

VERSION	DATE
5	14.06.2023

PROCEDURE

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**COURSE DEFERMENT PROCEDURE**

**EHL Campus (Singapore)**

## Administration

ACCOUNTABILITY	
<b>Designation</b>	Student Affairs Coordinator

APPROVED BY	
<b>Name</b>	Luciano Lopez
<b>Designation</b>	Associate Dean

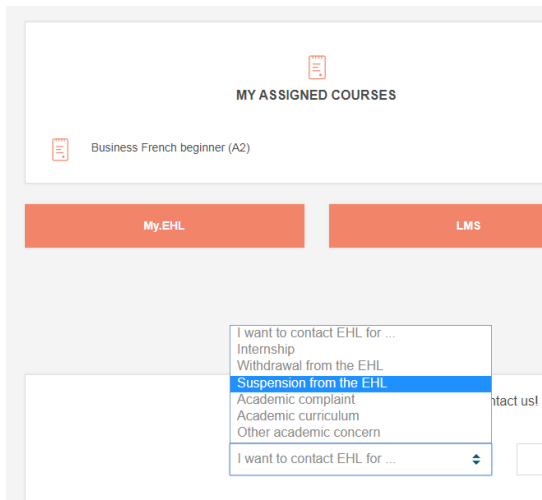
RELATED DOCUMENTS
<ol style="list-style-type: none"> <li>1. Course Rules and Regulations</li> <li>2. Course deferment checklist</li> <li>3. Communication templates</li> <li>4. Addendum for Course Deferment</li> </ol>

REVISION HISTORY				
Version	Approval Date	Valid as of	Modifications	Modified by (designation)
5	14.06.2023	14.06.2023	Update of Procedure, designation and approver	Student Affairs Coordinator
4	06.12.2019	06.12.2019	Alignment of the format with the new brand guidelines	Risk & Compliance
3	24.09.2019	24.09.2019	Addition of Course deferment checklist and Communication templates references in Related Documents & wording	STA
2	15.04.2019	15.04.2019	Addition of a <i>Revision History</i> field	Risk & Compliance
1	29.09.2018	29.09.2018	First version	STA

## 1. Starting a Deferment Request

### 1.1. Deferment requested by a student

- A student submits the request in email writing to Student Affairs Department or on his/her account on the Student Management System She/He clicks on “deferment from the EHL Campus (Singapore)” in the scroll-down list to start the process. Once completed, the deferment request is then directly sent to Student Affairs Department.



- Once the request has been received by Student Affairs Department, a Student Affairs staff handles the deferment request.

