

# FAQ on withdrawals, replacements and transfers



1

## Can a withdrawal request be submitted without providing a replacement or transfer?

Yes, you may submit a withdrawal without providing a replacement or requesting a transfer. However, please note that penalties may be incurred for such requests.

2

## What are the penalties for late withdrawal requests?

Penalties for late withdrawal requests remain unchanged:

Duration to class start date	Penalty amount (% of course fee)
Less than 3 weeks, or after Programme Placement is sent, whichever is later	25% of programme fees, or cost of programme materials purchased for the learner, whichever is higher

*\*For certain programmes, penalties may still be charged for withdrawals requested more than 3 weeks before class starts, as programme materials or assessments have already been purchased for the learner.*

3

## Can we appeal to waive the penalty fees?

CSC will automatically assess the reason for the withdrawal upon receiving the request via the form. We will inform you of the outcome of our assessment over email within 5 working days. Please note that CSC's decision on the waiver is final, and no further appeals will be considered. As such, please remind your learners about the withdrawal penalties as only genuine, valid reasons will be accorded the waiver.

4

## Why am I charged an additional fee although I requested for a withdrawal more than 3 weeks before class starts?

For some programmes, CSC will need to purchase programme materials or assessments more than 3 weeks before class starts. For such programmes, where the programme materials have already been purchased, a fee to cover the programme materials will be charged upon withdrawal regardless of when the withdrawal was made.

5

**How can learners withdraw without a penalty?**

As much as possible, CSC would discourage learners from withdrawing without a valid reason. However, if you do need to withdraw – any withdrawal more than 3 weeks before the class start date, or before the Programme Placement Letter (PPL) is issued (whichever is later), would not be charged a penalty. If the penalty-free withdrawal window is closed, you may send another learner as a replacement. Please submit the details of the replacement officer in the same form. Alternatively, the learner's registration can be transferred to another class date of the same programme. Please note that transfers are only allowed for programmes with available subsequent class dates within the same Financial Year (ending 31 Mar).

6

**What is the closing date for replacement and transfer requests?**

The closing date for replacement requests remains at 5 working days before the class start date for public runs. **Requests to transfer to another class date should be submitted 5 working days before the original class start date and at least 5 working days before the selected new class start date.**

7

**Do I need to send CSC any supporting documents for the withdrawal request (eg. Medical Certificates)?**

No. We trust that Learners and TCs will act with integrity, and it will be at the TCs' responsibility to verify the supporting documents before submitting the withdrawal request.

8

**Can withdrawal / replacement / transfer requests be submitted via email?**

No. Withdrawal, replacement and transfer requests are to be submitted by TCs via the form only.

9

**Can learners submit a withdrawal / replacement / transfer request on their own via the form?**

No. For the sake of governance, we seek your understanding that all requests have to be made through your respective TCs. Only requests submitted by TCs will be accepted.

10

**Must the same TC who approved / submitted the programme application be the one to also submit the withdrawal / replacement / transfer request?**

No, any TC from your agency can submit the withdrawal / replacement / transfer request.

11

**Does the new process apply for in-house runs?**

No, this new process only applies to public run programmes. For withdrawals or replacements for in-house runs, please inform the relevant Programme Administrator accordingly. In the case of in-house programmes, please note that the closing date for replacement requests is 3 working days before class start date.