

PRE-COURSE COUNSELLING FORM

SECTION A: APPLICANT'S PARTICULARS	
Name of Applicant (as in NRIC/FIN/Passport):	NRIC/FIN/Passport No. (last 4 digits including the alphabet):
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 for admission.
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 must 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, *Miscellaneous Fee and GST. *Except for Re-module Fee, which will be covered under FPS.
	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 on Student's Pass.
SECTION F: SKILLSFUTURE SINGAPORE (SSG)	
Applicant has been briefed on the following:	
	SkillsFuture Singapore (SSG) drives and coordinates the implementation of the national SkillsFuture movement, promotes a culture and holistic system of lifelong learning through the pursuit of skills mastery, and strengthens the ecosystem of quality education and training in Singapore. SSG carries out its functions and powers relating to private education under the Private Education Act. It is the approving authority for key decisions to be made under the Enhanced Registration Framework and the EduTrust Certification regime. It also institutes systems for process benchmarking, oversees regular reviews of regulatory frameworks, and provides guidance for consumer education initiatives and student support services.

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.
SECTION H: STUDENT'S PASS HOLDERS (FULL-TIME STUDENTS)	
Applicant has been briefed on the following:	
	As stipulated under Terms & Conditions of Student's Pass (STP) by Immigration & Checkpoint Authority (version as at 13 Sep 2023). Student's Pass Holders shall abide by the conditions specified in regulations 14(1A) of the Immigration Regulations, where applicable. You must not engage in any form of paid employment or in any business, profession, or occupation in Singapore during the validity of your Student's Pass unless you also have a valid work pass issued under the Employment of Foreign Manpower Act (Cap. 91A).
SHRI Academy Refund Policy	
% of [the amount of Course Fees and Miscellaneous Fees paid under Schedules B and C]	If Student's written notice of withdrawal is received
75%	More than ten [10] working days before the course commencement date
Nil	Before, but not more than ten [10] working days before the course commencement date
Nil	After, but not more than ten [10] working days after the course commencement date
Nil	More than ten [10] working days after the course commencement date
TERMINATION AND REFUND POLICY (Please refer to the diagram in Schedule E of the Student Contract)	
1. The PEI will notify the student in writing within three (3) working days after becoming aware of any of the following (each a "Refund Event"): (a) It cannot commence the provision of the Course on the Course Commencement Date; (b) It cannot complete the provision of the Course by the Course Completion Date; (c) The Course will be terminated before the Course Completion Date; (d) The Student does not meet the course entry or matriculation requirements as stated in Schedule A; or (e) The Immigration & Checkpoints Authority of Singapore (the "ICA") rejects the Student's application for the Student Pass. 2. Where any of the Refund Events in Clause 1(a) to (c) above has occurred: (a) The PEI shall use reasonable efforts to make alternative study arrangements for the Student and shall propose such alternative study arrangements in writing to the Contracting Party, within ten (10) working days of informing the Contracting Party of the Refund Event. (b) If the Contracting Party accepts such alternative study arrangements, the PEI shall set forth such alternative study arrangements in a written contract and this Contract shall automatically terminate on the date that such new written contract comes into effect. (c) If the PEI does not propose alternative study arrangements to the Contracting Party within the time stipulated in Clause 2(a) above, or the Contracting Party does not accept such alternative study arrangements, the Contracting Party may forthwith terminate this Contract by way of a written notice to the PEI. 3. Where any of the Refund Events in Clauses 1(d) to (e) has occurred, the PEI shall forthwith terminate this Contract by way of a written notice to the Contracting Party. 4. If the Contract is terminated pursuant to Clause 2(b) read with Clause 1(a), the PEI shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination. 5. If the Contract is terminated pursuant to Clause 2(b) read with either Clause 1(b) or Clause 1(c), the PEI shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination. 6. If the Contract is terminated pursuant to Clause 3 or Clause 2(c) read with Clause 1(a), the PEI shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination. 7. If the Contract is terminated pursuant to Clause 2(c) read with either Clause 1(b) or Clause 1(c), the PEI shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.	