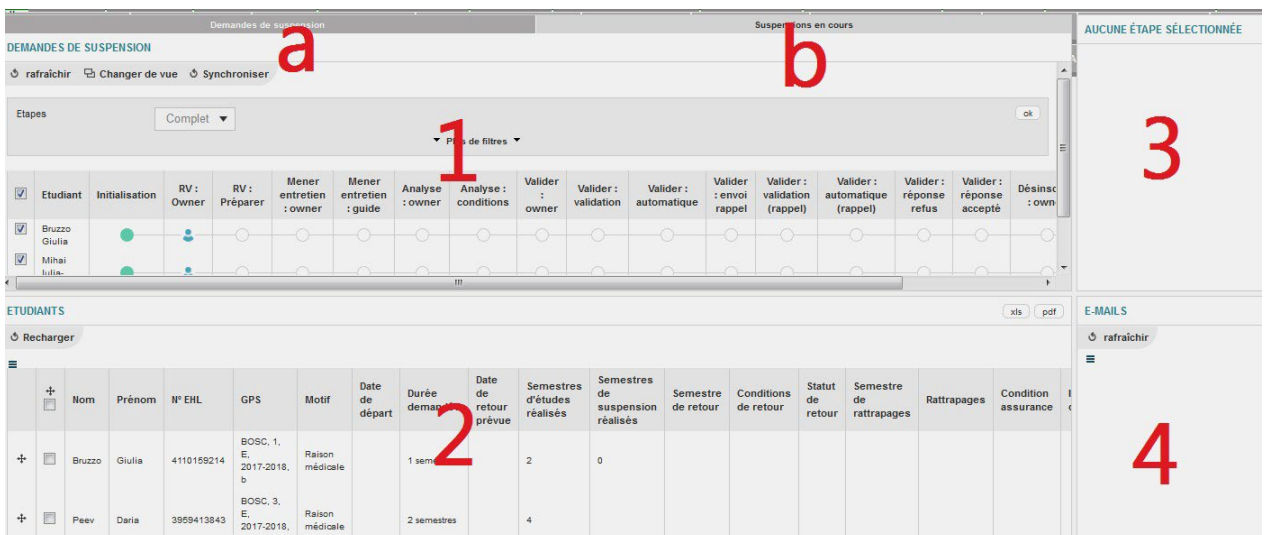
### 1.2. Deferment made by the School

- Student Affairs Department initiates a deferment without the student's authorization, for example in case of an academic decision made by School. To do so, Student Affairs starts the deferment process by informing the student of the decision in email writing.
- The student then gets a personalized email with all pertaining information.

## 2. Centralized Management of Deferment Requests

### 2.1 Update of Deferment Request on Student Management System

- Once Student Affairs Department receives or begins a deferment request, the Student Affairs staff in charge informs Academic Advisory Department in EHL Campus Lausanne to update the deferment request information on the student management system.
- The following information is updated on the student management system for management and follow-up purposes:
  1. Workflow of the pending deferments,
  2. List of all currently deferred students with relevant academic information,
  3. Relevant information showing up according to the step of the process,
  4. List of emails sent during the process,



The screenshot displays the 'Demandes de suspension' (Suspension Requests) interface. It features a workflow diagram at the top with steps from 'Etudiant' to 'Désinscription'. Below this is a table of student records with columns for name, EHL ID, GPS, and various stages of the process. A second table below shows a list of students with columns for name, EHL ID, GPS, reason, date of departure, duration, and return date. Red numbers 1, 2, 3, and 4 are overlaid on the image to highlight specific areas: 1 points to the workflow diagram, 2 points to the student list table, 3 points to the right-hand side of the interface, and 4 points to the 'E-MAILS' section.

- All deferment requests, either initiated by the student or by Student Affairs Department, undergo the same general process.
- The student is contacted by the Student Affairs staff managing his/her case. He/She stays in contact with the same staff throughout the entire process.

As the deferment process is completed by the student signing the addendum for course deferment, Student Affairs Department informs the Academic Advisory Department and UGS Office to the student's status on the student management system.

### 2.2 Meeting the Student

- According to the process, the Student Affairs staff initiates a meeting with the student. During the meeting, the Student Affairs staff ensures the student makes an informed decision and clarifies the deferment conditions.
- All relevant information discussed during the meeting as well as the conditions are included in the addendum for course deferment by the Student Affairs staff. The addendum is then uploaded to the Student Management System for the student to access and sign on the document.
- Once the student has signed the addendum, the Student Affairs staff informs the Academic Advisory Department and UGS Office. The deferment record will be updated on the Student Management System and the signed addendum will be kept in the student's file. The process requires him/her to either confirm or reject the deferment record made by Student Affairs. Confirming the record equals accepting the conditions, whereas rejecting the record equals refusing the conditions (see print screen below).

  
**MY GAP SEMESTER(S)**

Your suspension conditions were sent by e-mail the 09.03.2018.

<b>Start date</b>	16.03.2018
<b>Reason</b>	Professional opportunity
<b>Duration</b>	2 semestres
<b>Request status</b>	En cours
<b>Resuming semester</b>	BOSC6
<b>Resuming conditions</b>	Cours
<b>Resuming status</b>	Normal (NO)
<b>Rattrapages</b>	2019 - Week 14
<b>Semestre de retake</b>	BOSC5
<b>Case owner</b>	Christelle Arbogast
<b>Délai de réponse</b>	19.03.2018

[Validate](#)

[Reject](#)

- In case of a deferment requested by the School, the by default validation is done by Academic Advisory on the Student Management System. Student Affairs department proceeds with the deferment process by issuing the Addendum for course deferment, the student is still required to sign the document.

