



SIR MANASSEH MEYER

International School

C4.3.1 VERSION 07

COURSE WITHDRAWAL

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GD4.0 REQUIREMENT STATEMENTS

1. Transfer¹, deferment², and withdrawal³ policies and procedures and how these are communicated to students. The policies and procedures shall include: (C4.3.1)
 - a. Maximum processing time of not more than 4 weeks from the point of student's request to informing student of the outcome in writing.
 - b. Conditions for which a transfer or deferment application (stating the maximum deferment period) will be granted.
 - c. Informing Immigration & Checkpoints Authority of Singapore (ICA) of any change to the status of the Student's Pass (STP), if applicable.
 - d. Obtaining the parent's / legal guardian's written consent if the student is under 18 years of age.
2. Maintain up-to-date transfer, deferment, and withdrawal records. (C4.3.1)

Notes:

- a. Transfer: Student changes the course or period of study (full-time to part-time or vice versa) but remains as a student of the PEI.
- b. Deferment: Student delays or postpones the course (or module).
- c. Withdrawal: Student discontinues all courses with the PEI.

APPROACH

Note: The School does not practice deferment and internal transfers.

- 1.1 The maximum processing time for withdrawal process, from the point of parent's request to informing parent of the outcome in writing, should not be more than 4 weeks.
- 1.2 All requests must be made online through the submission of the SMMIS Withdrawal Form and any supporting documents. Verbal notice is not accepted.
- 1.3 For students under the age of 18, written consent from the parent / legal guardian must be obtained.
- 1.4 All requests will be reviewed on a case by cases basis and the School will have the final decision on the outcome.
- 1.5 The School's refund policy shall apply for all qualified refunds. Parents are to refer to the School's refund policy and the Standard Student Contract for further details.

1.6 Communication of the school's withdrawal policies and procedures to all parents will be through the following platforms:

- School's official website.

Withdrawal Policy

1.7 The definition of withdrawal is when a student discontinues all courses with the School.

1.8 Withdrawal by SMMIS of an Enrolment Offer:

If any of the following occurs, the offer of enrolment or the enrolment itself can be withdrawn or suspended or made subject to new terms and conditions:

- i. SMMIS determines that there has been any breach of the SMMIS policies or procedures or these Terms and Conditions, or that circumstances as described in these Terms and Conditions arise that entitle SMMIS to exclude or remove a student, or withdraw or suspend enrolment or make enrolment subject to new terms and conditions;
- ii. there has been any misrepresentation or inadequate disclosure about the prospective student including disclosure of the student's or parents'/guardians' nationality, citizenship and visa status and subsequent changes thereof;
- iii. SMMIS determines at any time that it cannot reasonably meet the child's needs, this may include, without limitation, situations where SMMIS was unable to interview the prospective student fully before offering a place to the prospective student (e.g., where the prospective student was overseas) and subsequently determines it cannot meet the child's needs.

If a student's existing enrolment is withdrawn, suspended, or made subject to new Terms and Conditions for any of the aforesaid reasons, this will be done pursuant to the SMMIS policy.

1.9 Tuition Period Withdrawal Deadlines will be on 15th October for withdrawal at the end of semester 1 and 1st April for a withdrawal at the end of semester 2. If a written withdrawal notice is delivered to SMMIS during a holiday it will be deemed received on the next working day following the holiday.

1.10 Conditions for granting the withdrawal:

- All outstanding fees must be settled prior to request.

1.11 ICA will be informed through the cancellation of the student's pass. The School will cancel the Students Pass via the ICA portal. A student who withdrew will have their student contract terminated.

1.12 The School is to maintain a master list of withdrawal records which is to be updated after the processing of the parent's request.

PROCESS

- 1.1 Note: The School does not practice deferment and internal transfers.
- 1.2 Withdrawal Procedure Note(s):
- 1.3 All Withdrawal policy statements are detailed in the [School's Withdrawal Policy](#). All conditions must be satisfied before the School can proceed with the applications. The whole Withdrawal process should not take more than 4 Weeks (timeline to be monitored by the [Admissions Department](#) from date of application to notifying parent of final outcome).
- 1.4 Date of application will refer to the date that the School receives the duly executed [Withdrawal Request Form](#) with all supporting documents.
- 1.5 The Course Withdrawal policy and procedures can also be found on the following platforms:
 - [School's website](#)
- 1.6 Definition of Withdrawal: -
 - Course Withdrawal: Withdrawal means the student contract will be terminated and the student is no longer a student of the School.
- 1.7 In the event that a parent would want to proceed with a Course Withdrawal, parents are to fill in the [Withdrawal Request Form](#) which the Zegal online link will be sent to the parents from the [Admissions Department](#). In addition, the parents would also fill in and submit the [Refund Request Form](#) together with the [Withdrawal Request Form](#) in case of a refund.
- 1.8 Any supporting documentations that are required to process the Course Withdrawal Request must also be submitted along with the [Withdrawal Request Form](#).
- 1.9 Reasons for the Course Withdrawal should also be documented in the [Withdrawal Request Form](#).
- 1.10 If the Parents of the student wishes to proceed with the withdrawal after signing on the [Withdrawal Request Form](#), the [Admissions Department](#) will approve by signing on the form before passing it to the [Principal](#) for signing for management approval.
- 1.11 A [Letter to Accept Course Withdrawal Request](#) will be emailed to the parent.

