

Student Handbook

1 Our mission

Our mission is to facilitate successful learning. We are committed to the education of the individuals providing them the opportunities to participate in a wide spectrum of educational experiences that are designed to fulfill their academic and career needs.

Encouraged to seek knowledge and wisdom as lifelong learners, our students are motivated to expand their human potential, enrich the quality of their lives, and develop the job skills and other competencies necessary to function in today's society.

2 Service guarantee

We guarantee that our services and course delivery system are suitable, adequate and effective through continual improvement. We will conform to applicable statutory and regulatory requirements without exception. We will take immediate corrective action to control any nonconformity that may arise during the delivery of our services.

Key performance indicators as follow:

Effectiveness of training programme	80%
Effectiveness of trainer	85%
Effectiveness of facilities	80%
Student support & services	85%

3 Issue of Receipts

For every payment made by the Student to the School, it will issue a receipt to the Student stipulating the amount paid, the date of payment, and the purpose of such payment (with a proper breakdown of the payment amount, where applicable).

1 4 Refund policies

4.1 Withdrawal for Cause

Subject to *force majeure*, the Student shall be entitled to immediately withdraw from the Course by giving written notice to the School of his/her intention to do so under the following circumstances:

- (i) the School fails, for any reason, to commence the Course on the Commencement Date;
- (ii) the School fails, for any reason, to complete the Course by the Completion Date;
- (iii) the School terminates the Course for any reason prior to the completion of the Course; or
- (iv) the School is in material breach of its obligations under this Agreement.

4.2 Refunds for Withdrawal for Cause

The School shall, as soon as practicable after receiving the Student's notice of withdrawal for cause (and in any event no more than fourteen (14) days after receiving such notice) refund to the Student:

- (i) the entire amount of the Tuition Fees and Deposit; and
- (ii) the Non-Tuition Fees and Additional Fees.

4.3 Withdrawal Without Cause and Refunds

Where the Student withdraws from the Course for any reason other than those set out in **Withdrawal for Cause** or *force majeure*, the School shall, subject to **No Double Claim**, as soon as practicable after receiving the Student's written notice of withdrawal (and in any event no more than fourteen (14) working days after receiving such notice) refund to the Student the following sums (less any applicable bank administrative charges properly paid/payable under **Student Protection Scheme**):

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% of [the aggregate amount of the Course Fees and Additional Fees paid under Clause 1.7 and 1.10]	If Student's written notice of withdrawal is received
75%	More than 30 days before the Commencement Date
50%	Between 30 Days and 7 days before the Commencement Date
0%	Less than 7 days before the Commencement Date
0%	After the Commencement Date

Refund policies for tuition and non-tuition fees are applicable to both local and international students.

4.4 **Terms and conditions for refund**

The refund policies do not apply:

- when students are asked to leave the School because of disciplinary matters;
- when students violate the laws of Singapore;
- when students do not fulfill the terms and conditions of student pass;
- when students breach the Standard Student Contract;
- when students leaving the School do not return the student pass for cancellation within 3 days;
- when students defer from the course for less than a year. Students have to pay an administrative fee of S\$100 before they are allowed to continue with the course; or
- when students defer for more than a year, withdrawal policy applies.

5 **Deferment policy**

- Students can apply for deferment for personal reason such as health and bereavement of parents or siblings.
- Application is to be made on prescribed form.
- The refund policies do not apply.
- If the deferment period exceeds one year, it is considered as a withdrawal case. Withdrawal policies apply.
- For approved deferment, an administrative charge of S\$100 applies.

2 **6 Transfer/withdrawal policy**

6.1 **Deemed Withdrawal**

A Student who transfers from the Course to another course with the School shall, for the purposes of refund policies, be deemed to have withdrawn from the Course and the provisions of withdrawal without cause policies shall apply save as otherwise agreed between the School and the Student.

6.2 **Student's Pass Non-Transferable**

The Student's Pass issued by ICA is non-transferable and will expire upon the Student ceasing to be a student of the School. The School is under an obligation to inform the ICA of the Student's withdrawal from, or completion of his/her course of study at the School, and the Student shall deliver to the School, within three (3) days of the Student ceasing to be a student of the School, his/her passport and Student's Pass for the cancellation of the Student's Pass.

