

**1. About SHRI Academy**

SHRI Academy is a private education institution which is certified under the Enhanced Registration Framework (ERF) in Singapore. SHRI Academy Pte Ltd, a wholly-owned subsidiary of SHRI Corporation Pte Ltd, is a training institution that caters to the learning and development needs of a wide variety of adult trainees and learners, both local and international. With a comprehensive training and education curriculum, SHRI Academy offers lifelong learning opportunities and a diverse range of academic programmes - from certificates to master's degree levels. The duration of SHRI Academy programmes ranges from 2 months to 16 months, to accommodate working adults with different qualifications and career aspirations. SHRI Academy also works with prestigious partner university, Edinburgh Napier University (UK).

**2. Vision, Mission & Core Values**

**Vision** To be a Leading Educational Service Provider in business and people management skills, knowledge and practices in the Asia Pacific Region.

**Mission** To build a sustainable framework wherein high standards and ethical values prevail and facilitate the acquisition and assimilation of the body of knowledge and practical experiences in the respective fields of People Management and Business Excellence.

**Core Values** *Service* - Strive to deliver prompt, high-quality services to peers, business and HR communities  
*Holistic* - Advance the HR profession by promoting organisational and individual attainments  
*Respect* - Value people as individuals. Help them reach their fullest potentials  
*Integrity* - Strive for fair and proper treatment of people as individuals and within an organisation

**3. Service Guarantee**

SHRI Academy will clearly advise prospective students on pre-requisites and requirements applicable to our programme. We are committed to protect students against non-conformance to programme guidelines.

**4. Course Enrolment – Pre-requisites & Entry Requirements**

All pre-requisites and entry requirements for admission are clearly stated in the Student Contract and marketing collaterals. Applications will only be processed upon submission of all required documents including payment of Application Fee. Incomplete applications may lead to a rejection and the application fee paid is non-refundable and non-transferable.

**5. Module Exemption**

Students who have obtained a previous qualification at a higher level to that of the SHRI module are eligible to apply for exemption. Applicants must submit to SHRI Academy a transcript showing their academic achievements in equivalent modules; and submit a write-up (in English) on module synopsis, module content and assessment modes of all modules which they successfully completed in another education institute. The application will be evaluated and approved by the Director, Learning & Development. Where necessary, an interview or a module test will be administered to assess the applicant's competencies. For External Degree Programmes (EDP), the application will be sent to the University to be evaluated and approved. Module exemption will not be considered after the programme has commenced.

**6. Course Enrolment – Information Dissemination**

We aim to provide clear and accurate information on our institution and the courses offered in our brochures and website to assist students and their parents/guardians to make informed decisions. This information includes:

- Organisation & School profile
- Organisation Location, general description of the facilities and infrastructure vide brochures and pictures
- Course title, duration, award
- Course content
- Partner institutions/universities
- Teaching and Assessment methods used
- Course accreditation status
- Fees payable
- Pre-requisites and entry requirements for admission
- Terms and conditions for admission
- Any other information deemed necessary

Other relevant information comprises:

- Details of our orientation and support programmes
- Students' feedback procedures
- Mode of notification will be by telephone, email, letter and face-to-face meeting in the event of any changes

Students can approach our Programme Managers/Executives who are trained to provide advice and counselling on the courses and plans for progression.

**7. Pricing Accuracy**

To ensure accuracy of charging, it is our policy to list course fees clearly, including total amount payable, and its breakdown before and after the inclusion of the GST. SHRI Academy reserves the right to impose additional fees or charges due to any omission, neglect and error or government statutory increase without notice. Fees are reviewed from time to time and may be subjected to change.

**8. Fee Structure**

There are 3 categories of fees chargeable by SHRI Academy:

- i. **Application Fee** - Payable upon application
- ii. **Course Fee**
- iii. **Miscellaneous Fees** - Payable where applicable (e.g. Re-Module Fee, Deferment Administration Fee, etc.). Refer to Miscellaneous Fees List in the Student Contract and/or check with the respective Programme Manager/Executive.
- iv. All fees are subject to the prevailing Goods and Services Tax (GST), unless otherwise stated.

