ICS Transfer and Withdrawal Policy

Withdrawal

Notice of withdrawal is required in writing to ICS. Processing time for withdrawal requests is 7 days from receipt of written notice.

Students requesting withdrawal before the semester will be eligible for refund as outlined in the ICS refund policy. Students requesting withdrawal during the semester are liable for full payment of all tuition fees with no refund of any fees for any portion of a semester.

ICS will release transcripts or a student's records only after confirming with the business office that the student's account is paid in full. If the student's account is paid in full, records will be released and the transcript will be sent. For current students, a copy of the student's last quarter grades will also be sent. If the account is not paid in full, no transcript or other written details regarding the student's academic record will be released.

ICS may charge extra fees for multiple copies of report cards, diplomas, reference letters, transcripts, or other certificates. Students must pay for costs incurred in order to send transcripts or other documents by any courier other than regular mail.

For Student Pass holders: the admissions office will cancel the Student Pass on the last day of attendance at school (or at the time of notice of withdrawal if the student is not returning to the school) and advise the Parents to collect the Certificate of Cancellation from School Reception. Students records and transcripts will not be released until the student pass has been returned.

Withdrawal Procedure:
Students intending to withdraw before the last day of school in June should follow the guidelines given below

1. Submit detailed withdrawal information to the student records office (info@ics.edu.sg) in writing or by email, at least fourteen (14) days prior to the date of withdrawal.
2. Complete the Early Withdrawal Checklist Form
3. Request a refund of tuition and fees (if applicable). Refer to the ICS refund procedures for the steps involved in receiving a refund (processed within 7 days)
4. Authorize ICS to transfer all the school records of your child to the next school when an official request is received from the admitting school

ICS will release transcript and other student records only after ALL of the above items have been completed.

Withdrawal Policy & Procedure Rationale:
ICS requires notice of withdrawal so that it can proceed in a timely manner to:

- Process the student withdrawal form and enable the accounts department to generate an invoice for any outstanding fees or items;
- Offer a place to a student on the waiting list, and to give that student and family time to prepare for enrollment; and
- Orderly plan the academic resources, which includes the hiring of teaching and support staff as well as the allocation of classrooms, textbooks and the like.
Transfer

In certain circumstances ICS may recommend, or a parent may request, transfer of a student up or down a grade level from the enrolled grade. This is applicable only to students in junior kindergarten up to grade 8 students if:

- The student is not progressing at entry grade level
- The student is performing at a higher grade level than at enrollment

If the parent makes a request for a transfer, the principal and teacher will meet with the parents and inform the parents of their decision within 21 days. If the parent accepts the recommendation, a new contract will be issued. Contract signing will serve as the parents acceptance of the transfer. Fee Protection Insurance will be updated as needed. If the parent does not accept the transfer recommendation, they will be refunded the full re-enrollment fee. The refund will be processed within 7 days.

Transfer Procedure (contact the business office for more detailed step-by-step information):

1. Recommendations are received from the teacher or parent to administration
2. Students are given academic assessments
3. Principals and teachers evaluate and make the necessary decision to transfer the student accordingly
4. Parent are informed of the decision within 21 days
5. Parents who accept the decision sign a new student contract. Fees and associated invoices are adjusted as needed. Parents who do not accept the decision are given a full refund of the re-enrollment fee.

Transfer Policy & Procedure Rationale:
Under the Private Education Act 2009, parents of a student transferring from one course to another are required to execute a new Student Contract. Particular attention must be paid to any changes in fees or terms and conditions as listed in the contract. Any changes must be explicitly explained to the parents before a new contract is signed.

These policies form an integral part of the Admissions and Enrollment Policies and Procedures for ICS.