8. Refund for Withdrawal During the Cooling-Off Period:

Notwithstanding anything herein contained, the Contracting Party shall be entitled to, without any liability whatsoever to the PEI, forthwith terminate the Contract at any time within the Cooling-Off Period by way of a written notice to the PEI. The PEI shall return all Course Fees and Miscellaneous Fees paid to it within seven (7) working days of the receipt of the written notice.

9. Refund for Withdrawal Outside the Cooling-Off Period:

Without prejudice to Clauses 1 to 8 above, the Contracting Party may terminate the Contract at any time before the Course Completion Date by providing a written notice to the PEI. Upon receipt of such notice, the PEI shall within seven (7) working days, refund to the Contracting Party such amount (if any) as determined in accordance with Schedule D.

In the event that a student wishes to withdraw from the programme the Application Fee, Membership Entrance Fee and Membership Subscription Fee are not refundable. Students are liable to pay (where applicable) fees that are imposed by the Government Authorities.

SECTION I: 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: _____

PRE-COURSE COUNSELLING INFORMATION SHEET

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 degree programmes, in partnership with Edinburgh Napier University.

At the School of Business, we take pride to equip HR practitioners with the skills essential for success, our programs go beyond traditional HR domains. We emphasize the importance of understanding business strategy, navigating economic changes, and offering expertise in the psychological aspects of human capital management. Our goal is to empower HR professionals to become strategic business partners, mastering critical business skills that extend beyond the conventional scope of HR.

Stay tuned as we will be launching new business courses soon! Exciting opportunities and learning experiences await.

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 programmes. 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 changes.

8. Fee Structure

There are four (4) 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 SSG 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.

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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:

- **PayNow** (preferred mode of payment):
 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
- **NETS**
- **Credit Card (VISA/MASTER/AMEX) - Via Student Portal**
- **eNETS (D2Pay) - Via Student Portal**
- **Credit Card with installment**

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	: DBSSSGSG

Students must email and notify the concerned Programme In-charge immediately of any payment made by PayNow, 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 \$272.50 (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

- (i) The PEI will notify the Student in writing within three (3) working days after becoming aware of any of the following (each a "Refund Event"):
 - (a) It cannot commence the provision of the Course on the Course Commencement Date;
 - (b) It cannot complete the provision of the Course by the Course Completion Date;
 - (c) The Course will be terminated before the Course Completion Date;
 - (d) The Student does not meet the course entry or matriculation requirements as stated in Schedule A; or
 - (e) The Immigration & Checkpoints Authority of Singapore (the "ICA") rejects the Student's application for the Student Pass.
- (ii) Where any of the Refund Events in Clause 11(i) (a) to (c) above has occurred:
 - (a) The PEI shall use reasonable efforts to make alternative study arrangements for the Student and shall propose such alternative study arrangements in writing to the Contracting Party, within ten (10) working days of informing the Contracting Party of the Refund Event.
 - (b) If the Contracting Party accepts such alternative study arrangements, the PEI shall set forth such alternative study arrangements in a written contract and this Contract shall automatically terminate on the date that such new written contract comes into effect.
 - (c) If the PEI does not propose alternative study arrangements to the Contracting Party within the time stipulated in Clause (ii) (a) above, or the Contracting Party does not accept such alternative study arrangements, the Contracting Party may forthwith terminate this Contract by way of a written notice to the PEI.
- (iii) Where any of the Refund Events in Clauses (i) (d) to (e) has occurred, the PEI shall forthwith terminate this Contract by way of a written notice to the Contracting Party.
- (iv) If the Contract is terminated pursuant to Clause (ii) (b) read with Clause 11(i) (a), the PEI shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
- (v) If the Contract is terminated pursuant to Clause (ii) (b) read with either Clause (i) (b) or Clause (i) (c), the PEI shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.
- (vi) If the Contract is terminated pursuant to Clause 11 (iii) or Clause 11(ii) (c) read with Clause 11(i) (a), the PEI shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
- (vii) If the Contract is terminated pursuant to Clause 11(ii) (c) read with either Clause 11(i) (b) or Clause 11(i) (c), the PEI shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.
- (viii) **Refund for Withdrawal During the Cooling-Off Period:**
 Notwithstanding anything herein contained, the Contracting Party shall be entitled to, without any liability whatsoever to the PEI, forthwith terminate the Contract at any time within the Cooling-Off Period by way of a written notice to the PEI. The PEI shall return all Course Fees and Miscellaneous Fees paid to it within seven (7) working days of the receipt of the written notice.

