

COURSE TRANSFER, WITHDRAWAL AND DEFERMENT POLICY

The policy had been developed in line with the requirement of EduTrust and assists a student's request for course transfer, deferment, and withdrawal at any time during a study period at GSTM.

The policy also outlines that the GSTM and External Academic Partner (if applicable) have fair and reasonable procedures for assessing, approving, and recording course transfer, deferment, and withdrawal from the study.

This policy applies to all students, including those who have accepted but not yet commenced studies and those who are currently enrolled in the course offered by GSTM or External Academic Partner (if applicable).

The course transfer, deferment and withdrawal 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 the international student applies for course transfer, deferment, and withdrawal of study.

GSTM is responsible for informing the Immigration & Checkpoints Authority of Singapore (ICA) of any change to the status of the Student's Pass (STP).

The conditions for granting course transfer, deferment, and withdrawal:

- All outstanding fees must be settled prior to a request for course transfer, deferment, and withdrawal.
- The student is to fill in the transfer of course/withdrawal/deferment Form, including submission of any supporting documents and adhering to the process stated in the Course transfer, deferment, and withdrawal procedures.

Students are required to sign a new contract or issue an addendum to the existing contract when a course deferment or transfer request has been approved.

GSTM shall maintain up-to-date transfer, withdrawal, and deferment records of the students.

Course Transfer Policy

This policy applies when a student changes the course or period of study (from full time to part time or vice versa) but remains as a student of GSTM.

Circumstances in which a transfer/ withdrawal application will be granted if the student applies 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 a withdrawal from an existing course (refer to withdrawal terms and conditions).

For students under 18 years of age, parent's/ legal guardian's written consent is required before the course transfer application will be processed.

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

Requests for course transfer must be submitted through the Transfer of Course Form and handed to the Student Support Services Department. 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 course transfer are treated as a new application for a new intended course. The application will be officially assessed by GSTM and External Academic Partner (if applicable) to ensure the student fulfils the minimum entry requirement of the new course. The student must meet the entry requirements of the new course before 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 External Academic Partner (if applicable).

In the event student wishes to transfer to a new intake/ term will be treated as a withdrawal from the course, and the transfer request will be treated as a new application for the new intake/term. Students are required to fill in a new Application Form and make application fees which are non-refundable.

Approval for transfer to a new intake/term will be subjected to approval from the GSTM and External Academic 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) Insurance will be purchased for the new course.

For the 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.

International students who wish to transfer to another course offered by GSTM and External Academic Partner, where applicable, will also need to submit their Student's Pass re-application to 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) during his/her studies. The conversion of status is permitted once only during the entire period of study.

For students under 18 years of age, parent's/ legal guardian's written consent is required before the conversion from full-time to part-time Study (or vice versa) application will be processed.

For the student under Company's sponsorship, the company representative must indicate approval for status conversion in the designated section of the "Conversion from Full-Time to Part-Time Study (or vice versa) Form". The student is required to submit a copy of the approval letter from their Company together with the 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 conversion date. 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 approval from the GSTM and External Academic 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 a 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 with no change of their 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 registration period allowed for all programmes is 36 months, and all students should complete their programme of study within the maximum registration period.

International students who wish to conversion from Full-Time to Part-Time status must hold a valid pass to stay in Singapore to work and study part time.

When the request for the conversion of the 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) insurance will be purchased for the new mode of study.

The International students are also required to surrender their Student Pass to GSTM at the Student Support Services Department for cancellation with the Immigration & Checkpoints Authority of Singapore (ICA) of the change to the status of the Student's Pass (STP).

Students will be notified of the successful cancellation of the Student's Pass. **[Cross reference to Transfer Procedure]**

Local students who are no longer holding a valid pass (e.g. work permits, social visit pass, long-term visit pass, etc.) and wish to change their mode of study from Part-Time to Full-Time need to submit their Student Pass application to Immigration and Checkpoints Authority of Singapore (ICA) for approval.

The changes to the mode of study will only take effect after ICA approves the Student's Pass.

When the request for the conversion of the 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) insurance will be purchased for the new mode of study.

For the 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 replying to any request for course transfer.

The entire transfer process, from the point of application to the outcome, will be made known in writing within 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.

Deferment Policy:

This policy applies to all students who intend to defer or postpone the course (or module).

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 External Academic Partner (where applicable))

The conditions for granting deferment:

- The application for deferment must be reached GSTM before the commencement date of the course/module/ coursework submission date / examination date.
- All outstanding course fees must be settled within seven (7) working days prior to request and approval for deferment.
- Student needs to fill in the course deferment form, including submitting any supporting documents and adhering to the process stated in the deferment procedures.
- For students under 18 years of age, parent's/legal guardians' written consent is required before the course deferment application will be processed.

- Application for all deferment is subject to the availability of the size, cohort, intake and/or GSTM and/or External Academic Partner (where applicable) acceptability of the course/module.
- All application is subject to the approval of GSTM and/or External Academic Partner (where applicable)

An offer of a place in a course offered by GSTM may be deferred for up to a maximum of 6 months deferment period will be granted otherwise, the student has to reapply as a new student.

An offer of a place offered by an External Academic Partner may be deferred for up to a maximum of 1 year deferment period, otherwise, the student has to reapply as a new student.

For international students, GSTM will explain the implication of the student's pass if an international student defers from the study. Once the deferment request is approved, GSTM will inform the ICA and cancel the student pass.

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

Students must also sign a new contract/addendum to the existing contract when a course deferment has been approved. Students who are granted deferment must follow the schedule 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 External Academic Partner (if applicable).

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, medical grounds, or other valid reasons.

Course deferment 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 External Academic Partner . Failing which, the student will be deemed as having withdrawn from the course.

Students apply for the course deferment must complete:

- Deferment form for GSTM course/modules
- Deferment form and Request to Withdraw or Take an Interruption of Study for External Academic Partner's course/module.

The application is subjected to approval by the GSTM and External Academic Partner (if applicable).

A deferment fee stipulated in the Standard PEI Student Contract Schedule C Miscellaneous Fees applies to 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 refunds (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) Insurance will be purchased.

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

b) Module Deferment

Module Deferment is deferment by a student who temporarily defers 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, medical grounds, or other valid reasons. The application is subjected to approval by the GSTM and External Academic Partner (if applicable).

Students need to complete:

- GSTM modules: Deferment Form
- External Academic's Partner modules: Deferment Form, and Extenuating Circumstances Claim Form

A deferment fee stipulated in the Standard PEI Student Contract Schedule C Miscellaneous Fees applies to 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 refunds (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) Insurance will be purchased.

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

c) Assignment Extension and/or Examination Deferment

Assignment Extension and/or Examination Deferment is deferred by a student who cannot submit an assignment or attend an examination by the deadline set by GSTM and External Academic Partner (if applicable).

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 claiming deferment of assessment or extenuating circumstances if students can show that they are preventing him/her from completing his/her assessments as planned:

- An illness or injury that lasts for more than one week 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.
- The serious illness of a close family member means he/she must provide significant caring support that he/she had not planned for.
- Death of someone close to the student or the significant, ongoing effects of grief following the death of someone close to the 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 for military service
- or any other valid reasons

Students can apply for the consideration for:

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

Student needs to complete Extenuating Circumstances Claim Form for the module offered by GSTM and External Academic Partner .

If extenuating circumstances do happen on the day, students must submit their claim no later than five working days after the assessment date or the deadline, with evidence that shows why they were not able to attend the assessment or submit their work on time.

If students submit the claim later than this, students will also need to provide evidence that shows why they could not attend the assessment or submit their work on time and submit their claim within five working days.

The application is subjected to approval by the GSTM and External Academic Partner (where applicable).

Timeframe for assessing and replying to any request for deferment of the course.

The entire deferment process for GSTM's course, from the point of application to the final outcome, will be made known in writing within 4 weeks from the date of submission of the Deferment Form/ Extenuating Circumstances Claim Form to the student.

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

Withdrawal Policy

This policy applies when a student requests to discontinue their studies at the Global School of Technology and Management (GSTM) and any applicable External Academic Partner . Upon withdrawal, the Student's Pass for international students will be cancelled with ICA Singapore.

