



SIR MANASSEH MEYER

International School

C4.4.1 VERSION 01

COURSE WITHDRAWAL

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APPROACH

Note: The School does not practice deferment and internal transfers.

1. Withdrawal Policy

- 1.1 The maximum processing time for withdrawal process, from the point of student's request to informing student of the outcome in writing, should not be more than 4 weeks.
- 1.2 All requests must be made online through the submission of the SMMIS Withdrawal Form and any supporting documents. Verbal notice is not accepted.
- 1.3 For students under the age of 18, written consent from the parent / legal guardian must be obtained.
- 1.4 All requests will be reviewed on a case by cases basis and the School will have the final decision on the outcome.
- 1.5 The School's refund policy shall apply for all qualified refunds. Students are to refer to the School's refund policy and the Standard Student Contract for further details.
- 1.6 Communication of the school's withdrawal policies and procedures to all students will be through the following platforms:
 - School's official website.

Withdrawal Policy

- 1.7 The definition of withdrawal is when a student discontinues all courses with the School.
- 1.8 Withdrawal by SMMIS of an Enrolment Offer:

If any of the following occurs, the offer of enrolment or the enrolment itself can be withdrawn or suspended or made subject to new terms and conditions:

 - i. SMMIS determines that there has been any breach of the SMMIS policies or procedures or these Terms and Conditions, or that circumstances as described in these Terms and Conditions arise that entitle SMMIS to exclude or remove a student, or withdraw or suspend enrolment or make enrolment subject to new terms and conditions;
 - ii. there has been any misrepresentation or inadequate disclosure about the prospective student including disclosure of the student's or parents'/guardians' nationality, citizenship and visa status and subsequent changes thereof;
 - iii. SMMIS determines at any time that it cannot reasonably meet the child's needs, this may include, without limitation, situations where SMMIS was unable to interview the prospective student fully before offering a place to the prospective student (e.g., where the prospective student was overseas) and subsequently determines it cannot meet the child's needs.

If a student's existing enrolment is withdrawn, suspended, or made subject to new Terms and Conditions for any of the aforesaid reasons, this will be done pursuant to the SMMIS policy.

- 1.9 Tuition Period Withdrawal Deadlines will be on 1st May and 1st November. If a written withdrawal notice is delivered to SMMIS during an SMMIS holiday it will be deemed received by SMMIS on the first day in session following the holiday.
- 1.10 Conditions for granting the withdrawal:
 - All outstanding fees must be settled prior to request.
- 1.11 ICA will be informed through the cancellation of the student's pass. Student's pass holder is required to submit his/ her student's pass to the school for cancellation of the student's pass with ICA.
- 1.12 A student who withdrew will have their student contract terminated.

2. Maintaining up-to-date Withdrawal Records

- 2.1 The School is to maintain a master list of withdrawal records which is to be updated after the processing of the student's request.

3. Review of Withdrawal Policy and Procedure for Continual Improvement

- 3.1 The withdrawal policy and procedure would be reviewed on an annual basis using the platforms of Internal Reviews (carried out by process owners) and Internal Assessments (carried out by QA Department).
- 3.2 Effectiveness of the withdrawal policy and procedure are measured by the percentage of student requests processed within 4 weeks.

PROCESS

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1. Withdrawal Policy

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Withdrawal Procedure Note(s):

- (1) All Withdrawal policy statements are detailed in the [School's Withdrawal Policy](#). All conditions must be satisfied before the School can proceed with the applications. The whole Withdrawal process should not take more than 4 Weeks (timeline to be monitored by the [Admissions and Marketing Officer](#)), from date of application to notifying student of final outcome.
- (2) Date of application will refer to the date that the School receives the duly executed [Withdrawal Request Form](#) with all supporting documents.
- (3) The Course Withdrawal policy and procedures can also be found on the following platforms:
 - [School's website](#)
- (4) Definition of Withdrawal: -
 - Course Withdrawal: Withdrawal means the student contract will be terminated and the student is no longer a student of the School.

Parents of student to fill in Withdrawal Request Form

- 1.1 In the event that a student would want to proceed with a Course Withdrawal, parents of student are to fill in the [Withdrawal Request Form](#) which the online link will be sent to the parents from the [Admissions and Marketing Officer](#). In addition, the parents would also fill in and submit the [Refund Request Form](#) together with the [Withdrawal Request Form](#) in case of a refund.
- 1.2 Any supporting documentations that are required to process the Course Withdrawal Request must also be submitted along with the [Withdrawal Request Form](#).
- 1.3 Reasons for the Course Withdrawal should also be documented in the [Withdrawal Request Form](#).

Management Approval of Course Withdrawal

- 1.4 If the Parents of student wishes to proceed with the withdrawal, [Admissions and Marketing Officer](#) is to seek the approval of the [Principal](#) as part of Management Approval via email.

Issuing Letter to Effect Course Withdrawal Request

1.5 A **Letter to Accept Course Withdrawal Request** will be emailed to the student/parent.

2. Maintaining up-to-date withdrawal records

Internal Processing for Course Withdrawals

2.1 The following will consist of follow up actions that the **Admissions and Marketing Officer** must complete upon confirmation of the Course Withdrawal. They are as such: -

- Termination of existing **student contract**
- Processing of Refunds if any (**Refer to Refund Procedure**)
- Informing ICA of the change in Student's Pass Status (including cancellation of current student pass)
- Updating FPS Service Provider (**Refer to procedure on updating FPS Service Provider**)
- Update database in the **School's Student Management System** (to accurately reflect updated student status)
- Updating the **Master list of Course Withdrawals**
- Issuing of past attendance records to students who are enrolling in another course in another Private Education Institute

Updating of FPS Service Provider

*Circumstances to inform FPS Service Provider

2.2 **Accountant** will update **Liberty Insurance** within 7 working days if: -

- a. Student withdraws from course of study; or
- b. Student's fee protection status is affected other than the circumstances as listed above.

The procedures to inform FPS Service Provider

- a. **Accountant** will inform **Liberty Insurance** by logging into the online system.
- b. **Accountant** will update the information in the system to reflect current status of student.

3. Review of Withdrawal Policy and Procedure for Continual Improvement

3.1 The withdrawal procedure would be reviewed through the following platforms:



- Internal review by respective **Heads of Department** and / or process owners using the **Internal Review Form**
- Internal assessment by **QA Department** using the **Internal Process Review, Audit and Assessment ("IPRAA") Report**

3.2 The evaluation of the effectiveness process would be based on the outcomes stated under the Systems and Review section of this manual.

SYSTEMS & REVIEW

S/N	<u>SYSTEMS</u> (Desired outcomes for integrated processes)	<u>REVIEW</u> (Outcome indicators for evaluation of effectiveness of related Approach, Process and System)	Related processes that are integrated that leads to a desired outcome.
1	Withdrawal requests are processed within 4 weeks from point of student's request	a. % of withdrawal requests processed for students within 4 weeks of their request date	<ul style="list-style-type: none">• Process for Withdrawal• Internal Assessment

Approving Authority:

Prepared By:	Name: Annette Lang
	Designation: Admissions and Marketing Officer
Signature:	
Approved By:	Name: Elaine Robinson
	Designation: Principal
Signature:	

Revision History Table

Version 00	<u>Description:</u> Initial Release
	<u>Effective Date:</u> 02 September 2019
Version 01	<u>Description:</u> <ol style="list-style-type: none">1. Removed Student Handbook from Point 1.6 in Approach and Point 1 in Process.2. Amended point 2.2 on timeline for updating Liberty Insurance by Accountant from 3 working days to 7 working days in Process.
	<u>Effective Date:</u> 09 March 2020