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TRANSFER, WITHDRAWAL & DEFERMENT POLICY

VERSION V 1.0

EFFECTIVE DATE 2012-05-14

Scope/Purpose

Purpose:

The Course Transfer, Withdrawal, and Deferment Policy aims to establish a clear and efficient process for managing student requests related to course changes

- 1. Ensure Transparency and Clarity:** Provide clear guidelines and procedures for students seeking to transfer courses, withdraw from their studies, or defer their enrollment.
- 2. Maintain Compliance:** Ensure adherence to relevant regulatory requirements, including the EduTrust Guidance Document ver 3 and the Personal Data Protection Act (PDPA)
- 3. Protect Student Interests:** Safeguard the rights and interests of students by outlining the conditions and implications of course transfers, withdrawals, and deferrals.
- 4. Enhance Operational Efficiency:** Streamline the administrative processes associated with these requests to minimize processing time and administrative burden.
- 5. Ensure Data Integrity:** Maintain accurate and up-to-date records of all student requests and actions taken in response, ensuring data protection and confidentiality.

Scope:

This policy applies to all students enrolled at Beauty Valley Academy, including both local (Singaporean) and international students. It covers the following aspects:

- 1. Course Transfer:** Procedures and conditions under which students may change their course of study within the Academy.
- 2. Course Withdrawal:** Guidelines for students who wish to terminate their enrollment and the subsequent implications for their Student Pass status (for international students) and
- 3. Course Deferment:** Processes for students seeking to postpone their studies due to valid personal or medical reasons, including the conditions under which deferment is granted.

The policy involves the coordinated efforts of various stakeholders, including:

- **Academic Affairs Manager:** Manages the receipt and initial processing of student requests.
- **Operations Head:** Conducts interviews and oversees the approval and implementation of requests.
- **Academic Head:** Assesses student eligibility for course transfers and deferrals.
- **Administrative Officer:** Updates student records and liaises with regulatory bodies such as ICA.
- **Finance Executive:** Handles financial aspects related to refunds and fees.
- **Principal:** Provides final approval for deferment requests and ensures overall policy compliance.
- **Internal Assessor:** Reviews and evaluates the effectiveness of the policy and procedures on an annual basis.

This policy ensures that all student requests are processed promptly and fairly, within a maximum timeframe of four weeks, while maintaining compliance with all

Policy/Process

Course Transfer, Withdrawal, and Deferment Policy

1. PURPOSE / OBJECTIVES

1.1 The objective of the Course Transfer, Withdrawal, and Deferment Policy is to efficiently manage students' requests for course transfer, withdrawal, or deferment.

2. RESPONSIBILITY

2.1 The following personnel are responsible for the processes described in section 3:

- Academic Affairs Manager
- Operations Head
- Academic Head
- Administrative Officer
- Finance Executive
- Principal

- Internal Assessor

3. SYSTEM / PROCESSES

Italics below refers to EduTrust Guidance Document ver 3 requirements

Transfer, withdrawal, and deferment policies and procedures and how these are communicated to students shall include:

- a. Maximum processing time of not more than 4 weeks from the point of the student's request to informing the student of the outcome in writing.
- b. Conditions under which a transfer or deferment application (stating the maximum deferment period) will be granted.
- c. Informing the Immigration & Checkpoints Authority of Singapore (ICA) of any change to the status of the Student's Pass (STP), if applicable, for international students.
- d. Signing a new contract or issuing an addendum to the existing contract when a course deferment or transfer request has been approved.
- e. Obtaining the parent's/legal guardian's written consent if the student is under 18 years of age.

Definitions:

- **Transfer:** Changing the course or study period (e.g., from full-time to part-time or vice versa) while remaining a student of Beauty Valley Academy.
- **Withdrawal:** Terminating all courses with Beauty Valley Academy.
- **Deferment:** Delaying or postponing the course (or module).

Withdrawal Policy

3.1 Withdrawal refers to the termination of the student's status with Beauty Valley Academy and the corresponding termination of the student contract. The Academy will

3.2 Full and immediate withdrawal requests may be initiated by the student or may occur due to:

- Transfer to another institution.
- Severe illness or personal circumstances.
- Crises outside the student's control such as pandemics or natural disasters.
- Courses not commencing as scheduled.
- Misbehavior or misconduct warranting termination by the Academy.

