

Withdrawal and Transfer Policy

The college allows students to transfer from a course X to another course Y within the college with a payment of Course Transfer Fee.

Should a student transfer from course X to another course Y, this will be treated as a withdrawal from the original course X. Therefore withdrawal policy applies. The college will first cancel the current student pass for course X. Student will be transferred to course Y subject to ICA approval of student pass. The College will give the student a discount in the new course, the discount amount being not more than the un-used fee of course X.

Should a student transfer from course X to another course Y, then withdraw from course Y during the 7 day cooling off period for Y, the refund policy applies to both courses. For example: if a student transfers course from X to Y 30 days after course commencement, according to the refund policy applied to course X, there is 0% refund, so the unconsumed fee for course X that was applied as a discount to the course fee for Y is non-refundable. For the “top-up” portion of fee for course Y, student is entitled to the “Maximum Refund” amount stipulated by the college under its refund policy.

A transfer to another private college is regarded as a withdrawal from BCI and the withdrawal policy will apply.

For students who withdraw because they are successful in their application to educational institutions funded by the Singapore Government (the polytechnics or universities) and who can show an acceptance letter, the college may consider giving a token as award, amount is not more than the unconsumed fee.

For students who withdraw because they are successful in their admission to schools funded by the Singapore Government (government Pri. or Sec.

schools) and who can show an acceptance letter, the college may consider giving student an award in the form of tuition, the total tuition fees should not be more than the unconsumed fee.

If the student is below 18 years of age, the parent or guardian's written approval (with signature) for the transfer/ withdrawal will be required.

The service targets for withdrawal / transfer are as follows:

1. To complete (including assessing and replying to student's request, change of status of student's pass, refund made) the withdrawal process within 7 working days;
2. To assess and reply to student's request for transfer course within 14 working days and complete the transfer process within 4 weeks.

A request to transfer to another course can be accepted if the student meets the admission requirements for the course he wants to transfer to, and there are available places in that course.

Full details of the policy are also available on the BCI website and student handbook.

Prospective students are informed of the Transfer/Withdrawal Policy during pre-course counselling and later again during the orientation program.

During the orientation, students are informed:

- if the international student withdraws from the college, the college would cancel the student pass.
- if the international student transfers to another course within the college, the college would have to apply for a new student pass under the new course and cancel the previous student pass. They are warned that

should ICA reject the application for new student pass, and cancel the old student pass, the international student would be required to return home.

Students acknowledge that the Transfer / Withdrawal Policy, and the implications of a transfer or withdrawal, have been explained to them in BCI-FRM-4503 Orientation Programme for New Students.

