



HANBRIDGE INSTITUTE

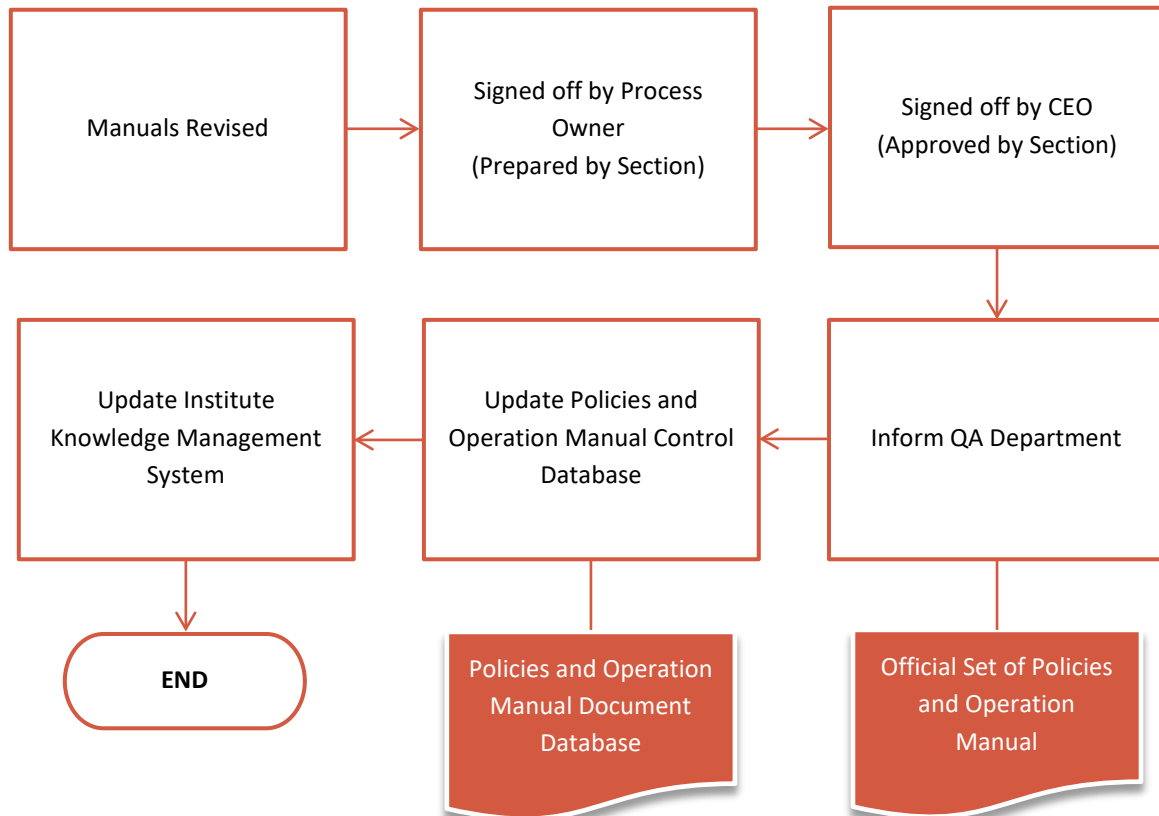
**OPERATION MANUAL**

**OM-0607-C4.4.1-06**

**STUDENT COURSE TRANSFER PROCEDURE**

## 1. Document Control Policy

One of the Institute's Controlled Documents will include the Official Set of Policies and Operation Manuals ("Manuals") that must be endorsed and approved by the Chairman of PMER Committee prior to its release to any stakeholders. Any revisions to the Manuals must be documented / reflected in the Revision History (Item 2) of this Manual and also in the Policy and Operation Manual Document Control Database. The flowchart below captures the approval process and their respective supporting documents.



