

EAST BRIDGE TRAINING (EBT)

PROGRAMME WITHDRAWAL POLICY

Policy Reference Number: EBT-POL-003

Version: 1.0

Effective Date: 03 November 2025

Review Date: 03 November 2026

Approved By: Director, East Bridge Training (EBT)

1. Purpose

The Programme Withdrawal Policy establishes a clear, fair, and transparent process for learners who wish to formally withdraw from any KHDA-approved programme offered by East Bridge Training (EBT).

This policy ensures:

- Full compliance with **KHDA Training Institute Regulations**, including withdrawal and refund requirements
- Alignment with international standards of IEAC (UK) and EDU (UN SDG 4: Quality Education)
- Protection of both learners' and EBT's interests
- Consistent handling of withdrawal requests, including financial implications
- Professional, ethical, and learner-centred support throughout the process

The policy supports EBT's mission to provide accountable, fair, and high-quality teacher training and professional development.

2. Scope

This policy applies to:

Learners

All individuals enrolled in EBT's programmes delivered:

- In-class
- Online
- Live online

- Blended formats

Staff

- Academic Staff
- Programme Coordinators
- Administrative Staff
- Management

Processes Covered

- Submission of withdrawal requests
 - Counselling and alternative study options
 - Refund eligibility assessment
 - Administrative and financial processing
 - Reporting to KHDA
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3. Policy Statement

East Bridge Training is committed to supporting learners with professionalism and empathy when circumstances require programme withdrawal.

EBT ensures that:

- All withdrawal decisions are consistent, transparent, and compliant with KHDA regulations
- Refund calculations are based strictly on KHDA's mandated timelines
- Learners are counselled regarding alternatives before finalizing withdrawal
- All communication and decisions are documented and archived
- The official withdrawal date is the **date EBT receives the written request**, as required by KHDA

EBT maintains fairness while ensuring operational integrity.

4. Procedures

5.1 Formal Withdrawal Request

1. Submission

Learners must submit a formal written withdrawal request via:

- Email to the EBT Administration Office, or
- The official online withdrawal form

The request must include:

- Full name
- Programme title
- Contact details
- Reason for withdrawal

2. Official Withdrawal Date

The **received date** of the written request is recorded as the official withdrawal date and used to determine refund eligibility.

5.2 Counselling and Alternatives

1. Initial Contact

Within **two (2) working days**, a Programme Chairperson or Academic Advisor will contact the learner for counselling.

2. Possible Alternatives

Learners may be offered:

- **Programme Deferral**
Temporary suspension with a new start date (deferral fees may apply).
- **Programme Transfer**
Switching to a more suitable programme.
- **Study Mode Change**
Moving from in-class to online/live online for flexibility.

3. Confirmation of Withdrawal

If the learner chooses to continue with withdrawal, they must **reconfirm in writing** after counselling.

5.3 Financial Implications & Refund Schedule

Refunds follow **KHDA-mandated timelines**.

Withdrawal Request Timing

Refund Eligibility (Programme Fee)

More than 10 working days before programme start **100% refund**

Between 5–10 working days before programme start **75% refund**

Less than 5 working days before programme start **50% refund**

On or after programme start date **0% refund**

Additional Conditions

- **Non-Refundable Fees**
Registration/enrollment fees and fees for materials already issued are non-refundable.
- **Processing Time**
Refunds will be issued within **30 working days** of final withdrawal confirmation.

5.4 Administrative Closure

1. Record Update

Administrative Staff will update:

- EBT's internal learner records
- KHDA's mandatory learner reporting system

2. Final Confirmation

A written withdrawal confirmation letter will be issued, detailing:

- Effective withdrawal date
- Refund outcome
- Financial settlement statement

6. Roles and Responsibilities

Role

Responsibilities

Role	Responsibilities
Director – Shivanjan Chakraborty	Approves exceptional cases; ensures compliance with KHDA and accreditation standards; oversees policy enforcement.
Academic Staff / Programme Chairperson	Provide academic counselling; advise on alternatives; document counselling outcomes.
Administrative Staff	Process withdrawal requests; calculate refunds; update records; issue confirmation letters; report to KHDA.
Learners	Initiate withdrawal formally; attend counselling; provide required documentation; adhere to financial obligations.

7. Monitoring and Compliance

Internal Monitoring

- Quarterly audits of withdrawal cases
- Review of adherence to refund schedule
- Verification of correct KHDA reporting

Non-Compliance

Staff

Failure to follow procedures may lead to:

- Corrective action
- Formal disciplinary measures

Learners

Learners who do not follow formal procedures remain fully liable for programme fees until written withdrawal is received.

EBT may report intentional misinformation or fraud to KHDA.

8. Review and Renewal

This policy will be reviewed annually or earlier if:

- KHDA regulations change
- IEAC/EDU requirements are updated
- Major programme or operational changes occur

The Director and Head of Administration oversee the review.

9. Related Policies and Documents

- Admissions & Enrollment Policy
- Programme Deferral & Transfer Policy
- Learner Code of Conduct
- KHDA Guidelines for Training Institutes

10. Approval and Signature

Approved by:

Shivanjan Chakraborty

Shivanjan Chakraborty

Director, East Bridge Training (EBT)

Date: 03 November 2025