



## STUDENT WITHDRAWAL POLICY

1. Any registered student who wishes to withdraw from the School must submit the relevant Student Withdrawal Form to the Registry (and this includes, but is not limited to any student who wishes to complete the exams early, such as Checkpoint and IGCSE, and leave the school after that).
2. All information required in the Student Withdrawal Form must be correctly filled up and signed by the parent / guardian of the student. The School may reject an incomplete and / or incorrect form at any time during the withdrawal process.
3. Parents / Guardian must submit the said form six (6) months before the withdrawal date (Full notice period). However, this notice period will be subject to a year-end cut off for the Pre-School, Primary and Secondary EXCEPT for A-Level students. For example, students who submit their withdrawal form in August must serve a notice period up to December (year-end cut off), which is four (4) months only.
4. All fees will be charged during the notice period, and student attendance is compulsory. Failing which may result in the forfeiture of any and / or all the security deposit, other school deposit(s), and payments. If the security deposit, other school deposit(s), and payments are insufficient to settle the fees during the notice period, the School reserves its right to insist on the balance payment from the parent / guardian.
5. Under special circumstances and / or, medical reason(s) the six (6) months (full notice period) can be considered with valid reasons.
6. Where any cancellation of the student withdrawal is made after the parent sends in the said form, the parent can only have the option to cancel / extend their withdrawal within two (2) months after the withdrawal is approved. Therefore, if the student would like to re-enrol, he / she shall go through again the application process and will be considered a new admission. As and when the cancellation of student withdrawal occurs, parent must submit a letter of appeal for re-entry. This is subject to the School's approval.
7. Upon receiving the said form, Registry will then acknowledge the receipt by stamping the "received date" on the form.
8. The School will officially follow-up via email to the email address provided in the said form within seven (7) working days.
9. The School shall issue the School Leaving Certificate within two (2) weeks after the student's withdrawal date. The school may withhold any and / or all the official credentials of the students, including but not limited to the student's School Leaving Certificate, CAIE certificate and academic(s) transcript, if there are any outstanding fee(s) payable from the student.

## REFUND POLICY

1. All refund is to be submitted using the respective Refund Form.
2. All fees paid are neither refundable nor transferable, except in the following circumstances:
  - i. If the student withdraws from the programme due to valid medical reasons before the commencement of the programme, then all fees paid are refundable, EXCEPT the Application Fee and Registration Fee.
  - ii. If the student withdraws from the programme for non-medical reasons before the commencement of the programme, then 70% of all fees paid are refundable, EXCEPT the Application Fee and Registration fee. The School will charge an additional administration fee of RM100 for such refunds.
  - iii. For the student on conditional offer who do not fulfil the entry requirement upon receiving their official results, a prorated amount will be refunded on all fees paid, EXCEPT the Application Fee and Registration fee, which shall remain non-refundable.
3. If a student is expelled from the School (i.e., for discipline and / or any other misconduct), the school will refund NO fees, EXCEPT for the security deposit and any other school deposit(s).
4. The School reserves the right to deduct any outstanding fees from the security deposit(s) and any other school deposits and refund any balance thereof, accordingly to the student.
5. All refunds will be made in favour of the sponsor (i.e., parent/guardian) as stated in the Refund Form.
6. All claims for refunds are to be made within 12 months from the date, one ceases to be a student of the School.