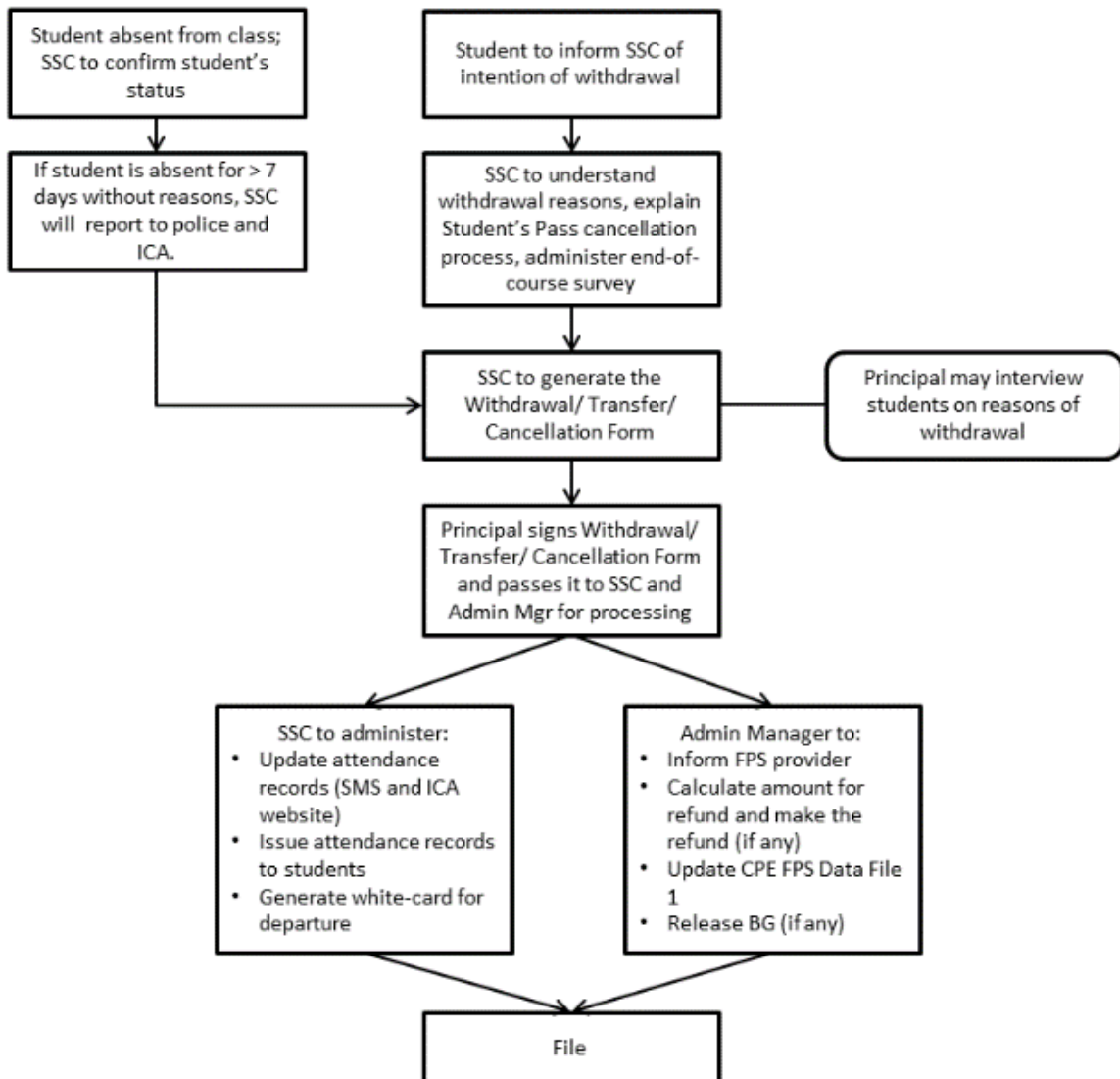
A. Withdrawal Procedure

The college's procedure for withdrawal is as follows:

1. When the student intends to withdraw from course, the student needs to inform Student Service Centre (SSC).
 2. SSC will find out reason of withdrawal, explain about the student pass cancellation matters, calculate the amount for refund (if eligible) and administer the end course survey.
 3. SSC will generate Withdrawal / Transfer / Cancellation Application Form via Student Management System and print it for student to sign. If student is below 18, parent / guardian consent for the withdrawal application is needed as well.
 4. The Principal may interview the student to understand his situation.
 5. Principal signs the Withdrawal / Transfer / Cancellation Application Form and then passes the case to the SSC
 6. SSC passes the case to Admin Manager for processing refund.
 7. The SSC attends to the various withdrawal matters including
 8. Update attendance records
- Issue attendance records to students
 - Generate white card for departure
1. At the same time, the Admin Manager will administer the following matters
- Inform ICA to cancel the student's pass
 - Update CPE FPS Data File 1
 - Inform the FPS provider within 3 working days.

