

TRANSFER/ WITHDRAWAL/ DEFERMENT POLICY

Transfer Policy

This policy applies when a student changes the course of his/her study but remains as a student of GSTM.

Circumstances in which a transfer/ withdrawal application will be granted if student apply for transfer to another course.

Transfer to another course

A student changes from one course to another course within the school will be treated as withdrawal from existing course (refer to withdrawal terms and conditions).

For student under 18 years of age, parental / guardian approval is required before the course transfer application will be processed.

For student who is under Company's sponsorship, company representative must indicate approval for transfer in the designated section of "Course Transfer Application Form". The student is required to submit a copy of approval letter from their company together with the course transfer application form.

Requests for transfer of course must be through the submission of the Course Transfer Application Form and handed to the Student Support/ Services Department. Form received after 3.00pm will be considered as submission on the next working day. An administrative fee stipulated in the Standard PEI Student Contract Schedule C Miscellaneous Fees is applicable for all transfer requests. The administrative fee is non-refundable and non-transferable.

Requests for transfer of course are treated as a new application for a new intended course. The application will be officially assessed by GSTM and/or the University Partner to ensure the student fulfils the academic requirement of the new course. Student must meet the entry requirements of the new course they are applying for.

Approval for transfer will be granted on a case-by-case basis subject to the student meeting the admissions requirements of the new course and approval from the GSTM and/or University Partner where applicable.

In the event, student who wishes to transfer to a new intake/ term will be treated as withdrawal from the course. Request for transfer are treated as a new application for the new intake/term. Students are required to fill in a new Course Application Form. Application fee of S\$107 (inclusive of GST) is applicable for Global School of Technology Management's programme or application fee of S\$267.50 (inclusive of GST) for university programme applies. The application fee is non-refundable and non-transferable. Approval for transfer to a new intake/term will be subjected to the approval from the Global School of Technology and Management and/or University Partner where applicable.

Upon approval of the transfer, the original student contract must be terminated and a new contract must be signed for the new courses. A new Fee Protection Scheme (FPS) policy will be purchased for the new course.

For Refund Policy (Refer to Schedule D in Standard PEI Student Contract), any unconsumed course fees that are applicable for a refund, if any, from the existing course will be transferred to the new course. Students will need to top up the remaining balance of the course fees for the new course. Students who are granted course discounts, waivers etc. are to abide by the terms and conditions of these grants, and they are non-transferable to the new course.

For International students who wish to transfer to another course offered by GSTM will also need to submit their Student's Pass re-application to Immigration and Checkpoints Authority of Singapore (ICA) for approval. The course transfer will only take effect after ICA approves the transfer of the Student's Pass.

Timeframe for assessing and reply to any request for transfer

The entire transfer process, from point of application to the final outcome will be made known in writing within 4 weeks from the date of submission of the Course Transfer Application Form to student.

Withdrawal Policy

This policy applies when a student requests to stop his/her study and ceases to be a student of Global School of Technology and Management. The Student's Pass of international students will be cancelled upon withdrawal.

Students who wish to withdraw from the course after commencement shall inform Global School of Technology and Management in writing by filling up the Course Withdrawal Form and state the reason(s) for withdrawal.

Course withdrawal

Course withdrawal is defined as discontinuing of a course prior to completion of the current course.

Student request for course withdrawal must be made in writing by completing the "Course Withdrawal Form" and must be accompanied with valid reason (s) and supporting document.

For student under 18 years of age, parental / guardian approval is required before the Course withdrawal application will be processed.

For GSTM's proprietary courses, withdrawal application is subject to the approval of GSTM. For university courses, withdrawal application is subject to withdrawal policy of the respective universities.

The student has to pay all outstanding fees per Standard PEI Student Contract before the request will be processed. All refund (if applicable) will be according to the GSTM's refund policy as per Standard PEI Student Contract.

For all withdrawn students, the Fee Protection Scheme (FPS) will be cancelled and Student PEI Student Contract is will also be terminated upon final confirmation of the approval to withdraw by GSTM.