3.3 International students are informed of the implications for their Student Pass status if they withdraw. The Academy will log into the ICA system to cancel the student's

3.4 The withdrawal process, including assessment, response, Student Pass status change (if applicable), and refund processing, will be completed within 4 weeks.

Transfer Policy

3.5 Transfer refers to a change in the course of study within Beauty Valley Academy. The Academy allows students to transfer between courses, subject to applicable

3.6 Conditions for course transfer include:

- Submission of a written transfer request with reasons.

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- 1.0 Fulfillment of entry requirements for the new course.
 - Consideration of the student's academic ability, progress, conduct, aptitude, and attendance records.
- Resolution of any outstanding financial and administrative matters.

- 3.7 Where applicable, the ICA will be informed, and a new Student Pass application will be submitted for international students.
- 3.8 The transfer process, including assessment and response, will be completed within 4 weeks, with initial responses given within 7 working days.
- 3.9 The Operations Head will communicate approved transfer requests to the Academic Head and relevant staff.

Deferment Policy

3.10 The Academy considers deferment requests on compassionate grounds for reasons such as:

- Serious illness or death of a family member requiring the student's presence.
- Traumatic family circumstances requiring family support.
- The student's sickness or poor health necessitating extended rest.

3.11 Deferment requests will be assessed and responded to within 2 weeks.

3.12 The policy does not generally allow course extensions, but exceptions may be made on a case-by-case basis.

Withdrawal Procedure

3.13 Students seeking withdrawal must submit the completed Student Withdrawal Form (AA-005) to the Academic Affairs Manager via hand, post, fax, or email.

3.14 The Operations Head will interview the student to understand the reason for withdrawal. If the student persists, the Operations Head issues a notice of withdrawal.

3.15 The Administrative Officer will:

- Terminate the Student Pass with ICA, if applicable, for international students.
- Update the FPS provider when a student transfers or withdraws.

3.16 The Operations Head will ensure the refund procedure is executed according to the refund policy within 7 working days after withdrawal approval.

Transfer Procedure

3.17 Students seeking a course transfer must submit a written request to Beauty Valley Academy via hand, post, fax, or email. The Academic Affairs Manager will

3.18 The Academic Head will assess the student's eligibility for the new course.

3.19 The Operations Head will interview the student to understand the reason for the transfer. If the student persists, the Operations Head will issue a transfer notice.

3.20 The Administrative Officer will:

- Apply for the new Student Pass with ICA, if applicable, for international students.
- Update the FPS provider and student register.

Deferment Procedure

3.21 Students requesting deferment must write to Beauty Valley Academy, providing reasons and relevant documents (if available).

3.22 The Principal will consider the deferment request and may consult with relevant staff.

3.23 The Operations Head will inform the student of the deferment decision and period.

3.24 If deferment is approved:

- All supervisory processes are suspended; the student is considered inactive.
- No course fees will be charged during deferment.
- Deferment time is not included in the course completion period, and deadlines will be adjusted.

3.25 The transfer, withdrawal, and deferment policies and procedures are available on the Beauty Valley Academy website.

Maintaining Records

3.26 The Academic Affairs Manager will keep hard copy records of transfer, withdrawal, and deferment requests. The Administrative Officer will maintain the student records.

Review for Improvement

3.27 The Academic Affairs Manager or an appointed Internal Reviewer will annually review the Course Transfer, Withdrawal, and Deferment Policy for continual improvement.

3.28 An Internal Assessor will check adherence to the policies and procedures, ensuring corrective actions are implemented. The Assessor will complete and submit a report.

3.29 The efficiency of the policies is determined by the percentage of requests processed within the specified timeline, checked via a sampling of at least 10% of requests.

4. ASSOCIATED DOCUMENTS, FLOWCHARTS, FORMS

- PP-002 Internal Review Form
- PP-003 Internal Assessment Form
- AA-005 Student Withdrawal Form

5. REVISION HISTORY

Changes made	Version No.	Date of revision	Approved by
Rewritten to meet EduTrust Guidance Document version 3 requirements, and reset to version 1.0	1.0	2018, Jan 15	Principal
Updated transfer, withdrawal, and deferment procedures and incorporated flowcharts	1.1	2018, Apr 1	Principal
Reorganized the format to remove 'Steps' heading, and restructured the paragraphs and sentences	2.0	2018, Oct 1	Principal
Updated process owners, and fine-tuned processes	3.0	2019, Nov 1	Principal