

1 TRANSFER/WITHDRAWAL POLICY

1.1 Definition of transfer and withdrawals:

- Transfer: Student changes course, period of study, mode of study (full time to part time or vice versa) but remains as a student of the school. A student who transfers from his/her current course to another course within ERCI shall be deemed to have withdrawn from the Course and the Refund Policy shall apply unless as otherwise agreed between ERCI and the Student. The student must also fulfill all the admissions criteria of the new course and will be subjected to ERC's student selection and admission procedures.
- Withdrawal: Student discontinues all courses with ERCI. A student who withdraws from ERCI to enroll with another school shall be deemed to have withdrawn from ERCI and the refund policy and procedures shall apply.

1.2 A student who requests for an internal course transfer within ERCI must have their existing contract terminated. A new student contract will be signed based on the procedures for executing student contracts.

1.3 A student who withdraws from ERCI will have their existing contract terminated.

1.4 There is no additional administration fee for any Transfer and Withdrawal applications.

1.5 Conditions for Granting of Transfer and Withdrawal

- In line with ICA's requirements, students are to achieve minimum monthly attendance rate of 90%.
- All outstanding fees must be settled prior to request for withdrawal and/or transfer.
- Student must fill in Course Transfer/Withdrawal Form, including getting approval from the necessary personnel in charge of the withdrawal interview, attendance record updates and student pass cancellation.
- Student must go through a counseling session (as and when required and deemed necessary by ERCI) by ERCI's appointed counselor to establish the reasons for a transfer/withdrawal before the application can be processed.
- Parents/Guardian's formal letter of consent to transfer/withdraw shall be written with the application if necessary (for students below the age of 18).

1.6 Reference to Refund Policy and Procedures should be made for any eligible refunds.

1.7 Student Pass Status

Upon receipt and completion of the transfer/withdrawal application form and its supporting documents (including approval), ERCI will proceed to cancel the applicant's student pass. All transfers will be processed via ICA's Solar System.

ERC Institute shall clearly explain to the student:

- The implication of the status of the student's pass, if international students transfer to another course, withdraw from the school or are forced to withdraw from the school (e.g. caught for breaking Singapore's Law).
- The circumstances in which a transfer/withdrawal application will be granted.

- Any additional fee payable (except for course transfer/withdrawal fee which is not allowed)

1.8 Upon Approval of the Request for Transfer/Withdrawal, ERCI shall:

- Terminate the existing student contract and sign a new standard Student Contract (for transfer of course)
- Inform ICA
- Inform FPS Service Provider within 30 calendar days
- Issue past attendance records to students who are enrolling in another course in another PEI

1.9 Timeframe for Assessing and Processing Transfer/Withdrawal Cases

The entire transfer/withdrawal process, from point of application to the final outcome (including internal appeals), should not be more than 4 weeks. If the final outcome is not in favor of the applicant, respective staffs are to handle each situation according to ERCI Dispute Resolution Policy.

ERCI shall issue a formal letter to the student effecting or rejecting the transfer/withdrawal request within 4 weeks of any such request.

- 1.10 All administrators and sales team members must be familiar with the course transfer/withdrawal policies, their processes, procedures, timelines, implications to student pass & issues relating to refunds in order to advise the students before the notification approving the transfer/withdrawal is issued to the student.