For international students, they are also required to surrender their student's pass to GSTM at the Student Support/ Services Department for cancellation with ICA. Students will be notified of when to collect their Social Visit Pass upon successful cancellation of the Student's Pass. The student is required to apply as a fresh applicant subsequently if he/she wishes to return to GSTM.

Circumstances in which a withdrawal application will be granted:

- Withdrawal caused by GSTM
- Withdrawal caused by students

Withdrawal caused by GSTM

The possible scenarios are depicted under Refund Policy "Refund for Withdrawal due to non-delivery of course" (refer to Standard PEI Student Contract point 2.1).

In the event that GSTM:

- (I) does not commence the course on the commencement date;
- (II) terminates the course before the course commencement date;
- (III) does not complete the course by the completion date;
- (IV) terminates the course before the course completion date;
- (V) has not ensured that the student meets the course entry requirement or matriculation requirement as set by the school stated in Schedule A of Standard PEI Student Contract within any stipulated timeline set by CPE; or
- (VI) the student's pass application is rejected by Immigration and Checkpoints Authority (ICA) (where applicable)

Application Fee and Student Pass Application Fees is non-refundable except for circumstances (I) to (V) listed above.

For circumstances (I) to (V), course fees and miscellaneous fees paid will be fully refunded (except FPS fee) within seven (7) working day.

For (VI), only new Students commencing the Course will be refunded the entire Course Fees and Miscellaneous Fees already paid. The existing Students will be only refunded with the remaining Unconsumed Course Fee and Miscellaneous Fee already paid

Withdrawal caused by students

In the event that students request for course withdrawal due to examination results or other conditions/situations including hospitalization; medical conditions certified by a Singapore registered doctor; overseas assignments of more than two months (must be supported by certification from student's company); and emergency reservist of more than two weeks, the possible scenarios are depicted under Refund Policy "Refund for Withdrawal due to other reasons".

A student who has withdrawn and wishes to be readmitted to any courses or resume his/her studies is required to submit a new application, subject to the prevailing fees and approval by the school and/or university partner where appropriate.

For university programmes, a re-entry application is subject to universities' re-entry policies and its approval.

Timeframe for assessing and reply to any request for withdrawal

The entire withdrawal process, from point of application to the final outcome will be made known in writing within four (4) weeks from the date of submission of the Course Withdrawal Application Form to student.

Deferment / Extension of Study Policy

- 1) In the event the Student after accepting an offer of a place in the course, gives at least two weeks written request before the Course's Commencement Date to defer to the next available course intake, all tuition fees paid will be transferred to the next available course intake.
- 2) FULL PAYMENT of all outstanding course fee must be made within seven (7) working days upon approval of deferment. Written notice of deferment received after 3.00 pm will be considered as submission on the next working day.
- 3) An offer of a place in a course may be deferred for up to 6 months of the total course duration, otherwise, student has to reapply as new student with no module exemption.
- 4) All deferments are subjected to School's approval.
- 5) Student will have to pay the \$107 for Deferment Application

Note:

Students may have to adapt to new course structure or change course if the course is no longer available. Any increase in fee would have to be borne by the student.

GSTM will do its utmost to assist students wherever possible and will not be held accountable if options are rejected by the students.

Time Limits for the Programme

The maximum period of registration allowed for the all courses are **36 months respectively**.

This maximum period of registration can be exceptionally extended by the GSTM Examination Board and/or University Partner's Exam Board when serious medium or long-term circumstances mean that a student is unable to study for significant periods of time within the period of registration and it, therefore, becomes impossible for a student to complete his/her programme within the designated period. This provision is not designed to be used to extend the period of registration by an extra semester or year due to short-term or temporary illness.

A formal appeal for an extension is to be made in writing with supporting documents are required. Any decision relating to appeal for an extension of the study will be made at the sole discretion of GSTM and/or University Partner and that shall be final.