

## **Course Transfer, Withdrawal and Deferral 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\$107.00 (inclusive of GST) is applicable for Global School of Technology Management's course or application fee of S\$214.00 (inclusive of GST) for university partner 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 and/or University Partner 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.

### ***Conversion from Full-Time to Part-Time Study (or vice versa) for existing students***

If a student's course of study is offered on both a full-time and part-time basis, he or she may apply to change his/her mode of study from full-time to part-time (or vice versa) **once** during his/her studies. The conversion of status is permitted once only during the entire period of study.

For student under 18 years of age, parental / guardian approval is required before the conversion from full-time to part-time Study (or vice versa) application will be processed.

For student who is under Company's sponsorship, company representative must indicate approval for conversion of status in the designated section of "Conversion from Full-Time to Part-Time Study (or vice versa) Form". The student is required to submit a copy of approval letter from their company together with the Conversion from Full-Time to Part-Time Study (or vice versa) Form.

Applications must be made using the Conversion from Full-Time to Part-Time Study (or vice versa) Form with supporting documents to GSTM at least one month before the intended date of conversion. The student must also give the reason for the change and the term of effect.

Conversion from Full-time to Part-time study (or vice versa) will be subjected to the approval from the GSTM and/or University Partner where applicable.

Approval for conversion from Full-time to Part-time study (or vice versa) is normally not allowed for students unless appropriate grounds for an application for change of mode would include employment or a significant change in personal circumstances.

A change of mode of study for health reasons should not be approved unless medical evidence indicates that part-time study is feasible and full-time study is not. Otherwise, the students are advised to remain no change of the study mode or withdrawal from the study.

Any approval for conversion from Full-time to Part-time study (or vice versa) will affect course fees and completion dates. The maximum period of registration allowed for all programme is 36 months. All students should complete their programme of study within the maximum registration period.

For International students who wish for conversion from Full-Time to Part-Time status must hold valid pass to stay in Singapore to work and study part time. When the request for the conversion of mode of study is approved, the original student contract must be terminated and a new contract must be signed for the new mode of study. A new Fee Protection Scheme (FPS) policy will be purchased for the new mode of study.

The International students also required to surrender their student's pass to GSTM at the Student Support/ Services Department for cancellation with ICA. Students will be notified for successful cancellation of the Student's Pass. [Cross reference to Transfer Procedure].

For local students who is no longer holding a valid pass (e.g. work permits, social visit pass, long term visit pass, etc.) and wish to change mode of study from Part-Time to Full-Time need to submit their Student's Pass application to Immigration and Checkpoints Authority of Singapore (ICA) for approval. The changes to mode of study will only take effect after ICA approves the Student's Pass. When the request for the conversion of mode of study is approved, the original student contract must be terminated and a new contract must be signed for the new mode of study. A new Fee Protection Scheme (FPS) policy will be purchased for the new mode of study.

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 mode of study will be transferred to the new mode of study. Students will need to top up the remaining balance of the change of mode of study. 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 change.

### ***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 or Conversion from Full-Time to Part-Time Study (or vice versa) Form to the 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 and / or University Partner. 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 and/or Request to Withdraw or Take an Interruption of Study form (if applicable)

### ***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/or Request to Withdraw or Take an Interruption of Study form (if applicable) 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 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). **(Cross reference to Refund Policy).**

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 Fee are non-refundable except for circumstances (I) to (VI) listed above.

GSTM might cancel a course due to insufficient intake numbers and other reasons.

Under circumstances (I) to (V), the student should be informed in writing of alternative study arrangements (if any), and also be entitled to a refund of the entire Course Fees and any Miscellaneous Fees already paid should the student decide to withdraw, within seven (7) working days of the above notice.

For (VI), full refund of all fees paid when Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

### ***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 reserivist of more than two weeks, the possible scenarios are depicted under Refund Policy "Refund for Withdrawal due to other reasons". **(Cross reference to Refund Policy).**

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 Policy:**

This policy applies to all students who are intending to enrol in modules or who are currently enrolled in modules of study offered by GSTM and/or University Partner of Enrolment in a course.