**9. Fee Payment Scheme**

Payment can be made in full (for courses that are 6 months or less) or by instalments (for courses that are more than 6 months) according to a predetermined plan, in accordance with CPE regulations. Students are not required to pay any deposit or initial down-payment for the enrolment of Courses as specified under the Private Education Regulation.

**10. Fee Payment Policy**

All payments are in Singapore currency. **Application Fee, Course Fee and Miscellaneous Fees** can be paid to SHRI Academy via the following:

- Cash, NETs, Credit Card (subject to additional administration charges)
- ATM Transfer
- Cheque, Bank Draft, Money Order, Cashier's Order  
Payable to : SHRI Academy Pte Ltd
- Internet Banking and Telegraphic Transfer directly to:

Account Name : SHRI Academy Pte Ltd  
 Bank Name : DBS Bank Ltd  
 Account No. : 003-906454-3  
 Branch Name : MBFC Branch  
 Bank Code : 7171  
 Branch Code : 003  
 Swift Code : DBSSGSG

Students should email and notify the school immediately of any payment made by Bank Transfer, ATM Transfer or Telegraphic Transfer.

Payment instructions stated in the Payment Advice/ Tax Invoice must be strictly followed. **Course fee payment should be made only after the Student Contract has been signed.**

All course fees must be paid before or by the payment due dates which are reflected in the Student Contract and Payment Advice/ Tax Invoice. A penalty fee will be charged if there is a late payment. Late Payment Charges are \$214.00 (inclusive of GST). SHRI Academy considers payment made 14 days after the scheduled due date(s) in Schedule B as late. If the course fee is not paid, the student will not be allowed to attend classes and the enrolment will be withdrawn.

**11. Refund Policy & Procedures**

SHRI Academy’s refund policy is as follows:

If Student’s written notice of withdrawal is received:	% of [the amount of fees paid under Schedules B and C]
More than 14 days before the Course Commencement Date	[ 75% ]
Before, but not more than 14 days before the Course Commencement Date	[ NIL ]
after, but not more than [14] days after the Course Commencement Date	[ NIL ]
more than [14] days after the Course Commencement Date	[ NIL ]

\* Schedule B & C is found in the Standard PEI-Student Contract

The above refund policy applies to all courses offered by SHRI Academy.

a. Refund for Withdrawal due to Non-Delivery of Course

SHRI Academy will notify the Student within 3 working days upon knowledge of any of the following:

- SHRI Academy does not commence the Course on the Course Commencement Date;
- SHRI Academy terminates the Course before the Course Commencement Date;
- SHRI Academy does not complete the Course by the Course Completion Date;
- SHRI Academy terminates the Course before the Course Completion Date; or
- SHRI Academy has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A (of Student Contract) within any stipulated timeline set by CPE.

The Student should be informed in writing of alternative study arrangements (if any), and also be entitled to a refund of the entire Course Fee and Miscellaneous Fees already paid should the Student decides to withdraw, within 7 working days of the above notice.

b. Refund for Withdrawal Due to Other Reasons

If the Student withdraws from the Course for reasons other than those stated in item 11a, SHRI Academy will, within 7 working days of receiving the Student’s written notice of

withdrawal, refund to the Student an amount base on the above table (also found in Schedule D of the student Contract).

c. Refund During Cooling-Off Period

SHRI Academy provides the Student with a *Cooling-Off Period* of 7-working-days after the date that Student Contract has been signed by both parties. The Student will be refunded the highest percentage (above table and Schedule D of Student Contract) of the fees already paid if the Student submits a written notice of withdrawal to SHRI Academy within the cooling-off period, regardless of whether the Student has started the course or not.

d. SHRI Academy has the right to cancel a course if the conditions to commence a course are not met such as not meeting the minimum student number to commence the course.

Refunds will be made to students within 7 working days upon receipt of written notice with complete submission of all required documents.

