



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

NO.	PROCEDURES	RESPONSIBILITY	DOCUMENTATION
917.0	<p><u>Student requests for course transfer</u> 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.</p>	Respective country managers / Respective sales person / SSA	N/A
917.1	<p><u>Brief student on implications to student pass & fees</u> The respective country managers/sales person/SSA would then 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
917.2	<p><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.</p> <p>(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)</p> <p>If no, the process ends here and no actions will be taken by ERC Institute.</p>	Respective country managers / Respective sales person / SSA	Ref: Pre-Course Counseling Policy (Policy Manual)
917.3	<p>Student had to determine their course transfer after the pre-course counselling by the respective country managers/SSA that had been arranged.</p> <p>(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.</p> <p>If no, the process ends here and no actions will be taken by ERC Institute.</p>	Respective country managers / Respective sales person / SSA	Course Transfer Form
917.4	<p><u>Student under 18 years old?</u> The respective country managers had to determine the age of the student. The process continues as following for further</p>	Respective country managers / Respective sales person / SSA	Course Transfer Form Letter of Offer

