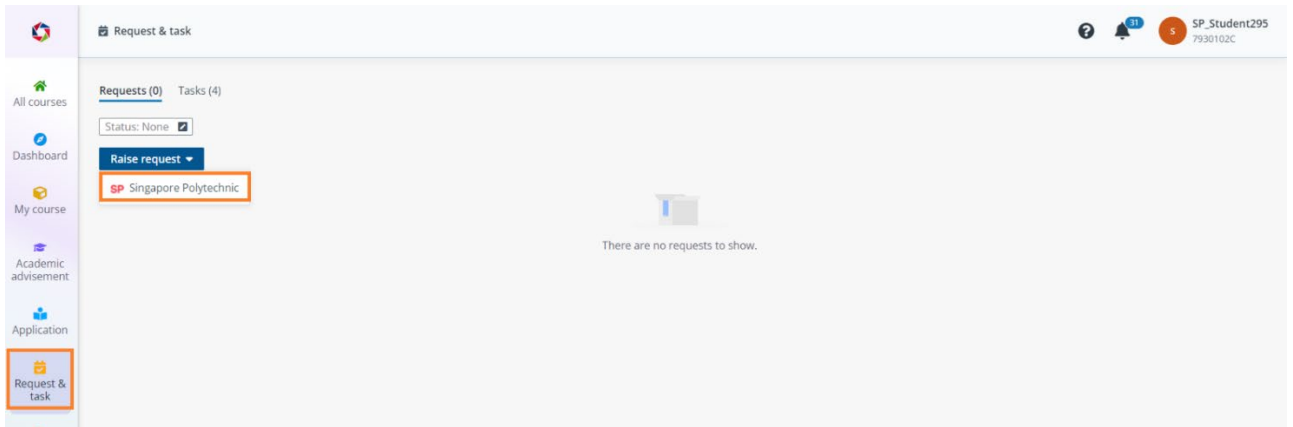


STEP – Course Withdrawal / Course Deferment

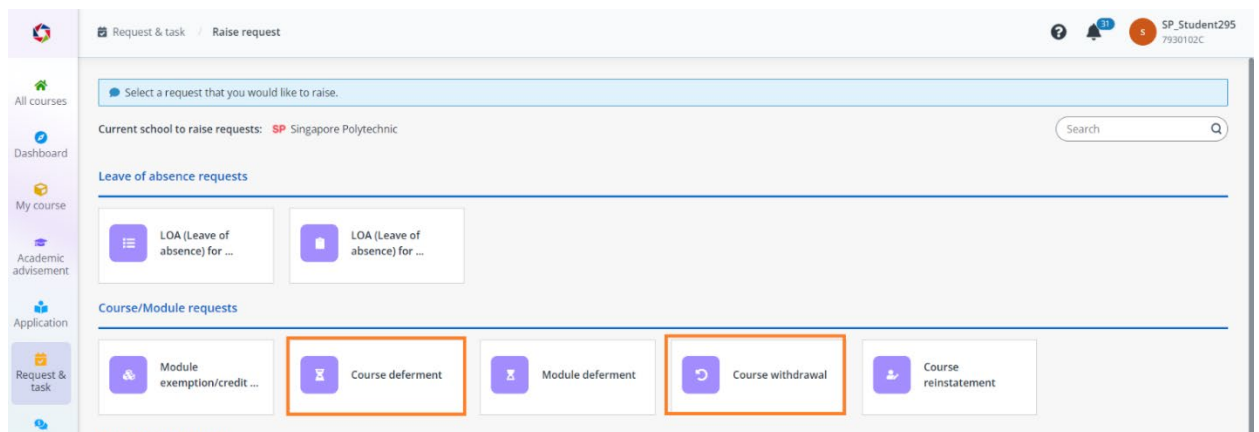
Please refer to [Student Handbook](#), point 3.7 for more details.

If you wish to withdraw or defer from your course of study, please login to [STEP Student Portal](#), click [Request & task] on the left pane and select [Singapore Polytechnic]:



You can select one of the following (boxed up in red):

1. **[Course Deferment]:** If you planned to defer your study for 1 semester only and will resume your study in the subsequent semester.
2. **[Course Withdrawal]:** If you do not wish to continue your study with this course any further.