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6.3 Withdrawing from the School

A Student who withdraws from the School to enrol with another School shall be deemed to have withdrawn from the School under Clause 6.2 and the provisions of Clause 6.2 shall apply.

7 Course deposit

School does not practise collecting course deposit from its students.

8 Pre-requisites and requirements for various courses

The pre-requisites and requirements for courses are clearly defined in the Standard Student Contract and communication materials.

3 9 Standard student contract

All prospective students will enter into the Standard Student Contract with the School.

4 10 Student protection scheme

10.1 The School hereby confirms and undertakes to the Student that it has in place a Student Protection Scheme as stipulated by the Consumers Association of Singapore (CASE) (the "**SPS**") by way of a Student Tuition Fee Account (Escrow) pursuant to the terms and conditions of the CASE-PEO Agreement dated 15 July 2005 made between CASE and the School.

10.2 A copy of the master escrow agreement dated 9 September 2004 between CASE, DBS Bank Ltd and The HongKong and Shanghai Banking Corporation Limited (the "**Master Escrow Agreement**") and acceded to by School on 20 November 2004 [is available at School's website at www.schoolglobal.edu.sg. The Master Escrow Agreement sets out, *among* other things, the details upon which School shall establish an escrow account with HongKong and Shanghai Banking Corporation Limited (the "**Escrow Account**" with the "**Escrow Bank**") for the purposes of receiving payment of the Student's Tuition Fees and the circumstances in which the amounts in the Escrow Account shall be payable to School and/or the Student.

10.3 The Student acknowledges that he/she has read and has understood the terms of the Master Escrow Agreement.

10.4 School and the Student agree that:

- a. The Student shall execute a student escrow confirmation in a form acceptable to the Escrow Bank (the "**Student Escrow Confirmation**") within 3 days of the date of the Standard Student Contract and deliver a copy of the same to the Escrow Bank within three (3) business days of it being so executed;
- b. School shall issue payment vouchers, not less than thirty (30) days prior to the Commencement Date, to the Student in accordance with the terms of the Master Escrow Agreement and the Student shall submit such payment vouchers together with any payment made under Clause (c); and the Student shall pay the Tuition Fees directly into the Escrow Account on or before the dates specified in Schedule 2.1 of the Standard Student Contract.
- c. **No Double Claim:** For the avoidance of doubt, if the Student and/or his/her parent/guardian receives any payment from School or the Escrow Bank, HongKong and Shanghai Banking Corporation Limited pursuant to a provision of this Agreement or the Master Escrow Agreement in respect of any matter or damage, then the Student and his/her parent/guardian shall not be entitled to claim against School or the Escrow Bank HongKong and Shanghai Banking Corporation Limited for the same payment in respect of the same matter or damage pursuant to any other provision of this Agreement or the Master Escrow Agreement.

10.5 The Student Protection Scheme is compulsory for International Students. For local students, it is optional.

5 11 Payment method and channels

a. Tuition fee

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Payment of tuition fee is to escrow account by telegraphic transfer, cashier order or cheque in Singapore dollar. A receipt will be issued for the amount paid. There is no GST.

b. Non-tuition fees and additional fees

Payment of non-tuition fees and additional fees are to School at the reception in the form of cash or cheque in Singapore dollar. A receipt will be issued for the amount paid. There is no GST.

6 12 Over or under-charging

School is committed to avoidance of over or undercharging.

Course fee schedule is clear and legible, reflecting the total amount payable and its breakdown.

The total amount of course fees payable and its breakdown is also clearly defined in the Standard Student Contract, fee schedule, payment vouchers and communication materials.

7 13 Non-tuition fees incurred

School clearly states non-tuition fees incurred.

The non-tuition fees and their breakdown are prominently displayed in the reception and clearly defined in the Standard Student Contract, payment schedules, payment vouchers and communication materials.

8 14 Confidentiality of student data

School is committed to maintaining the confidentiality of the Student's personal information and undertakes not to divulge any of the Student's personal information to third party without the prior written consent of the Student. Student's particulars are solely for the purposes of completing course submission.