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- (ix) **Refund for Withdrawal Outside the Cooling-Off Period:**
Without prejudice to Clauses 11(i) to 11(viii) above, the Contracting Party may terminate the Contract at any time before the Course Completion Date by providing a written notice to the PEI. Upon receipt of such notice, the PEI shall within seven (7) working days, refund to the Contracting Party such amount (if any) as determined in accordance with Schedule D.

In the event that a student wishes to withdraw from the programme the Application Fee, Membership Entrance Fee and Membership Subscription Fee are not refundable. Students are liable to pay (where applicable) fees that are imposed by the Government Authorities.

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 admission and approval given by the management committee.

a. 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; and (b) SHRI Academy terminates the course prior to the course commencement 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 SSG.	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.	100%

* Application Fee paid is non-refundable and non-transferable.

**Application Fee will also be refunded subject to Administrative charge of \$60.

TABLE B: Schedule D of Student Contract

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

% of [the amount of Course Fees paid under Schedules B and Schedule C]	If Student's written notice of withdrawal is received:
75%	more than [10] working days before the Course Commencement Date
NIL	on or before, but not more than [10] working days before the Course Commencement Date
NIL	after, but not more than [10] working days after the Course Commencement Date
NIL	more than [10] working days after the Course Commencement Date

- Student who decides to withdraw within ten (10) calendar days cooling-off period [ten (10) calendar days commencing from and including the date of Student Contract] will have 100% 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.

b. Refund Conditions

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

- Refund meets the criteria specified in this policy;
- Withdrawal process is completed, if applicable, including exit formalities, if any;
- Student Contract is terminated;
- Request for refund within seven (7) working days from the specified date. This date can be withdrawal effective date for withdrawals mentioned in:

- Withdrawal due to other reasons
- 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.

c. 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.

- Student submits "Student Transfer, Deferment & Withdrawal" Form with supporting documents to the Programme In-Charge to process the refund.
- Programme In-Charge, after verifying that the refund requested is as per refund policy, submits the form to the management committee for approval within two (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.
- Management committee makes decision on the refund request within two (2) working days from the date of submission by the Programme In-charge. Any two (2) management committee members can approve the refund by signing off on the form.

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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 seven (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 one (1) working day from the date of the decision.

The FPS is cancelled by every 15th of next month from the date of the withdrawal.

d. 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, Director (Learning & Development), Head of 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 Head of Academy or QA Manager, Student can escalate it to the Director, Learning & Development.

e. 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 SSG 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 SSG. 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 Student Contract is signed.
- b. Student Contract should be signed electronically, together with the advisory note.

13. Fee Protection Scheme (FPS)

The Fee Protection Scheme (FPS) is a pre-requisite that Private Education Institutions (PEI)s have to meet in order to apply for EduTrust certification. FPS protects students' fees in the event that a PEI is unable to continue operating due to insolvency, and/or closure, as well as if a PEI is unable to pay a judgement sum due to a student.

With effect from 1 March 2024, SHRI Academy Pte Ltd has chosen FPS Group Insurance (FPS-G) under the EduTrust Certification Scheme with an SSG-Appointed FPS Insurers and will demonstrate full compliance.