Deferment is a situation whereby a student is unable to attend, continue or accept a course for whatsoever reason/s as mentioned below:

- Personal and medical grounds (e.g. prolonged medical situation, financial hardship, family problems, etc.)
- Work situation (e.g. change of work duties, overseas posting, retrenchment, etc.)
- National situation (e.g. National Service)
- Others (e.g. reasons acceptable from GSTM and/or University Partner (where applicable))

The conditions for granting of deferment:

- The application for deferment must be reach GSTM at least 2 weeks before the commencement date of the course/module/ examination date or submission date of coursework
- All outstanding course fees must be settled within seven (7) working days prior to request and approval for deferment. Written notice of deferment received after 3.00 pm will be considered as submission on the next working day.
- Student needs to fill in the course deferment form, including submission of any supporting documents and adhering to the process as stated in the deferment Procedures.
- For student under 18 years of age, parental / guardian approval is required before the course deferment application will be processed.
- Application for all deferment is subjected to the availability of the size, cohort, intake and/or University Partner acceptability of the course/module.
- All application is subjected to the Approval of GSTM and/or University Partner (where

applicable)

An offer of a place in a course offered by GSTM may be deferred for up to 6 months of the total course duration, otherwise, student has to reapply as new student.

An offer of a place offered by University Partner may be deferred for up to 1 year of the total course duration, otherwise, student has to reapply as new student.

The deferment policy shall be clearly communicated to all its students via the school's website, student handbook, pre-course counselling session and during the student orientation.

For international students, GSTM will explain the implication of the student's pass if international student defers of the study. International students will be required to cancel their student's passes as required by Immigration and Checkpoints Authority (ICA) if their deferment request is approved.

GSTM will reapply the student pass for students who have gotten back in regards to when they could resume class. However, student pass application will be subjected to ICA's approval.

Students who are granted deferment must follow the schedule that the School has arranged for them upon resuming studies.

### **Types of Deferment**

Deferment may arise from any of the following situations:

- Course Deferment
- Module Deferment
- Assignment Extension and/or Examination Deferment

As a policy, deferment is generally not encouraged unless on official or compassionate grounds and approval is granted at the discretion of GSTM and/or University Partner.

### **Deferment Procedure**

#### **a) Course Deferment**

Course Deferment is deferment by a student's request to postpone his/her study of the course and/or to carry forward his/her paid fees to a later period. Deferment may arise due to factors such as national service, overseas postings, on medical grounds or for any other valid reasons.

Deferment of course is allowed only up to **a maximum period of SIX (6) MONTHS for all courses offered by GSTM and ONE (1) YEAR for courses offered by University Partner**. Failing which, student will be deemed as having withdrawn from the course.

The application is subjected to the approval by the GSTM and/or University Partner.

A deferment fee stipulated in the Standard PEI Student Contract Schedule C Miscellaneous Fees is applicable for all deferment requests. The deferment fee is non-refundable and non-transferable.

Upon approval of the deferment, the original student contract must be terminated and a new contract will be issued. All refund (if applicable) will be according to the GSTM's refund policy as per Standard PEI Student Contract.

Once the student resumes the study as stated on the new Standard PEI Student Contract, he/she is required to sign the student contract and make the course fee payments. A new Fee Protection Scheme (FPS) policy will be purchased.

### **b) Module Deferment**

Module Deferment is deferment by a student who temporarily defer 1 or 2 Modules in a course and then returns to his/her course of studies. This deferment may arise due to factors such as reservist training in national service, short overseas postings, on medical grounds or for any other valid reasons.

The application is subjected to the approval by the GSTM and/or University Partner.

A deferment fee stipulated in the Standard PEI Student Contract Schedule C Miscellaneous Fees is applicable for all deferment requests. The deferment fee is non-refundable and non-transferable.

Upon approval of the deferment, the original student contract must be terminated and a new contract will be issued. All refund (if applicable) will be according to the GSTM's refund policy as per Standard PEI Student Contract.

Once the student resumes the study as stated on the new Standard PEI Student Contract, he/she is required to sign the student contract and make the course fee payments. A new Fee Protection Scheme (FPS) policy will be purchased

### **c) Assignment Extension and/or Examination Deferment**

Assignment Extension and/or Examination Deferment is deferment by a student who is unable to submit an assignment or attend an examination by the deadline set by GSTM and/or University Partner.

This deferment may arise due to personal circumstances that the student:

- could not have predicted would happen
- have no control over, and
- have seriously affected his/her ability to do his/her assessment

The following are valid reasons for making a claim for deferment of assessment or extenuating circumstances if students are able to show that they are preventing him/her from completing his/her assessments as planned:

- Illness or injury which lasts for more than one week that is serious enough to stop him/her from researching, rehearsing, writing, or revising for his/her assessment.
- Significant illness or injury on the day of or during a 'live assessment' such as an exam or performance.
- Serious illness of a close family member which means he/she need to provide significant caring support that he/she had not planned for.
- Death of someone close to student or the significant, ongoing effects of grief following the death of someone close to student
- Unexpected and significant increase in his/her employment workload that is beyond his/her control (if he/she is a part-time student).

