

Step by Step Process for Course Withdrawal Procedure

1. Student requests for course withdrawal

If any students have requested for course withdraw from ERC Institute, the students will have to speak to the SSA department.

2. Brief student on implications to student pass, fees and conditions to grant the course withdrawal

The respective SSA staff would then discuss and brief the students on any implications that might occur, conditions to grant the withdrawal 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?
- 4) All outstanding fees must be settled prior to request for withdrawal
- 5) Student to fill in Course Withdrawal Form, including submission of any supporting documents and adhering to the process as stated in the Course Withdrawal Procedures.

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.

3. Student still wishes to withdraw the course?

Student has to determine the course withdrawal after the consultation by the respective SSA staff.

(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 and Updating FPS Provider process also begins here.

If not, process ends here and no actions will be taken by ERC Institute.

4. Student decides to proceed with course withdrawal

SSA to determine whether student is from an internal programme (IP) or an EDP (Externally-developed programme).

(A) If student is from an IP, PM to send an official letter of withdrawal to the student within 5 working days.

(B) If student is from an EDP, PM to notify the university of student's withdrawal request via email.

For UOG programmes, the process continues on through the UOG Programmes Withdrawal/Interruption of Studies Process.

The whole course withdrawal process should not take more than 4 Weeks, from date of application to notifying student of final outcome.