Our personnel had been briefed on the confidentiality of student data and they had signed the letter of undertaking not to divulge such information.

Your personal particulars are secured in locked office and student database is password protected. Only authorized personnel can access the file.

9 15 Modes of communication

Student can get in touch with the School via the following ways:

Mail: 12 Prince Edward Road
#06-13/14 Bestway Building Podium B
Singapore
Telephone: 63721464/5
Fax: 63721460
Email: info@Schoolglobal.com

Operating hours

Mon to Fri 9.00am to 10.00pm
Sat: 9.00am to 5.00pm
Sun: Closed

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10 16 Self-declaration by CEO

The CEO declares the important information:

- Student-teacher ratio: 30:1
- Student redress policies: student complaint resolution procedure
- Capacity: 250
- Size and number of classrooms: 2 classroom of size 40 to 45
- All types of fee payable in enrolment and course:

Tuition fee

Non-tuition fees:

Application fee

Course material / examination fee

Additional fees:

Re-module fee

Course material / examination fee

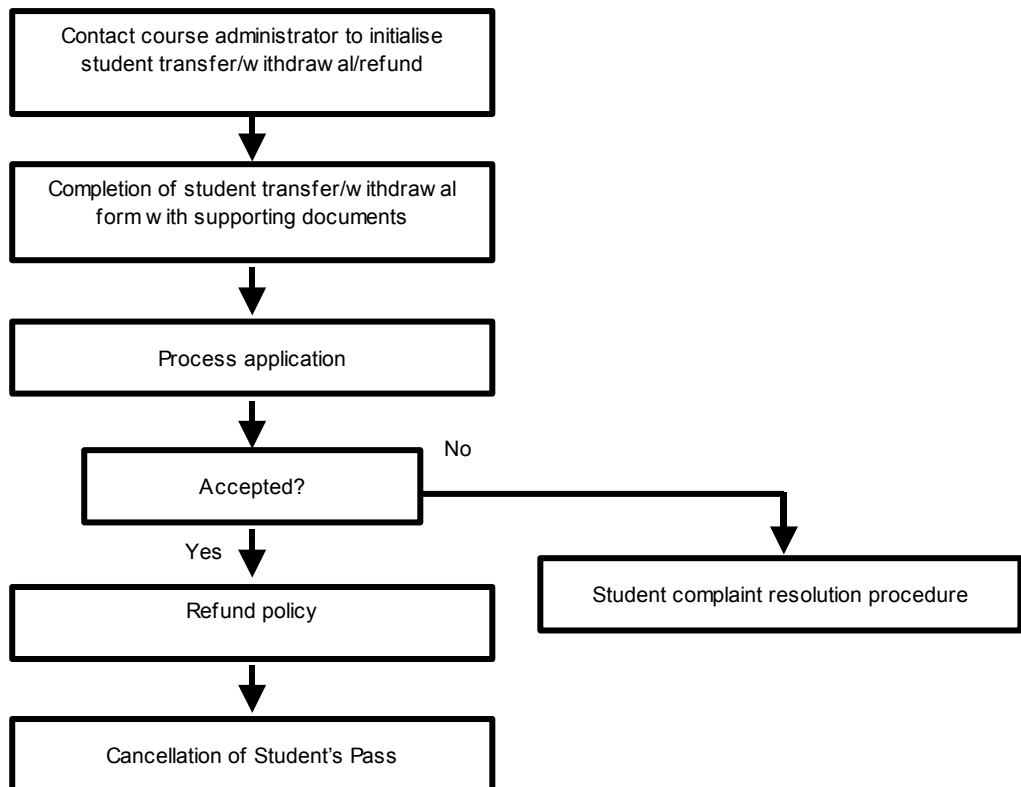
Late payment fee

There is no collection of deposit

Details of the fees are available in the individual course information.