### 2.3 Informing Faculty and School Administration

- After validation from the student and signing of the addendum, the UGS Office is required to take over the process. The UGS Office will update the student's semester registration (GPS) in the Student Management System and inform by email the faculty members and the School's administration departments of the student's academic status (see print screen below).

FW: Exmatriculations & Suspensions

Student Affairs Singapore  
To: Academic and Student Affairs

From: UGS Office <UGS.Office@ehl.ch>

Sent: Friday, June 2, 2023 7:54 PM

To: Sécurité <Securite@ehl.ch>; Examens <examens@ehl.ch>; Information Center <information.Center@ehl.ch>; Arthur Côte-Real <ahcdere@bycc.ch>; HERTEL Marc <Marc.HERTEL@ehl.ch>; LAURENT Christophe <Christophe.LAURENT@ehl.ch>; Finance EHL <Finance@ehl.ch>; Service Center <Service.Center@ehl.ch>; MESPLÉ Rabele <Rabele.MESPLE@ehl.ch>; DE GIORGI Patrick <Patrick.DEGIORGI@ehl.ch>; Communication <communication@ehl.ch>; Academic Advisory <sta@ehl.ch>; Housing Parking <housing.Parking@ehl.ch>; MARTIN Barbara <Barbara.MARTIN@ehl.ch>; Mobility <Mobility@ehl.ch>; SCHMUTZ Casse <casse.SCHMUTZ@ehl.ch>; PITTELOUD Mélanie <Melanie.PITTELOUD@ehl.ch>; Academic Planning <Academic.Planning@ehl.ch>; JORGE-COSTA Emilie <Emilie.JORGE-COSTA@ehl.ch>; Career Center <Career.Center@ehl.ch>; Student Affairs Singapore <STA.SG@ehl.ch>; HANSON Mathilda <Mathilda.HANSON@ehl.ch>; controlling data <controlling.data@ehl.ch>; UGS Office <UGS.Office@ehl.ch>

Cc: Teaching Assistants <TeachingAssistants@ehl.ch>; Coordination BOSC <BOSC.Coordination@ehl.ch>; Coordination AP <AP.coordination@ehl.ch>; MBA Coordination <MBA.Coordination@ehl.ch>

Subject: Exmatriculations & Suspensions

**UGS Office** 

Exmatriculations - Suspensions

Dear Colleagues,

The student(s) listed below have suspended or will suspend their studies at EHL (suspensions).

You will find below the information related to the student(s) background for the semester P23 :

EHL Number	Surname	First Name	GPS Suspension P23	Statut	Suspension from	Return semester	Comments
437866420	THACKWRAY	Tom Patrick Robert	EHL, EHL, BOSC, 4, E, 2022-2023, a	Absent-e	24.05.2023	A23	
286713045	LI	Yuxuan	SGP, SGP, BOSC, 4, E, 2022-2023, a	Absent-e	20.02.2023	A23	
448776290	ZOU	Mingyang	EHL, EHL, BOSC, 3, E, 2022-2023, b	Absent-e	17.05.2023	A23	Retour en BOSC3 Finals Only

## 2.5 Centralized Management of Ongoing Deferments (tab b in picture above)

- All ongoing deferment cases show on the “Ongoing Suspension” tab.

