

PRE-COURSE COUNSELLING FORM

SECTION A: APPLICANT'S PARTICULARS	
Name of Applicant (as in NRIC/Passport)	NRIC/Passport No.
Programme Applied for	Intake No.

* Please tick (✓) or indicate N.A. if not applicable.

SECTION B: PROGRAMME AND SCHOOL INFORMATION	
Applicant has been briefed on the following:	
	School Information – location, facilities, counselling / student support services
	Course Information – name of award, awarding body, course structure, intake, course duration & outline
	Entry requirements
SECTION C: FEES PAYABLE AND PAYMENT METHODS	
Applicant has been briefed on the following:	
	The course fees, miscellaneous fees and any other relevant fees payable to SHRI Academy.
	The payment modes and methods acceptable by SHRI Academy, including available instalment schemes where applicable, and that all payments must be made to SHRI Academy only.
	Advisory Note and Student Contract have to be signed before payment can be made.
SECTION D: FEE PROTECTION SCHEME AND STUDENT CONTRACT	
Applicant has been briefed on the following:	
	The Fee Protection Scheme (FPS) that SHRI Academy has put in place for students.
	Both local and international students enrolled in SHRI Academy are covered by the FPS insurance policy underwritten by Lonpac Insurance Bhd. The scheme covers course fees but excludes application fee and GST.
	The Terms and Conditions stated in the Student Contract.
SECTION E: MEDICAL INSURANCE DECLARATION	
Applicant has been briefed on the following:	
	The Medical Insurance Declaration Form. Where applicable, students who wish and qualify to be exempted from the Medical Insurance plan will be required to complete and sign the Medical Insurance Declaration Form. This is not applicable to International Students.
SECTION F: COMMITTEE FOR PRIVATE EDUCATION (CPE)	
Applicant has been briefed on the following:	
	The Committee for Private Education (CPE) is an agency under the SkillsFuture Singapore (SSG). CPE is appointed by the SSG Board to carry out its functions and powers relating to private education under the Private Education Act. CPE is supported by a team of dedicated staff from SSG to regulate the sector, provide student services, consumer education and facilitate capability development efforts to uplift standards in the local private education industry.

SECTION G: WITHDRAWAL/REFUND/TRANSFER POLICY AND PROCEDURE

Applicant has been briefed on the following:

SHRI Academy Refund Policy and Procedure

SHRI Academy Transfer, Withdrawal & Deferment Policies and Procedures

SHRI Academy Refund Policy

% of {the amount of fees paid under Schedules B and C of the Student Contract}	If Student's written notice of withdrawal is received
75%	More than [14] days before the course commencement date
Nil	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

Refund for Withdrawal Due to Non-Delivery of Course:

The PEI will notify the Student within three (3) working days upon knowledge of any of the following:

- I. It does not commence the Course on the Course Commencement Date;
- II. It terminates the Course before the Course Commencement Date;
- III. It does not complete the Course by the Course Completion Date;
- IV. It terminates the Course before the Course Completion Date;
- V. It has not ensured that the Student meets the course entry or matriculation requirement as set by the organization stated in Schedule A within any stipulated timeline set by CPE; or
- VI. The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

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

Refund for Withdrawal Due to Other Reasons:

If the Student withdraws from the Course for any reason other than those stated in (I) to (VI), the PEI will, within seven (7) working days of receiving the Student's written notice of withdrawal, refund to the Student an amount based on the refund table.

Refund During Cooling-Off Period:

The PEI will provide the Student with a cooling-off period of seven (7) working days after the date that the Contract has been signed by both parties. The Student will be refunded the highest percentage (stated in the refund table) of the fees already paid if the Student submits a written notice of withdrawal to the PEI within the cooling-off period, regardless of whether the Student has started the course or not. In the event that a student wishes to withdraw from the programme the application fee is not refundable. Students are liable to pay (where applicable) fees that are imposed by the Government Authorities.

SECTION H: DECLARATION

Staff: I hereby confirm that the above have been explained to the applicant.

Name of Staff: _____

Signature and Date: _____

Student: I fully understood what has been communicated to me and I hereby acknowledge that I have been briefed on the above.

Name of Applicant: _____

Signature and Date: _____

If the student is under eighteen (18) years of age,

Name of Parent or Legal Guardian: _____

Signature and Date: _____

1. About SHRI Academy

SHRI Academy Pte Ltd is a HR training institution that caters to the knowledge and skills development needs of local and international adult learners. 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 under its SHRI School of Human Capital Management, to provide a continuous career and education pathway.

SHRI Academy is proud to offer students comprehensive Bachelor’s and Master’s programmes, in partnership with Edinburgh Napier University.

2. Vision, Mission & Core Values

Vision

Leading Training Provider for Human Capital Management programmes and practices for and by HR Professionals

Mission

Develop and grow current and future HR Professionals to enhance People and Business Excellence

Value Statement

We are committed to delivering sustainable **Service** for the **Holistic** advancement of the HR profession, with **Respect** and **Integrity**

Core Values

- **Service:** Strive to deliver prompt, high-quality services to peers, business and HR community
- **Holistic:** Advance the HR profession by promoting individual and organisational excellence in HR knowledge, skills and practices
- **Respect:** Value and respect HR professionals, individuals and organisations
- **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 conferment date
- 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 In-charge 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. **Membership Fees**
- iii. **Course Fee**
- iv. **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 In-charge.
- v. 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 12 months or less) or by instalments (for courses that are more than 12 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

Course fee payment should be made only after the Student Contract has been signed.