- Refund course fees, if any

Figure 4.4.1A Procedure of Withdrawal from Course

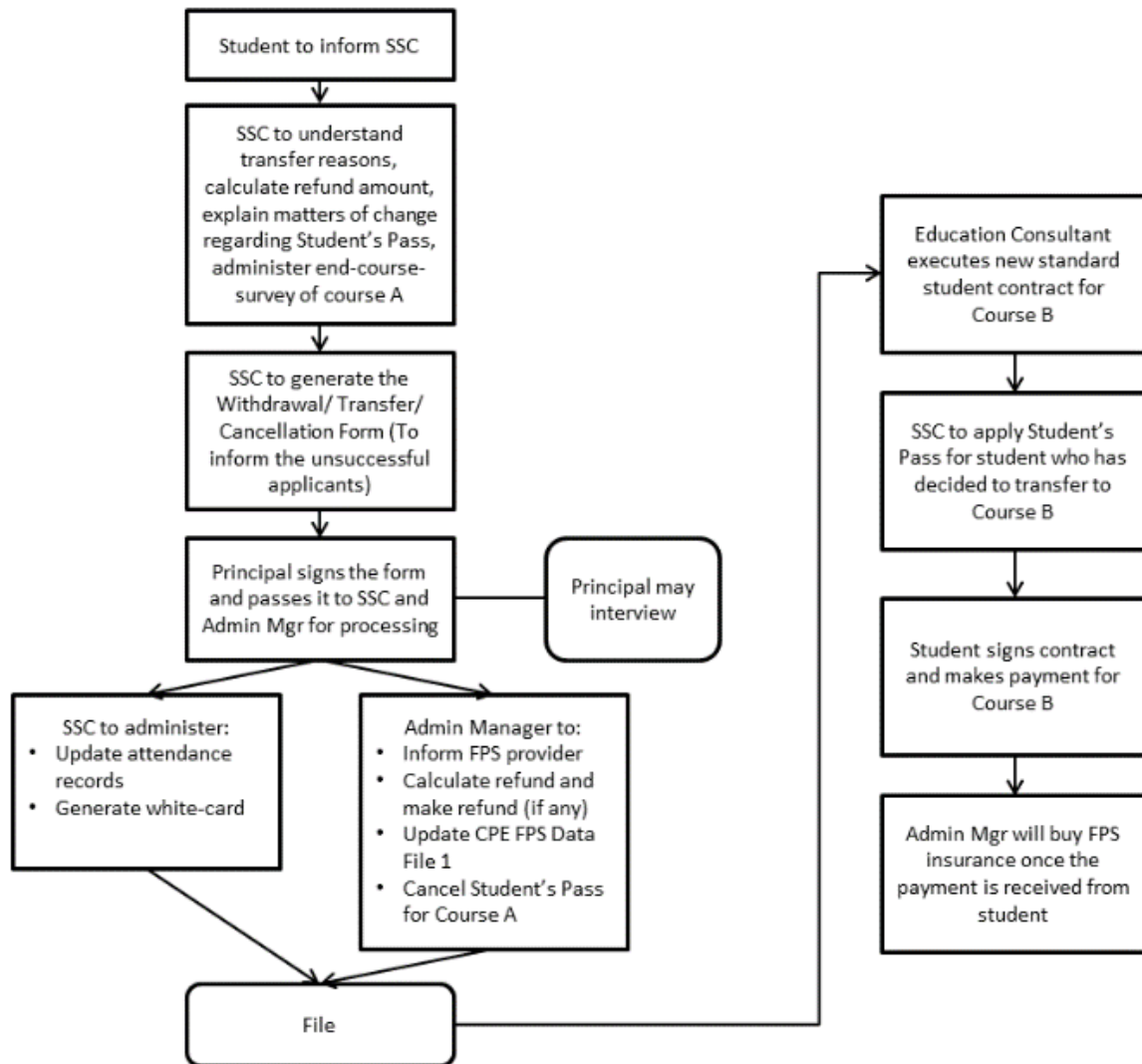


B. Transfer Procedure

The procedure for student to transfer to another course within BCI is as follows:

1. When the student intends to transfer from course A to course B within the college, the student needs to inform Student Service Centre (SSC).
 2. SSC will find out the transfer reasons and eligibility for transfer.
 3. SSC will check the eligibility for refund, calculate the amount for refund, and explain the matters of change regarding student pass and administer the end course survey for course A.
 4. SSC will generate Withdrawal / Transfer / Cancellation Application Form via Student Management System and print it for student to sign. If student is below 18, parent / guardian consent for the withdrawal application is needed as well. The College shall inform student in writing who is unsuccessful in his application to transfer to another course.
 5. The Principal may interview the student to understand his situation.
 6. Principal signs the form and then passes the case to the Admin Manager and SSC for processing.
 7. The Admin Manager attends the transfer matters including
 - Calculate un-used fee for course A to be discounted from course fee for course B
 - Refund fees of course A if applicable
 - Inform the FPS provider
 - Update CPE Data File 1
 - Cancel Student's Pass for Course A
1. SSC administers the following matters
 - Update attendance records
1. Education Consultant will execute new Standard Student Contract with student for course B.
 2. Once the contract is signed, SSC will proceed with student pass application for the course B.
 3. Upon receiving the payment from the student, Admin Manager will buy FPS insurance within 7 working days.