Under the FPS Group Insurance (FPS-G), Contract of Insurance (COI) will be issued to the PEIs by the FPS Insurer with an annually determined Maximum Insurable Limit (MIL) to cover all course fees to be collected by the PEI during the period of indemnity.

Students will not receive any Certificate of Insurance after they have paid their fees as there will be no issuance of the Certificate of Insurance from the FPS Insurer.

(a) Definition of Fees

- (1) Fees refer to all monies that are paid to the PEI by the student to be enrolled in the PEI. The following fees are exempted from the FPS, if collected by the PEI:
 - (i) Course Application Fee
 - (ii) Prevailing Goods and Services Tax (GST)
 - (iii) Miscellaneous Fees
 - (iv) FPS Insurance Premium
 - (v) Examination fees collected less than two (2) months before examination date
- (2) Re-module fees, if collected, have to be protected.
- (3) Course Application Fee refers to the fee that the student pays the PEI for the sole purpose of processing the application form submitted so that the PEI can check if the student meets the course admission requirements. This Application Fee must not have any fee component that is used to offset course fee payment.
- (4) Miscellaneous Fees refer to non-compulsory fees potentially chargeable by the PEI on account of, or arising from, the Student's undertaking of the Course, and as described in Schedule C of Student's Contract. Such fees are normally collected by the PEI when the need arises.
- (5) EduTrust-certified PEIs are required to adopt the FPS to provide protection for fees paid by all their students. The list of SSG-appointed FPS Insurers can be found on <https://www.tpgateway.gov.sg>.
- (6) SHRI Academy Pte Ltd is allowed to collect up to twelve (12) months of course fees at any one (1) time.

(b) SHRI Academy Pte Ltd's Appointed FPS Insurance Company

SHRI Academy Pte Ltd has appointed LONPAC Insurance Bhd, one (1) of the SSG-appointed FPS Insurers as our FPS Insurance company. Students can view the FPS Certificate with validity dates on our website.

Click [\[here\]](#) to view the FPS Certificate.

(c) For More Information

For more information on Protection of Course Fees, please refer to SSG's website: [TPGateway | Protection of Course Fees](https://www.tpgateway.gov.sg/Protection-of-Course-Fees)

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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 Students and 90% - International Students (Student Pass's Holders)
- Overall Course Attendance: Minimum 75% -- Non-International Students 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 (Student's Pass Holder):
 - Who fails to attend classes for a continuous period of seven (7) days or more without a valid reason.
 - 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 will be informed:
 - 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;
 - 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.
 - If the students are absent after receiving a final warning, SHRI Academy will inform ICA and seek advice to cancel the Student's Pass.
 - For Students under Training Grants and Funding Supports, reasons such as medical leave, business trips, reservist, 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:

- It does not commence the Course on the Course Commencement Date;
- It terminates the Course before the Course Commencement Date;
- It does not complete the Course by the Course Completion Date;
- It terminates the Course before the Course Completion Date;
- 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 SSG; or
- 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 ten (10) calendar days from and including the date the Contract has been signed by both parties.

Notwithstanding anything herein contained, the Contracting Party shall be entitled to, without any liability whatsoever to the PEI, forthwith terminate the Contract at any time within the Cooling-Off Period by way of a written notice to the PEI. The PEI shall return all Course Fees and Miscellaneous Fees paid to it within seven (7) working days of the receipt of the written notice.

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\$60.

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 Course Fees and Miscellaneous Fees paid under Schedules B and C]	If the Contracting Party's written notice of withdrawal is received:
75%	more than [10] working days before the Course Commencement Date
0%	on or before, but not more than [10] working days before the Course Commencement Date
0%	after, but not more than [10] working days after the Course Commencement Date
0%	more than [10] working days after the Course Commencement Date

E. **Withdrawal Procedures**

- Student submits Transfer/ Withdrawal/ Deferment form with supporting documents to the Programme In-charge to process the refund, if any.
- Programme In-charge after verifying that refund requested is as per refund policy, submits the form to the management committee for approval within two (2) working days of submission.
- Management committee makes decision on the refund request within two (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.