Student must bear the bank charges should he/she request for the refunded amount be made via bank transfer/telegraphic transfer.

**12. Student Contract**

It is a mandatory requirement by the CPE that all students sign the Student Contract with SHRI Academy upon the acceptance of the offer made by SHRI Academy during the Admission Process.

Note: Student Contract will not be required for non-award programmes with duration less than 50 hours or 1 month with waiver from CPE. Before signing the Student Contract, the students should read through the Advisory Note to Students and ensure that the following information has been included and are correct:

- The duration of the course, including holidays and examination schedules, and contact hours by day and week;
- The total fees payable, including course fees and other related costs;
- Dates when respective payments are due;
- The fee refund policy of SHRI Academy in the event of voluntary withdrawal (by student) or enforced dismissal from the course or programme (by SHRI Academy);
- The Fee Protection Scheme you are subscribed to and its coverage;
- The dispute resolution methods available;
- Information about the PEI’s policies on academic and disciplinary matters; and
- The degree or diploma or qualification which will be awarded to you upon successful completion of the course.

The Student Contract serves to minimise future disputes and hence has to be completely understood by students prior to enrolment. If required and available, the contract in the available native language will also be provided to students. Information on the Student Contract is communicated to students throughout our various communication channels including our website. Students should understand the terms and conditions stated within the contract and be aware of the following:

- No Course Fee payments should be made before the contract is signed.
- 2 original copies of the contract should be signed, with 1 copy kept by the student.

**13. Industry-Wide Course Fee Protection Insurance Scheme (IWC)**

The Industry-Wide Course Fee Protection Insurance Scheme (IWC) is administered by CPE under the Enhanced Registration

Framework (ERF). The purpose of IWC is to protect the unconsumed course fees paid by students in the event that a PEI is unable to continue operating.

SHRI Academy has put in place the Industry-Wide Course Fee Protection Insurance Scheme (IWC) that ensures the unconsumed course fees paid by students are insured.

SHRI Academy has appointed Lonpac Insurance Bhd, a CPE-appointed service provider, for the Industry-Wide Course Fee Protection Insurance Scheme (IWC).

The IWC is a group-based insurance policy that provides coverage to students studying in the PEIs. The PEIs must subscribe to the IWC if they wish to collect up to six months of course fees at any one time.

The Industry-Wide Course Fee Protection (IWC) Insurance policy protects against the loss of paid course fees deemed un-utilised arising from the following events:

- 1) Insolvency of the school
- 2) Regulatory Closure of the school
- 3) Direction issued by the Committee for Private Education (CPE)

SHRI Academy has entered into a master insurance agreement between CPE and Lonpac Insurance Bhd (the "Master Insurance Agreement") for the purpose of insuring, among other things, the Student. This Master Insurance Agreement sets out, among other things, the events under which students are indemnified for their course fee paid to SHRI Academy. The IWC applies to all courses with course duration of more than one month or 50 hours.

For more information on Protection of Course Fees, please refer to CPE's website: <https://www.cpe.gov.sg/for-peis/protection-of-course-fees>.

The IWC insurance premium for all students has been absorbed by SHRI Academy and the insurance certificate can be viewed from SHRI Academy's website.

**14. Medical Insurance (MI)**

In compliance with the EduTrust guidelines set by CPE, SHRI Academy has a medical insurance scheme in place to cover students. The medical insurance provided is as per guidelines laid by EduTrust. To avoid the students paying large medical expenses, the PEI has to purchase medical insurance coverage for all full-time students during their course duration. The insurance should cover hospitalisation and related medical treatment expenses.

The scope of coverage includes B2 ward entitlement in Government restructured, Annual limit of SGD20,000 per student on "as charged" basis and ability to upgrade to higher wards or private hospitals subject to pro-rated factors. However, students can opt out of medical coverage if they have existing medical insurance, and belong to either of the following groups:

- Singapore citizens, permanent residents and any student not on a Student's Pass, e.g. holders of dependent's pass, social visit pass, employment pass or work permit;

The mandatory medical insurance purchase described above does not apply to students studying on a part-time basis or those taking courses that are no more than 30 days or 50 hours in duration.

