

COURSE WITHDRAWAL POLICY AND PROCEDURE

COURSE WITHDRAWAL POLICY

1. The policy covers the processing of complete withdrawal from course by students either on a voluntary or non-voluntary basis.
2. When the student withdraws from the course for any reason other than non-delivery of course, the student must inform the Academy by completing the “Request for Withdrawal Form” stating their reason(s) for withdrawal.
3. For student under 18 years of age, parental / guardian approval is required before the withdrawal application will be processed.
4. Withdrawal application is subject to the approval of the Academy.
5. Singapore Media Academy will inform student the outcome, within four (4) weeks from the receipt of the withdrawal application. Once the student has withdrawn from the enrolled course, he/she ceased to be a student of the Academy.
6. For international students, their Student Pass will be terminated.
7. The student is required to apply as a fresh applicant subsequently if he/she wishes to return to the Academy to study.

COURSE WITHDRAWAL PROCEDURE

Voluntary Withdrawal Procedure Before Course Commencement

1. This procedure applies to students who accepted the offer and made the first instalment payment before the commencement of the course.
2. All students who wish to withdraw from a course of study are required to notify the Academy in writing by completing the “Request for Withdrawal Form” stating the reason(s) for withdrawal and submitting it with supporting documents, where relevant, to the Student Affairs Department.
3. For student under 18 years of age, a written approval to withdrawal from their parent/guardian must be submitted together with the withdrawal form.
4. Upon receiver of the form, the Student Affairs Department will conduct a withdrawal interview with the student unless deemed not required by the Academy. Withdrawal requests that are received after 12 noon would be considered as submission on the next working day.
5. Where the student’s decision to withdraw remains unchanged, Singapore Media Academy will notify the student of the outcome through formal writing,
 - (i) Any course fees paid by the withdrawing student will be processed in accordance with the Academy’s Refund Policy and Private Education Act respectively.

- (ii) Fee Protection Scheme (FPS) will be cancelled upon final confirmation of the approval to withdraw by the Academy.
 - (iii) The Student contract will be terminated.
 - (iv) International Students are required to surrender their pass to the Student Affairs Department for cancellation with ICA.
6. Students must stay in contact with the Academy and be contactable at all times during the processing period.
 7. The entire withdrawal process from point of application to final outcome will not take more than four (4) weeks.

Voluntary Withdrawal Procedure After Course Commencement

1. All students who wish to withdraw from a course of study and do not intend to continue studying any courses in Singapore Media Academy after the commencement of the course are required to officially inform the Academy by completing the "[Request for Withdrawal Form](#)" stating the reason(s) for withdrawal and submitting it with supporting documents, where relevant, to the Student Affairs Department.
2. For student under 18 years of age, a written approval to withdrawal from their parent/guardian must be submitted together with the withdrawal form.
3. Withdrawal requests that are received after 12 noon would be considered as submission on the next working day.
4. The Student Affairs Department will conduct a withdrawal interview with the student unless deemed not required by the Academy.
5. Where the student's decision to withdraw remains unchanged, Singapore Media Academy will notify the student of the outcome through formal writing,
 - (i) Any course fees paid by the withdrawing student will be processed in accordance with the Academy's Refund Policy and Private Education Act respectively.
 - (ii) Fee Protection Scheme (FPS) will be cancelled upon final confirmation of the approval to withdraw by the Academy.
 - (iii) The Student contract will be terminated.
 - (iv) International Students are required to surrender their pass to the Student Affairs Department for cancellation with ICA.
6. Students must stay in contact with the Academy and be contactable at all times during the processing period.
7. The entire withdrawal process from point of application to final outcome will not take more than four (4) weeks.

Non-voluntary withdrawal

Non-voluntary withdrawal may include:

- Academic exclusion;
 - Expulsion by the Academy
 - Rejection of Student's Pass renewal by ICA
1. Students will be notified by the Academy through formal writing, within four (4) weeks:
 - (i) Any course fees paid by the student will be processed in accordance with the Academy's Refund Policy and Private Education Act respectively.
 - (ii) The Fee Protection Scheme (FPS) will be cancelled.
 - (iii) The Student contract will be terminated.
 2. Students must stay in contact with the Academy and be contactable at all times during the processing period.