



HANBRIDGE INSTITUTE

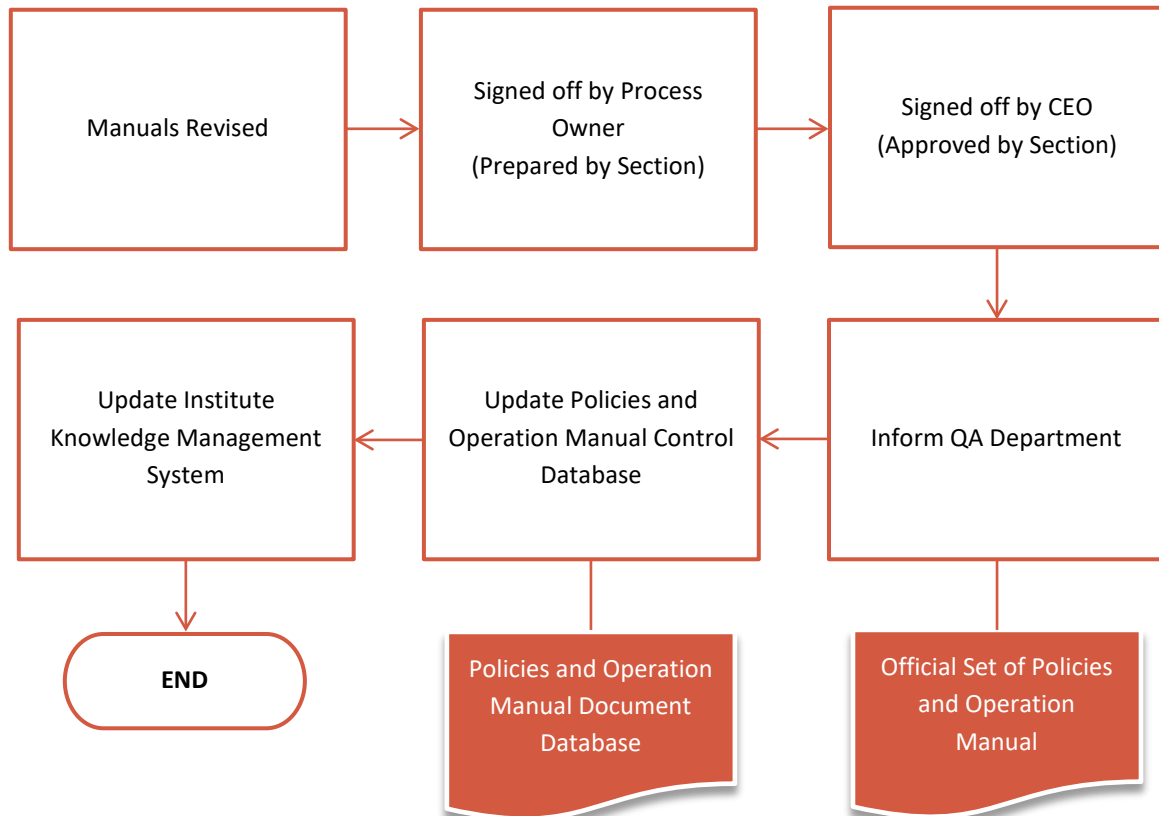
**OPERATION MANUAL**

**OM-0608-C4.4.1-05**

**STUDENT COURSE WITHDRAWAL 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 Withdrawal Request Form</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 write-up on obtaining written consent from parents or guardians for students below 18 years old in section 2</li> <li>• Removed Criterion Reference to Operation Manual</li> <li>• Updated flowchart with changes</li> </ul>	15 June 2017
02	<ul style="list-style-type: none"> <li>• Added point 6.2 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 Point 6 "Review of Withdrawal Procedure" to "Review of Withdrawal Procedure"</li> <li>• Amended "Designated Independent Internal Auditor" to "Independent Internal Process Auditor" in Point 6.1</li> <li>• Amended Point 6.1 "The Independent Internal process Auditor will review the student transfer process ..." to "The Independent Internal Process Auditor will review the student withdrawal process ..."</li> <li>• Amended Flowchart according to the Process</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