**15. Student Support Services**

SHRI Academy offers a comprehensive range of Student Services for our students including pre-admission services such as pre-course counselling, application and as well as post-admission services in course administration. Information on the range of student support services is available on the SHRI Academy website and student handbook.

**16. Attendance Requirement**

It is important to achieve regular attendance and meet the attendance requirement stipulated by SHRI Academy. Failure to meet this requirement may lead to the following:

- **Ineligibility for examination** if students do not meet the required module attendance of at least 75% (non International Students) and 90% for International Students (Student Pass's Holders)
- **Dismissal** if students do not make any improvement in their attendance rate and/or are consistently absent from classes, despite warnings and counselling given.

**Attendance Requirement:**

- Per Module : Minimum 75% - Non International and 90% - International Students (Student Pass's Holders)
- Overall Course Attendance : : Minimum 75% - Non International and 90% - International Students (Student Pass's Holders)
- All the students attending have to apply leave to be absent from class. The leave must be supported by relevant document.
- For sick leave, the leave has to be supported with recognized medical leave certificate.
- For International Students (Student Pass's Holders)
- SHRI Academy is obliged to report to the Immigration & Checkpoints Authority (ICA) on any foreign student:
  - i. Who fails to attend classes for a continuous period of 7 days or more without a valid reason.
  - ii. Whose percentage of attendance in any month of the course is lower than 90% for no valid reason.
- There are specific strict rules concerning attendance which all SHRI Academy students are hoped to be informed:
  - (i) The first warning which may be either a written (or a verbal) will be given to those who are absent for more than 5% of the allotted course time;
  - (ii) After this warning, and if the student's attendance is at risk of falling below 90% SHRI Academy will give a second (final) written warning informing that a ny further absences will result in termination of that course.
  - (iii) If the students are absent after receiving a final warning, SHRI Academy will inform ICA and seek advice to cancel the Student's Pass.
  - (iv) For Students under Training Grants and Funding Supports, reasons such as medical leave, business trips, reservist, etc. are not accepted by the relevant authorities.

**17. Transfer/Withdrawal Policy & Procedures**

SHRI Academy has a Transfer/Withdrawal Policy that takes care of various kinds of transfer and withdrawals (voluntary or involuntary) that happen prior to the completion of a current course.

Such requests must be submitted to SHRI Academy in writing as verbal requests will not be accepted. All requests are subjected to SHRI Academy's approval.

Students will be informed within 4 weeks from the date of Transfer/Withdrawal request made with relevant supporting documents (if any).

Students aged below 18 years old must seek the approval of their parents/guardians before the request for Transfer/Withdrawal is submitted to SHRI Academy.

FPS provider will be updated within 3 working days once the student's status for the Transfer/Withdrawal has been confirmed.

• **Transfer**

Transfer can take place prior to the completion of the current course, in the following scenarios:

E.g. Change from Diploma in Business & HRM to Diploma in Organisational Psychology

Students who wish to transfer must fill up the Student Transfer, Deferment & Withdrawal Form provided by the Programme Managers/Executives and pay a Course Transfer Administration Fee of \$214.00 (inclusive of GST). All requests are subjected to SHRI Academy's approval. Students will be informed of the outcome in writing. Once approved, a new Letter of Offer will be issued and a new Student Contract will be drawn up. The Fee Protection Scheme account will also be terminated.

Course fees paid are non-refundable and non-transferable. Any unconsumed course fee from the current course may be credited to the next course for successful applications and subjects to the Management's approval.

If the unconsumed course fee is more than the course fee payable for the new course, all fees made will not be refunded. If the unconsumed course fee is less than the course fee payable for the new course, student needs to pay the fee difference.

For students who are under funding scheme (e.g. SDF), the funding approved for the current course will cease. The student and/or their sponsoring company are responsible to pay back the funded portion of the current course in the event the funding is ceased. The student and/or their sponsoring company are responsible for the requirement to submit a new application for funding for the new course. In the event the funding is not approved, the student and/or their sponsoring company are required to pay back the difference in fees for the new course immediately.

