

## Transfer / Withdrawal

EtonHouse International School shall execute its transfer / withdrawal policy in a fair and reasonable manner. The transfer policy should include the following:

1. Students who are interested in applying for transfer to or from another EtonHouse Group of schools/centres, or to transfer to another Level within EIS must seek guidance from the Parent Liaison Manager on the transfer process, eligibility criteria and fees/charges which may be incurred. Parent/Guardian (on behalf of student) is required to check with the Parent Liaison Office for the update fees/charges.
2. If as a result of this transfer, a student may require more than the original stipulated duration to complete his / her studies. Student will be explained the implication of the status of the student's pass if international students withdraw from the school or are forced to withdraw from the school. Any extension to student pass, if required is subject solely to the approval of the Immigration & Checkpoints Authority (ICA). If application for renewal is not approved, the school will submit an appeal on behalf of the student in the first instance. If this is not approved, the student may have to discontinue his / her studies, and may be expected to leave Singapore at short notice. In such an event, a student may approach the school to explore alternatives for the completion of his / her studies.
3. Internal transfer is not automatic or guaranteed. Parent/guardian (on behalf of students) must meet the requirements and gain formal acceptance to the course or school/centre to which they are applying.
4. Request for transfer of course/school/centre must be made in compliance of 8-Term-Weeks notices before withdrawal.
5. Informs the FPS service providers, relevant government agencies (e.g. ICA, CPE) and other relevant parties promptly for all transfer/withdrawal cases.
6. Withdrawal application (withdrawal form) must be submitted to the school. Verbal or telephone requests will not be entertained. The school to complete a withdrawal process **within 7-working days**
7. Once the student has formally withdrawn from the school, re-registration will not be permitted unless approved by the Board of Management.
8. Registration and Course Fees will be calculated based on the new course from the effective month of transfer. Students are required to pay for the outstanding tuition fees based. (***see below 'Types of Transfers'***). No refund will be made for discontinuation of studies in the old programme before the transfer.

1. Transfer to other schools
2. Transfer from Pre-School to Pre-School
3. Transfer from Pre-school to International School
4. Transfer from International Pre-school to Pre-School
5. Transfer from International Pre-school to International School
6. Transfers from Singapore EtonHouse schools to Eis International Pre-School (Seraya and West Coast)
7. Transfers from Eis International Pre-School (Seraya and West Coast) to Singapore EtonHouse schools
8. Transfers from EtonHouse schools outside Singapore to schools in Singapore

**For terms and conditional of the Transfer, you can call us at (65)63466922 or email us at [broadrick@etonhouse.edu.sg](mailto:broadrick@etonhouse.edu.sg)**

Continuation in the new school/centre/course is also subject to the availability of:

- course(s) being offered in the semester/year.
- vacancy in the class.
- outstanding fees/charges are paid in full.

The transfer is subject to the approval of the Principal/Director from both school/centre.

The transfer and/or withdrawal policy is clearly communicated to all its students via the website and parent handbook.

For continual improvement, EIS shall regularly review and update the transfer / withdrawal policy to ensure that it remains fair to the students.

Process	Responsibility	Remarks
1. Complete and submit Schedule 3.2-Withdrawal Notice to school.	1. Parent/Guardian (On behalf of Student)	<p>at less 8-terms-weeks before withdrawal date.</p> <p><i>Student Transferring to another Level would withdraw and register under new Student Contract</i></p> <p>Refer to Transfer Policy and Process</p> <p>Refer to Refund Policy and Process</p> <p>SOLAS+</p>
↓	2. Ops & PL Mgr	
2. Arrange and provide consultation to parent/ guardian (on behalf of student) <b><u>within 3-working days.</u></b>	3. Ops & PL Mgr	
↓	4. Ops & PL Mgr	
3. Informs and checks for availability and update ADM.		
<div style="display: flex; justify-content: space-between;"> <span>No</span> <span>No</span> </div> <div style="text-align: center;">                     4i. Available?                 </div>		
<div style="border: 1px dashed black; padding: 5px; width: 100%; text-align: center;">                         ii) Student decided to stay. <b>Then void Schedule 3.2-Withdrawal Notice and close case.</b> </div>		
<div style="display: flex; justify-content: center;"> <span>Yes</span> </div>		
<div style="border: 1px dashed black; padding: 5px; width: 100%; text-align: center;">                         ii) Student decided to withdraw from school. <b>Proceed to withdrawal process.</b> </div>		
5. Update and seek approval from Principal.	5. PLO	
6. Approval Letter sent to parent/guardian (on behalf of student).	6. PLO	
7. Update EMS records <b><u>within 3-working days.</u></b>	7. PLO	
8. Reconcile outstanding payment, refund and final billing with student.	8. ACs	
9. Settle outstanding/final payment with student.	9. ACs	
10. Proceed to Refund Policy and Process	10. ACs	
11. Cancel FPS <b><u>within 3-working days.</u></b> Cancel Student Pass, where applicable <b><u>within 7-days.</u></b>	11. QA and PLO	
12. Update and close student folder and storage.	12. GO	
↓ <div style="border: 1px solid black; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 0 auto;">End</div>		