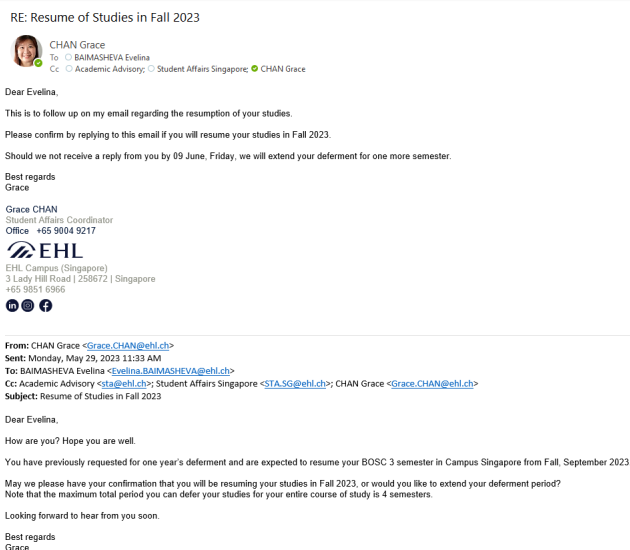
Demandes de suspension										Suspensions en cours						
SUSPENSIONS EN COURS																
rafraichir   Changer de vue   Synchroniser																
Etapes: Complet <span style="float: right;">OK</span>																
▼ Plus de titres ▼																
✓	Etudiant	Initialisation	Demande validée	En suspension	Retour - Confirmation : owner	Retour - Confirmation : envoi e-mail	Retour - Validation : owner	Retour - Validation : réponse	Retour - Validation : réponse (automatique)	Retour - Validation : raison de refus	Retour - Validation : refus	Retour - Validation : acceptation	Retour - Inscrire : owner	Retour - Inscrire : valider inscription	Retour - Clôre suspension	Retour - Fin
✓	Economu Eiena	●	●	●	○	○	○	○	○	○	○	○	○	○	○	○

## 2.6 Surrendering of Student Pass for Foreign Students

- The Student Affairs Department will submit a cancellation request to ICA to cancel the student pass for foreign students, upon validation of their deferment. Foreign students must surrender their Student Pass at the checkpoints when they depart Singapore. Should the students be overseas when their student pass is cancelled, they are required to return the student pass to ICA by post within 2 weeks from date of cancellation.
- Students who are overseas must include a self-explanatory letter and the student pass and post it through a secured courier to the following address at ICA: Head of Department, Student's Pass Unit (Cancellation of STP), Immigration & Checkpoints Authority, 10 Kallang Road #04-00 Singapore 208718.

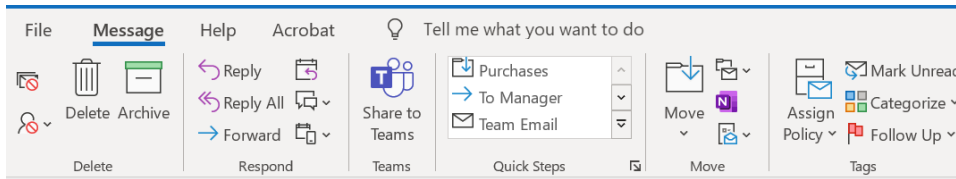
## 2.7 Resuming Studies after a Deferment

- In May and November, Student Affairs Department emails all currently deferred students to confirm their return according to their deferment records. At this point in time, a student may extend her/his deferment for another semester (see print screen below).



- The process requires the student to again confirm her/his return or her/his request in email writing to extend the deferment period.
- A confirmation email is then sent to the student to sign a new addendum for course deferment.

Once it is signed, and the UGS Office updates the student's semester registration (GPS) accordingly.



### RE: Resume of Studies in Fall 2023



CHAN Grace

To  BAIMASHEVA Evelina

Cc  Academic Advisory;  Student Affairs Singapore;  CHAN Grace



Baimasheva Evelina Addendum - Deferment (SG Campus) extension.pdf  
177 KB

Dear Evelina,

Hope this finds you well.

As you did not respond to our email below, we will automatically extend your deferment for 1 more semester. Please find the addendum for extension of deferment attached for your signature.

Should you fail to reply by 19 June 2023, we will assume the non-reply as agreement and proceed with the deferment.

Thank you and hope to hear from you soon.

Best regards

Grace

Grace CHAN  
Student Affairs Coordinator  
Office +65 9004 9217



EHL Campus (Singapore)  
3 Lady Hill Road | 258672 | Singapore  
+65 9851 6966