

ST. FRANCIS METHODIST SCHOOL

Transfer Procedures

1. In the event a student requests to change the course of study and remains as a student of SFMS, the school will need to apply to **ICA** for a change of course;
2. Approval must be given by the Principal to effect a change of course;
3. In the case, if the request is initiated by the school, the student will not be forced to change a course of study under any circumstances;
4. ICA will require the school to furnish the attendance record of student via SOLAR+ and approval of transfer of course by ICA hinges on the attendance record of the student;
5. The school will terminate the original student contract of the original course and a new student contract is executed for the new course;
6. On terminating the original student contract, FPS insurance of the original course will be cancelled and the same time, the school will apply for a new Certificate of Insurance to protect the balance of the fee transferred from the old course or the total fees paid for the new course;
7. At the school, discretion, the unused school fees of the original course may be credited to the new course;
8. If there are any additional fees to be paid such as student pass processing fee (if applicable) and FPS insurance fee, the student will be required to pay the fees before the processing student pass can proceed. The student will be required to bear the cost of the text books or any registration or examination fees of the new course;
9. In an event if the transfer request is made by the school other than due to poor academic ability of the student such as class is operating less than the optimal size of 8 students, the cost of transfer including text books, student pass processing fee and difference in course fees will be borne by the school;
10. An appointment is required to be made with **ICA** via SOLAR+ to collect the new student pass once approval is received;
11. A photocopy of the new student pass will be kept by the school in the student's personal folder.

Withdrawal Procedure

1. When the student has decided to withdraw from SFMS before the completion of the course he/she is registered for, the student is required to inform the School of his/her intention one month in advance. The student is at liberty to withdraw to join another school be it government or private or withdraw from the course to return to his or her home country;
2. The student must obtain a written letter from his or her parent/guardian before the request is channelled to the appropriate section to process the withdrawal request;
3. The student must approach the Student Services Counter at Level 4, with the supporting letter from the parent or guardian, to request for the “Student Release Form” (**Form**). The student must complete the Form, where applicable, and no details are to be omitted (Refer to details at Section 6 below);
4. Upon completing the necessary action according to the “Form”, the student submits the “Form” together with the authorisation letter from the parent or guardian stating the reasons for withdrawal. The Form must be signed by the student;
5. The staff at the counter would check the “Form” to ensure that the details are accurate and complete. The parent’s or guardian’s authorisation letter must be attached to the “Form”;
6. If there is any refund due to student such as in case of student withdrawing from the school within 30 days from course commencement, such refunds will be given back to the student within 7 working days as stipulated under Criterion 4.3.1. The amount of refund will be in accordance to the refund schedule of the student contract;
7. Whereas if there is outstanding fee payment, the student is expected to clear all fees owing to the school before the withdrawal application will be processed;
8. Immigration & Checkpoints Authority (**ICA**) will be informed on-line via SOLAR+ of the change of student’s status including providing past attendance records in the case of students enrolling in another course in another PEI;
9. The Student Pass will be returned to the school for cancellation for a withdrawal case. The prevailing fee for cancellation of Student Pass will apply;

10. As the student pass is cancelled, the student contract is deemed terminated and Fee Protection Scheme (FPS) insurance will also be cancelled via the insurance service provider. CPE and the FPS service provider will be promptly informed via on-line for all withdrawal cases;
11. Upon receipt of the student pass and student's passport, the school will process the withdrawal request through SOLAR+. If the request is successful, ICA will notify the school by email within 48 hours;
12. After cancellation, **ICA** would issue the "Notification for Cancellation of Student's Pass, Visit Pass and Embarkation Form (**Notification**)". A printed copy of the form will be given to the student to facilitate the departure of the student leaving Singapore.
13. A photocopy of the Notification will be forwarded to Finance Department for further processing;
14. The school sets its processing time frame for all withdrawal requests to be completed within 14 working days.

NB - Transfer/withdrawal procedure for the local student is the same as above except that there is no student Pass processing required.

Communication

- 1 Any changes of the procedures and the changes will be reflected in the school's website within 24 hours after the changes are approved.
- 2 Relevant section of the current procedures would be included in the student handbook. Any changes made to the procedures would be communicated to the parent/guardian via the next school's newsletter.
- 3 Relevant section of the procedure would be posted on the Student Service Notice Board and regularly updated in the school website.
- 4 Updating to CPE is done via the updating of the FPS file 1 record fortnightly.

Student Release Form

1. The “Student Release Form” comprises 4 sections which must be completed by either the student or Finance Department.
2. Section 1 of the Form must be completed by the student and the information required are:
 - Name (student’s name)
 - Date of Leaving (this is the date the student intends to stop attending classes)
 - Class (current class attending)
 - Singapore Address (currently staying in)
 - Home Country Address
 - NRIC/Passport No (for local student – NRIC No, foreign student – Passport No.)
 - Singapore Contact No (Mobile or Land line)
 - Home Country Contact No
 - E-mail Address (student’s)
 - Reasons for Leaving (e-mail is also acceptable)
 - Name of new school you are transferring to (if applicable)
 - Signature of Student
 - Name & Signature of Parent
3. Section II of the Form must be checked and signed by the following personnel –
 - Administrative Officer – Learning Centre (to check for any outstanding payment due for library fines)
 - Homes Stay Officer (for locker key)
 - Head of Admissions or Division Head (for exit interview)

The personnel mentioned above in .clause 6.3 would circle “Cleared” when there is no outstanding issue to be followed up and “Not Cleared” for any outstanding matter that the student needs to settle. Signature and the date are to be filled as evidence of their work done.
4. Section III of the Form would be completed by Head, Admissions or Division Heads after exit interview. Information gathered will help to track the student and to help the school to review and improve its education programmes, policies and

processes.

5 Section IV of the Form would be completed by Finance Dept after all the formalities are completed, including the dispatch of the cheque. The information to be looked into are :

- Fee Refund – If there is any fees refundable and, if yes, state the amount and the cheque no.
- Outstanding Fee – If there is any outstanding fee and, if yes, fills in the amount. State if there is any waiver granted and, if yes, states the approving officer (only Senior Management approves and grants the amount of waiver).
- Remarks (if any)
- Date
- Follow up Actions required –Cancel Student Pass (to indicate if necessary and the Official Receipt issued for the payment. Commentary, if applicable) and Update SMS (to indicate if inactivation is done and date).