All payments are in Singapore currency.

Application Fee, Course Fee and Miscellaneous Fees can be paid to SHRI Academy via the following:

- NETS
 - Credit Card
- Note: We do not accept UOB Credit Card Payment.

Credit Card Administration Charges	
For Maybank Credit Card	Bank Charges
0 month Instalment	0.00% of Payable Fees
6-month Instalment	0.00% of Payable Fees
12-month Instalment	0.00% of Payable Fees

- Cheque, Bank Draft, Cashier’s Order made payable to: SHRI Academy Pte Ltd
- Internet Banking and Telegraphic Transfer directly to:

SHRI Academy’s bank details are as follow:

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

- PayNow:
 - Step 1: Login to your eBanking account
 - Step 2: Under ‘Transfer’, select ‘Unique Entity Number (UEN)’
 - Step 3: Enter the Proxy type: 200722689ZPAY and Proxy details
 - Step 4: Click Next
 - Step 5: Enter the amount (i.e. Invoice amount) and click “Done”
 - Step 6: Enter Bill Ref No (i.e. your name/ company and invoice no.)
 - Step 7: Click “Done”, followed by “Next”
 - Step 8: Verify payee details (i.e. SHRI Academy Pte. Ltd. UEN)
 - Step 9: Click “Confirm”
 - Step 10: Take a screen shot of the receipt and email to respective Programme In-charge

Students must email and notify the concerned Programme In-charge immediately of any payment made by Bank Transfer, ATM Transfer or Telegraphic Transfer.

Payment instructions stated in the Tax Invoice/ Payment Advice must be strictly followed.

All course fees must be paid before or by the payment due dates which are reflected in the Student Contract and Tax Invoice. A penalty fee will be charged if there is a late payment. Late Payment Charges are \$216.00 (inclusive of GST). SHRI Academy considers payment made 14 days after the scheduled due date(s) in Schedule B of Student Contract 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:

The criteria for refunds are mentioned in the Student Contract executed by the Student with SHRI Academy. The refund policy covers the following areas:

a. Withdrawal due to non-delivery of the course

SHRI Academy will notify the student within three (3) working days upon the knowledge of any of the following:

- I. It does not commence the Course on the Course Commencement Date;
- II. It terminates the Course prior to the Course Commencement Date;
- III. It does not complete the Course by the Course Completion Date;
- IV. It terminates the Course, for any reason, prior to Course Completion Date;
- V. It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A of the student contract within any stipulated timeline set by CPE; or
- VI. The Student’s Pass application is rejected by Immigration & Checkpoints Authority (ICA).

The Student should be informed in writing of alternative study arrangements (if any), and also be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid should the Student decide to withdraw, within seven (7) working days of the above notice. Refund, if any, will be made based on table A.

b. Withdrawal due to other reasons

If the student withdraws from the Course for any reason other than those stated under “Withdrawal due to non-delivery of the course” above, the School will, within seven (7) working days of receiving the student’s written notice of withdrawal, refund to the student an amount based on the table in Schedule D of the student contract (see Table B).

c. Refund during cooling-off period

The school will provide the student with a cooling-off period of seven (7) working days after the date that the Contract has been signed by both parties.

The student will be refunded the highest percentage stated in Schedule D of the student contract (see Table B) of the fees already paid if the student submits a written notice of withdrawal to the school within the cooling-off period, regardless of whether the student has started the course or not.

d. Non-refundable fees:

Application Fees is non-refundable under any circumstances. It is not refundable even if the Student has not started the course. However, Application Fees will be refunded for new admissions, subject to administrative charge, if the Student Pass is rejected by Immigration & Checkpoints Authority (ICA).

Membership Entrance Fee & Membership Subscription Fee are non-refundable fees.

Course Fees – It is non-refundable, with the exception of:

- (a) **Withdrawal due to Non-Delivery of the Course,**
- (b) **Withdrawal due to other reasons,**
- (c) **Withdrawal due to Cooling-off Period.**

However, student can choose to utilize any unconsumed fees by applying for a transfer to another course subject to satisfying the minimum entry requirements for the new course and approval given by the management committee.

e. Refund amount

The refund amount for each circumstance is as per the table below.

TABLE A: Refund Amount for Withdrawal due to Non-Delivery of the Course

The applicable amount of refund for each scenario is given below:

Refund amount for Withdrawal	Refund amount
Refunded amount for withdrawal related to any of the circumstances set out in; (a) SHRI Academy does not commence the course on the course commencement date; (b) SHRI Academy terminates the course prior to the course commencement date; and (c) SHRI Academy terminates the course for any reason, prior to the course completion date.	100%
Refunded amount for withdrawal related to any of the circumstances set out in: (a) SHRI Academy does not complete the course by the course completion date	Pro rate unused portion of the fee
Student not suitable for admission into SHRI Academy: (a) 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 the Student Contract within any stipulated timeline set by CPE.	100%*
Rejection of student’s pass application for new enrolments: (a) The student’s pass application is rejected by Immigration & Checkpoints Authority (ICA)	100%**
Rejection of student’s pass application of existing students	Pro rate unused portion of the fee
Student withdraw during cooling-off period	75%

* Application Fee paid is non-refundable and non-transferable.
**Application Fee will also be refunded subject to Administrative charge of \$50.