• **Deferment**

Deferment refers to students taking a temporary break in their course. Students must submit the Student Transfer, Deferment & Withdrawal Form obtainable from the Programme Managers/Executives and pay a Deferment Administration Fee of \$214.00 (inclusive of GST). Students will be informed of the outcome in writing. It is the onus of the student to check with the Programme Manager/Executive on the resumption of course and to complete his/her studies within the maximum duration of the course as stated in the outcome letter. The Fee Protection Scheme account will also be terminated.

If no official notice is received from the student, he/she is deemed to be still a student of SHRI Academy and is liable for the course fee in lieu of notice. Any unconsumed course fees paid may be credited (subject to Management's approval) to the next term when the students return to resume their studies with SHRI Academy.

• **Withdrawal on Voluntary Basis**

Withdrawal on voluntary basis refers to discontinuing a course prior to the completion of the current course. Students who wish to withdraw must fill up Student Transfer, Deferment & Withdrawal Form obtainable from the Programme Manager/Executive. Once the application is processed, the students will be served a letter confirming withdrawal within 7 working days; the Student Contract will

be terminated and the student is no longer deemed a student of SHRI Academy. The Fee Protection Scheme account will also be terminated.

If no official notice of a student withdrawing from a course is received, the student is still deemed as active and is liable for the course fee.

Advance instalment payments may be waived if withdrawal is made before the next instalment is due.

• **Withdrawal on Involuntary Basis**

This occurs as a result of misconduct (e.g. caught for breaking Singapore's law, cheating during examination, etc.) or unsatisfactory academic progress. Students are issued with Warning Letter/s and their parents/guardians (students below 18 years old) are informed formally when there is any misconduct or failure to meet the attendance requirements. The followings are categorised as Withdrawal on Involuntary basis:

– **Suspension**

For Suspension, students are allowed to return to resume their studies within the stipulated timeframe, as indicated in the Suspension Letter.

– **Dismissal (or Expulsion)**

Students are informed by SHRI Academy that they are no longer allowed to attend their course due to misconduct or unsatisfactory academic progress.

▪ Dismissal due to Poor Attendance

Students with poor attendance will be dismissed from SHRI Academy after repeated counselling and warnings. All fees paid are non-refundable and non-transferable.

▪ Dismissal due to Disciplinary Issues

Students who do not improve after written and/or verbal warnings for their unacceptable behaviours that negatively affect themselves or disrupt other students' learning will be dismissed. Cases of major misconduct can lead to immediate dismissal by the Disciplinary Committee.

– **Withdrawal Due to Non-Attendance**

A student who has not attended class for more than 1 month without approval and is not contactable is deemed as **Withdrawn**. Such student is not required to fill up the Student Transfer, Deferment & Withdrawal Form. FPS coverage shall be cancelled within 3 working days once the withdrawal status has been established.

The Fee Protection Scheme account will also be terminated.

18. **Study Mode**

Currently, SHRI Academy offers only programmes that are conducted on **part-time** basis. Students may have classes scheduled on weekday evenings and/or weekends' morning and/or afternoon.

19. **Student Feedback and Dispute Resolution Process**

SHRI Academy welcomes your feedback and suggestions that will help us to support you in your learning journey. Be it a feedback on teaching and learning, services and welfare, or the Academy's environment, we welcome them.

Students may provide feedback or raise issue of concern via the following channels:

- Customers Feedback Form
- Email : [feedback@shri.org.sg](mailto:feedback@shri.org.sg)

- Discussions and meetings with SHRI Academy staff

Students are encouraged to raise their concerns to our staff or managers at the earlier opportunity. Feedback are logged and handled by SHRI Academy’s Feedback Management System that ensures that the first acknowledgement of the feedback is given within 3 working days. SHRI Academy endeavours to resolve all feedback within 21 working days and during the period of deliberation, provides a series of updates to students.

