



Withdrawal and Transfer Policy

Withdrawal Schedule 2019/2020	
Term	Withdrawal Deadlines if leaving at the end of Term
Michaelmas Term (Term 1)	Friday, 13 September 2019
Lent Term (Term 2)	Friday, 13 December 2019
Trinity Term (Term 3)	Friday, 3 April 2020

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This Withdrawal and Transfer Policy outlines the various types of withdrawal situations where a Student can be withdrawn from Dulwich College (Singapore) (DCSG).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

MyCollege: All parents, Junior and Senior School students of Dulwich College (Singapore) will have access to our MyCollege application 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 to the regulations set by the Council of 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. 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 Students can withdraw from the College or be withdrawn by the College according to the following conditions: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. Withdrawal Due to Non-Delivery of Course

DCSG will notify the Student within three (3) working days upon knowledge of any of the following:

- (i) It does not commence the Course on the Course Commencement Date;
- (ii) It terminates the Course before the Course Commencement Date;
- (iii) It does not complete the Course by the Course Completion Date;
- (iv) It terminates the Course before the Course Completion Date;
- (v) It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A in the Student Contract within any stipulated timeline set by CPE, if applicable; or
- (vi) The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

The Student should be informed in writing of alternative study arrangements (if any), and also be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid, should the Parent(s) decide to withdraw the Student, within seven (7) working days of the above notice (*Student Contract: Clause 2.1*).

B. Withdrawal Due to Other Reasons

In order to withdraw from the Course for any reason other than those stated in section 6.1, **the Parent/ Legal Guardian of the Student must withdraw the Student from DCSG by submitting an online withdrawal form in [MyCollege – Parent Dashboard](#)** 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.

DCSG Admission team will, as soon as reasonably practicable upon receipt of the withdrawal request, arrange for the Student's withdrawal process. A notice of withdrawal is not confirmed until the Admission team has acknowledged in writing that this withdrawal notice has been received. No other confirmation, written or otherwise, will suffice (*Student Contract: Clause 2.2*).



C. Withdrawal During Cooling-Off Period

DCSG will provide the Parent/ Legal Guardian of the Student with a cooling-off period of seven (7) working 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 an online withdrawal form in [MyCollege – Parent Dashboard](#)** within the cooling-off period, regardless of whether the Student has started the Course or not (*Student Contract: Clause 2.3*).

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 Headmaster shall act in accordance with the College's policy on discipline and exclusion in all such cases.

F. 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*).

G. 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.

H. College Transfers

Students who wish to transfer to and from another College within the Dulwich Group of Colleges, 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 Dulwich College that the student is currently in to obtain their progress reports. If this is not available student would sit an online assessment.

This policy, 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.

I. Postponement of Start Date

- Parent may choose to defer their child's offered place for up to one year from initial offered date. Deferral would be based on availability and is subject to an additional assessment if the deferral will be for entry into a new year level.
- Admissions to move relevant file from 'offered' to 'processing' and adjust details in SIMS, Availability Summary, Admissions Database.
- Admissions to reach out to family in due course for further assessments.

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



J. 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 DCSG by submitting an online withdrawal form in [MyCollege – Parent Dashboard](#) 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 Leavers Spreadsheet, Admissions Database, Availability Summary and Student's status on SIMS.
- 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 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 from Academic Year 2019/2020.