Internal Processing for Course Withdrawals

1.12 The following will consist of follow up actions that the Admissions Manager must complete upon confirmation of the Course Withdrawal. They are as such: -

- Termination of existing student contract
- Processing of Refunds if any ([Refer to Refund Procedure](#))
- Informing ICA of the change in Student's Pass Status (including cancellation of current student pass)
- No update of information to FPS Service Provider needed for those FPS purchased
- Update database in the School's Student Management System (to accurately reflect updated student status)
- Updating the [Master list of Course Withdrawals](#)
- Issuing of past attendance records to students who are enrolling in another course in another Private Education Institute

GD4.0 REQUIREMENT STATEMENTS

3. Review the transfer, deferment, and withdrawal and policies and procedures for continual improvement. (C4.3.1)



APPROACH

- 1.1 The Process Owners will review their policies and processes at least once every two years for continual improvement as part of the Internal Review Process.
- 1.2 The Independent Internal Assessor will also review the policy and processes at least once a year during the Internal Assessment Process.

PROCESS

- 1.1 The Process Owners will review their policies and processes at least once every two years for continual improvement as part of the internal review through the Internal Review Report (Reference should be made to the Manual: Internal Assessment).
- 1.2 The Independent Internal Assessor will also review the policy and processes at least once a year during the Internal Assessment Process with details documented in the Internal Assessment Report (Reference should be made to the Manual: Internal Assessment).

Approving Authority:

Prepared By:	Name: LeeAnn Lee
	Designation: Head of Admissions & Marketing
Signature:	
Approved By:	Name: Elaine Robinson
	Designation: Principal
Signature:	

Revision History Table

Version 00	<u>Description:</u> Initial Release
	<u>Effective Date:</u> 02 September 2019
Version 01	<u>Description:</u> <ol style="list-style-type: none">1. Removed Student Handbook from Point 1.6 in Approach and Point 1 in Process.2. Amended point 2.2 on timeline for updating Liberty Insurance by Accountant from 3 working days to 7 working days in Process.
	<u>Effective Date:</u> 09 March 2020
Version 02	<u>Description:</u> <ol style="list-style-type: none">1. Amended language and sentence structure issues in the manual.
	<u>Effective Date:</u> 05 April 2021
Version 03	<u>Description:</u> <ol style="list-style-type: none">1. Amended Admissions and Marketing Officer to Admissions Manager
	<u>Effective Date:</u> 01 October 2021
Version 04	<u>Description:</u> <ol style="list-style-type: none">1. Revamp Manual based on GD4 Requirements.
	<u>Effective Date:</u> 08 June 2023

Version 05	<p><u>Description:</u></p> <ol style="list-style-type: none"> 1. Update of FPS Cancellation Process under Point 1.12 in the Process Section. <p><u>Effective Date:</u> 01 January 2024</p>
Version 06	<p><u>Description:</u></p> <ol style="list-style-type: none"> 1. Amended Point 1.9 to “Tuition Period Withdrawal Deadlines will be on 15th October for withdrawal at the end of semester 1 and 1st April for a withdrawal at the end of semester 2.” in the Approach Section. 2. Amended Point 1.11 to “ICA will be informed through the cancellation of the student’s pass. The School will cancel the Students Pass via the ICA portal. A student who withdrew will have their student contract terminated.” in the Process Section. <p><u>Effective Date:</u> 04 June 2024</p>
Version 07	<p><u>Description:</u></p> <ol style="list-style-type: none"> 1. Updated Point 1.10 to “If the Parents of the student wishes to proceed with the withdrawal after signing on the Withdrawal Request Form, the Admissions Department will approve by signing on the form before passing it to the Principal for signing for management approval” in the Process Section. 2. Updated the Review Section of the Manual. <p><u>Effective Date:</u> 09 May 2025</p>