## 2. Revision History

Version	Description	Effective Date
00	Initial Release	27 March 2017
01	<ul style="list-style-type: none"> <li>Changed to Criterion 4.4.1</li> <li>Separated Box Information on Student Refund with Student To fill up Course Transfer Form</li> <li>Updated documentation column to match write-up</li> <li>Under Information Notes point (3), added in and procedures and (4), or period of study (from Part Time to Full Time and Vice Versa)</li> <li>Added in under Section 2.2 : conditions for any Course Transfers</li> <li>Added section 7 on review</li> <li>Updated flowchart to reflect changes</li> </ul>	15 June 2017
02	<ul style="list-style-type: none"> <li>Added point 7.2 on review by process owner</li> </ul>	15 January 2018
03	<ul style="list-style-type: none"> <li>Updated Document Signatory List</li> </ul>	27 November 2018
04	<ul style="list-style-type: none"> <li>Removed General Information header and box</li> <li>Removed signing date from Document Signatory List</li> <li>Amended Approved By Name</li> <li>Amended "Designated Independent Internal Auditor" to "Independent Internal Process Auditor" in Point 7.1</li> <li>Deleted "tele conversation" in write-up point 2.3 regarding platform of parents' consent</li> </ul>	17 July 2019
05	<ul style="list-style-type: none"> <li>Changed logo</li> <li>Amended "School" to "Institute" throughout the manual</li> </ul>	18 March 2020
06	<ul style="list-style-type: none"> <li>Added Programme Head to Documentation &amp; Responsibility for all Academic Director</li> </ul>	20 November 2020

## 3. Document Signatory List

Responsibility	Name	Title	Signature
Prepared by	Sam Kok	Administration Manager	
Approved by	Alan Go	Chairman of PMER Committee	

Write-up: Process Details	Documentation & Responsibility
<p><b>Information on Course Transfer and Withdrawal Procedures</b></p> <p>Transfer and Withdrawal Procedure Note(s):</p> <p>(1) All Transfer and Withdrawal policy statements are detailed in the Institute’s Transfer and Withdrawal Policy. All conditions must be satisfied before the Institute can proceed with the applications. The whole Transfer and Withdrawal process should not take more than 4 Weeks (timeline to be monitored by the <b>Administration Department</b>), from date of application to notifying student of final outcome.</p> <p>(2) Date of application will refer to the date that the Institute receives the duly executed Course Transfer or Course Withdrawal Request Form with all supporting documents.</p> <p>(3) The Course Transfer and Withdrawal policy and procedures can also be found on the following platforms: -</p> <ul style="list-style-type: none"> <li>• Institute’s website</li> <li>• Student handbook</li> <li>• Orientation Programme Materials</li> </ul> <p>(4) Definition of Course Transfer and Withdrawal: -</p> <ul style="list-style-type: none"> <li>• Course Transfer: Transfer means a student changes the course of study or period of study (from Part Time to Full Time and Vice Versa) but remains as a student of the Institute.</li> <li>• Course Withdrawal: Withdrawal means the student contract will be terminated and the student is no longer a student of the Institute.</li> </ul>	
<p><b>1) Student to fill up Course Transfer Request Form</b></p> <p>1.1 In the event that a student would want to proceed with a Course Transfer, he / she is to fill up the <b>Course Transfer Request Form</b> and hand it to the <b>Administration Department</b> for further processing. In addition, the student would also fill in and submit the <b>Refund Request Form</b> together with the <b>Course Transfer Request Form</b> in case of a refund.</p> <p>1.2 Any supporting documentations that are required to process the Course Transfer Request must also be submitted along with the <b>Course Transfer Request Form</b>.</p> <p>1.3 Supporting documents for Course Transfers should minimally include any documents that show that the student meets the minimum entry requirements for the new course that he / she is applying to, if this document is different from the one used to enroll the student to his/her original course.</p> <p>1.4 Reasons for the Course Transfer should also be documented in the <b>Course</b></p>	<p>Course Transfer Request Form / Refund Request Form (Administration Department)</p>

