

POLICIES AND PROCEDURES

STUDENT WITHDRAWAL PROCEDURE

1.1 Introduction

This policy outlines the procedure for withdrawing students from ISCS-The British School of Zug, an international British school located in Kanton Zug, Switzerland. The policy applies to all students, regardless of age or year group, ensuring that the withdrawal process is handled efficiently and in compliance with Swiss regulations and school policies.

1.2 Purpose

The purpose of this policy is to provide clear guidelines for parents/guardians and students regarding the steps required for withdrawing from the school. It also ensures that the school's administrative processes, including financial settlements, student record management, and compliance with local laws, are followed.

1.3 Definitions

Withdrawal: The process by which a student is formally removed from the school's enrolment list.

Parent/Guardian: The legal custodian(s) of the student, responsible for making formal decisions on their behalf.

Final Date of Attendance: The last day the student is enrolled and attends classes at the school.

1.4 Policy Statement

Students may be withdrawn from school upon written request by a parent or guardian. The school requires advance notice to ensure all administrative and academic processes are completed appropriately. Parents/guardians must adhere to the required procedures outlined in this policy to avoid financial penalties or delays in the transfer of student records.

1.5 Withdrawal Notice

Parents/guardians are required to give a minimum of three months (unless signed contract with family states otherwise) full notice in writing if they intend to withdraw their child from the school. The following guidelines apply:

- Written notice must be submitted to the Head of Education/School Director or School Office at least one term before the student's intended last day at the school.
- Failure to provide the required notice will result in the school charging one term's tuition fees in lieu of notice.
- Notice should include the intended final date of attendance, reason for withdrawal, and the forwarding address for any future communication.
- All the aforementioned information will be given to the school by completing and signing the withdrawal notice form (available at school upon request).
- Unless otherwise established by the corresponding legal authorities or other situations that may apply, both parents/guardians must sign the withdrawal notice form to be valid.

1.6 Withdrawal Procedure

Step 1: Submission of Written Notice

The parent/guardian must submit a formal Withdrawal Notice Form (available from the school office). The notice should specify:

- The student's full name.
- The reason for withdrawal.
- The intended final date of attendance.

Step 2: Acknowledgment of Notice

Upon receiving the notice, the school will acknowledge receipt within five working days.

The school administration will initiate the withdrawal process, including discussions with the parents/guardians and, if necessary, the student.

Step 3: Exit Meeting

The school may request a meeting with the parents/guardians to discuss the reasons for withdrawal, gather feedback, and ensure that all necessary steps are understood.

Step 4: Academic Records

When necessary, the school will prepare a Transfer Certificate and/or Academic Records for the student within 10 working days after the final day of attendance. These documents will be forwarded to the next school upon formal request by the parent/guardian. The school retains the right to withhold the release of these documents if there are outstanding financial obligations.

Step 5: Financial Clearance

All financial obligations, including tuition fees, and other outstanding payments, must be settled before the final day of attendance. Any overpayment will be refunded within 30 days following the final day of attendance. Failure to settle outstanding payments may result in legal action and withholding of student records.

1.7 Special Circumstances

Emergency Withdrawals: In the event of unforeseen circumstances such as relocation due to parental employment, medical reasons, or other emergencies, the school will work with the parents/guardians to expedite the withdrawal process. However, financial and academic clearance will still be required.

Withdrawal During Exam Periods: If a student is due to take official external exams (e.g., IGCSEs, A-Levels) during the term of withdrawal, special consideration may be given to ensure the student can complete their examinations. Parents/guardians must inform the school as early as possible to arrange for completion of assessments. Under these circumstances, ISCS will deal with each case on an individual basis.

1.8 Fees and Refunds

Tuition fees are charged annually, termly or in 10 instalments (depending on the case and agreement). Unless something different is stated by signed agreement between the family/legal guardian(s) and school, a 3-month notice period is required, having to cover the school fees until the last day of that notice period. Refunds for prepaid fees beyond the withdrawal date will only be considered when the required notice period has been observed. No refunds will be given for short-term absences or if a student is withdrawn without proper notice.

1.9 Compliance with Swiss Local Regulations

As the school operates in Kanton Zug, Switzerland, the withdrawal process must comply with Swiss educational regulations. This includes reporting the student's departure to the local education authorities as necessary, especially if the student is not relocating within Switzerland.

1.10 Communication with Future Schools

Upon request from the new school and parents/legal guardians, ISCS will send official records such as academic transcripts, behaviour reports, and any additional documentation. Parents must give consent in writing before the school can release these records.

1.11 Student Well-Being

The school is committed to ensuring that withdrawing students receive support during their transition. The Leadership Team may organise/offer assistance in addressing emotional or academic concerns related to the move.

1.12 Appeal Process

Parents who wish to appeal decisions related to withdrawal (e.g., financial disputes, or record release issues) may do so by submitting a formal written request to the school within 10 days of the decision. The School Leadership Team's decision is final.

1.13 Internal Administrative Process with Withdrawal Notifications

The following steps are available to ensure consistency and fairness when students withdraw from school. The steps must be followed in the order in which they appear below:

1. When a staff member of the school is informed by a family that they might be leaving, this information must be promptly shared with the school office, which will send parents/legal guardians the withdrawal form to be completed, signed and returned to the school office.
2. The school office will share the signed withdrawal form with the following departments:
 - a. Admissions
 - b. Finance
 - c. Corresponding Stage Head
 - d. Corresponding tutor
 - e. IT
 - f. Head of Education/School Director
3. The Head of Education/School Director will check with the Finance Department for any outstanding balances. If necessary, the Finance Department will issue the relevant invoices and send them to the family.
4. The school will confirm the withdrawal with the parents through an official letter from the Head of Education or School Director.
5. The academic team along with any other relevant staff members such as transport and canteen staff if the student was using these services) will be informed of the student's withdrawal.
6. The Administration team will update the school systems (spreadsheets and Clickedu) accordingly.
7. The school will ensure that all school devices and property are returned (laptop (IT), books (Stage Head), etc).
8. The Administration Team will inform the corresponding authorities about the withdrawal of the student.
9. Upon request of parents/legal guardians, or other educational institutions (with written authorisation of parents/legal guardians) the school will provide the official reports and documents necessary for the student's transition. However, these documents will never be

shared if there are any outstanding payments owed by the family/legal guardian(s) of the student.

1.14 Conclusion

By adhering to the protocols outlined in this policy, ISCS aims to ensure that the withdrawal process is smooth, transparent, and fair to both the school and the student's family. The school values its community and is committed to maintaining positive relations with all departing families.