- Being the victim of a crime.
- Being called for jury service or as a witness in a trial.
- Requirements of military service
- or any other valid reasons

Student can apply for the consideration for:

- A deferral of examination for module offered by GSTM or University Partner (which means that he/she will take the assessment at the next available opportunity); OR
- A coursework extension of 14 working days to the coursework deadline for module offered by GSTM OR
- A coursework extension of 10 working days to the coursework deadline for module offered by University Partner.

Student needs to complete the Course Deferment Form for module offered by GSTM or Extenuating Circumstances Claim Form for module offered by University Partner.

The application is subjected to the approval by the GSTM and/or University Partner.

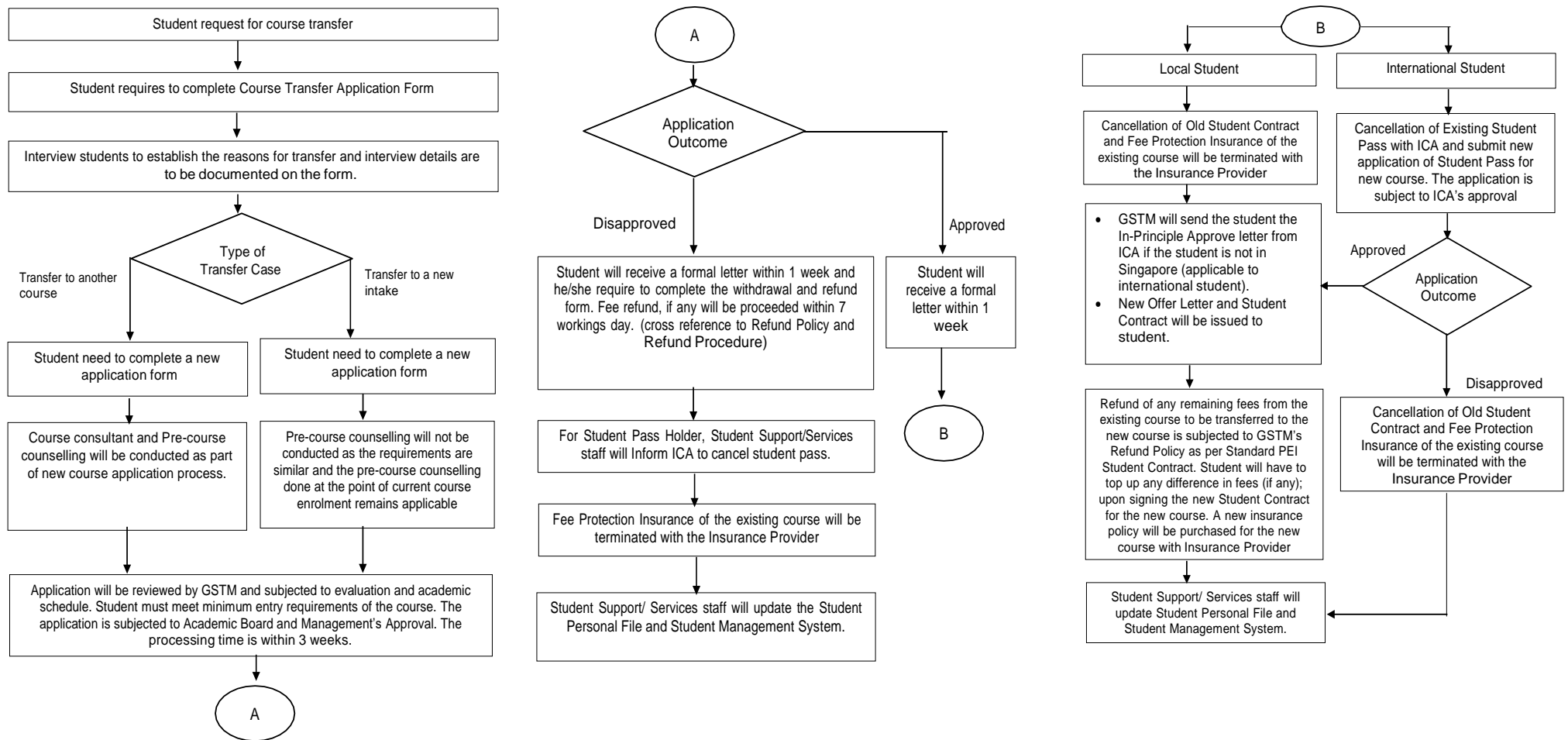
***Timeframe for assessing and reply to any request for deferment of course***

The entire deferment process for GSTM's course, 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 Deferment Form to student.

