

COURSE WITHDRAWAL POLICY AND PROCEDURE

(Effective: 04 Aug 2016)

COURSE WITHDRAWAL POLICY

The withdrawal policy applies when a student withdraw from an enrolled course of study.

Withdrawal Due to Other Reasons

Where the student withdraws from the course for any reason other than non-delivery of course, the student must inform PSB Academy by completing the Course Withdrawal and Refund Request Form with all supporting documents (Refer to the form) for processing the withdrawal request.

For student under 18 years of age, parental / guardian approval is required before the Course withdrawal application will be processed.

For PSB Academy proprietary courses, withdrawal application is subject to the approval of PSB Academy. For university courses, withdrawal application is subject to withdrawal policy of the respective universities.

PSB Academy will inform student the outcome, within four (4) weeks from the receipt of the withdrawal application.

Once the student has withdrawn from the enrolled course, he/she ceased to be a student of PSB Academy. For international students, it is also required to surrender their student's pass to PSB Academy at the Student Services Centre for cancellation with ICA.

The student is required to apply as a fresh applicant subsequently if he/she wishes to return to PSB Academy to study.

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COURSE WITHDRAWAL PROCEDURE

Withdrawal Procedure before Course Commencement

1. This procedure applies to students who accepted the offer and made the first instalment payment before the commencement of the course.
2. All students who wish to withdraw from a course of study are required to inform PSB Academy Programme Consultant (Local Student) / Country Manager (International Student).
3. Upon completion of the withdrawal interview and where the student's decision to withdraw remains unchanged, student are required to complete and submit the Course Withdrawal and Refund Request Form with supporting documents (Refer to the Form) to Programme Consultant (Local Student) / Country Manager (International Student).
4. For student under 18 years of age, a written approval to withdrawal from their parent/guardian must be submitted together with the Withdrawal and Refund Request Form.
5. The confirmation of withdrawal from the course will not take more than 4 weeks.

Withdrawal Procedure after Course Commencement

1. All students who wish to withdraw from a course of study and do not intend to continue studying any courses in PSB Academy after the commencement of the course are required to officially inform PSB Academy by completing the Course Withdrawal and Refund Request Form with all supporting documents (refer to the Form), where relevant, to the Student Services Centre.
2. For student under 18 years of age, a written approval to withdrawal from their parent/guardian must be submitted together with the Course Withdrawal and Refund Request Form.
3. The Student Services Centre will conduct a withdrawal interview with the student unless deemed not required by PSB Academy. For international students, the Student Services Centre will assist to arrange for a separate withdrawal interview with the respective Country Manager unless deemed not required by PSB Academy.

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4. Upon completion of all relevant withdrawal interview(s) and where the student's decision to withdraw remains unchanged, PSB Academy will proceed to process the refund request, if any from the next working day.
5. Students must stay in contact with PSB Academy and be contactable at all times during the withdrawal processing period.
6. For all withdrawn students, the Fee Protection Scheme (FPS) will be cancelled upon final confirmation of the approval to withdraw by PSB Academy.

References:

- EduTrust Certification Scheme Guidance Document (V2.0) - Criterion 4.4 Transfer / Withdraw Process
- CPE Approved Student Contract version 3.1

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