

Notice of withdrawal is required in writing to ICS. Processing time for withdrawal requests is seven (7) working 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 five (5) working days before the last day of attendance at school and advise the Parents to collect the Certificate of Cancellation from school front office. Students records and transcripts will not be released until the student pass has been returned.

Parents of students intending to withdraw before the last day of school should follow these steps:

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. Pay all outstanding fees and fines. Return all school resources.
4. 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 working days)
5. Authorize ICS to transfer all school records of your child to the next school when an official request is received from the admitting school.

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

<b>CHANGE HISTORY</b>
<b>Process Owner:</b> Admissions Director
<b>Approving Authority:</b> Business Manager

Version	Description of Change	Effective Date	Location of Change Approval
1	Initial Release	14 Nov 2018	Admin meeting minute for 14 Nov 18