TABLE B: Schedule D of Student Contract

The applicable amount of refund for each scenario is given below:

If Student’s written notice of withdrawal is received:	% of [the amount of fees paid under Schedule B and Schedule C of the Student Contract]
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

- Student who decides to withdraw within 7-day cooling-off period (7 days upon signing of Student Contract) will have 75% of Course Fee refund as stipulated in the Student Contract under Refund Policy.
- Application Fee and all Membership Fees, if any are non-refundable and non-transferable.

f. Refund Conditions

SHRI Academy will process refund request if the following conditions are met:

- I. Refund meets the criteria specified in this policy;
- II. Withdrawal process is completed, if applicable, including exit formalities, if any;
- III. Student Contract is terminated;
- IV. Request for refund within 7 working days from the specified date. This date can be withdrawal effective date for withdrawals mentioned in
 - (a) **Withdrawal due to other reasons**
 - (b) **Refund during cooling-off period**
 The date for withdrawal mentioned in **Withdrawal due to non-delivery of the course** will be the date in which SHRI Academy has notified students about the inability to provide alternative arrangements.

g. Refund Procedure with Timeline

Refund policy is determined by PEI-Student Contract between SHRI Academy and the student. If as per the Contract and refund policy, the student is eligible for a refund, fees are refunded. The following is the process for refunding course fees.

- I. Student submits “Student Transfer, Deferment & Withdrawal” form with supporting documents to the Programme In-Charge to process the refund.
- II. Programme In-Charge, after verifying that the refund requested is as per refund policy, submits the form to the management committee for approval within 2 working days of submission. In normal circumstances, course fee is non-refundable, unless it is as per conditions set out in Table A and Table B.
- III. Management committee makes decision on the refund request within 2 working days from the date of submission by the Programme In-charge. Any 2 management committee members can approve the refund by signing off on the form.
- IV. (a) **If refund request is approved:**
Programme In-charge informs the student on the decision of the management committee via email with the computation of the refund amount, if applicable. Programme In-charge proceeds to raise and submit refund request form with supporting documents to Finance Department for processing of the refund on the same day. The refund is to be made within 7 working days from the date of submission.

- (b) **If refund request is not approved or rejected:**
Programme In-charge informs the student of the management committee’s decision via email within 1 working day from the date of the decision.

The FPS is cancelled within 3 working days from the date of the withdrawal.

h. General Guidelines

- i. Students may approach Programme In-charge with a refund request for withdrawals mentioned in
 - (a) **Withdrawal due to other reasons**
 - (b) **Refund during cooling-off period**
- ii. Refunds will be processed based on submissions by the Students and approval by the management committee consisting Executive Director, SHRI, Director, Academy and QA Manager.
- iii. In the event students provide insufficient documents for refund, SHRI Academy will notify students within one (1) working day. Students need to provide requisite documents within seven (7) working days.

- iv. In the event of “non-payment of fee refunds” within the specified timeline, Students can escalate it to the QA Manager. If refund request is not made within three (3) working days after escalating to QA Manger, Student can escalate it to the Director, Learning & Development.

i. Refund Procedures

Refund policy is determined by PEI-Student Contract between the SHRI Academy and Student. If as per the Contract and refund policy, the Student is eligible for a refund, fees are refunded. The following is the process for refunding course fees.

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:

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

13. Fee Protection Scheme (FPS)

The **Fee Protection Scheme (FPS)** is mandatory under Committee for Private Education (CPE) for EduTrust certified schools. SHRI Academy is 4-year EduTrust certified (12 October 2021 to 11 October 2025). Thus, all students’ paid fees (before GST) under Schedule B of Student Contract will be protected under this scheme.

The **FPS** serves to protect students’ unconsumed fees in the event that the School is unable to continue operations, or has insufficient or no funds to pay the unconsumed fees.

SHRI Academy has appointed LONPAC Insurance Bhd as the FPS Insurance provider.

For more information on the Fee Protection Scheme, please refer to: [https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-\(peis\)/protection-of-course-fees](https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-(peis)/protection-of-course-fees)

The Certificate of Insurance (COI) will be emailed to all students by the Academy once the FPS has been purchased.

FPS is applicable for courses with duration of more than 50 hours or 2 months.

14. 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.

15. 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’s Pass 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 any 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, reserivist, etc. are not accepted by the relevant authorities.

16. Transfer/Withdrawal/Deferment Policy & Procedures

Below shows the Transfer/Withdrawal/Deferment Policy & Procedures. For the administrative charges, please check with the respective Programme In-charge.

Withdrawal Policy

SHRI Academy does not entertain any request for refund except if it falls under the following:

A. Refund for Withdrawal Due to Non-Delivery of Course:

The PEI will notify the Student within three (3) working days upon knowledge of any of the following:

- I. It does not commence the Course on the Course Commencement Date;
- II. It terminates the Course before the Course Commencement Date;
- III. It does not complete the Course by the Course Completion Date;
- IV. It terminates the Course before the Course Completion Date;
- V. It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A within any stipulated timeline set by CPE; or
- VI. The Student's Pass application is rejected by Immigration & Checkpoints Authority (ICA).

