

FAQ on withdrawals and replacements

1

Can a withdrawal request be submitted without providing a replacement?

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

2

What are the fees for late withdrawal requests?

Fees for late withdrawal requests remain unchanged:

Duration to class start date	Withdrawal Fees (% 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, fees 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 withdrawal fees?

CSC will automatically assess the reason for the withdrawal upon receiving the request on LEARN. 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 fees 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 withdrawal fee?

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 incur any charges. If the no-charge withdrawal window is closed, you may send another learner as a replacement.

Please submit the details of the replacement officer in LEARN.

6

What is the closing date for replacement requests?

The closing date for replacement requests remains at 5 working days before the class start date for public runs.

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.

Please note that supporting documents are mandatory for **all** appeal fee waiver requests.

8

Can withdrawal, replacement and appeal for fee waiver requests be submitted via email?

No. Withdrawal, replacement appeal for fee waiver requests are to be submitted by TCs on LEARN.

9

Can learners submit a withdrawal / replacement request on LEARN ?

No, all withdrawal and replacement requests must be submitted by TCs on their behalf.

10

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

Yes, please ensure the same TC who approved or submitted the programme application handles any withdrawal or replacement requests.

11

Does the process apply for in-house runs?

No, this 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.