

## Transfer, Withdrawal and Deferment Procedures

<b>Procedure #</b>	OPR-SO004	<b>Version #</b>	1.0	<b>Date of Review</b>	1 Nov 2023
<b>Approved by</b>	G Rathakrishnan, CEO LSBF			<b>Date of Approval</b>	1 Dec 2023
<b>Responsibility</b>	The Registrar's Office (RO) is responsible for the implementation and review of this procedure.				

### 1. References

- 1.1 EduTrust Criteria (GD4) 4.2.1 Student Contract
- 1.2 EduTrust Criteria (GD4) 4.2.2 Fee Collection and Fee protection Scheme
- 1.3 EduTrust Criteria (GD4) 4.3.1 Course Transfer, Deferment and Withdrawal
- 1.4 EduTrust Criteria (GD4) 4.4.1 Refund

### 2. Process/ Procedure

#### 2.1 Procedure for transfer within LSBF

- 2.1.1 The completed FRM-023 Request for transfer, is to be submitted to the RO.
- 2.1.2 The Programme management team will discuss with the student about the reasons for transfer and explain to the student the implications on Student's Pass, etc, if applicable.
- 2.1.3 Upon receiving the transfer application form from the student, RO/ PM team will acknowledge receipt via email within 3 working days. In case where student is below the age of 18, parent or legal guardian will be kept informed.
- 2.1.4 Transfer requires the relevant Head of School's endorsement, while the approval is issued by RO, subject to the grounds for transfer and fulfilment of minimum entry requirements for the new course.
- 2.1.5 If the transfer is approved, the ISO (International Student's Office) will cancel the current Student's Pass and apply for a new one for the new course, if applicable.
- 2.1.6 Inform the student that a new ICA application and registration fee is payable upon submission of the form and the fee is non-refundable.
- 2.1.7 RO/ ISO will inform the student of the outcome via email within 7 working days. In case where student is below the age of 18, parent or legal guardian will be kept informed.
- 2.1.8 RO informs the FPS provider where necessary.
- 2.1.9 LSBF shall respond to all requests within a reasonable time frame. Where possible, a student shall be allowed to transfer immediately to the alternative course. Where the deadline for transfers to the new course is already over, the student will be advised to delay the transfer until the next intake.
- 2.1.10 Student contract for the new course is to be signed by the student.
- 2.1.11 LSBF will not be responsible for STP rejection and/or disruption to the student's studies due to transfers.



## 2.2 Procedure for Withdrawal from a course

- 2.2.1 The completed FRM-022 Request for Course Withdrawal Form from the student, is received by the respective schools and submitted to the RO. The school staff shall counsel the students to identify the validity and reasons for withdrawal.
- 2.2.2 RO will ensure that there is no outstanding fee owed by the student.
- 2.2.3 For refund, the date of notice of withdrawal is deemed to be the date on FRM-022 Request for Course Withdrawal Form or FRM-022A Request for Withdrawal of Paper(s) Form or FRM-029 Refund Request Form, which has been duly acknowledged by LSBF. However, full documentation must be completed to validate the date of request. If supporting documents/ information are found missing in the forms, the request date will be considered as the date when complete information is received by LSBF.
- 2.2.4 LSBF shall review after receiving the student's request for withdrawal/ refund. If approved, refund will be made to the student within seven (7) working days from the date of request for withdrawal, subject to the refund table listed in the student contract.
- 2.2.5 Upon receipt of the full documentation for the withdrawal application, RO/ PM Team shall attend to the various withdrawal related matters below:
  - 2.2.5.1 LSBF will send the acknowledgement via email within three (3) working days to notify the student or in case where student is below the age of 18, the parent or legal guardian, for the receipt of application of withdrawal.
  - 2.2.5.2 Arranging for the cancellation of Student's Pass, if applicable.
  - 2.2.5.3 The student concerned will be informed of the final decision on the withdrawal application, whether approved or declined, in writing within seven (7) working days from the date of request.
  - 2.2.5.4 Withdrawal application without refund involved will be endorsed by the respective heads of Schools and approved by RO. Withdrawal application with refund will need approval from the CEO as well.
  - 2.2.5.5 RO informs the FPS provider, if applicable.

## 2.3 Procedure for Withdrawal from a Paper (applicable only to SOPE)

- 2.3.1 Student should submit the FRM-022A Request for Withdrawal of Paper(s) Form.
- 2.3.2 This applies only when the student is enrolled in more than 1 paper and wishes to withdraw from certain paper(s) and not all the papers.
- 2.3.3 Withdrawal from paper(s) means the student is no longer be taking the paper(s) and the application is subject to the refund policy.
- 2.3.4 This follows the same procedure as normal withdrawal process except that the FPS will not be cancelled in this case. RO informs the FPS provider on the changes.
- 2.3.5 Withdrawal application without refund involved will be endorsed by the Head of School or Programme Manager for SOPE and approved by RO. Any refund will need approval from the CEO.



## 2.4 Deferment Procedure

- 2.4.1 Students wanting to defer their course need to complete FRM170 and submit it to the RO.
- 2.4.2 The request is approved by RO/HOS, subject to meeting the grounds for appeal.
- 2.4.3 Upon approval, student needs to sign a new student contract or addendum with the new course details.
- 2.4.4 The students will receive the outcome by email within 7 working days from date of request. An administrative fee applies upon approval. Deferment will take effect only upon payment of the administrative fee.
- 2.4.5 For deferment more than 2 months for Student's pass-holders, their STP will be cancelled.
- 2.4.6 FPS will be extended where necessary.

## 3. Review

- 3.1 This process will be reviewed at least once in a year, for continual improvement.

## 4. Related Documents

- 4.1 POL-AD003 Student Admission policy
- 4.2 POL-SO002 Transfer Withdrawal & Refund Policy
- 4.3 FRM-023 Request for Transfer Form
- 4.4 FRM-022 Request for Course Withdrawal Form
- 4.5 FRM-022A Request for Withdrawal of Paper(s) Form
- 4.6 FRM-029 Refund Request Form
- 4.7 FRM-170 Deferment application form

## Revision History

Version No.	Date of Approval	Remarks
1.0	1 Dec 2023	1. Manual revised with new template, aligned with EduTrust GD4 and version reset to 1.0