin Manager informs the FPS service providers, ICA and other relevant government agencies within 3 working days for all withdrawal cases.