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

B. Refund for Withdrawal Due to Other Reasons:

If the student withdraws from the Course for any reason other than those stated in (A), the PEI will, within seven (7) working days of receiving the student's written notice of withdrawal, refund to the student an amount based on the table in Schedule D of the student contract.

C. Refund During Cooling-Off Period:

The PEI will provide the student with a cooling-off period of seven (7) working days after the date that the Contract has been signed by both parties.

The student will be refunded the highest percentage based on the table in Schedule D of the student contract for the fees already paid if the student submits a written notice of withdrawal to the PEI within the cooling-off period, regardless of whether the student has started the course or not.

D. Rejection of Student's Pass Application by ICA:

If the Student's Pass application is rejected by ICA, the course fees paid will be refunded. Application fee will also be refunded subject to Administrative charge of S\$50.

The refund of the course fees with the exception of **Refund for Withdrawal Due to Non-Delivery of Course** above would be in accordance with Schedule D of the Student Contract below:

% of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received:
[75%]	more than [14] days before the Course Commencement Date
[NIL]	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

E. Withdrawal Procedures

- I. Student submits Transfer/ Withdrawal/ Deferment form with supporting documents to the Programme In-charge to process the refund, if any.
- II. Programme In-charge after verifying that refund requested is as per refund policy, submits the form to the management committee for approval within 2 working days of submission.
- III. Management committee makes decision on the refund request within 2 working days from the date of submission by the Programme In-charge. Any 2 management committee members can approve the refund by signing off on the form.

IV. (a) If refund request is approved:

Programme In-charge informs the student on the decision of the management committee via email with the computation of the refund amount, if applicable. Programme In-charge proceeds to raise and submit refund request form with supporting documents to Finance Department for processing of the refund on the same day. The refund is to be made within 7 working days from the date of submission.

(b) If refund request is not approved or rejected:

Programme In-charge informs the student of the management committee's decision via email within 1 working day from the date of the decision.

The FPS is cancelled within 3 working days from the date of withdrawal.

- V. The entire process for course transfer/ withdrawal/ deferment inclusive of communication to students should be carried out within 3 weeks from the date of submission of relevant form with applicable administrative fee, if any. The Programme In-charge shall inform the student via email of the outcome.

Transfer Policy

When a student changes the course of study in SHRI Academy from Course X to Course Y, this is categorized as a 'Transfer', but remains a student of SHRI Academy. SHRI Academy will take no more than 3 weeks to process any application, or, within University's timeline, where applicable. A Course Transfer administration fee will be imposed.

- a) Students who wish to transfer from the current programme to another programme shall inform SHRI Academy in writing and state the reason(s) for the transfer request. Verbal notice is not acceptable.
- b) For E.g.: Change from Diploma in HR Leadership with Business Partnering to Diploma in Organisational Psychology.
- c) Transfers will only be allowed if the student fulfils the academic and experience requirements for the new programme.
- d) Students who transfer from the current programme to another programme shall be considered to have withdrawn from the current programme and refund policy shall apply as per Standard Student Contract.
- e) Student may apply for any unconsumed course fee from the current course to be credited to the new course but the request is subjected to Management Committee's approval.
- f) For any approved credit of fees,
 - i. If the unconsumed course fee is more than the course fee payable for the new course (or course that the student wants to transfer to), the excess unconsumed course fee will not be refunded.
 - ii. If the unconsumed course fee is less than the course fee payable for the new course, student needs to top-up the fee difference. Students below the age of 18 are required to seek approval from their parents/guardians before the request for Transfer is submitted to SHRI Academy.

Transfer Procedures

Programme In-charge communicates to student to have a better understanding of their reasons for Transfer. The Transfer policy and procedures and the implications are explained to the student. Student is briefed on the details of the new course, entry requirements, course fees and the essential information for students.

- a) Transfer Course
 - Student completes the Transfer Form with payment of Course Transfer Administration Fee and provides supporting document, if any, and submit to the Programme In-charge.
 - Programme In-charge checks that the student:
 - Has no outstanding fees
 - Meets entry requirements for the new course
 - Collect the Course Transfer Administration Fee

The Programme In-charge passes the Transfer Form to the Management Committee for approval for proprietary programmes. For university programmes, it is subject to the universities' approval.

Upon approval, Programme In-charge follows up to process the following:

- I. Issue letter to student informing student of the outcome of his/her request.
- II. Cancel FPS for the existing course within three (3) working days from the date of transfer stated in the form.
- III. File FPS Insurance Cancellation record in Student P-File.
- IV. Unconsumed fees from previous course may be credited to the new course only upon approval by the management committee.
- V. FPS Insurance is purchased for new course within 20 working days upon course fees received when a new Student Contract is issued.
- VI. 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. 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.

For Student's Pass Holders: Programme In-charge will manage and coordinate with relevant government authority (such as ICA) for issuance or cancellation of Student's Pass for international students. All the applicable regulations concerning Student's Pass need to be complied by Programme In-charge.

