



PROCESS 919: COURSE WITHDRAWAL (OM – C4.4)

NO.	PROCEDURES	RESPONSIBILITY	DOCUMENTATION
919.0	If any students have requested for course withdraw from ERC Institute, the students will have to either speak to the respective country managers, sales person or the SSA department.	Respective country managers / Respective sales person / SSA	N/A
919.1	<p>The respective country managers/sales person/SSA would then discuss and brief the students on any implications that might occur and they are;</p> <ol style="list-style-type: none"> 1) Student pass issues – New student pass application? Possibility of rejections? 2) Course fees issues – Any change to course fee? Increase/decrease? 3) Miscellaneous fees issues – Any additional miscellaneous fees incurred? <p>If the student is under 18 years old, a parent/guardian must be present for the consultation and any doubts/questions must be duly clarified.</p>	Respective country managers / Respective sales person / SSA	N/A
919.2	<p>Student has to determine the course deferment/withdrawal after the consultation by the respective country manager/sales person/SSA.</p> <p>(A) If yes, QA department must be notified to conduct an exit interview for the student. Student has to also submit a Course Withdrawal Form. The Student Pass Cancellation Process also begins here.</p> <p>If not, process ends here and no actions will be taken by ERC Institute.</p>	Respective country managers / Respective sales person / SSA Quality Assurance Department	Course Withdrawal Form Ref: Student Pass Cancellation Process
919.3	SSA to determine whether student is from an internal programme (IP) or an EDP (Externally-developed programme).	SSA	N/A
919.4	<p>(A) If student is from an IP, PM to send an official letter of withdrawal to the student within 5 working days.</p> <p>(B) If student is from an EDP, PM to notify the university of student's withdrawal request via email.</p> <p>For UoG programmes, the process continues on through the UOG Programmes Withdrawal/Interruption of Studies Process.</p>	Programme Manager	Ref: UOG Programmes Withdrawal/Interruption of Studies Process
919.5	PM to file a copy of the official withdrawal letter and Course Withdrawal Form into the Student's P-File and process ends here.	Programme Manager	Course Withdrawal Form Official Withdrawal Letter