Students wishing to withdraw from their course after commencement must notify GSTM in writing by completing the Withdrawal Form and providing reasons for their withdrawal.

Course withdrawal

Course withdrawal refers to a student discontinuing a course with GSTM. The withdrawal request must be made in writing by completing the "Withdrawal Form" and the External Academic Partner 's withdrawal form (if applicable). For students under 18 years of age, written consent from a parent or legal guardian is required before processing the withdrawal application. .

Approval Process:

- GSTM Courses: Withdrawal applications are subject to GSTM's approval.

- External Academic Partner's Courses: Withdrawal applications require approval from both GSTM and the External Academic Partner .

Before processing the request, students must settle all outstanding fees per the Standard PEI Student Contract. Refunds (if applicable) will be processed according to GSTM's refund policy as outlined in the Standard PEI Student Contract. Fee Protection Scheme (FPS) Insurance will be cancelled for withdrawn students. The Student PEI Contract will be terminated upon final approval of the withdrawal by GSTM and the External Academic Partner (if applicable).

GSTM will inform ICA of any changes to the Student's Pass status. International students must surrender their Student Pass to GSTM at the Student Support Services Department for cancellation with ICA. Students will be notified when to collect their Social Visit Pass upon successful cancellation of the Student Pass. Students wishing to return to GSTM must reapply as new applicants.

Circumstances for Withdrawal Approval:

Withdrawal Caused by GSTM:

Withdrawal scenarios caused by GSTM are detailed in the Refund Policy and Standard PEI Student Contract Clause 3 Section (Cross reference to Refund Policy and Standard PEI Student Contract Clause 3 Section).

Possible causes include:

- Failure to commence the course on the Course Commencement Date.
- Failure to complete the course by the Course Completion Date.
- Termination of the course before the Course Commencement Date.
- Inability to ensure the student meets the course entry or matriculation requirements as stated in Schedule A of the Standard PEI Student Contract.
- Rejection of the student's pass application by the Immigration and Checkpoints Authority (ICA).

For the Refund Events, read in conjunction with the Refund Policy and Refund Procedures and Standard PEI Student Contract Clause 3 Section.

Withdrawal caused by students.

Withdrawal Caused by Students:

Students may request withdrawal due to examination results or other conditions/situations, including:

- Hospitalisation.
- Medical conditions certified by a Singapore-registered doctor.
- Overseas assignments of more than two months (supported by an official letter from the student's company).
- Emergency reservist duty of more than two weeks.

These scenarios are detailed in the Refund Policy and Procedures. For students under 18 years of age, written consent from a parent or legal guardian is required before processing the withdrawal application.

Students who withdraw and wish to be readmitted to any courses must submit a new application, subject to the prevailing fees and approval by the School and/or External Academic Partner .

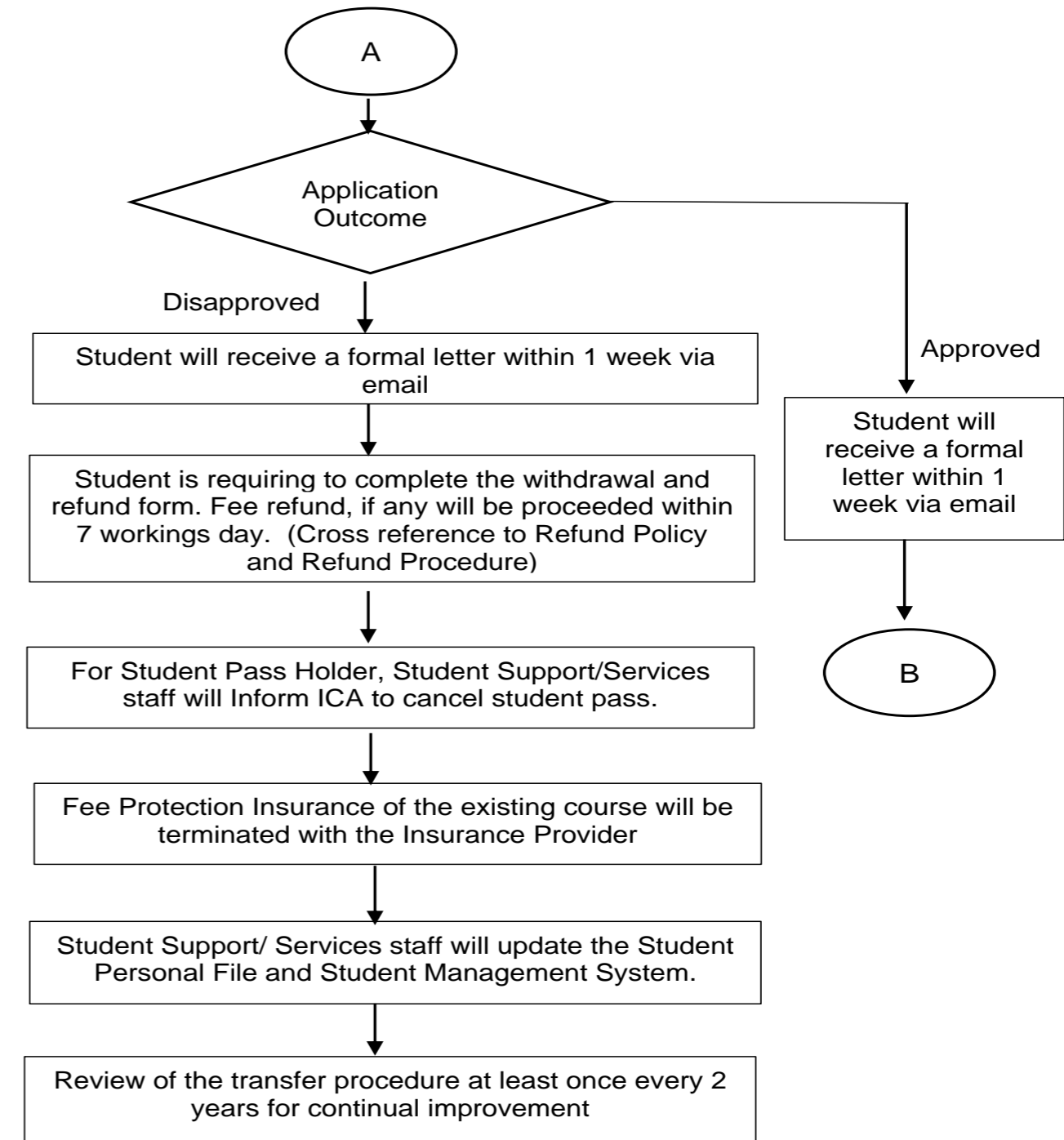
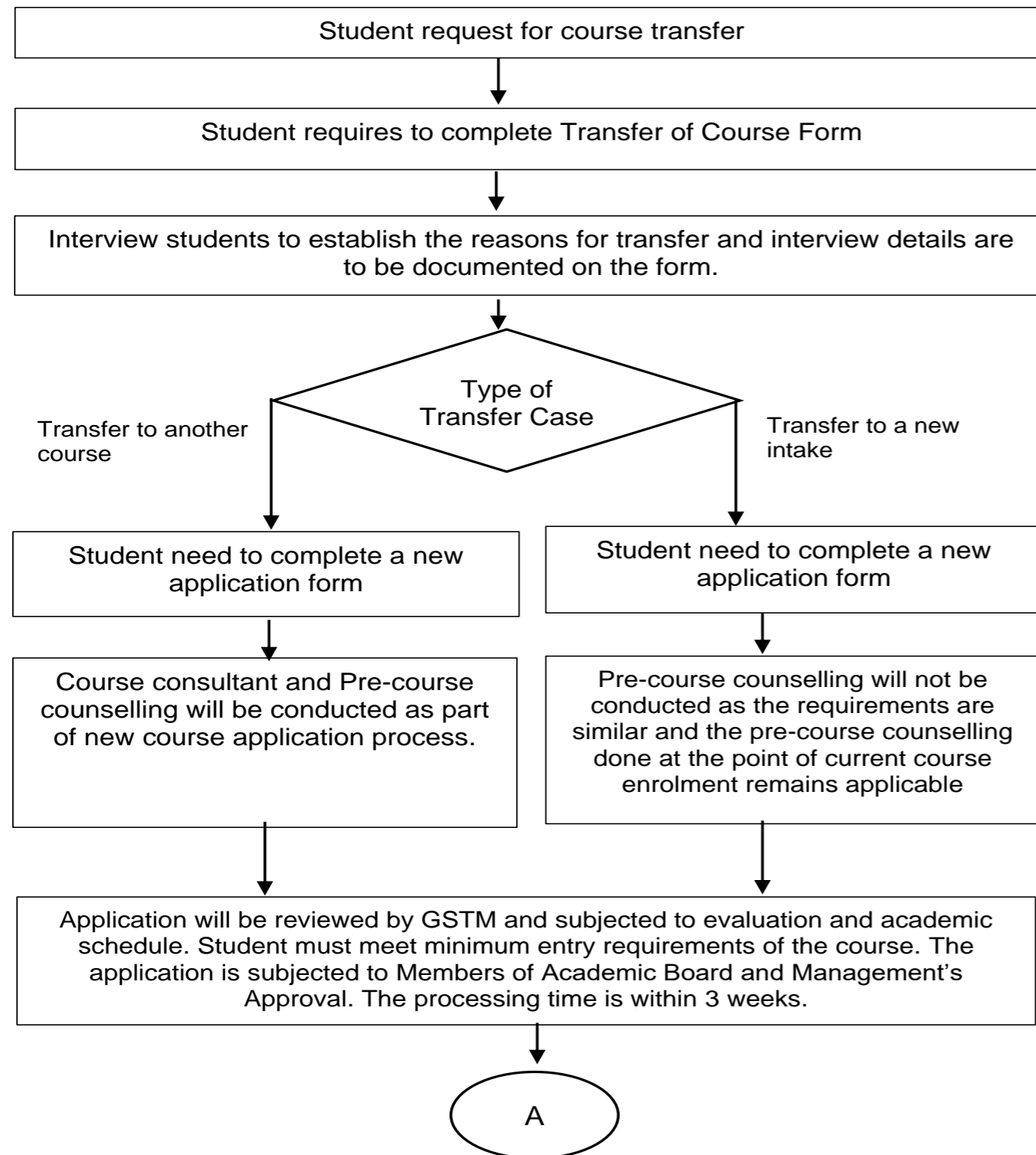
For students under 18 years of age, written consent from a parent or legal guardian is required before processing the new application.

