

TRANSFER / WITHDRAWAL / DEFERMENT POLICY

The following procedure and rules apply to all students who choose to transfer / withdraw / defer from their course of study with BAC:

- “Transfer” means a student changes the course of study but remains as a student of BAC. For an approved transfer request, the original student contract must be terminated and a new contract must be signed.
- “Withdrawal” means the student contract is terminated and the student is no longer a student of BAC.
- “Deferment” means that the student suspends his/her course of study for a period of time and undertakes to resume his/her studies in a stipulated subsequent academic year in accordance with the Undertaking by Student Form FRM 021
- If the student is below 18 years of age, the parent or guardian’s approval for the transfer / withdrawal / deferment will be required.
- 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
Time frame for processing	7 days	7 days	7 days

BAC will handle the transfer/withdrawal/deferment of STP-international students as follows:

- 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.
- 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).
- Where an international student defers from the course, BAC 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. 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.

BAC has procedures which are aligned with the transfer/withdrawal/deferment policy to execute any transfer/withdrawal/deferment application. The procedures include, inter alia, the following:

- Receiving request for transfer / withdrawal in the prescribed Request Form or receiving the request for deferment in the Undertaking by Student Form.
- Assessing the request for transfer/withdrawal/ deferment.
- 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 7 days of the student's request for transfer/withdrawal/deferment.
- For students below the age of 18, BAC must seek approval from the student's parents/guardian before approving the application.
- 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).
- Terminating existing student contract and signing new student contract (for transfer and deferment of course).
- Where applicable, BAC will coordinate with FPS service provider (i.e. Etiqa Insurance) for any refund. Such refunds should be given back to the students within the stipulated period.
- Issuing past attendance records to students who are enrolling in another course in another PEI, etc.

Processing of Withdrawal from Course:

Student gives written notice of his / her intention to withdraw using the Request Form

- The Request Form 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.
- 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.

- If the student wishes to change his/her mind and resume the course of study, he/she shall cross out the Request Form and acknowledge in writing on the crossed out the Request Form to suspend the process of withdrawal.
- The decision-making process shall not exceed 7 working days from the time of the receipt of a completed Request Form.
- If the outcome of the discussion is to proceed on for withdrawal, the matter will be passed on to the Records Manager for processing. This shall be done within 7 working days from the time of the Approval of request for withdrawal.
- 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.

Where a student has withdrawn without informing BAC through any written request through the Request Form, the school will treat this as an absence-for-an-extended-period case.

Processing of Transfer to Another Course:

- Student gives written notice of his intention to withdraw using Request Form.
- The Request Form 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.
- 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.
- 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.
- The Records Manager will obtain the admission approvals from the Principal, Deputy Principal or Director of Studies before proceeding to process the transfer.

- 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
 - termination of the existing contract and signing of the new contract
 - informing the FPS provider of the transfer
 - 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 receipt 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:

- Student gives written notice of his intention to defer by executing the Undertaking by Student Form.
- The Student Form 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.
- 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.
- If the student wishes to change his/her mind and resume the course of study, he/she shall cross out the Student Form and acknowledge in writing on the crossed out the Student Form to suspend the process of deferment.
- The decision-making process shall not exceed 7 working days from the time of the receipt of a completed Student Form.
- If the outcome of the discussion is to proceed on for deferment, the matter will be passed on to the Records Manager for processing. This shall be done within 7 working days from the time of the Approval of request for deferment.
- 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 coordinating 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.