Fig 4.4.1B Procedure of Transfer to Another Course



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

- a) BCI 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) BCI 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, BCI 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. 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 un-used 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.

Withdrawal and Transfer Policy

Posted on **25 Feb 2014**

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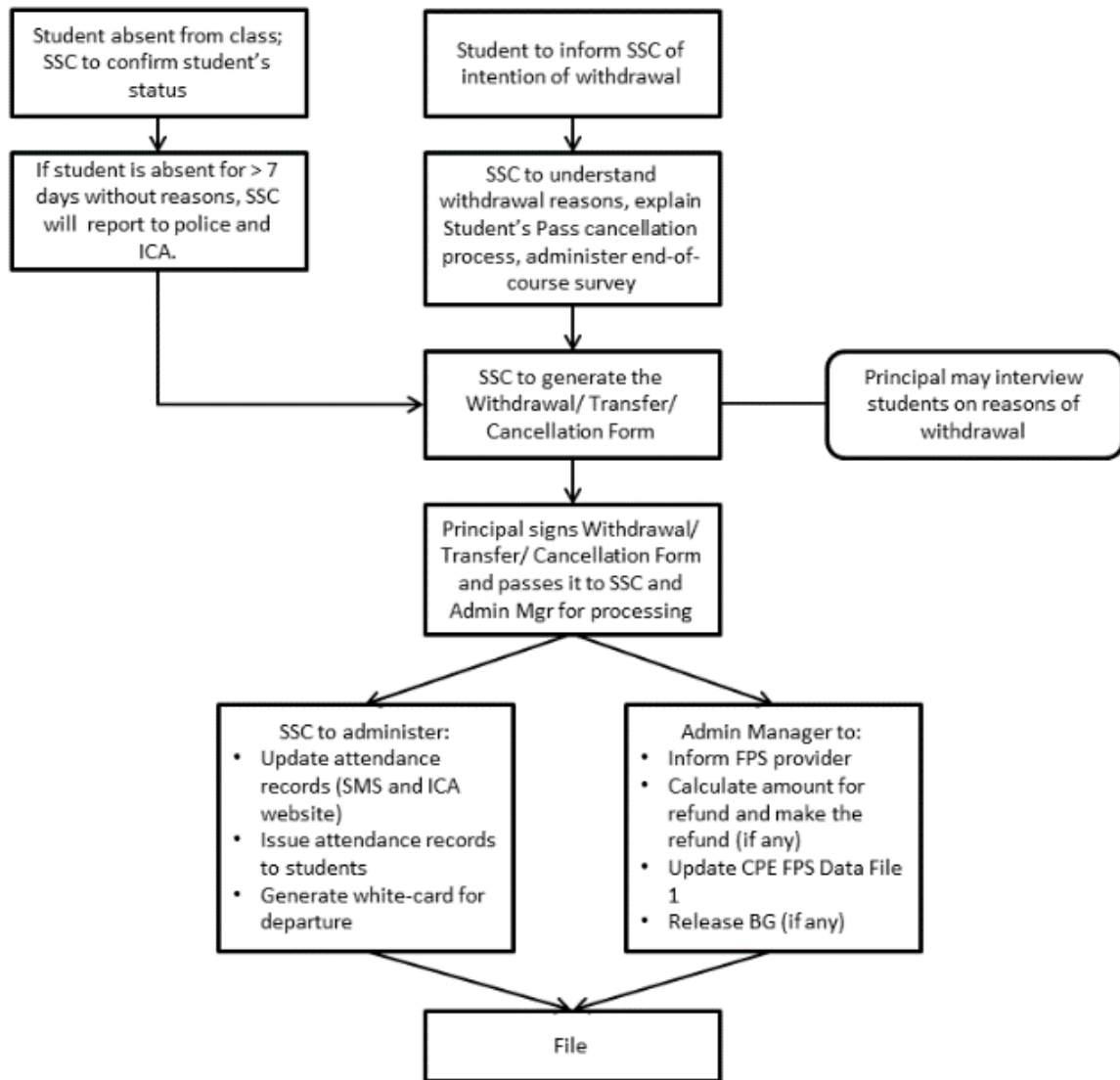
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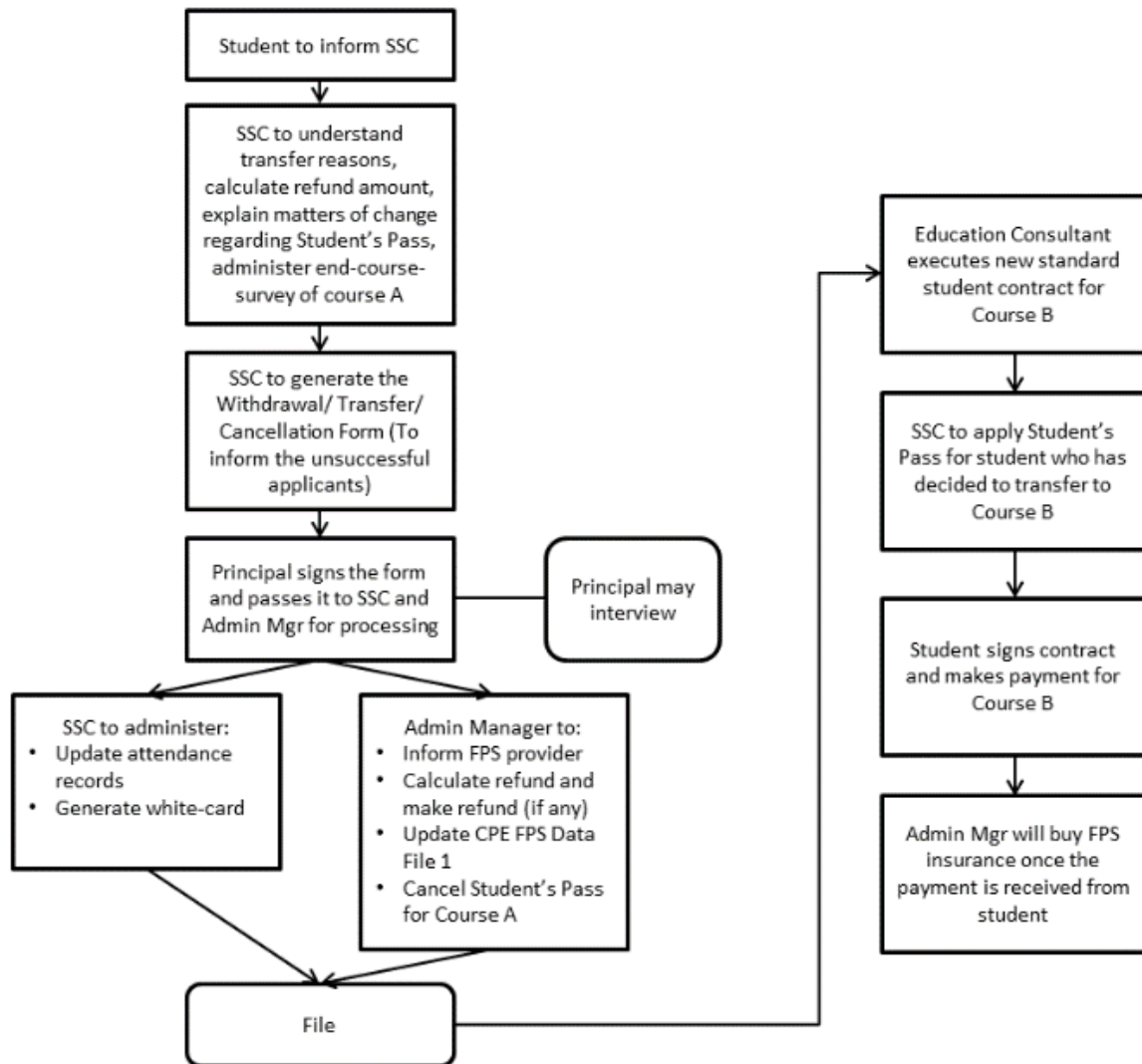
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