Re-entry applications for External Academic Partner's programs are subject to approval by both GSTM and the External Academic Partner.

Timeframe for assessing and replying to any request for withdrawal.

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

Figure 1: Transfer to another course offered by GSTM procedure



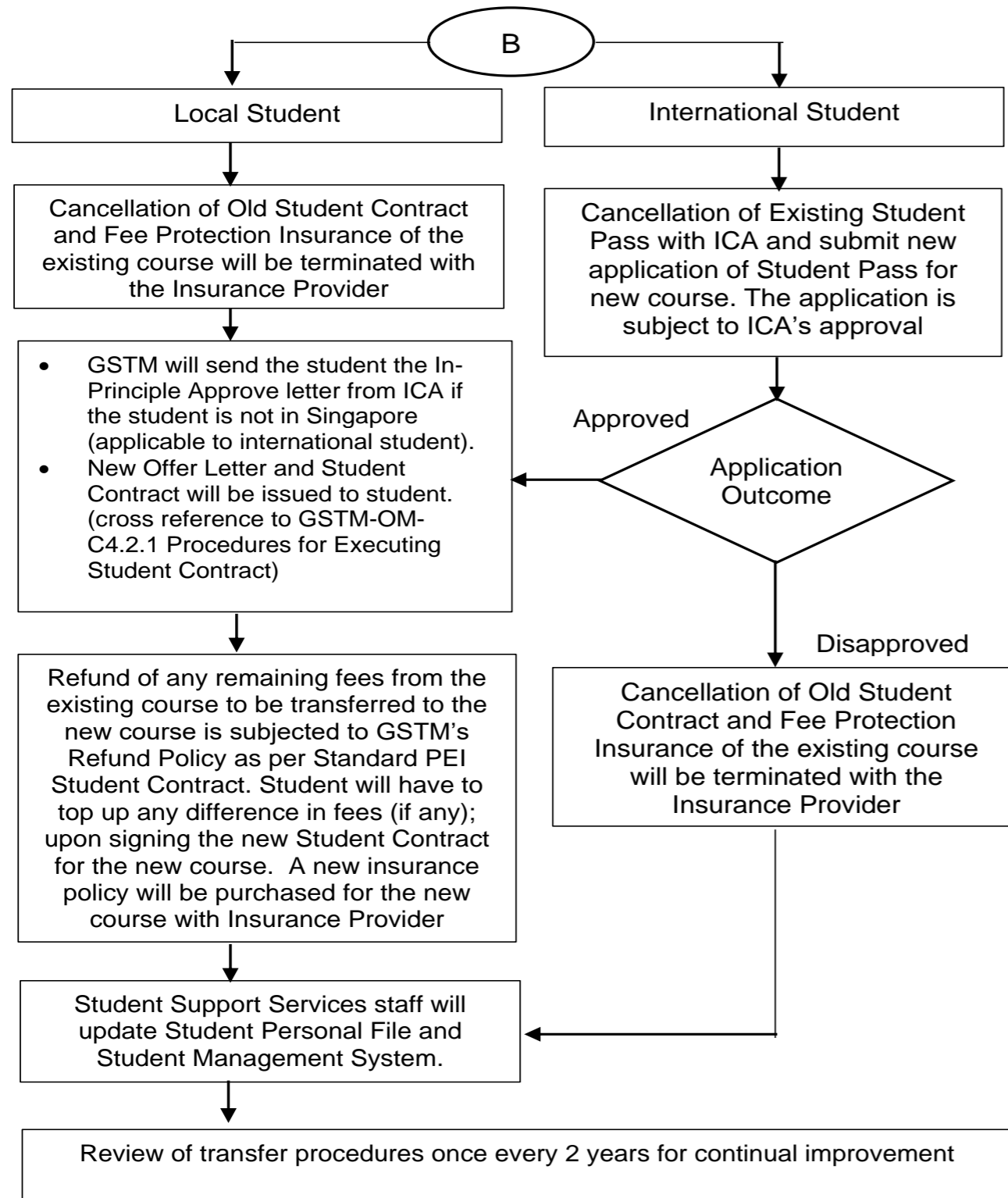
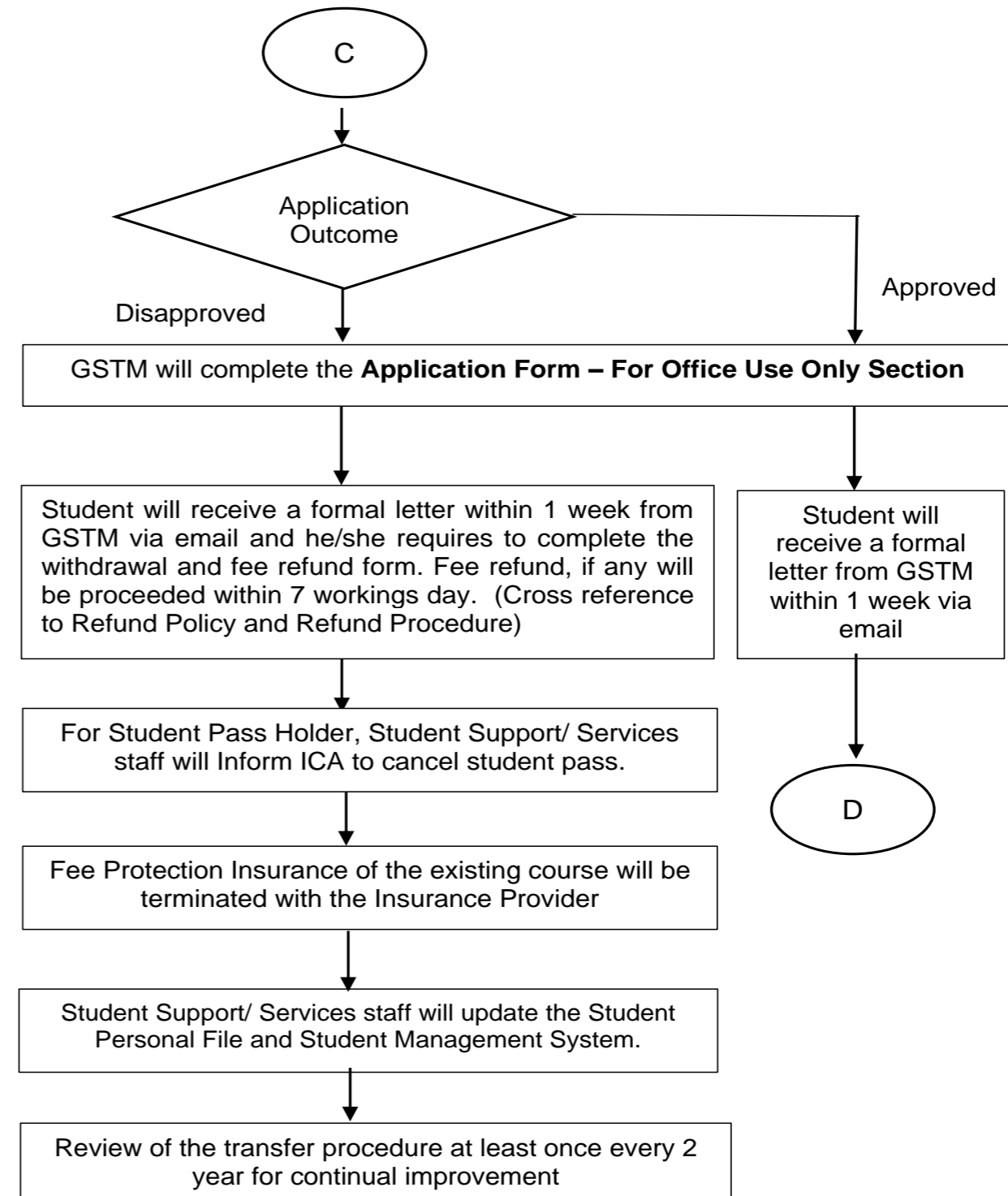
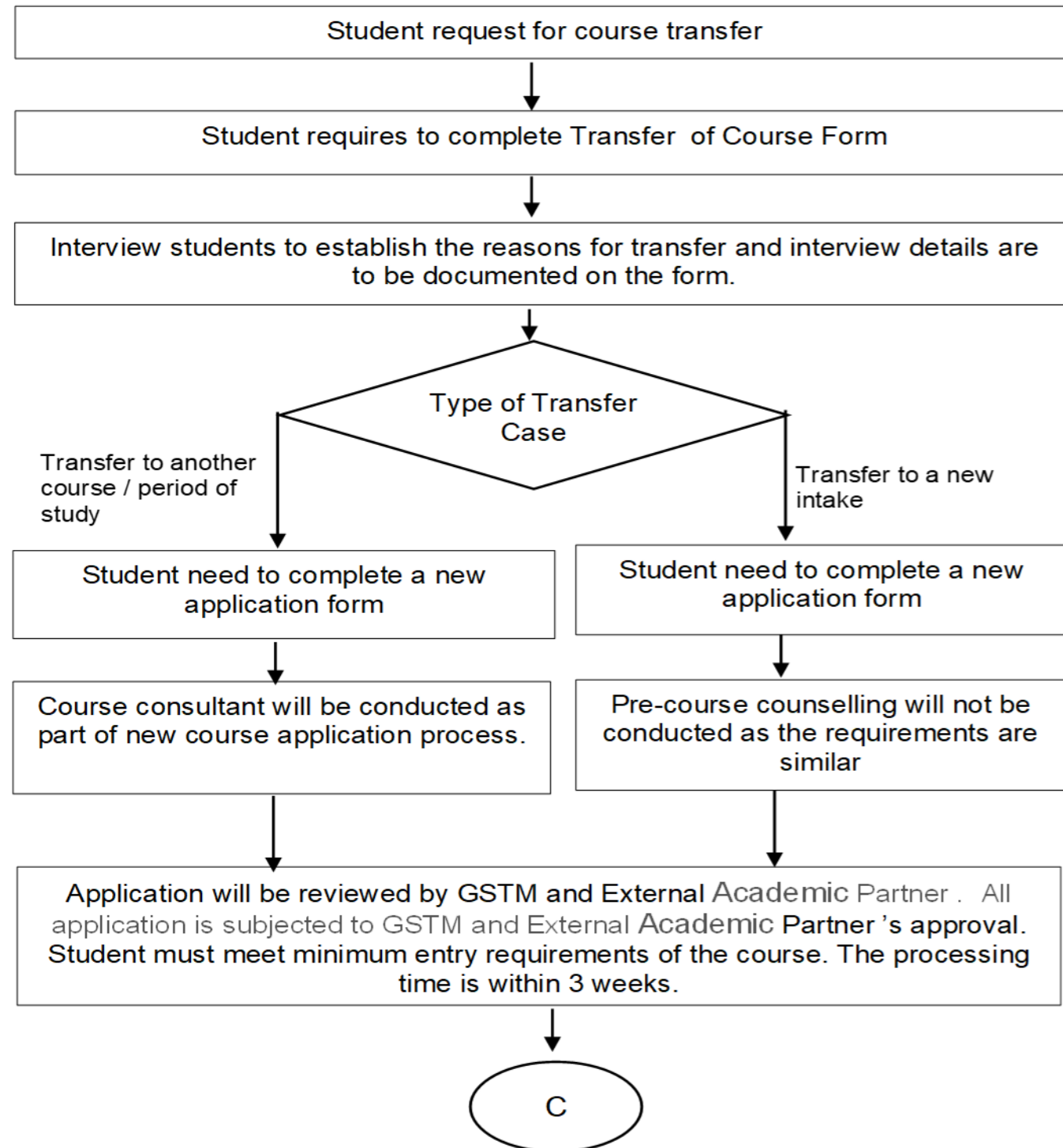


Figure 2: Transfer to another course offered by External Academic Partner Procedure