1. Course Deferment

- Please select the course that you like to defer:

Request & task / Raise request / Raise course deferment request

← Raise course deferment request

Select a course that you would like to defer *

Course	Course intake No.	Course category	Course type	Enrolment status
<input checked="" type="radio"/> SP-NSCSM - Specialist Diploma in Cyber Security Management	SP-NSCSM-230001	Specialist Diploma	Academic Full Qualification	Enrolled

- Please read the instructions.

Request & task / Raise request / Raise course deferment request

← Raise course deferment request

Instructions

Note and Instruction

- Deferment application is subject to approval by the Singapore Polytechnic. The Polytechnic's decision is final.
- Terms and Conditions apply. Please visit www.pace.sp.edu.sg for more information.
- Participants shall settle all outstanding bills prior to deferment. The portion of course fee to be refunded is based on the submission date of Course Deferment Form as follows:

On or after date of commencement	No refund
TWO (2) weeks before the commencement of the course	Full refund of paid course fee
Less than TWO (2) weeks before commencement of the course	50% refund of paid course fee
- Online Courses are non-refundable
- Students attending MOE Part-time diploma or Post-Diploma courses are not allowed to defer during the official examination period. For any deferment received upon the start of and during the conduct of the semestral exam, the student will be considered to have sat for the exam. The deferment date will be post-dated to the day semestral results are released.

SP-NSCSM - Specialist Diploma in Cyber Security Management

Course name	Specialist Diploma in Cyber Security Management	Course intake No.	SP-NSCSM-230001
Course date		Course category	Specialist Diploma
Enrolment status	Enrolled	Course type	Academic Full Qualification

- Specify an intended deferment end date for the request. The system will send an email to notify you nearer to the deferment end date. **Note that the deferment end date must be earlier than the start date of the next semester.**
- Select the reason for your deferment.

Request & task / Raise request / Raise course deferment request

Intended deferment end date *

Select date

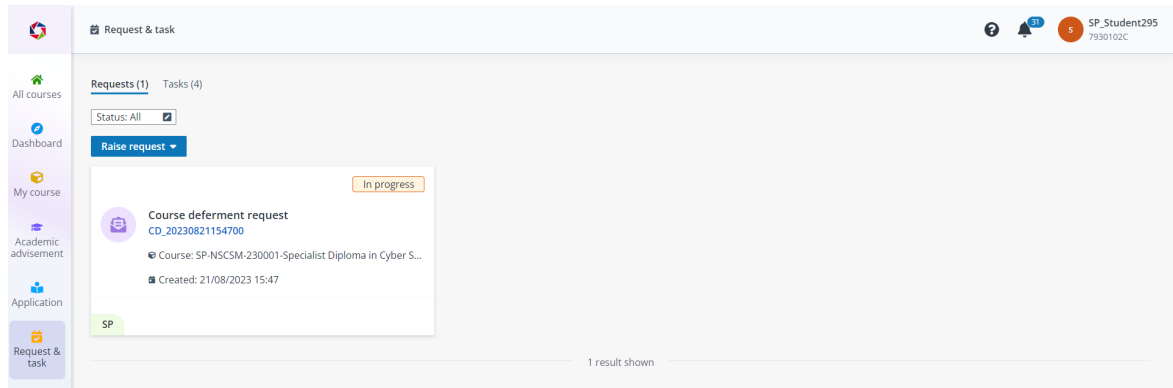
Reasons for deferment

Course Deferment Reasons *

- Students deferring their course from SP are liable to pay fees, for Course Deferment Form received:
 - On or after the commencement of semester: No refund
 - Less than 2 weeks before commencement of the semester: 50% refund of paid course fee
 - 2 weeks before the commencement of the semester: Full refund of paid course fee
- Students must return all property belonging to SP and settle all outstanding bills with SP prior to the submission of this form.
- Students are not allowed to withdraw during the official examination period. For any withdrawals received upon the start of and during the conduct of the semestral exam, the student will be considered to have sat for the exam. The withdrawal date will be post-dated to the day semestral results are released.
- SP reserves the right to take appropriate action it deems necessary where a student fails to comply with withdrawal procedures and regulations.
- For refund of course fee (if applicable), please log in to Student Portal to ensure that the bank information is up to date.
 - Cannot cope with course
 - Employment expiry
 - Family problem
 - Financial difficulties
 - Join other institution
 - Lost interest
 - Medical
 - National Service
 - Overseas work
 - Return to home country