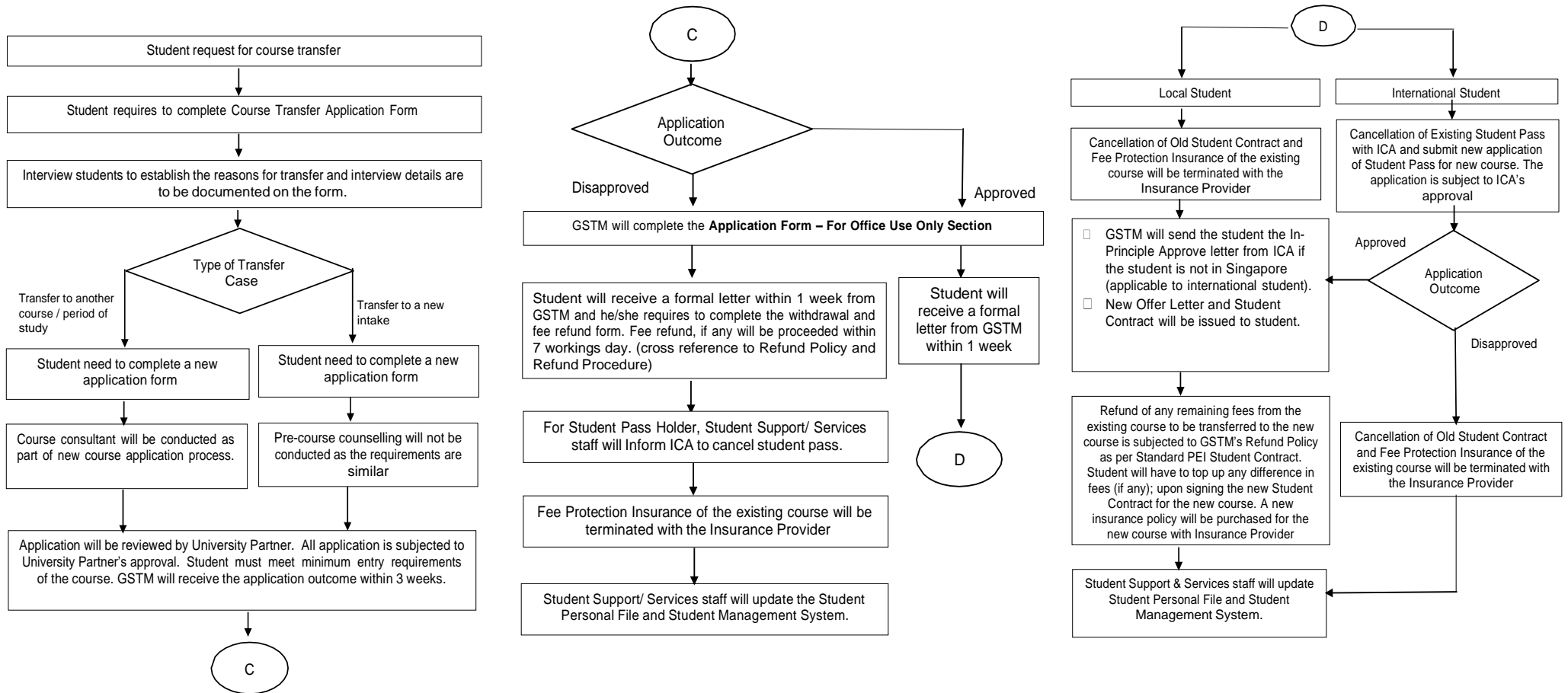
The entire deferment process for University Partner's course, from point of application to the final outcome will be made known in writing within 10 working days from the date of submission of the Course Deferment Form and Extenuating Circumstances Claim Form to student.