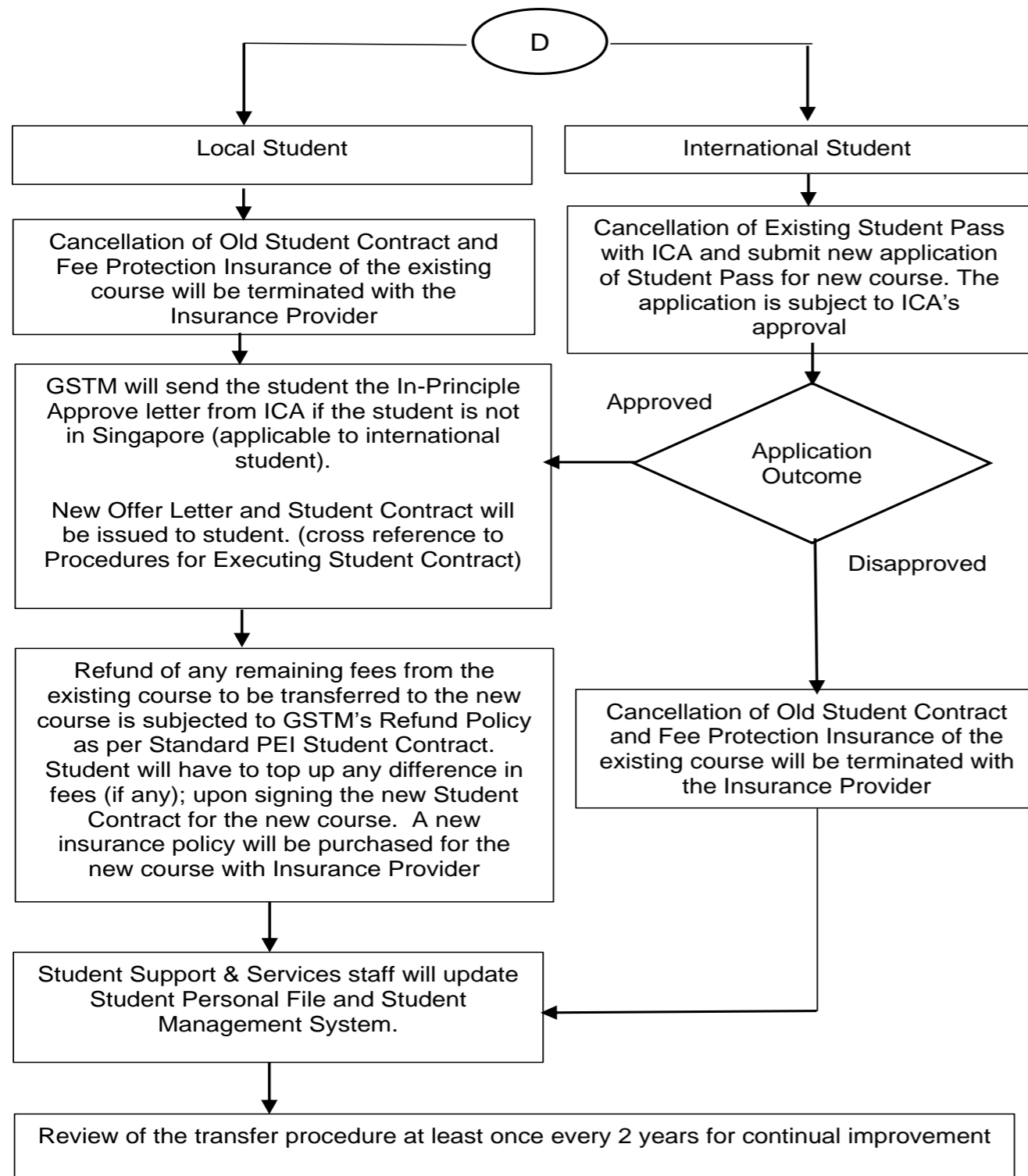


Figure 3: Conversion from Full-Time to Part-Time study (or vice versa) for existing student process