Transfer Request Form.	
<p><b>2) Administration Department to meet up with Student</b></p> <p>2.1 Upon receipt of any <a href="#">Course Transfer Request Form</a> (including supporting documents if any), <a href="#">Administration Department</a> is to meet up with the student. This is to be done within 2 working days upon receipt of the <a href="#">Course Transfer Request Form</a> (based on the date of application).</p> <p>2.2 <a href="#">Administration Department</a> is to inform student on the following conditions for any Course Transfers: -</p> <ul style="list-style-type: none"> <li>• Student must meet all minimum entry requirements of the new course they are enrolling in</li> <li>• The standard student contract for the current course that the student is enrolled in will be voided upon approval of Course Transfer Request</li> <li>• A new standard student contract for the new course will need to be signed (Refer to Procedures of Executing Student Contract) upon approval of Course Transfer Request</li> </ul> <p><u>Only applicable for students under the age of 18 Years Old</u></p> <p>2.3 <a href="#">Administration Department</a> is to seek the consent of the student's parents or guardians prior to proceeding with the Course Transfer Request. Consent can be through email or letter. Receipt of Consent must be documented in the <a href="#">Course Transfer Request Form</a>.</p>	
<p><b>3) Conducting of Pre-Course Counselling</b></p> <p>3.1 <a href="#">Administration Department</a> is to conduct the Pre-Course Counselling session with the Student who would be required to sign on the <a href="#">Course Transfer Request Form</a> to acknowledge that he/she has been informed of the various critical information. <a href="#">Administration Department</a> is also to ensure that the new course is suitable for the student.</p>	<p><a href="#">Course Transfer Request Form</a> (<a href="#">Administration Department</a>)</p>
<p><b>4) Approval of Course Transfer by Academic Department</b></p> <p>4.1 Upon completion of Pre-Course Counselling, <a href="#">Administration Department</a> is to seek the approval of the <a href="#">Academic Director / Programme Head</a>. This is to ensure that the student is suitable to transfer to the proposed new course.</p> <p>4.2 Such Approval should be documented in the <a href="#">Course Transfer Request Form</a>.</p>	<p><a href="#">Course Transfer Request Form</a> (<a href="#">Administration Department</a>)</p>
<p><b>5) Management Approval of Course Transfer</b></p> <p>5.1 Upon approval from the <a href="#">Academic Director / Programme Head</a>, <a href="#">Administration Department</a> is to seek the approval of the <a href="#">Principal</a> as part of Management Approval.</p> <p>5.2 Such Approval should be documented in the <a href="#">Course Transfer Request Form</a>.</p>	<p><a href="#">Course Transfer Request Form</a> (<a href="#">Administration Department</a>)</p>

<p><b>6) Issuing Letter to Effect or Reject Course Transfer Request</b></p> <p>6.1 A Letter to Effect or Reject Course Transfer Request will be given to the student.</p> <p>6.2 For Requests that are approved, student is to proceed with the application process for the new course.</p> <p><b>Internal Processing for Course Transfers</b></p> <p>The following will consist of follow up actions that the <b>Administration Department</b> must complete upon confirmation of the Course Transfer. They are as such: -</p> <ul style="list-style-type: none"> <li>• Termination of existing student contract (to be done upon signing of new contract)</li> <li>• Processing of Refunds if any (Refer to Refund Procedure)</li> <li>• Informing ICA of the change in Student's Pass Status (including cancellation of current Student's Pass)</li> <li>• Updating FPS Service Provider (Refer to procedure on updating FPS Service Provider)</li> <li>• Update database in the Institute's Student Management System (to accurately reflect updated course and student details)</li> <li>• Updating the Masterlist of Course Transfer and Withdrawals</li> </ul> <p><b>Updating of FPS Service Provider</b></p> <p><u>*Circumstances to inform FPS Service Provider</u></p> <p><b>Administration Department</b> will update <b>Lonpac Insurance</b> within 3 working days if: -</p> <ol style="list-style-type: none"> <li>a. Student transfers his course of study; or</li> <li>b. Student withdraws from course of study; or</li> <li>c. Student defers or extends his course of study; or</li> <li>d. Student's fee protection status is affected other than the circumstances as listed above.</li> </ol> <p><u>The procedures to inform FPS Service Provider</u></p> <ol style="list-style-type: none"> <li>a. <b>Administration Department</b> will inform <b>Lonpac Insurance</b> by logging into the online system.</li> <li>b. <b>Administration Department</b> will update the information in the system to reflect current status of student.</li> </ol>	
<p><b>7. Review of Transfer Procedure</b></p> <p>7.1 The <b>Independent Internal Process Auditor</b> will review the student transfer process as part of his/her Internal Process Review, Audit, and Assessment of the Institute.</p> <p>7.2 In addition, the Process Owner will do a review of the process at least once a year to ensure that it is up to date and relevant.</p>	<p style="text-align: center;"><b>IPRAA Report (Designated Independent Internal Auditor)</b></p>

**Flowchart: Student Course Transfer Procedure**