Deferment Policy

When a student temporarily stops the course/study for a period of time and resumes thereafter in another intake but remains in the same course of study in SHRI Academy, this is categorized as a 'Deferment'. SHRI Academy will take no more than 3 weeks to process any application or within University's timeline, where applicable. A Deferment Administration fee will be imposed.

- a) Students who wish to defer from the current programme shall inform SHRI Academy in writing and state the reason(s) for deferment.
- b) Students are permitted to defer based on the following grounds:
 - i. Poor academic performance as advised by the Academic Board/ University.
 - ii. Illness supported by a medical certificate from a recognized clinic/hospital.
 - iii. Compassionate or compelling circumstances beyond the control of student such as bereavement or declared

- natural disaster, bankruptcy, and overseas work commitment.
- c) The requests for deferment are not granted automatically and do not guarantee the relevant programme/module(s) to be run upon student's return unless advised by the Academic and Examination Board/ University.
- d) The maximum deferment period for proprietary programmes is 12 months from the date of approval.
- e) For university programmes, it is subject to the universities' policies.
- f) Students who fail to report back to the Programme In-charge after the deferment period shall be deemed as Automatic Withdrawal.

For Student's Pass Holders: International students who apply for more than three (3) months deferment are required to cancel the Student's Pass. Student's Pass needs to be re-applied upon return and it is subject to ICA's approval. Charges will be imposed by ICA and SHRI Academy for re-application of Student's Pass.

17. 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 weekend mornings and/or afternoons.

18. Appeal

- a) Students who wish to appeal their results shall complete and submit the Appeal Form within 14 days from the date of release of results, together with the following documents:
 - i. Completed Appeal Form
 - ii. Non-refundable/ non-transferable Appeal Fee
 - iii. Marked assignment (applicable to assignment only)
 - iv. Document submitted by the student
- b) Release of Appeal Result Slip within 21 working days from the Appeal Request*.
(*from the date of receiving the completed set of required document and Appeal Fee)

Note:

- a) Application Fee – S\$108.00 (inclusive of GST)
- b) Deferment/ Transfer/ Appeal Fee - S\$216.00 (inclusive of GST) (All the above (a) and (b) fees are non-refundable and non-transferable under normal circumstances).
- c) Application Form is available on website.
- d) Deferment/ Transfer/ Withdrawal/ Appeal Form is available upon request from the Programme In-charge.

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 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 : shriacademy@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 a part-time counsellor to provide counselling services. The part-time counsellor is available to 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. Students can approach the Programme In-charge of their respective courses to arrange an appointment with the counsellor. Pastoral counselling includes:

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

22. 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.

23. 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.

24. Student with Physical Disabilities

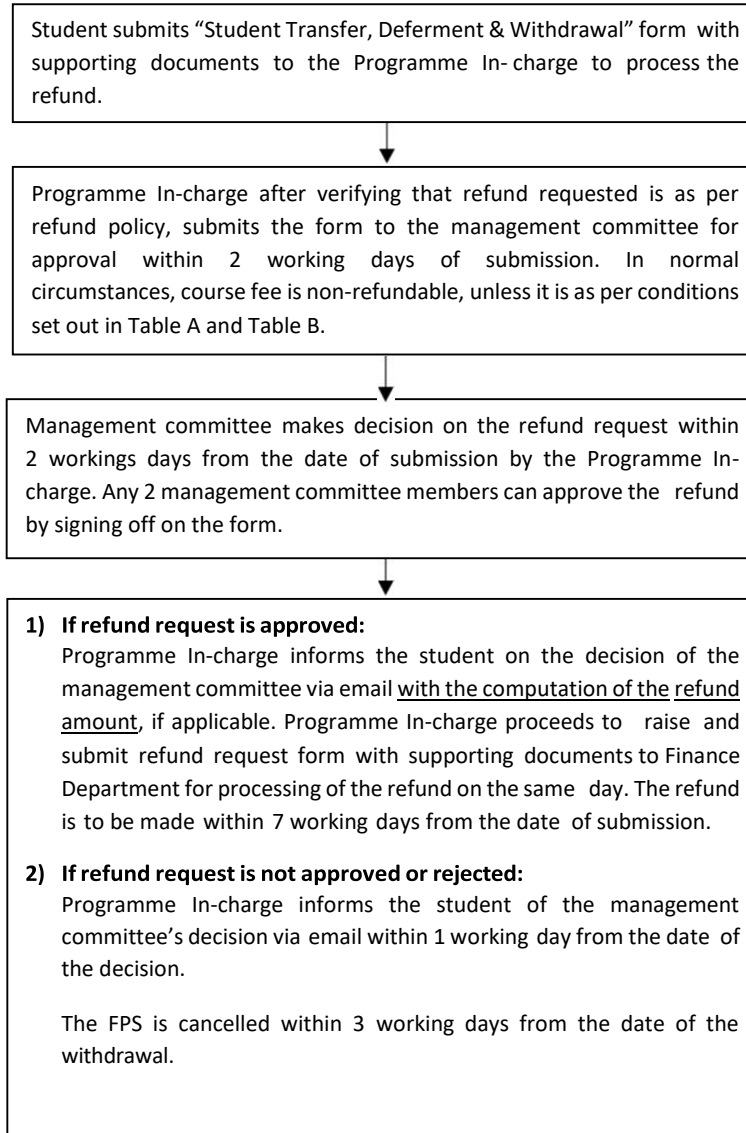
SHRI Academy does its best to provide students with physical disabilities with appropriate facilities and services to assist them through the course of study. Every effort is made to ensure that the disabled person is not discriminated and excluded in the learning experience at SHRI Academy. SHRI Academy 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:

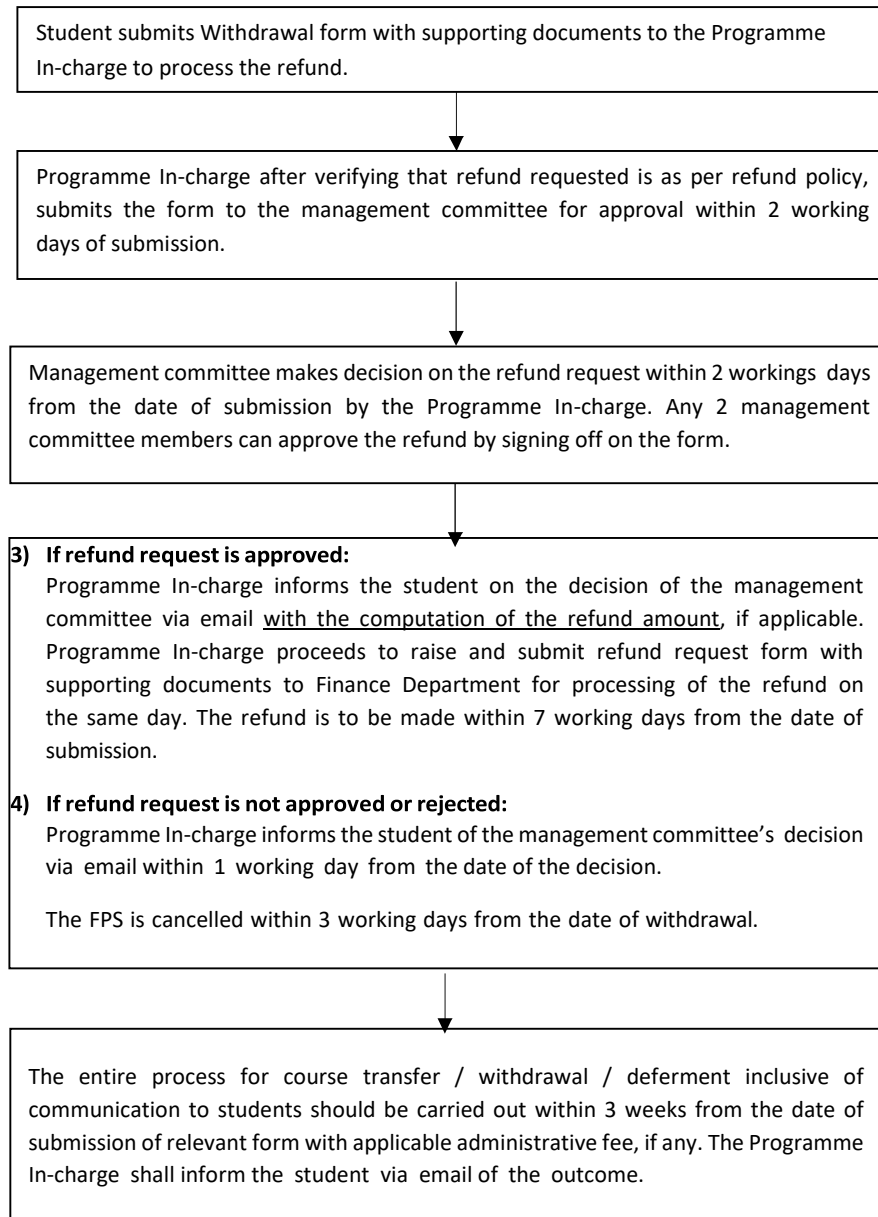
The information stated herein is correct at the time of printing. SHRI Academy reserves the right to vary this information at any time without prior notice.