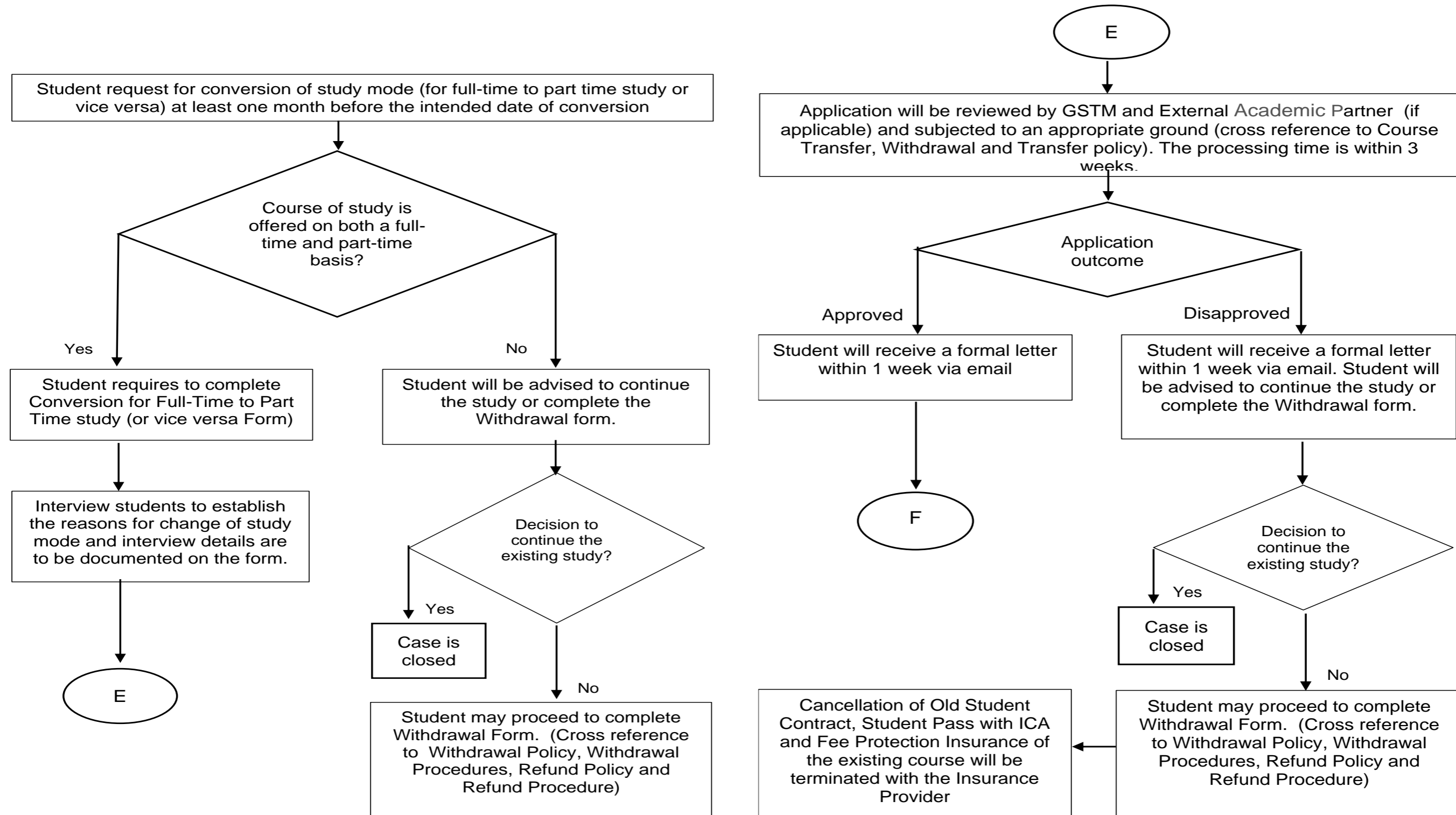


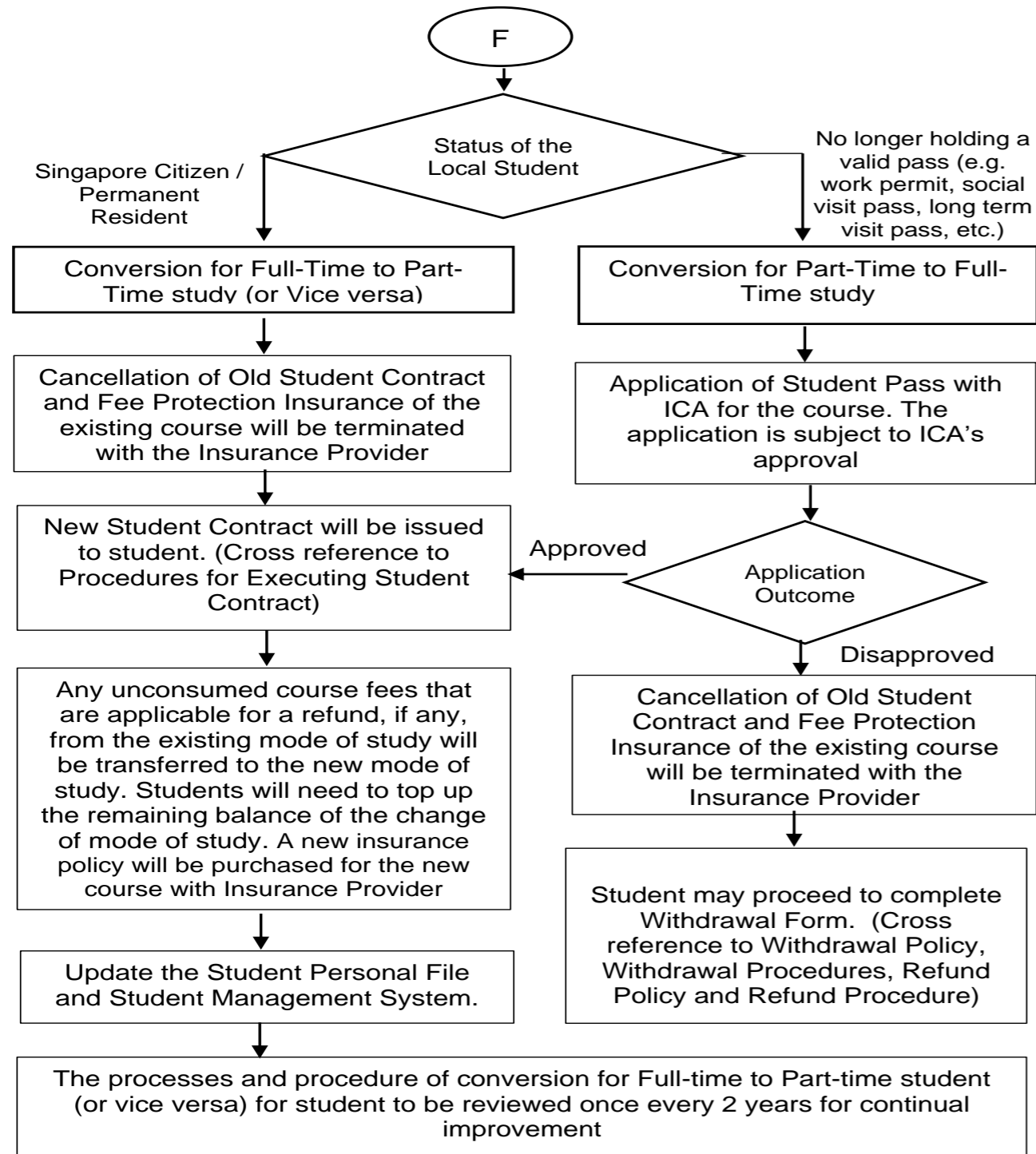
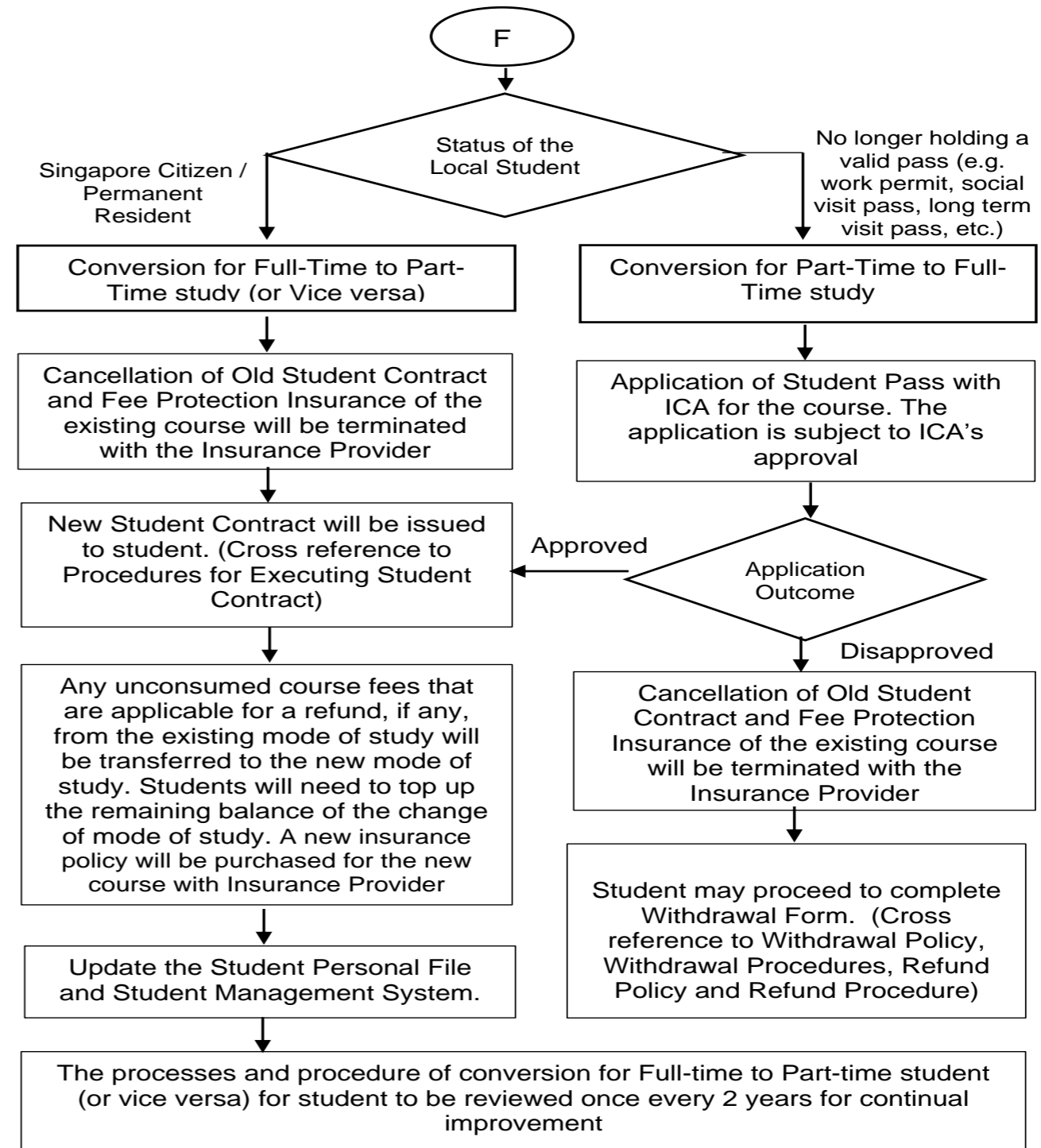
Figure 4: Conversion of Study Mode for Local Student

