

PROCESS 917: COURSE TRANSFER (OM - C4.4)

NO.	PROCEDURES	RESPONSIBILITY	DOCUMENTATION
917.0	Student requests for course transfer If any students have the intention to have a transfer of course in 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
917.1	 Brief student on implications to student pass <u>& fees</u> The respective country managers/sales person/SSA would then brief the students on any implications that might occur and they are; 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? 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. 	Respective country managers / Respective sales person / SSA	N/A
917.2	 <u>Student still wishes to transfer course?</u> Student had to determine their course transfer after the consultation on the implications that might occur by the respective country managers/SSA that had been arranged. (A) If yes, student still determine to transfer course after the consultation on the implications that might occur, the respective country manager/sales person would do then do pre-course counselling with the student and it should minimally cover the areas. (Please refer to the policy manual) If no, the process ends here and no actions will be taken by ERC Institute. 	Respective country managers / Respective sales person / SSA	Ref: Pre-Course Counseling Policy (Policy Manual)
917.3	 Student had to determine their course transfer after the pre-course counselling by the respective country managers/SSA that had been arranged. (A) If yes, a 'Course Transfer Form' must be duly completed by student and submitted to ERC Institute for further processing. Process continues to 917.4. If no, the process ends here and no actions will be taken by ERC Institute. 	Respective country managers / Respective sales person / SSA	Course Transfer Form
917.4	Student under 18 years old? The respective country managers had to determine the age of the student. The process continues as following for further	Respective country managers / Respective sales person / SSA	Course Transfer Form Letter of Offer

actions.		- / /
Student under 18 years old:		Ref: Course Transfer Admission Process
(A) If the student is under 18 years old, a parent/guardian must acknowledge on the 'Course Transfer Form' before it is submitted. Any course transfer request that has no acknowledgement will be rejected and no further actions will be taken.	Registrar	
Student above 18 year old:		
(B) If the student is above 18 years old, country manager to determine if the course transfer has been approved.		
 If yes, the register will generate a new 'Letter of Offer' and the process will lead to our course transfer process. 	O-las survey of state	
Please refer to the Course Transfer Admission Process for more details.	Sales support staff	
 If no, the student will be informed of the rejected and an appeal may be made by the student. The student may submit another request for the course transfer and any form/related documents is passing to SSA for filling purposes. The process ends here. 		