Refund Procedures

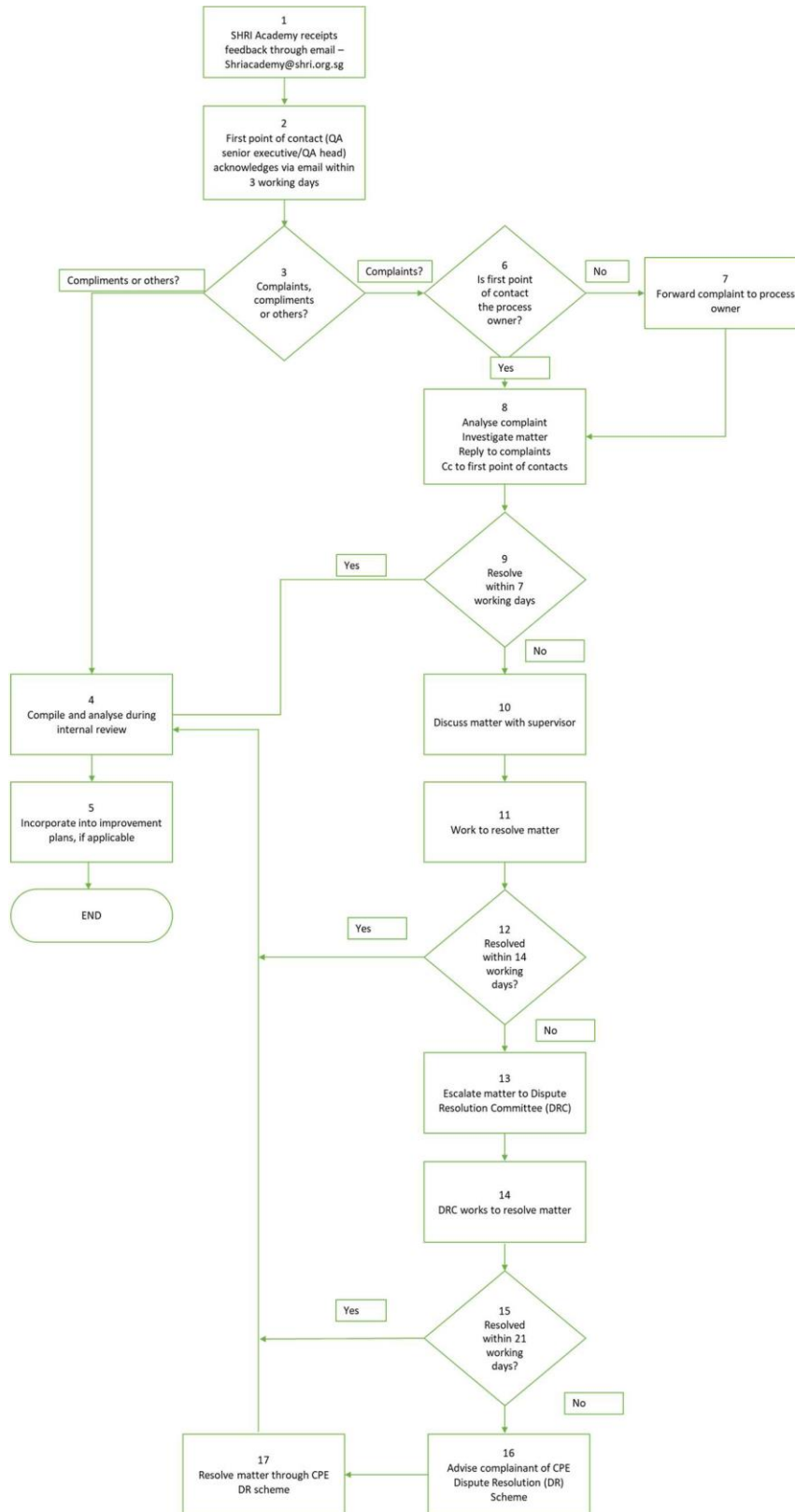
Refund policy is determined by PEI-Student Contract between SHRI Academy and the student. If as per the Contract and refund policy, the student is eligible for a refund, fees are refunded. The following is the process for refunding course fees.



Withdrawal Procedures



Student Feedback and Dispute Resolution Procedure



PRIVATE EDUCATION INSTITUTION-STUDENT CONTRACT

This Contract binds both the Private Education Institution (PEI) and the Student once both parties sign this Contract. If the Student is under eighteen (18) years of age, the Student will be represented by the Parent/Legal Guardian.

This Contract is made between:

- (1) Registered Name of PEI : SHRI Academy Pte Ltd
 Registration Number : 200722689Z
- (2) Full Name of Student : «NAME_AS_IN_NRIC»
*(as in NRIC for Singapore Citizen (SC) and Permanent Resident (PR) / as in passport for international student)**
 NRIC Number (for SC/PR)* : «NRIC_PPT_NO»
 Student's Pass Number (if available)/
 Passport Number (for international student)* : N.A.
- (3) Full Name of Parent/Legal Guardian* : N.A.
(if Student is under eighteen (18) years of age)
 NRIC/Passport Number* : N.A.

* Delete as appropriate by striking through.
 Where non-applicable, put "N.A.". Leave no fields blank.
 State all dates in the format of DD/MM/YYYY.

1. COURSE INFORMATION AND FEES

- 1.1 The PEI will deliver the Course as set out in Schedule A to the Student, towards conferment of the stated qualification upon successful Course completion.
- 1.2 The PEI confirms that the Course has been permitted by the Committee for Private Education (CPE) and no amendments have been made to the Course as set out in Schedule A, unless otherwise permitted by CPE.
- 1.3 The Course Fees payable are set out in Schedule B and the optional Miscellaneous Fees in Schedule C.
- 1.4 The PEI considers payment made **14 days / month*** after the scheduled due date(s) in Schedule B as late. The PEI will explain to the Student its policy for late payment of Course Fees, including any late payment fee charged in Schedule C (if applicable) and any impact on Course/module completion (if applicable).

2. REFUND POLICY

2.1 Refund for Withdrawal Due to Non-Delivery of Course:

The PEI will notify the Student within three (3) working days upon knowledge of any of the following:

- (i) It does not commence the Course on the Course Commencement Date;
- (ii) It terminates the Course before the Course Commencement Date;

- (iii) It does not complete the Course by the Course Completion Date;
- (iv) It terminates the Course before the Course Completion Date;
- (v) It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A within any stipulated timeline set by CPE; or
- (vi) The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

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

2.2 Refund for Withdrawal Due to Other Reasons:

If the Student withdraws from the Course for any reason other than the Student's written notice of withdrawal will, within seven (7) working days of receiving the Student's written notice of withdrawal, refund to the Student an amount based on the table in Schedule D.