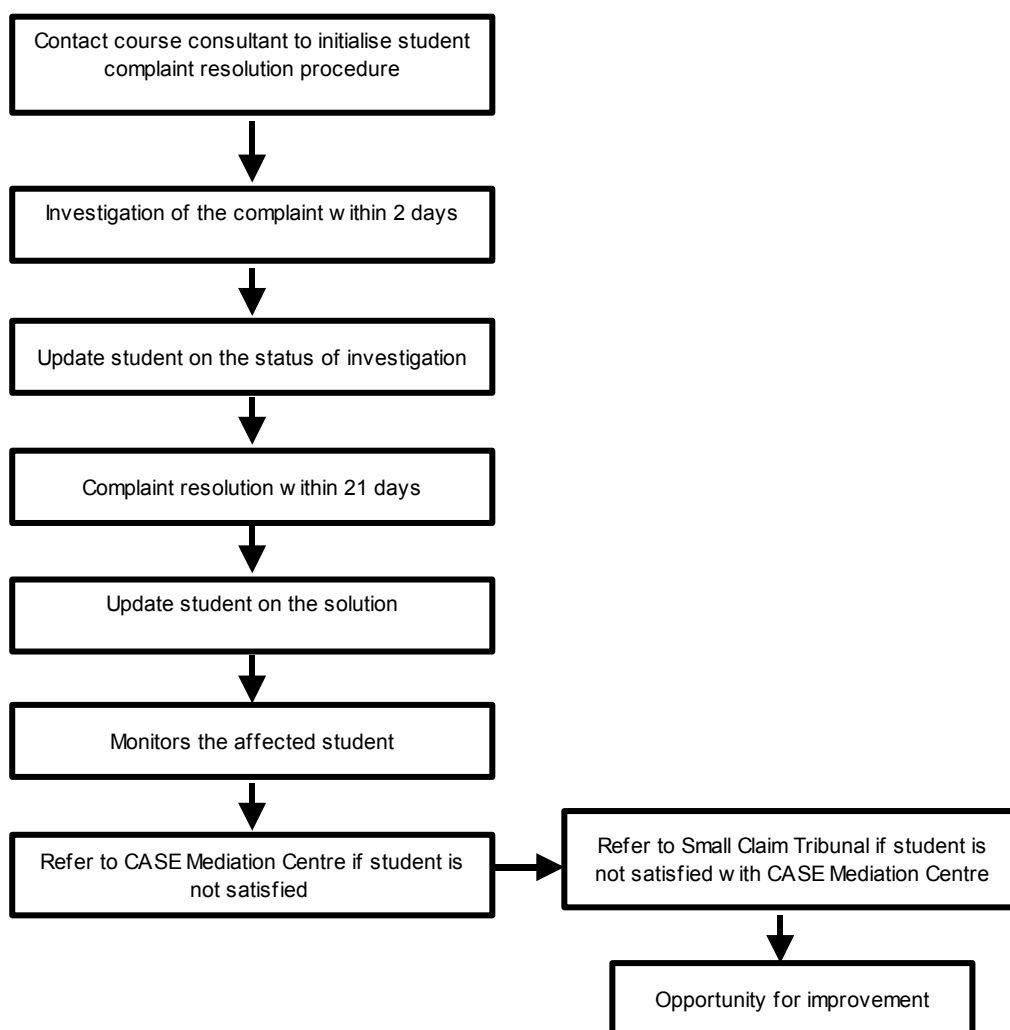
- Number of full-time lecturer: 1
- Number of part-time lecturers: 25

11 17 Transfer/withdrawal/refund application procedure



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12 18 Student complaint resolution procedure



19 Orientation programme

Orientation programme is conducted one week before the commencement of the course.

Time	Activities
2.00 pm	Welcome speech by CEO
2.05 pm	Introduce to the School and tour around the School
2.15 pm	Briefing on Student Handbook using the School's web site and course curriculum
2.30 pm	Briefing on Singapore using Singapore Tourist Promotion web site, www.singaporeedu.gov.sg
3.00 pm	Tea-break
3.15 pm	Academic writing skills workshop
5.30 pm	End

20 Assistance to students

School provides assistance to students facing difficulties adapting to the new environment. Please contact our course administrator if you need any assistance.