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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 seven (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 one (1) working day from the date of the decision.

The FPS is cancelled by every 15th of next month from the date of withdrawal.

- V. The entire process for course transfer/ withdrawal/ deferment inclusive of communication to students should be carried out within three (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 three (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 university's 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 by every 15th of next month 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 by every 15th of next month 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.

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- 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

SHRI Academy offers Part-time and Full-time programmes. For **Part-time** programmes, 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 (only applicable for Failed Results) shall complete and submit the Appeal Form within fourteen (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\$163.50 (inclusive of GST)
- b) Deferment/ Transfer/ Appeal Fee - S\$272.50 (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 is logged and handled by SHRI Academy's Feedback Management System that ensures that the first acknowledgement of the feedback is given within three (3) working days. SHRI Academy endeavours to resolve all feedback within twenty-one (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 SSG Student Services Centre (SSC) for help. SSC officers will review the complaints and may refer you to the SSG 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
- Terms & Conditions of Student's Pass (STP)
 1. You are required to produce your STP and your valid passport to the Immigration Officer at the Checkpoint each time you leave Singapore and return.
 2. You are required to surrender any physical STP card issued to you, to the Immigration & Checkpoints Authority ("ICA"), if it is cancelled or has expired, or when a new STP is issued to you.
 3. Should you intend to leave Singapore and not return on or before the expiry of the Pass issued to you, you are required to submit a request to ICA to cancel this STP, before your departure from Singapore. Those issued with a physical STP card are also required to surrender it to ICA before or at the time of your departure. Once the STP is cancelled, it shall be invalidated with immediate effect and will no longer be valid for entry into and remaining temporarily in Singapore
 4. While in Singapore, you are required to furnish the STP for inspection to an Immigration Officer or Police Officer within reasonable time when so requested.
 5. If the STP card is lost or stolen (applicable only if you were issued a physical STP card), you are required to make a police report immediately and report to ICA within 7 days to apply for a replacement. Issuance and/or replacement fees will be payable. If you recover possession of your lost STP card after reporting such loss to ICA, you are required to surrender the recovered STP card to ICA for cancellation within 7 days from the date of recovery.
 6. You are required to notify ICA if there is any change in your passport particulars and/or change in personal particulars (including name, sex or place of residence) within 14 days of the change, and seek a replacement STP with the updated particulars. For more information on reporting a change in passport or personal particulars for STP holder, please visit ICA website at www.ica.gov.sg

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7. This STP is issued to you based on the information provided in your application SHRI Academy Programme for which you have truthfully declared to be so or for which you had consented for a proxy to submit on your behalf and are fully aware of the information so provided by your authorised proxy. You are required to notify ICA of any change in your passport particulars.
8. You shall comply with the provisions of the Immigration Act and any regulations made under the Act, or any statutory modification or re-enactment in force in Singapore during your stay.
9. You shall not engage in any activities which are inconsistent with the purpose for which the STP has been issued.
10. You shall not engage in any activities during your stay in Singapore (political, or otherwise) which may make you an undesirable or prohibited immigrant under the Immigration Act.
11. You shall not contravene any laws which are for the time being in force in Singapore.
12. You shall not smoke, administer to yourself, consume or be in any way engaged in the trafficking of any controlled drug as defined in the Misuse of Drug Act or any written law in force relating to the control of dangerous or harmful drugs.
13. You shall abide by the conditions specified in regulations 14(1A) of the Immigration Regulations, where applicable. You must not engage in any form of paid employment or in any business, profession, or occupation in Singapore during the validity of your Student's Pass unless you also have a valid work pass issued under the Employment of Foreign Manpower Act (Cap. 91A).
14. You understand that if the Controller of Immigration is satisfied that you or any of your family members breaches the Terms & Conditions mentioned above, or becomes an undesirable or prohibited immigrant, he may cancel the immigration passes issued to you and/or your family, and you and/or any member of your family may be required to leave Singapore within 24 hours of such cancellation.
15. You are required to attend classes regularly. If you fail to attend classes for a continuous period of 7 days, your Student's Pass is liable to be cancelled with effect from the 8th day. The letter of cancellation will be sent to your place of residence as registered with ICA. Remaining in Singapore unlawfully after the cancellation of your Student's Pass is an offence under Section 15 of the Immigration Act and you would be liable for prosecution.
16. You understand that your Student's Pass will be cancelled by the Controller of Immigration if you fail to remain or cease to be retained as a student in your educational institution.
 - This STP is issued to you on the condition that the Terms & Conditions mentioned above are complied with. Under regulation 40(2) of the Immigration Regulations, any person who without reasonable cause contravenes or fails to comply with any condition imposed in respect of or any direction endorsed on any pass or permit shall be guilty of an offence and shall be liable on conviction to a fine not exceeding \$1,000 or to imprisonment for a term not exceeding 6 months or to both.