Complaints however, need to be submitted in a written form via the Customer Feedback Form or a letter/email.

In the event that counselling services is required, you will be referred to the School Counsellor.

It is SHRI Academy’s policy to establish facts and conduct objective investigations to reach a fair and amicable, or a ‘win-win’ solution to address a grievance. Complaints should be brought to the attention of SHRI Academy so that they may be resolved internally. Students who lodge complaints with external agencies without giving an opportunity for SHRI Academy to address their concern are considered to be in violation of the student code of conduct.

Despite all efforts, if you are unsatisfied with the feedback outcome, you may approach the CPE’s Student Services Centre (SSC) for help. SSC officers will review the complaints and may refer you to the CPE Mediation – Arbitration Scheme [Please note that fees are chargeable for using the Scheme].

**20. In case of International Students: Additional Information is provided**

- Student’s Pass application requirements and procedure
- Timelines for renewals and implications of withdrawals on cancellation of student’s pass
- Visa and advice on attendance requirements
- Relevant Singapore laws, especially those relating to Immigration & Checkpoints Authority (ICA) and Ministry of Manpower(MOM) including immigration requirements, laws of driving, drugs and alcohol abuse, employment, smoking, traffic and littering
- General healthcare services in Singapore
- Advice on accommodation and the cost of living

**21. Pastoral Counselling Framework**

**SHRI Academy has engaged 1 part-time staff with professional qualification as a Counsellor to provide adequate formal training to students. The Part-time Counsellor Staff can give advice to students with stress and serious emotional concerns or problems ranging from academic difficulties to personal or social issues and with difficulties such as adjustment problem, relationship problems etc. The student can approach their respective Programme Managers of their respective courses for appointment with the Counsellors. The Pastoral Counselling includes:**

- Providing emotional support for students to help them cope with mental stress relating to a new environment or course demands;
- Implementing programs to create a culture and climate of care, trust and friendliness that encourage student attendance and involvement.
- In case of needs, students are encouraged to get the professional help from the following Voluntary Free Counselling Services in Singapore:
  - SOS (Samaritans of Singapore) -1800 221 4444
  - The Counselling Place -6887 3695
  - CareCorner Singapore -1800 3535800
  - Family Life Society -6488 0278
  - ComCare Hotline -1800 2220000 (24 Hours daily service)

**21. Confidentiality of Student Data**

All personal data and information provided by students shall be kept strictly confidential. Every effort shall be made to ensure the integrity of students’ personal particulars and confidential information entrusted to SHRI Academy is not compromised. Unless the disclosure is required by the law, government authorities and relevant university partners and accreditation bodies as part of the regulatory or course requirements and/or order of any courts of Singapore for their internal use only, SHRI Academy undertakes not to divulge any of the student’s personal information to any unauthorised third party without the prior written consent of the student.

**22. Non-Discriminatory Policy**

SHRI Academy complies with the relevant Singapore non-discrimination laws and government policies. This non-discrimination policy applies to student selection, admission, retention, dismissal, appeal and treatment on SHRI Academy programmes and activities.