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21 Accommodation

School does not provide accommodation. However, information regarding accommodation can be found in Singapore Tourist Promotion Board web site: www.singaporeedu.gov.sg.

22 Post-graduation opportunities

School provides advice on courses and post-graduation opportunities. Please contact our course administrator or trainer if you need any assistance.

23 Mode of notification of changes

In the event of any changes that affect the student, School will inform the student in writing.

24 Punctuality

School expects all students to be in class at least 10 minutes before the commencement of the lesson.

25 Attendance

For international students, your attendance requirement is expected to be 100%. In the event that your attendance is less than 90%, your student pass will be cancelled. You have to apply leave to absent from class. The leave must be supported by relevant document. For sick leave, you have to support it with recognized medical leave certificate.

For local students, your attendance requirement is expected to be at least 80%.

26 Attire and grooming

School expects all students to dress decently and groomed when in School premises. Bermuda and slippers are not allowed.

27 Inside the classroom

School expects students to be respectful to the teachers. If there is any grievance, our course administrators are available to listen to you. Food and drink are not allowed in class. Mobile hand phone has to be switched off in class. You are to be attentive to your teacher.

28 Outside the classroom

You must not make any noise outside the classroom. No running is permitted around the School premises.

29 Unethical sales practices

The School does not condone unethical sales practices and its staff are trained and reminded that unethical sales practices are not acceptable. If you encounter any unethical sales practices, please do not hesitate to bring the matter personally to the Chief Executive.

30 Quality assurance system

School has an operational system and procedures in place to enhance customer satisfaction and ensure consistent quality service level. The School further undertakes to be liable for any misrepresentation [as defined by the Consumer Protection (Fair Trading) Act 2004] by appointed agents or their servants or agents.

We assure you that there will be no disruption to the course programme except when there is a national emergency such as SARS or other outbreak of diseases, force majeure, strikes, war, riot and any other causes of such nature.

In the unlikely event that the lecturer is unable to make to class, a suitable temporary substitute lecturer will be used. All lecturers are selected and qualified by the Principal/CEO and approved by the Ministry of Education

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31 Application procedure for international students

- Step 1: **Prospective student** makes enquiry by telephone or via the School's web site
- Step 2: **Prospective student** receives information on:
- About the School
 - Course details and pre-requisites
 - Student Protection Scheme
 - Application procedure
- Step 3: **Interested student** can make appointment to attend an interview
- Step 4: **Interested student** submits the application and attend a written English proficiency assessment
- Step 5: **Interested student:**
- submits Student Pass Application
 - signs escrow confirmation letter
 - makes payment for registration fee
- Step 6: **School** submits the escrow confirmation letter to HSBC bank
- Step 7: **HSBC Bank** acknowledges the escrow confirmation
- Step 8: **School** submits the escrow confirmation letter and student pass application to ICA
- Step 9: **Upon approval of student pass, the School issues:**
- ICA approval letter
 - Escrow payment voucher
 - Letter of offer
 - Standard Student Contract
- Step 10: **Confirmed student:**
- signs Standard Student Contract
 - make payment of tuition fee to escrow account
 - make payment of non-tuition fee to the School
- Step 11: **Confirmed student** ready to commence study in Singapore

32 Application procedure for local students

- Step 1: **Prospective student** makes enquiry by telephone or accessing this web site
- Step 2: **Prospective student** receives information on:
- About the School
 - Course details and pre-requisites
 - Student Protection Scheme
 - Application procedure
- Step 3: **Interested student** can make appointment to attend an interview
- Step 4: **Interested student** submits the application, signs escrow confirmation letter* (optional) and makes payment for registration fee
- Step 5: **School** submits the escrow confirmation letter to HSBC bank*
- Step 6: **HSBC Bank** acknowledges the escrow confirmation*
- Step 7: **Upon approval of student pass, the School issues:**
- Escrow payment voucher*
 - Letter of offer
 - Standard Student Contract

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Step 8: **Confirmed student:**

signs Standard Student Contract

makes payment of tuition fee to the School or escrow account*

makes payment of non-tuition fee to the School

Step 9: **Confirmed student** ready to commence study

* applicable when student opts for Student Protection Scheme