Figure 5: Conversion of Study Mode for International Students


Figure 6: Withdrawal of Study for Courses with GSTM

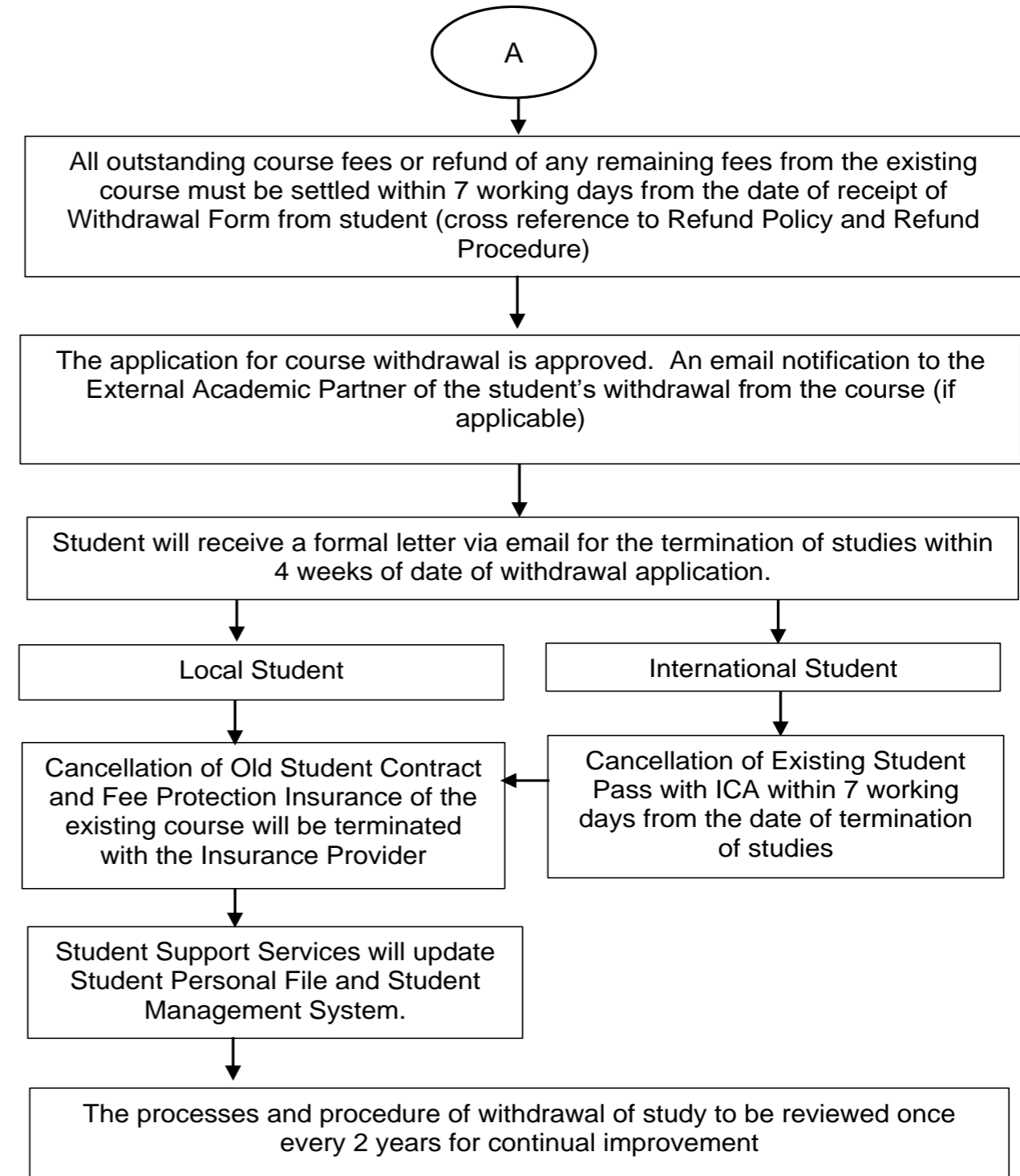