2.3 Refund During Cooling-Off Period:

The PEI will provide a cooling-off period of seven (7) working days after the date that the Contract has been signed by both parties. The Student will be refunded the highest percentage (stated in Schedule D) of the fees already paid if the Student submits a written notice of withdrawal to the PEI within the cooling-off period, regardless of whether the Student has started the course.

3. ADDITIONAL INFORMATION

- 3.1** The laws of Singapore will apply to how this Contract will be read and to the rights the parties have under this Contract.
- 3.2** If any part of this Contract is not valid for any reason under the law of Singapore, this will not affect any other part of this Contract.
- 3.3** If the Student and the PEI cannot settle a dispute using the way arranged by the PEI, the Student and the PEI may refer the dispute to the CPE Mediation-Arbitration Scheme (www.cpe.gov.sg).
- 3.4** All information given by the Student to the PEI will not be given by the PEI to anyone else, unless the Student signs in writing that he agrees or unless the PEI is allowed to give the information by law.
- 3.5** If there is any other agreement between the PEI and the Student that is different from the terms in this Contract, then the terms in this Contract will apply.
- 3.6** If the Student or the PEI does not exercise or delay exercising any right granted by this Contract, the Student and the PEI will still be able to exercise the same type of right under this Contract during the rest of the time the Contract continues.
- 3.7** If this Contract is also signed or translated in any language other than English and there is a difference from the English language copy of this Contract, the English language copy will apply.

SCHEDULE A
COURSE DETAILS

Note: The information provided below should be the same as that submitted to the CPE.

1) Course Title	
2) Course Duration (in months)	
3) Full-time or Part-time Course	
4) Course Commencement Date	
5) Course Completion Date	
6) Date of Commencement of Studies if later than Course Commencement Date <i>Note: "N.A." if both dates are the same</i>	
7) Qualification <i>(Name of award to be conferred on the Student upon successful Course completion)</i>	
8) Organisation which develops the Course	SHRI Academy Pte Ltd
9) Organisation which awards/ confers the qualification	SHRI Academy Pte Ltd
10) Course entry requirement(s)	
11) Course schedule with modules and/or subjects	
12) Scheduled holiday (public and school) and/or semester break for course	
13) Examination and/or other assessment period	
14) Expected examination results release date	
15) Expected award conferment date	

SCHEDULE B

COURSE FEES

Fees Breakdown <i>[shows the full breakdown of total payable course fees]</i>	Total Payable (S\$)
Course Fee Payable [without GST]	
<u>Compulsory Fees [without GST]</u>	
Membership Entrance Fee	
Membership Subscription Fee – 1 year	
Total Course Fee [without GST]	
Add 7% GST	
Less SDF Training Grant [without GST]	
Total Course Fees Payable [with GST]:	
No. of Instalments:	

INSTALMENT SCHEDULE

Instalment¹ Schedule	Amount (with GST) (S\$)	Date Due²
1st instalment		
Total Course Fees Payable:		

1. Each instalment amount shall not exceed the following:

- 12 months' worth of fees for EduTrust certified PEIs*; or
- 6 months' worth of fees for non-EduTrust-certified PEIs with Industry-Wide Course Fee Insurance Scheme (IWC)*; or
- 2 months' worth of fees for non-EduTrust-certified PEIs without IWC*.

* *Delete as appropriate by striking through.*

2. Each instalment after the first shall be collected within one week before the next payment scheduled.

SCHEDULE C
MISCELLANEOUS FEES³

Purpose of Fee	Amount (with GST, if any) S\$
Verification Administration Fee (revised 0416)	
Deferment Administration Fee (revised 0416)	
Course Transfer Administration Fee (revised 0416)	
Duplicate copy of Tax Receipt (per copy) (revised 0416)	
Duplicate copy of Result Slip (per copy) (revised 0416)	
Appeal on Results (per module) (revised 0416)	
Supplementary Examination (per module)	
Re-Module Fee (per module)	
Late Payment Charges	
Credit Card Administration Charges	
0 month Instalment	3.09% of Payable Fees
<u>For UOB Credit Card Users Only</u>	
6 months Instalment	3.413% of Payable Fees
12 months Instalment	4.493% of Payable Fees
24 months Instalment	5.60% of Payable Fees
36 months Instalment	6.157% of Payable Fees

³ Miscellaneous Fees refer to any non-compulsory fees which the students pay only when applicable. Such fees are normally collected by the PEI when the need arises.

SCHEDULE D
REFUND TABLE

% of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received:
[75%]	more than [14] days before the Course Commencement Date
[NIL]	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

The parties hereby acknowledge and agree to the terms stated in this Contract.

SIGNED by the PEI



 Authorised Signatory of the PEI
 Name:
 Date:

 Seal of PEI

SIGNED by the Student

SIGNED by the Student's parent or legal guardian (if the student is under eighteen (18) years of age)

 Name of Student:

 Name of Parent or Legal Guardian:

Date:

Date: