



Policy Name: Withdrawal and Transfer Policy
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Policy number: DCSG-PM-ADM-02	Version number: 07	
Developed by: Admissions	Approved by: CLT	Approval Date: 28 October 2024
Date last reviewed: 25 October 2024	Reviewed by: Piers Matthews, Director of Admissions and Marketing	Date of next review: 25 October 2026
Policy Location: Staff Parents Public: https://singapore.dulwich.org/admissions		

1. Purpose of Policy

The purpose of this policy is to provide guidelines and procedures to all staff responsible of processing all student withdrawal and transfer requests to ensure that all withdrawal and transfer requests are processed effectively and efficiently.

2. Scope

This Withdrawal and Transfer Policy outlines the various types of withdrawal situations where a Student can be withdrawn from Dulwich College (Singapore) (DCSG).

Definitions

Parent Portal: All parents, Junior and Senior School students of Dulwich College (Singapore) will have access to the Parent Portal which will serve as the main platform for key Information pertaining to school life at Dulwich College (Singapore).



3. Policy Details

Dulwich College (Singapore)'s Withdrawal Policy is fair and reasonable and allows the students to withdraw from the College, as well as for the College to withdraw students in accordance to the Suspension and Exclusion Policy and the stipulated Terms and Conditions of the Student Contract. As in accordance with the regulations set by the Committee for Private Education (CPE), the entire withdrawal process shall not take more than 4 weeks from the reception of student's request to informing the student of the withdrawal outcome in writing.

Students from DCSG who wish to transfer to another College within the Dulwich Group of Colleges are to have their existing student contracts terminated. The Refund Policy shall apply unless otherwise agreed between the College and the Student's family. Conversely, students transferring from another College within the Dulwich Group of Colleges are to sign a new student contract. The policies and procedures for the Execution of Student Contract shall apply to these students. The College does not practice deferment after the student's course has started.

Parent/guardian's written consent is required for transfer and withdrawal requests for all Students in the College.

The record of students' withdrawal list is maintained by the DCSG Admission Department. Students can withdraw from the College or be withdrawn by the College according to the following conditions:

A. Termination and Refund Policy

DCSG will notify the Student within three (3) working days after becoming aware of any of the following: (each a "**Refund Event**"):

- (a) It cannot commence the provision of the Course on the Course Commencement Date;
- (b) It cannot complete the provision of the Course by the Course Completion Date;
- (c) The Course will be terminated before the Course Completion Date;
- (d) The Student does not meet the course entry or matriculation requirements as stated in Schedule A; or
- (e) The Immigration & Checkpoints Authority of Singapore (the "**ICA**") rejects the Student's application for the Student Pass. (*Student Contract: Clause 3.1*)

Where any of the Refund Events in Clause (a) to (c) above has occurred:

- (a) DCSG shall use reasonable efforts to make alternative study arrangements for the Student and shall propose such alternative study arrangements in writing to the



Contracting Party, within ten (10) working days of informing the Contracting Party of the Refund Event.

- (b) If the Contracting Party accepts such alternative study arrangements, DCSG shall set forth such alternative study arrangements in a written contract and this Contract shall automatically terminate on the date that such new written contract comes into effect.
- (c) If DCSG does not propose alternative study arrangements to the Contracting Party within the time stipulated in Clause 3.2(a) above, or the Contracting Party does not accept such alternative study arrangements, the Contracting Party may forthwith terminate this Contract by way of a written notice to DCSG. *(Student Contract: Clause 3.2)*

Where any of the Refund Events in Clauses 3.1(d) to (e) has occurred, the PEI shall forthwith terminate this Contract by way of a written notice to the Contracting Party. *(Student Contract: Clause 3.3)*

If the Contract is terminated pursuant to Clause 3.2(b) read with Clause 3.1(a), the PEI shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination. *(Student Contract: Clause 3.4)*

If the Contract is terminated pursuant to Clause 3.2(b) read with either Clause 3.1(b) or Clause 3.1(c), the PEI shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination. *(Student Contract: Clause 3.5)*

If the Contract is terminated pursuant to Clause 3.3 or Clause 3.2(c) read with Clause 3.1(a), the PEI shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination. *(Student Contract: Clause 3.6)*

If the Contract is terminated pursuant to Clause 3.2(c) read with either Clause 3.1(b) or Clause 3.1(c), the PEI shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination. *(Student Contract: Clause 3.7)*



B. Withdrawal During the Cooling-Off Period

DCSG will provide the Parent/ Legal Guardian of the Student with a cooling-off period of ten (10) calendar days after the date that the Contract has been signed by both parties. **The Parent/ Legal Guardian of the Student can withdraw the Student from DCSG by submitting a written notice of withdrawal to DCSG** within the cooling-off period, regardless of whether the Student has started the Course or not (*Student Contract: Clause 3.8*).

C. Withdrawal Outside the Cooling-Off Period

The Parent/ Legal Guardian of the Student can withdraw the Student from DCSG by submitting a written notice of withdrawal to DCSG outside the cooling-off period at any time before the Course Completion Date. (*Student Contract: Clause 3.9*).

D. Withdrawal by the College of an Enrolment Offer

The offer of the enrolment or the enrolment itself can be withdrawn or suspended or made subject to new terms and conditions if any of the following occurs:

- (i) the College determines that there has been any breach of the College's policies or procedures or the Terms and Conditions stipulated in the Student Contract, or that circumstances as described in these Terms and Conditions arise that entitle the College to exclude or remove a Student, or withdraw or suspend enrolment or make enrolment subject to new Terms and Conditions;
- (ii) there has been misrepresentation or inadequate disclosure about the prospective Student including disclosure about the prospective Student including disclosure of the Student's or parents' /legal guardians' nationality, citizenship and visa status and subsequent changes thereof;
- (iii) the College determines at any time that it cannot reasonably meet the child's needs, this may include, without limitation, situations where the College was unable to interview the prospective Student fully before offering a place to the prospective Student (e.g. where the prospective Student was overseas) and subsequently determines it cannot meet the child's needs. If a Student's existing enrolment is withdrawn, suspended, or made subject to new Terms and Conditions for any of the aforesaid reasons, this will be done pursuant to College policy (*Student Contract: Terms and Conditions Clause 4*).



E. Withdrawal Due to Exclusion

The Student's enrolment can be withdrawn by the College if the Student has committed serious disciplinary misconduct or criminal offence. The Head of College shall act in accordance with the College's policy on discipline and exclusion in all such cases.

F. Withdrawal Due to MOE Exemption Application Rejection

The Student's MOE exemption application is rejected by the Ministry of Education (MOE).

G. Exclusion for Non-Payment

The College reserves the right to exclude a Student where parents/legal guardians fail to pay in full the Course Fees or any other sum for which the parents/legal guardians are liable by the payment deadline. The College may withhold any information, character references, graduation transcript and/or school reports in the aforesaid circumstances. If the aforesaid circumstances persist or there are no prospects of payment by the College's rights, the College shall endeavour to take reasonable steps to ensure that any such act does not cause direct, identifiable and unfair prejudice to the legitimate rights and interests of the Student (*Student Contract: Terms and Conditions Clause 10*).

H. Student's Pass

DCSG will take the notice of withdrawal of the International Students as an instruction from the **Parent/ Legal Guardian of the Student** to cancel the student's Student Pass.

DCSG is obliged to lodge an e-cancellation for Students on a Student Pass with the Immigration Checkpoints Authority (ICA) within 7 days of the date that enrolment for a student at DCSG ceases.

In order for the College to be able to proceed with the e-cancellation, and to ensure that all mandatory information is correct, the Parent/ Legal Guardian of the Student must indicate in the withdrawal from both the last day of the College and the reason(s) for withdrawal.



I. Dulwich College Transfers

Students who wish to transfer to and from another College within the Dulwich College International or Education in Motion group of schools, are to enquire with DCSG Admissions for advice on the application procedures. Transfers in this case will be treated as a new enrolment and acceptance will be subjected to the respective Head of School's approval, with the following variations:

- Students will be placed on the priority of the Waiting List
- Entry assessments may be waived, and the College will liaise with the school that the student is currently in to obtain their progress reports. If this is not available, the student would sit an online assessment or other assessments as determined necessary by DCSG Admissions and/or the Head of School.

This section, however, does not govern student transferring to another private education institution (PEI) in Singapore. Students who wish to transfer to another PEI in Singapore would be treated and processed as a withdrawal for other reasons.

J. Postponement of Start Date

- Parents may choose to defer their child's offered place for up to one year from initial offered date. Deferment would be based on availability and is subject to an additional assessment if the deferral will be for entry into a new year level. An addendum which reflects the changes (e.g. change in course start and end date) will be signed between the parent and the College for deferments made in this case.
- Parents can only defer their child's offered place for up to one year without incurring additional fees. An application fee will be charged again for deferment beyond one year.
- Admissions to move relevant file from 'offered' to 'processing' and adjust details in Student Management System, Availability Summary, OpenApply.
- Admissions to reach out to family in due course for further assessments.
- Deferment for more than a year, or due to issues relating to Student Pass, will be treated as a withdrawal (with the exception of parent filling out the withdrawal form), and the College will refund 100% course fees less administrative and bank charges as per Schedule D of the refund table in the Student Contract. Students in this case will have their student contract void, and they will have to go through the necessary student selection and admissions procedures again.

**The College does not practice deferment after student's course has started*



K. Policy Review

The Admissions Department will review the policy and procedures for withdrawal and transfer once every two years or as and when required for continual improvement.



4. Implementation Details

In an event where a student would like to proceed with a course withdrawal, the Parent/Legal Guardian of the Student is to initiate the student's withdrawal from DCSG by submitting a written notice of withdrawal through OpenApply following the withdrawal deadlines schedules. In the event the withdrawal is not in the prescribed format, DCSG shall at its absolute discretion have the right to reject any such withdrawals.

The student's Parent/Legal Guardian will receive an email from a staff from the Admissions Department within seven days acknowledging receipt of their notification of withdrawal. The Parent/Legal Guardian will also be notified of the outcome for the withdrawal request within four weeks of application.

The Admissions staff working on the withdrawal case will liaise with the student's Parent/Legal Guardian and process the withdrawal case. The Admissions staff will then email the student's Parent/Legal Guardian to effect course withdrawal request.

The following consists of follow up actions that the Admissions Department must complete upon confirmation of the Course Withdrawal. They are as such: -

- Informing ICA of the change in Student's Pass Status (including cancellation of current student pass within 7 days of the student's last date of enrolment in the College).
- Update MOE of any leavers who are holding an exemption.
- Updating of Student's status on Student Management Systems.
- Updating and circulation of the Leaver's List for students leaving at the end of the current term, on a weekly basis starting from the week after half-term to all DUCK, Junior School, Senior School and Support Staff.
- Communicate list of student withdrawals to the Finance Department for refunds (if any) and cancellation of Fee Protection Scheme (FPS).

The following consists of follow up actions that the Finance Department must complete upon confirmation of the Course Withdrawal. They are as such: -

- Processing of refunds if any (Refer to Refund Policy)
- Updating of FPS Provider within 7 working days by logging onto the FPS provider's online system and updating the information in the system to reflect current status of student.



5. Other related policies and procedures

Documents related to this policy	
Related policies	Execution of Student Contract Refund Policy Suspension and Exclusion Policy
Forms or other organisational documents	Refund Application Form Withdrawal Form (OpenApply) Withdrawal Notice to Student Student P-file (OpenApply) Leaver's List

6. Review processes

Policy review frequency: Once every two academic years or as and when necessary for continual improvement	Responsibility for review: Head of Admissions / Director of Admissions and Marketing
Review process: i) Head of Admissions / Director of Admissions and Marketing to conduct review of policy. ii) Modification will be made where appropriate. iii) Submit for review and approval by the CLT via the DBA.	

