

Course Withdrawal Policy

1. A course withdrawal refers to a situation where a student who withdraws from TSI to transfer to another school or to return to his / her native country for whatever reasons shall be deemed to have his enrolment terminated and withdrawn from TSI.
2. A student who wishes to withdraw from a course after commencement shall inform TSI in writing by completing the Withdrawal and Refund Request Form.
3. If the student is below 18 years of age, the parent or guardian's approval for the withdrawal will be required.
4. An interview session will be arranged with the Head, Academic or the Head, Higher Education. After the interview, if the student decides to remain in the course, this will be stated on the TSI Counselling form and the form will be filed in the Student Profile Folder for future reference, with no further actions taken.
5. If the student decides not to remain in the course, the Principal's approval will be sought.
6. The student should have completed the instalment payments for all overdue fees of the existing course (if any) and returned outstanding property (if any) such as library books etc.
7. Once approval is given, student will be informed and TSI's refund policy shall apply if he/she is eligible for a refund.
8. The Fee Protection Scheme (FPS) for the course fee paid will be cancelled.
9. Students holding Student Passes are required to submit his/ her Student's Pass to TSI for cancellation of Student's Pass with ICA.
10. For a Student Pass holder who withdraws from TSI's course to be transferred to another PEI, upon receipt of request on SOLAR+ system within 7 days, TSI will submit the past attendance report to ICA.
11. Service target: Within 3 working days to respond to the application. Within 7 working days to arrange for a refund (if eligible). Within 4 weeks to assess and complete the withdrawal request.