

WITHDRAWAL PROCEDURE

1. Withdrawal Due to Non-Delivery of Course

- a) For circumstances under “Withdrawal due to non-delivery of course”, AIC shall notify the student or parents/guardian (if the student is under 18 years old) within 3 working days.
- b) AIC shall, within 7 days provide student with information and details of the alternative confirmed course arrangement to allow student to make timely and appropriate decision on the alternative arrangement.
- c) If the student decides to withdraw, he/she should give a written notice to AIC of his/her intention to do so, and AIC shall refund fees in accordance with the Refund Policy as set out in the Standard Student Contract.
- d) AIC will issue a formal letter to the Student to effect the withdrawal.
- e) The refund procedure will take effect.

2. Withdrawal Due to Other Reasons

- a. All requests on withdrawals and refunds are to be accompanied by a duly completed "**Student Request Form**", the school will process the request and refund to the student within 7 days after receiving the confirmation notice of withdrawal, according to the Refund Policy applicable to the course. The completed Student Request Form shall be submitted to the Student Support Office.
 - *For students under 18 years of age, the school will seek parental/guardian approval prior to processing the request for withdrawal.
- b. For new students - a “cooling-off” period of 7 days will be given upon the signing of the student contract. A student is able to withdraw from the programme with a submission of a written notice within these 7 days, notwithstanding if the course commencement date has passed. The student will be entitled to the highest refund amount stipulated in the Standard Student Contract.
- c. Head of Faculty or Registrar will counsel the student and/or parents/guardian if the student is under 18 years old.
- d. If the student decides to withdraw, AIC shall refund fees in accordance with the Refund Policy as set out in the Standard Student Contract.
- e. AIC will issue a formal letter to the Student to effect the withdrawal and the refund procedure will be effected if applicable.
- f. In the event of dispute over the refund amount, AIC shall activate the Dispute Resolution Policy.



- g. Registrar's Office will inform ICA for cancellation of Student's Pass for International Students and funding agencies, where applicable.
- h. College Administration will proceed to cancel FPS.
- i. AIC will terminate existing student contract.
- j. RO shall update the Student Registry database via the School Management System, and Student's Docket.