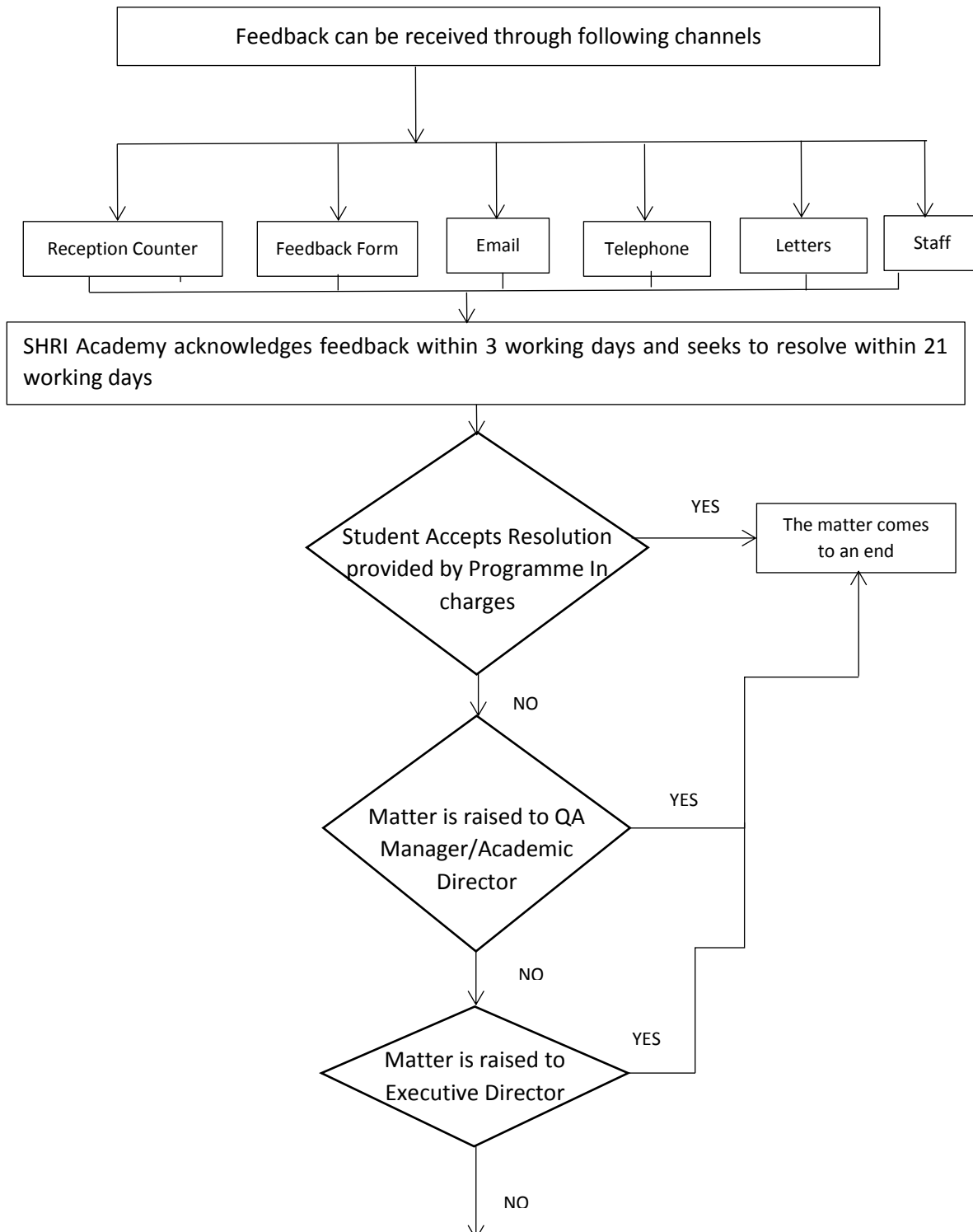
**23. Student with Physical Disabilities**

SHRI Academy does its best to provide students with physical disabilities with appropriate facilities and services to assist them through the course of study. Every effort is made to ensure that the disabled person is not discriminated and excluded in the learning experience at SHRI Academy. SHRI Academy will do whatever is possible to make the school accessible for disabled people. Disabled students should not be treated less favourably than other students due to their disability. Students with such needs must inform SHRI Academy formally.

**Disclaimer:**

**The information stated herein is correct at the time of printing. SHRI Academy reserves the right to vary this information at any time without prior notice.**

### Student Feedback and Dispute Resolution Policy



Student may approach CPE’s Student Services Centre (SSC) for help. SSC will review the issue and may refer the dispute to CPE Mediation – Arbitration Scheme. If the dispute is not resolved through mediation at Singapore Mediation Centre, the dispute will be referred for arbitration by an arbitrator appointed by the Singapore Institute of Arbitrators.

**Note: For any other details, students are advised to refer below link:**

**<https://www.cpe.gov.sg/student-services/dispute-resolution>**