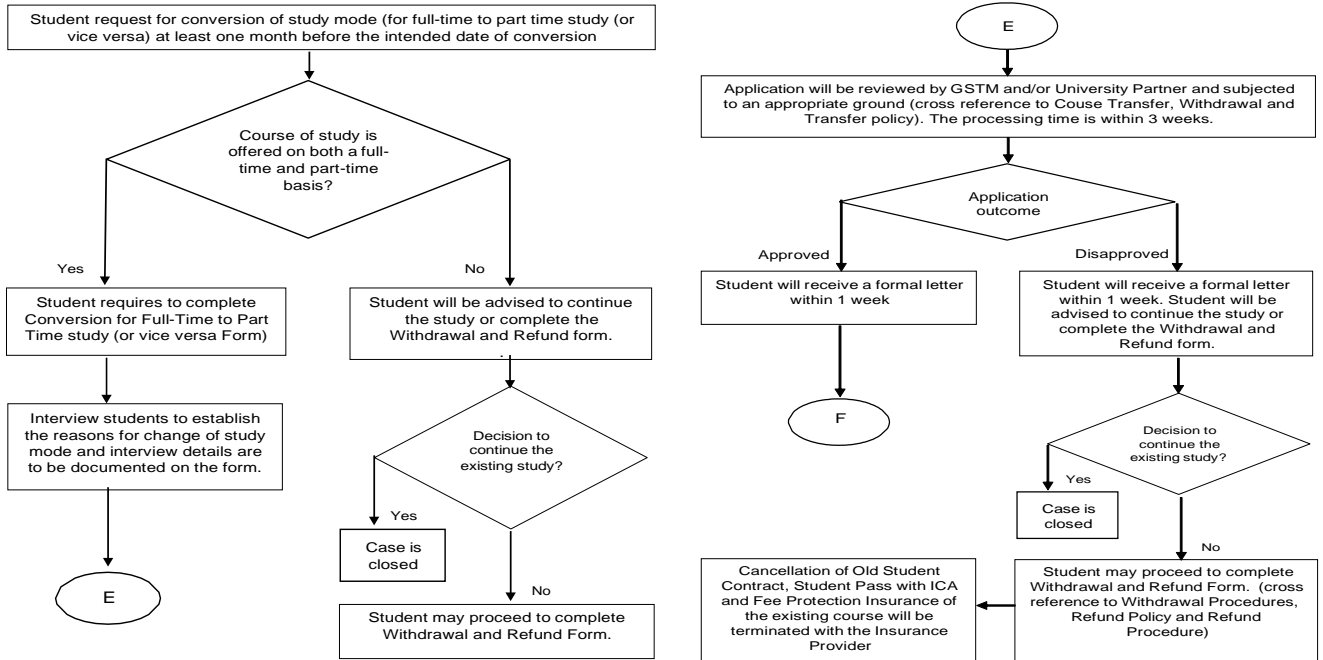
**Figure 1: Transfer to another course offered by GSTM Procedure**



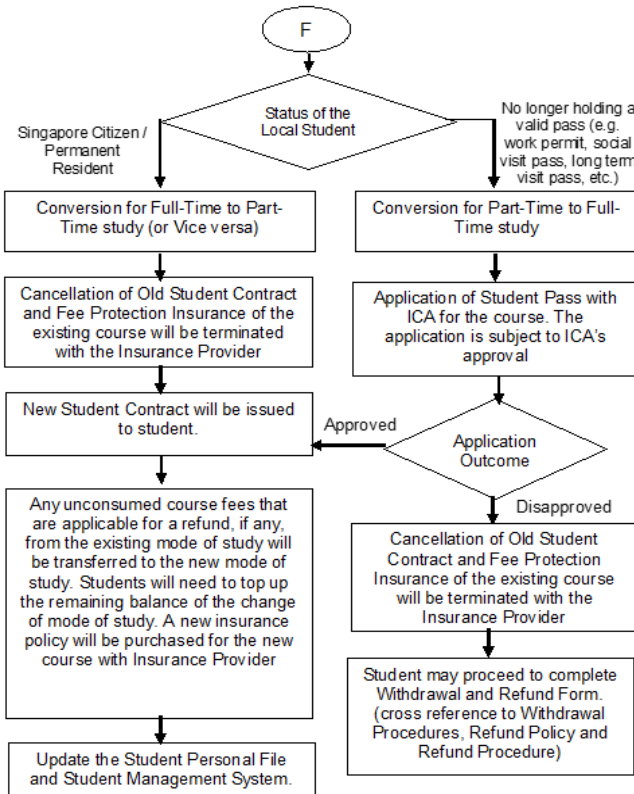
**Figure 2: Transfer to another course offered by Birmingham City University Procedure**