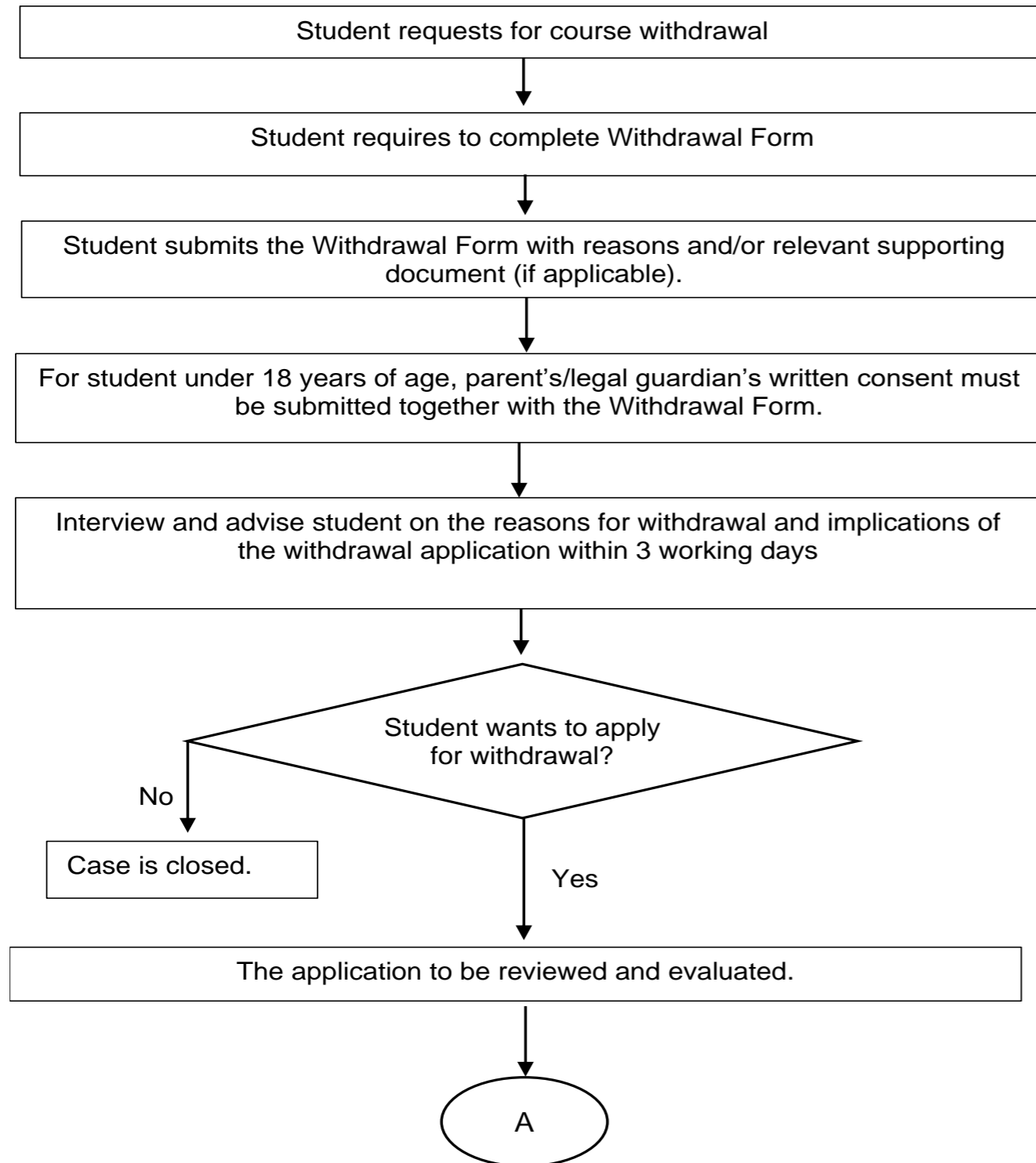
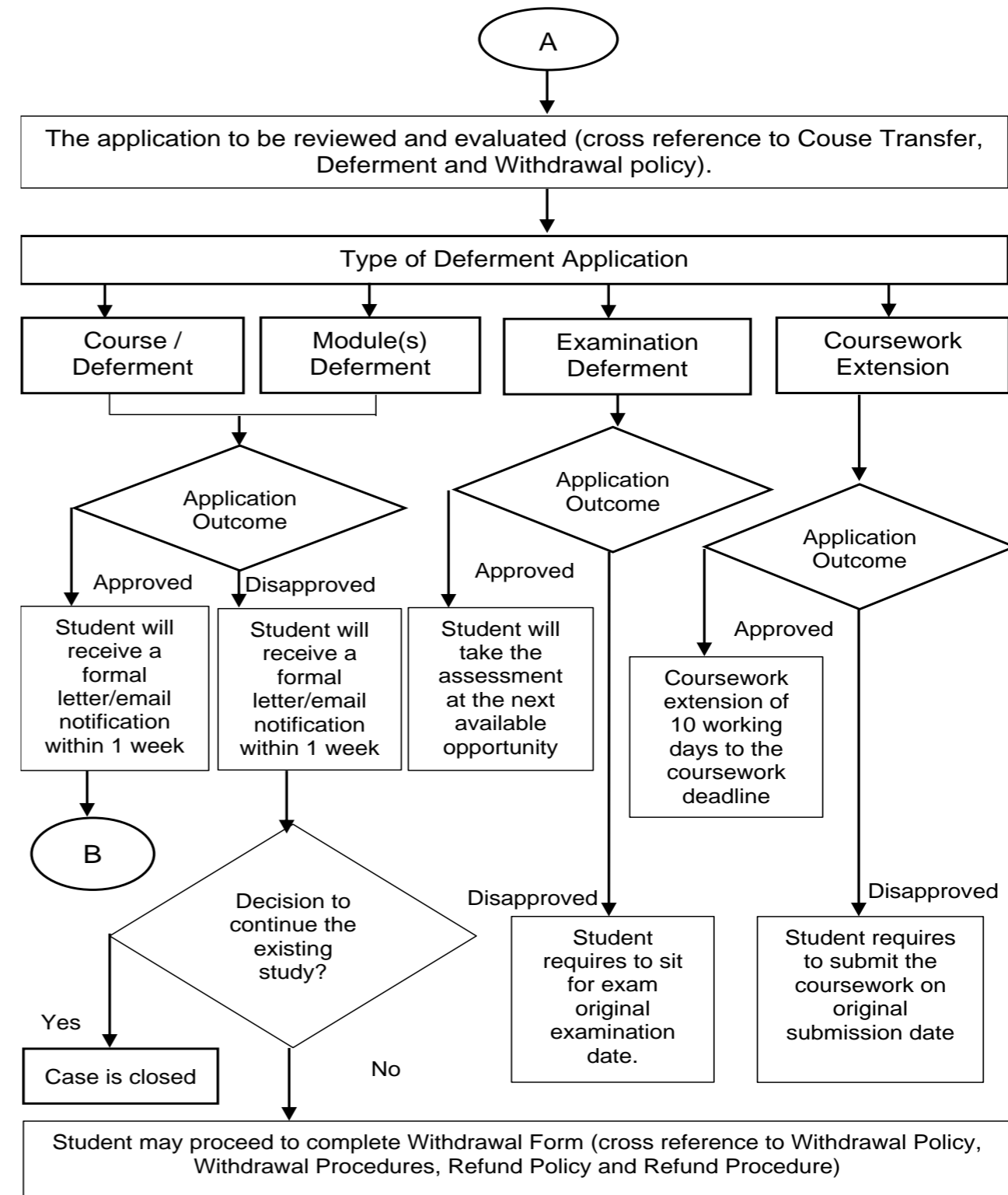
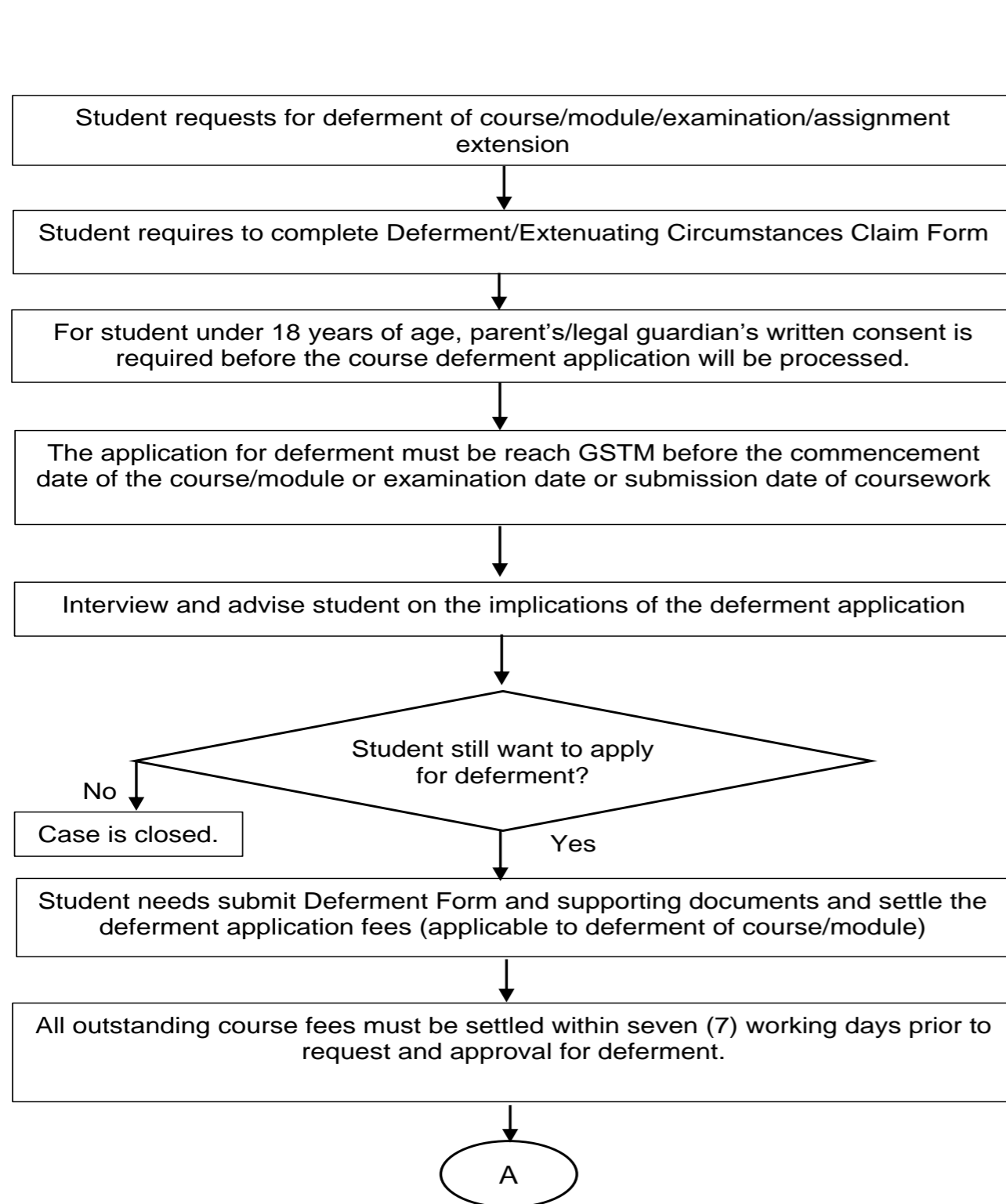