7. Approval Details

Approved by: Paola Morris

28 October 2024

Signature and Date
Signed only required in hardcopy



8. Revision History

Revision Table:		
Date	Version	Review Description
28 February 2019	1	Initial Release
28 May 2019	2	Revamped Policy
02 September 2019	3	<ol style="list-style-type: none"> 1. Revised formatting style 2. Added '...main platform...' under Section 2. Scope 3. Added points on terms and condition of student withdrawal and transfer under Section 3. Policy Details 4. Added 'An addendum which reflects the changes (e.g. change in course start and end date) will be signed between the parent and the College for deferments made in this case' under Section 3I. Postponement of Start Date 5. Added point 'Deferment for more than a year, or due to issues like Student Visa rejection, will be treated as a withdrawal, and the College will refund 100% course fees less administrative and bank charges as per Schedule D of the refund table. Students in this case will have to go through the necessary student selection and admissions procedures again.' under Section 3I. Postponement of Start Date 6. Added Section 3J. Policy Review 7. Removed Exit Form from list of related documents to reflect current practices under Section 5. Other related policies and procedures 8. Remove Student Exit Form from the policy 9. Changed the policy review frequency from 'annually' to 'once every two years' under Section 6. Review Processes
18 January 2021	4	<ol style="list-style-type: none"> 1. Changed Policy Number from 'DCSG_ADM_4.4.1' to 'DCSG-PM-ADM-02'.



	<ol style="list-style-type: none"> 2. Replaced 'Director of AMC: Lucinda Semark' with 'Director of Admissions and Marketing: Jason Hoppner' in Reviewed by section. 3. Added table information on Tuition Period Academic Year 2020-2021, Final Day at School, Withdrawal Deadlines. 4. Under section 2, changed MyCollege to Parent Portal 5. In section 3B Withdrawal Due to Other Reason and section 4 Implementation Details, removed 'MyCollege – Parent Dashboard' and replaced hyperlink for the online withdrawal form. 6. Under section 3C, changed MyCollege- Parent Dashboard to Parent Portal-Admission 7. In section 3I, added bullet point "Parents can only defer their child's offered place for up to one year without incurring additional fees. An application fee will be charged again for deferment beyond one year". 8. Under section 3I, added writeup 'of the Student Contract' for schedule D 9. Replaced 'Admission Database' to 'OpenApply' in section 3I and section 4 Implementation Details. 10. Removed writeup 'from Academic Year 2019/2020.' from section 4 Implementation Details. 11. Added OpenApply to Student P-file in section 5 Other related policies and procedures 12. Amended 'This policy, however, does not govern student transferring to another private education institution (PEI) in Singapore' to 'This section, however, does not govern student transferring to another private education institution (PEI) in Singapore under Policy Details in section 3H. 13. Changed all mentions of SIMS to Student Management System.
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6 October 2022	5	<ol style="list-style-type: none"> 1. Reviewed by section – updated the new Head of Admissions. 2. Under Section 3 – added ‘Students’ Family’ for clarity. 3. Under Section 3 – Added Point F to include withdrawal due to MOE exemption rejection. 4. Under Section 4 – Update of status during the withdrawal process.
23 October 2023	6	<ol style="list-style-type: none"> 1. Under Policy Details E. Withdrawal Due to Exclusion, amended “Headmaster” to “Head of College”. 2. Under Policy Details I. Dulwich College Transfer, amended “Dulwich Group of Colleges” to “Dulwich College International or Education in Motion group of schools”. 3. Under Policy Details I. Dulwich College Transfer, added “or other assessments as determined necessary by DCSG Admissions and/or the Head of School.” 4. Under Implementation Details, amended “FPS” to “Fee Protection Scheme (FPS)”.
25 October 2024	7	<ol style="list-style-type: none"> 1. Under Policy Details, updated the write-ups for A. Termination and Refund Policy, B. Withdrawal during the Cooling-off Period and C. Withdrawal outside the Cooling-off Period.