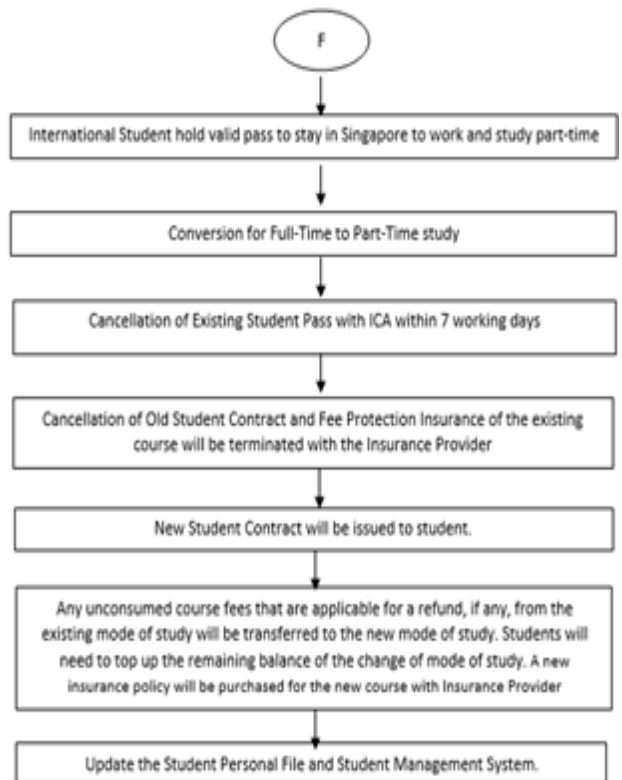
**Figure 3: Conversion for Full-Time to Part Time study (or vice versa) for existing student process**



**Conversion of Study Mode for Local Students**

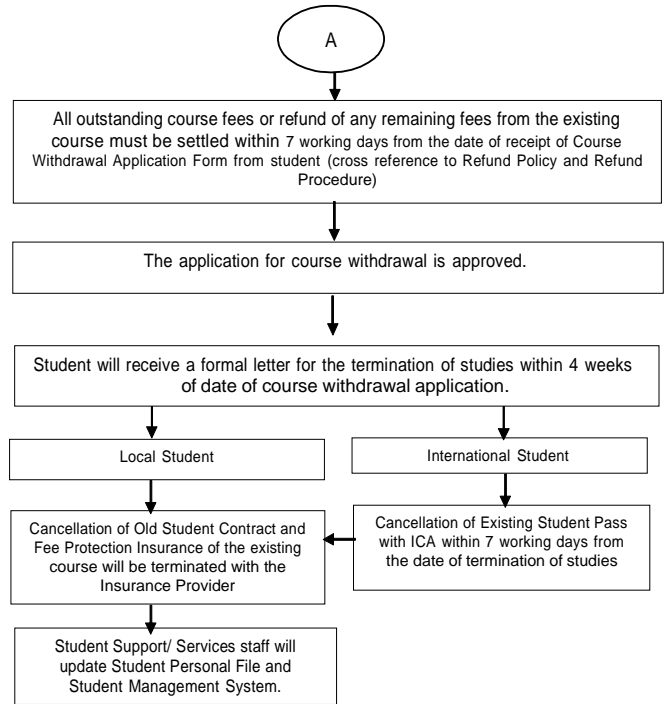
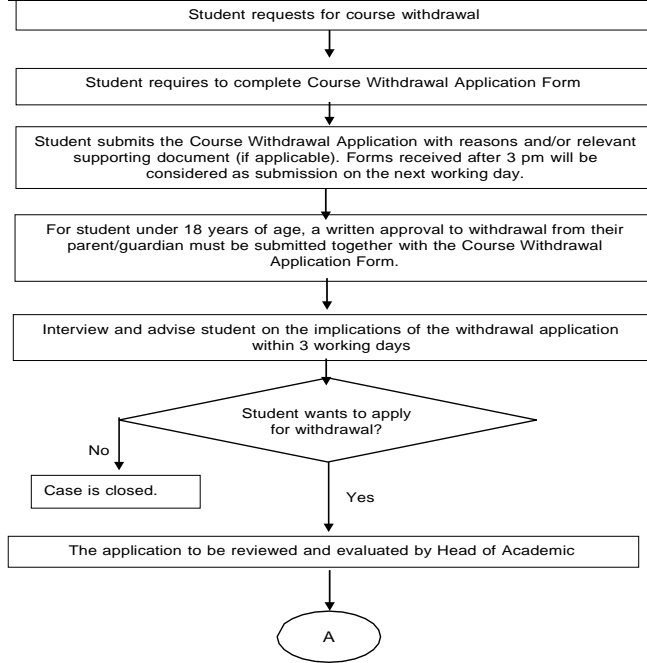