Figure 7: Students studying GSTM's course


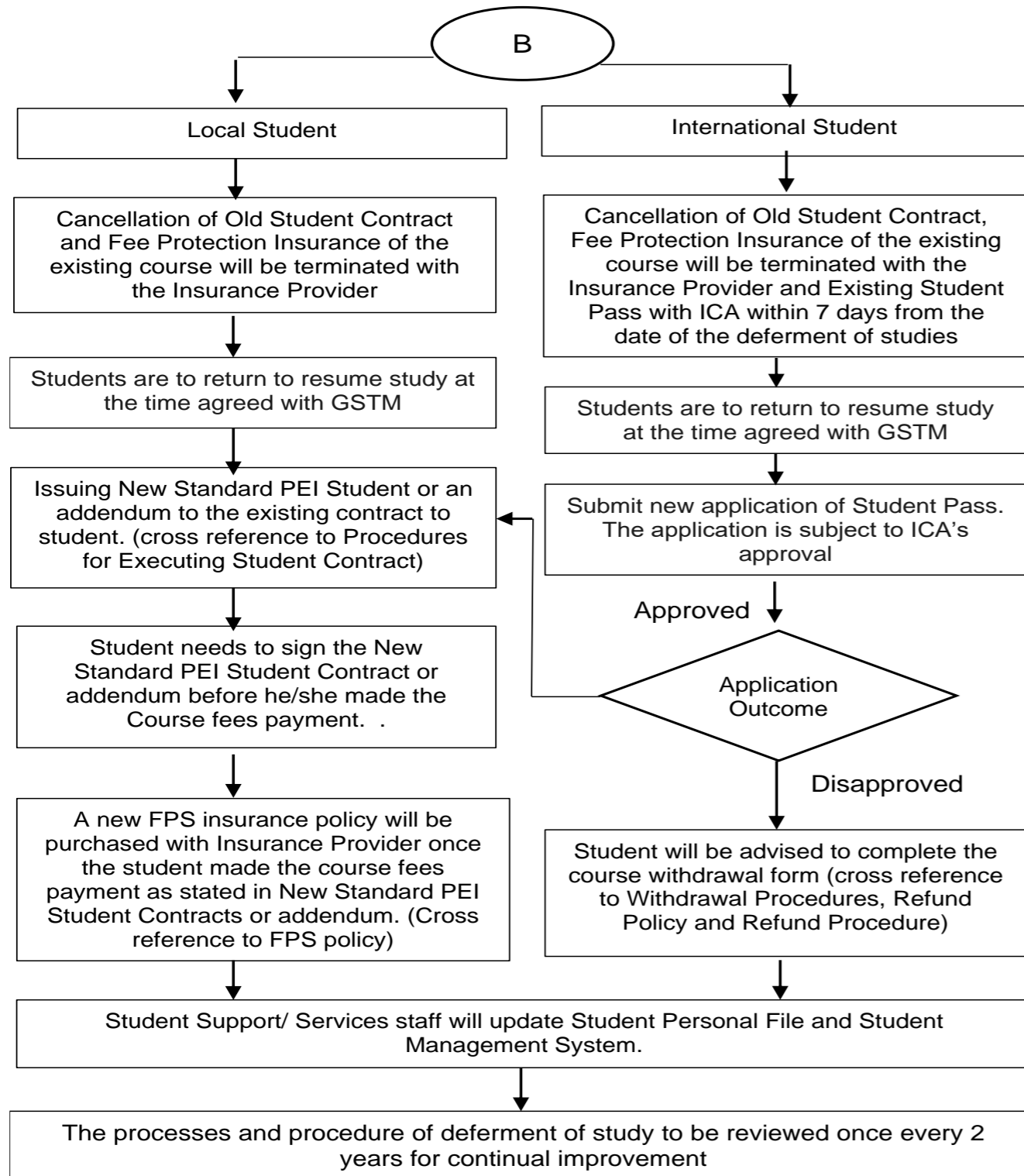


Figure 8: Students studying External Academic Partner's course