Cancel Back Submit

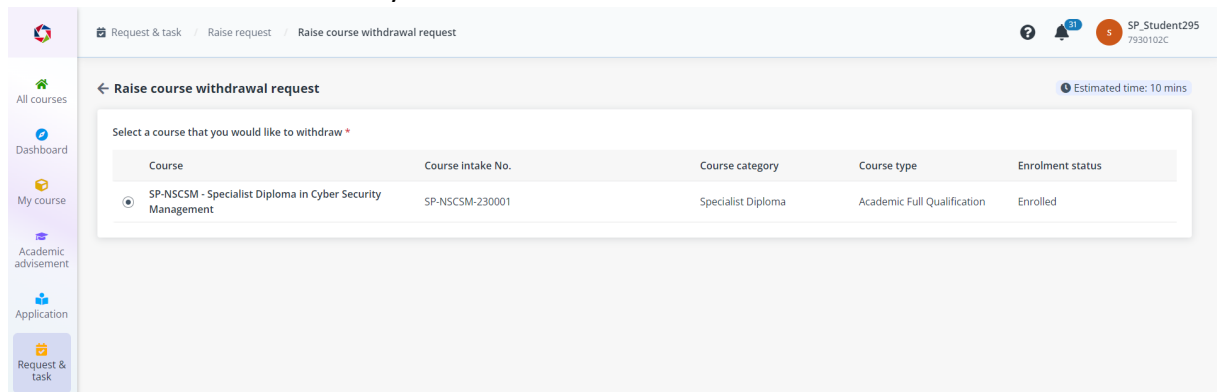
- Once submitted, it will be routed to PACE Academy for approval.



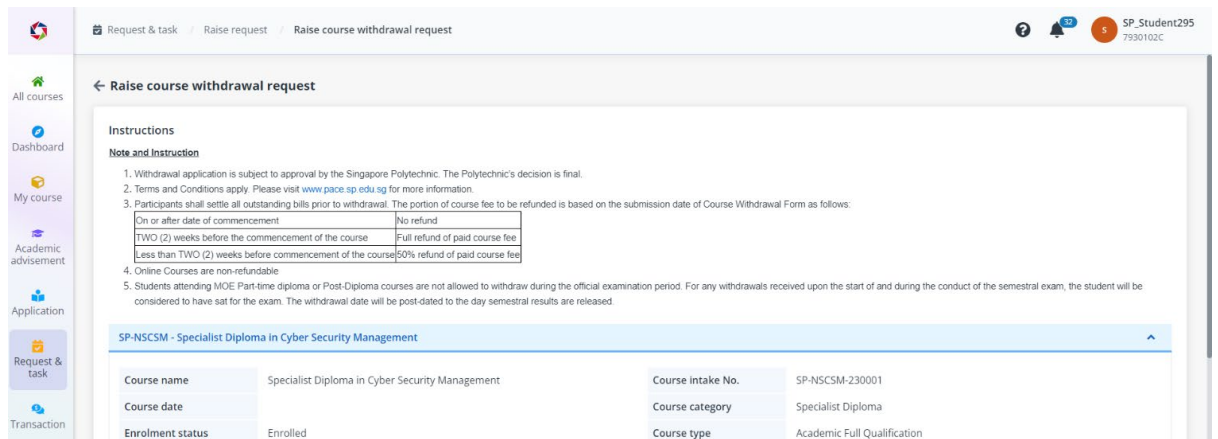
- You will receive an email and STEP notification once we have processed your request.
- If you are entitled for course fee refund, please ensure you have updated your bank information/PayNow information to facilitate the refund process. (Please refer to point 3 of this guide on how to update the information)

2. Course Withdrawal

Please select the course that you like to withdraw:



- Please read the instructions.