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. Crisis Helpline and Suicide Prevention – 6389 2222
- c. Family Violence or Abuse – 1800 777 0000
- d. The Counselling Place - tcpapt@gmail.com
- e. CareCorner Singapore -1800 353 5800
- f. Family Life Society -6488 0278
- g. ComCare Hotline -1800 222 0000

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.

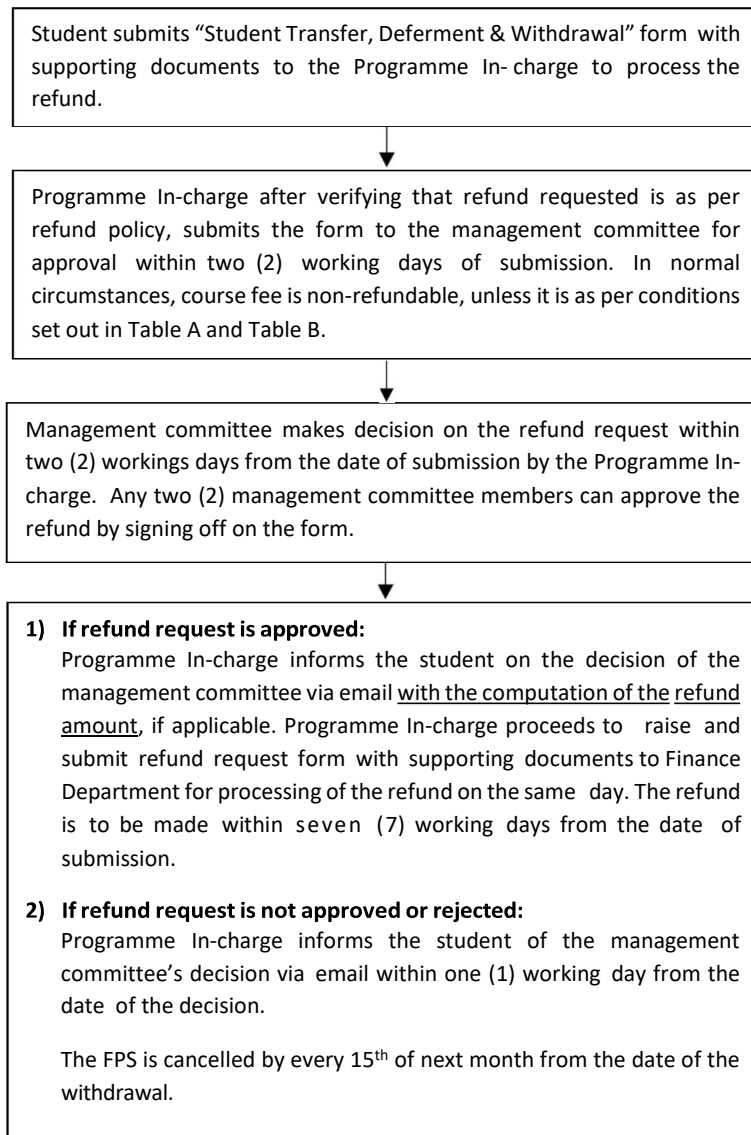
Disclaimer:

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.