## 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 Withdrawal Request Form</b></p> <p>1.1 In the event that a student would want to proceed with a Course Withdrawal, he / she is to fill up the <b>Course Withdrawal 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 Withdrawal Request Form</b> in case of a refund.</p> <p>1.2 Any supporting documentations that are required to process the Course Withdrawal Request must also be submitted along with the <b>Course Withdrawal Request Form</b>.</p> <p>1.3 Reasons for the Course Withdrawal should also be documented in the <b>Course Withdrawal Request Form</b>.</p>	<p>Course Withdrawal Request Form / Refund Request Form (Administration Department)</p>
<p><b>2 Administration Department to meet up with Student</b></p> <p>2.1 Upon receipt of any <b>Course Withdrawal Request Form</b> (including supporting documents if any), <b>Administration Department</b> is to meet up with the student. This is to be done within 2 working days upon receipt of the <b>Course</b></p>	

<p>Withdrawal Request Form (based on the date of application).</p> <p>2.2 <b>Administration Department</b> is to inform student on the following: -</p> <ul style="list-style-type: none"> <li>• Their student's pass will be cancelled upon withdrawal from the Institute</li> </ul> <p><u>Only applicable for students under the age of 18 Years Old</u></p> <p>The Institute needs to obtain written consent of the student's parents or guardians prior to proceeding with the Course Withdrawal Request. Consent can be through email or letter. Consent must be documented in the <b>Course Withdrawal Request Form</b>.</p> <p>2.3 The <b>Administration Department</b> would then refer to the Student Contract and Refund Policy to establish if the student is eligible for any refunds. This should be documented in the <b>Course Withdrawal Request Form</b>. Calculation of Refund Amount would be indicated in the <b>Refund Request Form</b>. For more details on refunds, please refer to <b>Operation Manual: Student Refund Procedures</b>.</p>	
<p><b>3 Student Interview Sessions with Administration Department</b></p> <p>3.1 An interview session with the <b>Administration Department</b> will then be arranged to establish the reasons for the application of a course withdrawal. <b>Administration Department</b> will seek possible solutions for student retention. Details for the interview session are to be documented in the <b>Course Withdrawal Request Form</b>.</p>	<p>Course Withdrawal Request Form (Administration Department)</p>
<p><b>4 Management Approval of Course Withdrawal</b></p> <p>4.1 If the student wishes to proceed with the withdrawal, <b>Administration Department</b> is to seek the approval of the <b>Principal</b> as part of Management Approval.</p> <p>4.2 Such Approval should be documented in the <b>Course Withdrawal Request Form</b>.</p>	<p>Course Withdrawal Request Form (Administration Department)</p>
<p><b>5 Issuing Letter to Effect Course Withdrawal Request</b></p> <p>5.1 A Letter to Effect Course Withdrawal Request will be given to the student.</p> <p><b>Internal Processing for Course Withdrawals</b></p> <p>The following will consist of follow up actions that the <b>Administration Department</b> must complete upon confirmation of the Course Withdrawal. They are as such: -</p> <ul style="list-style-type: none"> <li>• Termination of existing student 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 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</li> </ul>	

<p>accurately reflect updated student status)</p> <ul style="list-style-type: none"> <li>• Updating the Master list of Course Transfer and Withdrawals</li> <li>• Issuing of past attendance records to students who are enrolling in another course in another Private Education Institute</li> </ul> <p><b>Updating of FPS Service Provider</b></p> <p><u>*Circumstances to inform FPS Service Provider</u></p> <p>Administration Department will update Lonpac Insurance 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. Administration Department will inform Lonpac Insurance by logging into the online system.</li> <li>b. Administration Department will update the information in the system to reflect current status of student.</li> </ol>	
<p><b>6 Review of Withdrawal Procedure</b></p> <p>6.1 The Independent Internal Process Auditor will review the student withdrawal process as part of his/her Internal Process Review, Audit, and Assessment of the Institute.</p> <p>6.2 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>IPRAA Report (Independent Internal Process Auditor)</p>

**FLOWCHART: STUDENT COURSE WITHDRAWAL PROCEDURE**

