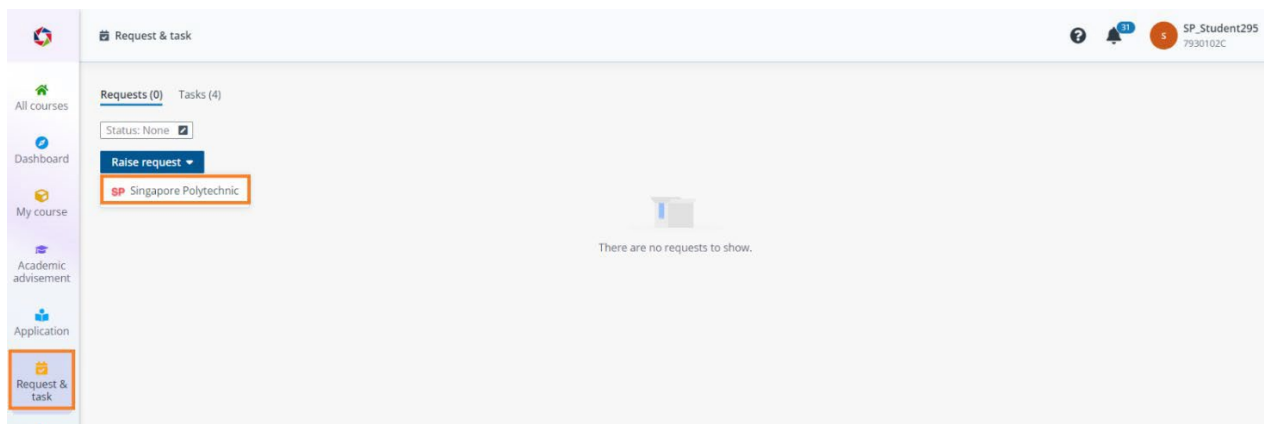


STEP – Course Withdrawal / Course Deferment

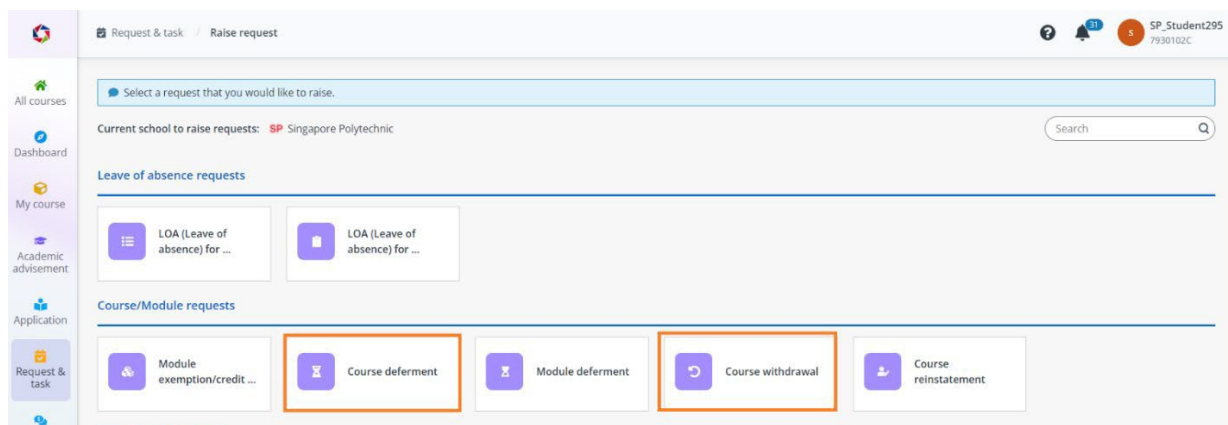
For Part Time Diploma and Post-Diploma courses, please refer to the Student Handbook [here](#).
For Short Courses, please refer to the Student Handbook [here](#).

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

SP_Student295
7930102C

← Raise course deferment request

Estimated time: 10 mins

Select a course that you would like to defer *

Course	Course intake No.	Course category	Course type	Enrolment status
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

SP_Student295
7930102C

← 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

SP_Student295
7930102C

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.

The screenshot shows the 'Request & task' page. On the left is a sidebar with navigation links: All courses, Dashboard, My course, Academic advisement, Application, and Request & task. The main content area has a header 'Request & task' with a status filter 'Status: All' and a 'Raise request' button. Below this, a card titled 'Course deferment request' (ID: CD_20230821154700) is shown with a status of 'In progress'. The card details the course 'SP-NSCSM-230001-Specialist Diploma in Cyber Security Management' and its creation date '21/08/2023 15:47'. At the bottom, 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)

2. Course Withdrawal

Please select the course that you like to withdraw:

The screenshot shows the 'Raise course withdrawal request' page. The breadcrumb trail is 'Request & task / Raise request / Raise course withdrawal request'. The page title is 'Raise course withdrawal request' with an estimated time of 10 mins. Below the title, it says 'Select a course that you would like to withdraw *'. A table lists available courses for selection:

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

- Please read the instructions.

The screenshot shows the 'Raise course withdrawal request' page with detailed instructions. The breadcrumb trail is 'Request & task / Raise request / Raise course withdrawal request'. The page title is 'Raise course withdrawal request'. Below the title, it says 'Instructions' and 'Note and Instruction'. The instructions are as follows:

- Withdrawal 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 withdrawal. The portion of course fee to be refunded is based on the submission date of Course Withdrawal 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 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.

Below the instructions, the course details for 'SP-NSCSM - Specialist Diploma in Cyber Security Management' are displayed:

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

- Please select your reason for withdrawal.

Request & task / Raise request / Raise course withdrawal request

SP_Student295
7930102C

Reasons for withdrawal

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

Cancel Back Submit

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

Request & task

SP_Student295
7930102C

Requests (2) Tasks (4)

Status: In progress

Raise request

In progress

Course withdrawal request
WD_20230821155242

Course: SP-NSCSM-230001-Specialist Diploma in Cyber S...

Created: 21/08/2023 15:52

SP

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 shows the 'My wallet' page with the following details:

- Billing address:**
 - Same as the residential address: ☒
 - Country or region: SINGAPORE
 - Block/Building No.: 10
 - Street name: Collyer Quay
 - Postal code: 049315
 - Building name: Ocean Financial Centre
 - Floor number - Unit number: #17-01
- Bank information:**
 - Bank accounts: [+ Request to add bank information](#) (highlighted with an orange box)
- PayNow information:**
 - ☐ I have registered PayNow with my NRIC (highlighted with an orange box)

Footer text: ©2023 Polytechnics and ITE. All Rights Reserved. Last updated: 18/08/2023. Best viewed using the latest 3 versions of Microsoft Edge, Mozilla Firefox, Safari and Google Chrome.