

## COURSE WITHDRAWAL POLICY AND PROCEDURE

(Effective: 01 Mar 2018)

### COURSE WITHDRAWAL POLICY

The withdrawal policy applies when a student withdraws from an enrolled course of study.

#### **Withdrawal Due to Other Reasons**

Where the student withdraws from the course for any reason other than non-delivery of course, the student must inform PSB Academy by completing the Course Withdrawal and Refund Request Form with all supporting documents (Refer to the form) for processing the withdrawal request.

For PSB Academy proprietary courses, withdrawal application is subject to the approval of PSB Academy. For university courses, withdrawal application is subject to withdrawal policy of the respective universities.

For student under 18 years of age, parental / guardian approval is required before the Course withdrawal application will be processed.

For student who is under Company's sponsorship, approval for withdrawal is needed from the Company.

Once the student has withdrawn from the enrolled course, he/she ceased to be a student of PSB Academy. For international students, the school will cancel student pass with ICA.

For all withdrawn students, the School is to cancel the Fee Protection Scheme (FPS) upon final confirmation of the approval to withdraw by PSB Academy within 3 working days.

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PSB Academy will inform student the outcome, within four (4) weeks from the receipt of the withdrawal application with full set of supporting documents (Refer to Course Withdrawal and Refund Request Form or email communication with the student).

The student is required to apply as a fresh applicant subsequently if he/she wishes to return to PSB Academy to study.

Assistant Head of School (Student Recruitment), AHOS (Operations) and School's Manager (Operations) is responsible for course withdrawal process during cooling off period, before commencement and after commencement respectively and they are to ensure that up-to-date withdrawal records are maintained for their respective area.

## **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).
4. For student under 18 years of age, a written approval to withdrawal from their parent/guardian must be submitted together with the Withdrawal and Refund Request Form.
5. The confirmation of withdrawal from the course will not take more than 4 weeks.

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## **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, a written approval to withdrawal from their parent/guardian must be submitted together with the Course Withdrawal and Refund Request Form.
3. 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.
4. 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 from the next working day.
5. Students must stay in contact with PSB Academy and be contactable at all times during the withdrawal processing period.
6. For all withdrawn students, the Fee Protection Scheme (FPS) will be cancelled upon final confirmation of the approval to withdraw by PSB Academy.

### **References:**

- EduTrust Certification Scheme Guidance Document (V3.0)
- CPE Approved Student Contract version 3.1
- PAC-QMS441 R00 Course Transfer Withdrawal and Deferment
- PAC-QMS431 R00 Refund

PAC-ADM-G09 R00 Withdrawal Policy and Procedure