- Please select your reason for withdrawal.

The screenshot shows a web interface for raising a course withdrawal request. The breadcrumb trail is 'Request & task / Raise request / Raise course withdrawal request'. The user is identified as 'SP_Student295' with ID '7930102C'. The main content area is titled 'Reasons for withdrawal' and contains the following text:

Withdrawal Reasons *

- Students withdrawing from SP are liable to pay fees, for withdrawal form received:
 - On or after the commencement of semester/course: No refund
 - Less than 2 weeks before commencement of the semester/course: 50% refund of paid course fee
 - 2 weeks before the commencement of the semester/course: Full refund of paid course fee
- Students must return all property belonging to SP and settle all outstanding bills with SP prior to the submission of this form.
- Students are not allowed to withdraw during the official examination period. For any withdrawals received upon the start of and during the conduct of the semestral exam, the student will be considered to have sat for the exam. The withdrawal date will be post-dated to the day semestral results are released.
- SP reserves the right to take appropriate action it deems necessary where a student fails to comply with withdrawal procedures and regulations.
- For refund of course fee (if applicable), please log in to Student Portal to ensure that the bank information is up to date.
 - Cannot cope with course
 - Employment expiry
 - Family problem
 - Financial difficulties
 - Join other institution
 - Lost interest
 - Medical
 - National Service
 - Overseas work
 - Return to home country
 - Study overseas
 - Work commitments

At the bottom right of the form are three buttons: 'Cancel', 'Back', and 'Submit'.

- Once submitted, it will be routed to PACE Academy for approval.

The screenshot shows the 'Request & task' dashboard. The breadcrumb trail is 'Request & task'. The user is identified as 'SP_Student295' with ID '7930102C'. The dashboard shows 'Requests (2)' and 'Tasks (4)'. A filter for 'Status: In progress' is selected. A 'Raise request' button is visible. A card for a submitted request is shown:

Course withdrawal request
 WD_20230821155242
 Course: SP-NSCSM-230001-Specialist Diploma in Cyber S...
 Created: 21/08/2023 15:52

The card is marked as 'In progress' and 'SP'. At the bottom right of the dashboard, it says '1 result shown'.

- You will receive an email and STEP notification once we have processed your request.
- If you are entitled for course fee refund, please ensure you have updated your bank information/PayNow information to facilitate the refund process. (Please refer to point 3 of this guide on how to update the information)

3. Update bank/PayNow information

- Please go to [Dashboard] on the left pane > [My Wallet].
- You can either click [Request to add bank information] or enable the [I have registered PayNow with my NRIC] or both.

The screenshot displays the 'My wallet' section of a student portal. The left sidebar contains navigation options such as 'All courses', 'Dashboard', 'My course', 'Academic advisement', 'Application', 'Request & task', 'Transaction', 'Award', 'Academic document', and 'Calendar'. The main content area is titled 'My wallet' and includes an 'Edit' link. It is divided into three sections: 'Billing address', 'Bank information', and 'PayNow information'. The 'Billing address' section shows a checked option 'Same as the residential address' and a table with the following details:

Country or region	SINGAPORE	Postal code	049315
Block/Building No.	10	Building name	Ocean Financial Centre
Street name	Collyer Quay	Floor number - Unit number	#17-01

The 'Bank information' section contains a 'Bank accounts' subsection with a '+ Request to add bank information' button highlighted by an orange box. The 'PayNow information' section features a toggle switch for 'I have registered PayNow with my NRIC', which is also highlighted by an orange box.

At the bottom of the page, there is a footer with links for 'Contact' and 'Feedback', a 'Report Vulnerability' link, and a copyright notice: '©2023 Polytechnics and ITE. All Rights Reserved. Last updated: 18/08/2023'. A note at the very bottom states: 'Best viewed using the latest 3 versions of Microsoft Edge, Mozilla Firefox, Safari and Google Chrome'.