

Withdrawal Policy

- a. If a Student wishes to withdraw from TEG voluntarily, he/she is required to complete the "Post-Enrolment Withdrawal Form" and submit it to the Course Administrator/Programme Manager.
- b. If a Student is below the age of 18, the Course Administrator will request a parent's letter of consent and contact the student's parents/guardians to seek their formal consent to the withdrawal request.

Withdrawal Procedures

- a. Course Administrator will arrange for an exit interview for student to meet the Academic Director (or his delegated nominee) for counselling within three (3) working days after receiving the withdrawal request.
- b. Once the withdrawal request is approved by the Academic Director (or his delegated nominee), within three (3) working days after receiving the withdrawal request,
 - (i) a formal letter from the Course Administrator/Programme manager to student will be issued to effect the withdrawal;
 - (ii) the original student contract must be terminated and the conditions for refund of any fees paid shall be applied according to TEG refund policy before the commencement of course or within the cooling-off period;
 - (iii) the student has to settle any outstanding course fees if the course has already commenced. However, Top Management or his delegated Division Director may consider granting the waiver should the student's appeal with valid reasons be accepted.
 - (iv) TEG will inform the FPS service provider within three (3) working days for any withdrawal case.
 - (v) TEG is to inform Immigration & Checkpoints Authority (ICA) of the cancellation of STP for international students (where applicable).

Transfer/withdrawal Procedure