**Conversion of Study Mode for International Students**

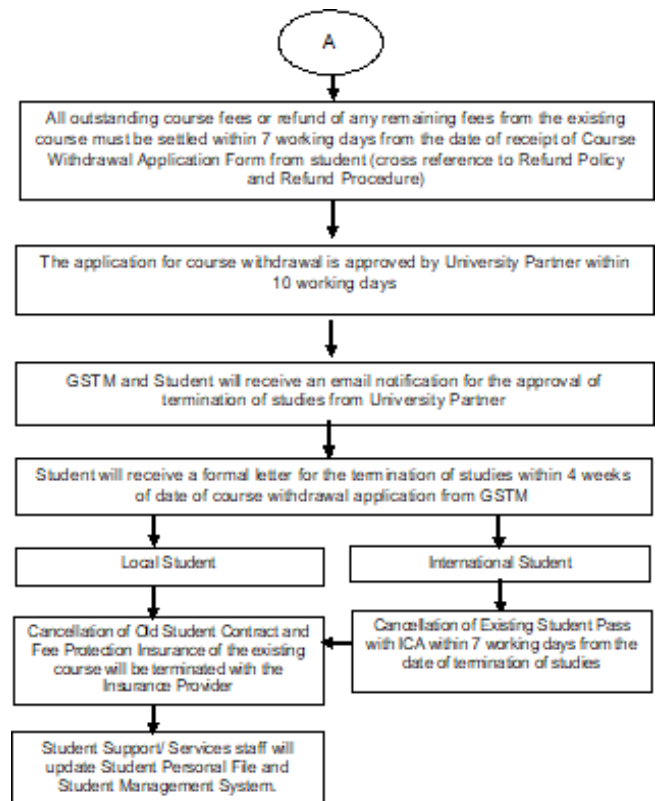
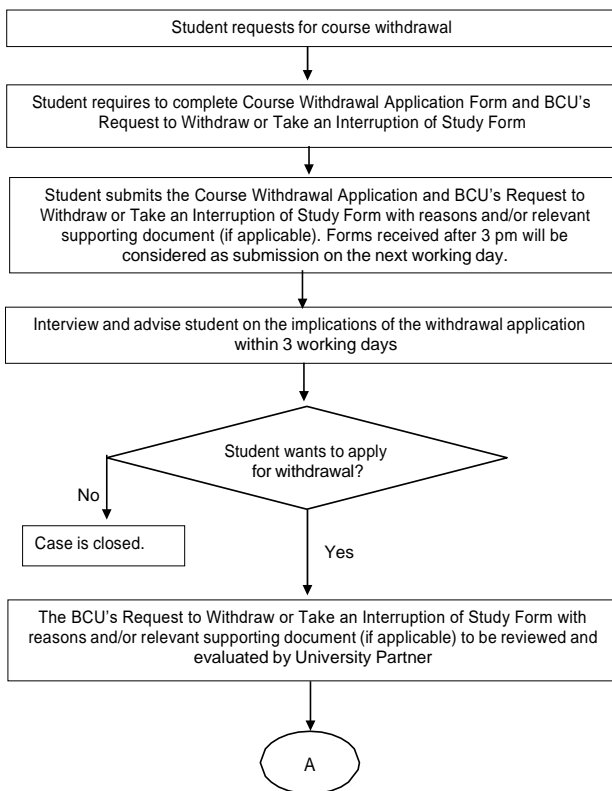


