

Course Withdrawal Policy and Procedure for Students

(Effective 02 September 2025)

Course Withdrawal Policy

The withdrawal policy applies when a student decides to discontinue all courses with PSB Academy.

Withdrawal Due to Other Reasons

1. For PSB Academy proprietary courses, withdrawal application is subject to the approval of PSB Academy. For university courses, withdrawal application is subject to the withdrawal policy of the respective universities.
2. For student under 18 years of age, parent's / legal guardian's written approval is required before the course withdrawal application will be processed.
3. For student who is under company sponsorship, written approval for withdrawal is needed from the sponsoring Company.
4. Once the student is withdrawn from the enrolled course, he/she will cease to be a student of PSB Academy. For international students, PSB Academy will notify the Immigration & Checkpoints Authority (ICA) and cancel the Student Pass accordingly.
5. For all withdrawn students, the School is to cancel the Fee Protection Scheme (FPS) (purchased before 01 August 2021 and not under FPSG), upon final confirmation of the approval to withdraw by PSB Academy within three (3) working days.
6. PSB Academy will inform student of the outcome of the withdrawal request within four (4) weeks from date of receipt of the course withdrawal application, with full set of supporting documents (Refer to Course Withdrawal and Refund Request Form) or via formal email communication with the student.
7. Students who wish to return to PSB Academy after withdrawal must submit a new application and go through the admissions process as a fresh applicant.

Course Withdrawal Procedure

Withdrawal Procedure before Course Commencement

1. This procedure applies to students who accepted the offer and made the first instalment payment before the commencement of the course.
2. All students who wish to withdraw from a course of study are required to inform PSB Academy Programme Consultant (Local Student) / Country Manager (International Student).
3. Upon completion of the withdrawal interview and where the student's decision to withdraw remains unchanged, student is required to complete and submit the Course Withdrawal and Refund Request Form with supporting documents (Refer to the Form) to Programme Consultant (Local Student) / Country Manager (International Student). PSB Academy will proceed to process the refund request, if any within seven (7) working days after the date of the interview or on receipt of the necessary documentation from student.
4. For student under 18 years of age, approval to withdraw from their parent / legal guardian must be submitted together with the Course Withdrawal and Refund Request Form..
5. Students under company sponsorship will require the company's approval as indicated in the Course Withdrawal and Refund Request Form.
6. The confirmation of withdrawal from the course will not take more than four (4) weeks.
7. The Microsoft365 (M365) Account and Blackboard (BB) Account for students who withdraw A/F billing or withdraw B/F billing will be disabled.

Withdrawal Procedure after Course Commencement

1. All students who wish to withdraw from a course of study and do not intend to continue studying any courses in PSB Academy after the commencement of the course are required to officially inform PSB Academy by completing the Course Withdrawal and Refund Request Form with all supporting documents (refer to the Form), where relevant, to the School.
2. For student under 18 years of age, approval to withdraw from their parent / legal guardian must be submitted together with the Course Withdrawal and Refund Request Form.
3. Student under company sponsorship will require the company's approval as indicated in the Course Withdrawal and Refund Request Form.

4. The School will conduct a withdrawal interview with the student unless deemed not required by PSB Academy. For international students, the School will assist to arrange for a separate withdrawal interview with the respective Country Manager unless deemed not required by PSB Academy.
5. Upon completion of all relevant withdrawal interview(s) and where the student's decision to withdraw remains unchanged, PSB Academy will proceed to process the refund request, if any within seven (7) working days after the date of the interview or on receipt of the necessary documentation from student.
6. Students must remain contactable with PSB Academy and during the withdrawal processing period.
7. The Fee Protection Scheme (FPS) (if applicable) will be cancelled upon approval of withdrawal in Student Management System by PSB Academy.
8. The confirmation of withdrawal from the course will not take more than four (4) weeks.
9. The Microsoft365 (M365) Account, Blackboard (BB) Account, PSBAccess and SMARTGantry Account for students who withdraw will be disabled.

References:

- EduTrust Certification Scheme Guidance Document (V4.0)
- PSB Academy Student Contract V4.0
- PSBA-IMS431 Course Transfer, Deferment and Withdrawal
- PSBA-IMS441 Refund
- PSBA-DO-W06 Work Instruction for Processing Course Withdrawal and Refund Request and Work Instructions on Processing Course Withdrawal Transactions in SMS



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