**Figure 4: Withdrawal Procedures**

**Withdrawal of Study for course offered by GSTM**

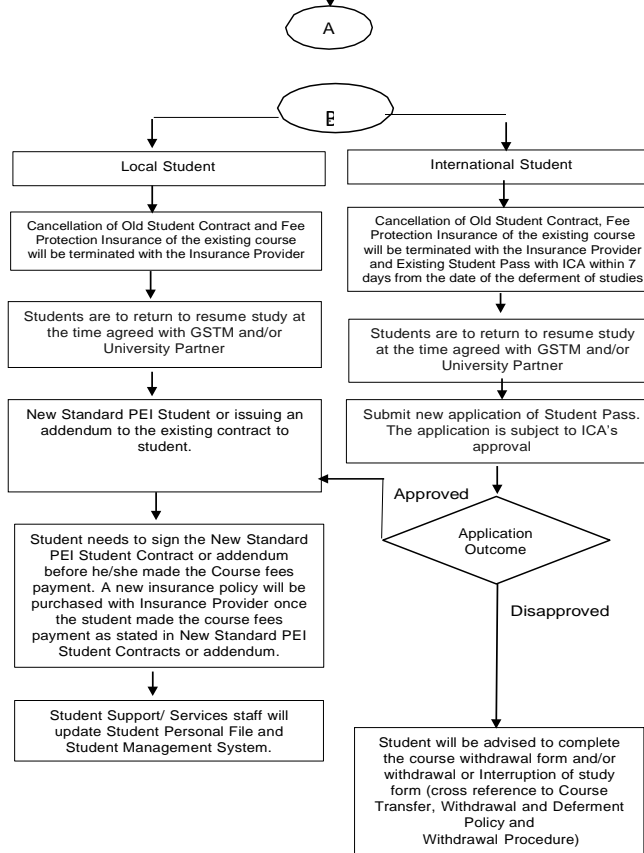
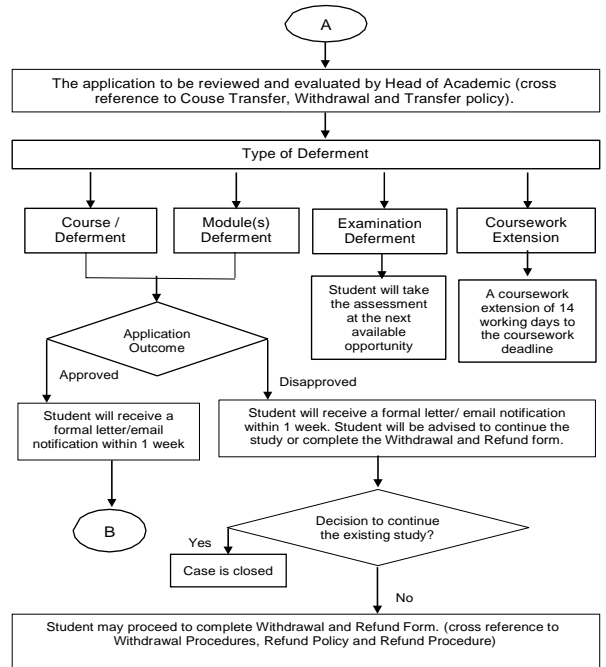
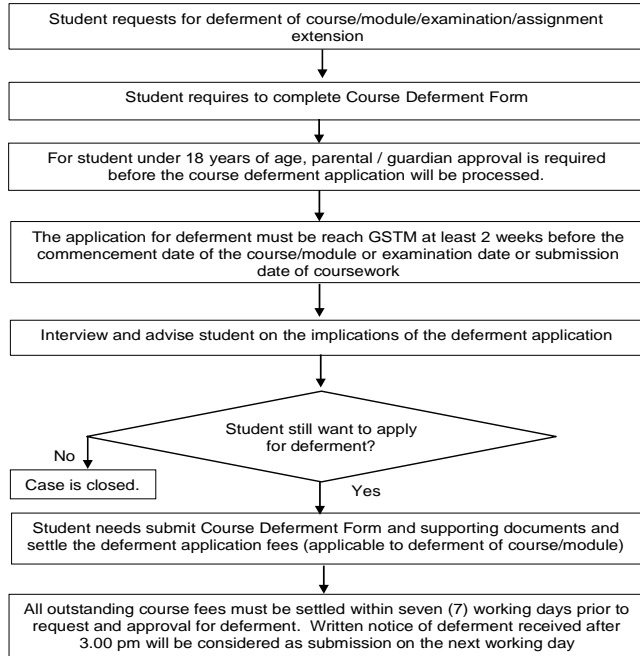


**Withdrawal of Study for course offered by University Partner process**



**Figure 5: Deferment for Student studying GSTM's course Procedures**

**Students studying GSTM's course**



**Figure 6: Deferment for Student studying Birmingham City University's course Procedures**