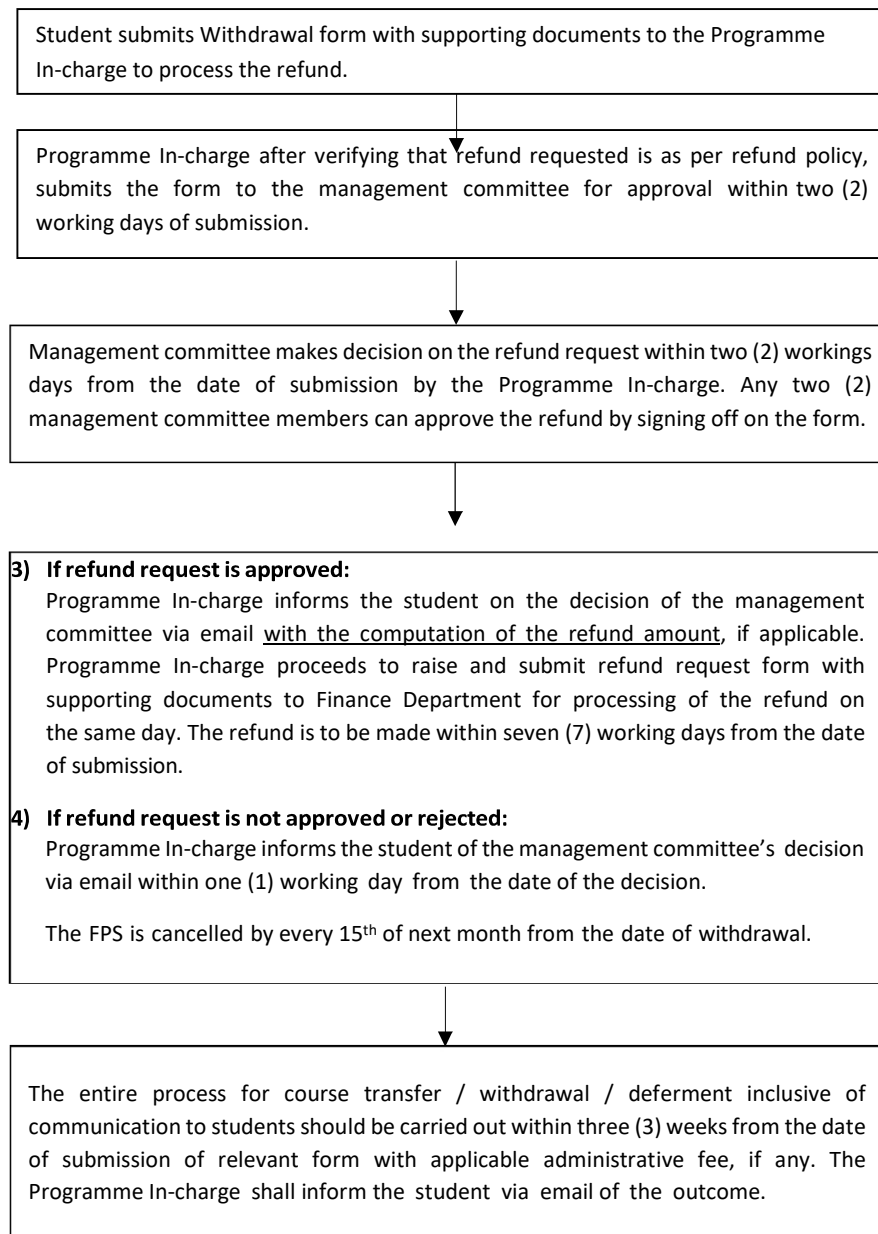
PRE-COURSE COUNSELLING INFORMATION

Refund Procedures

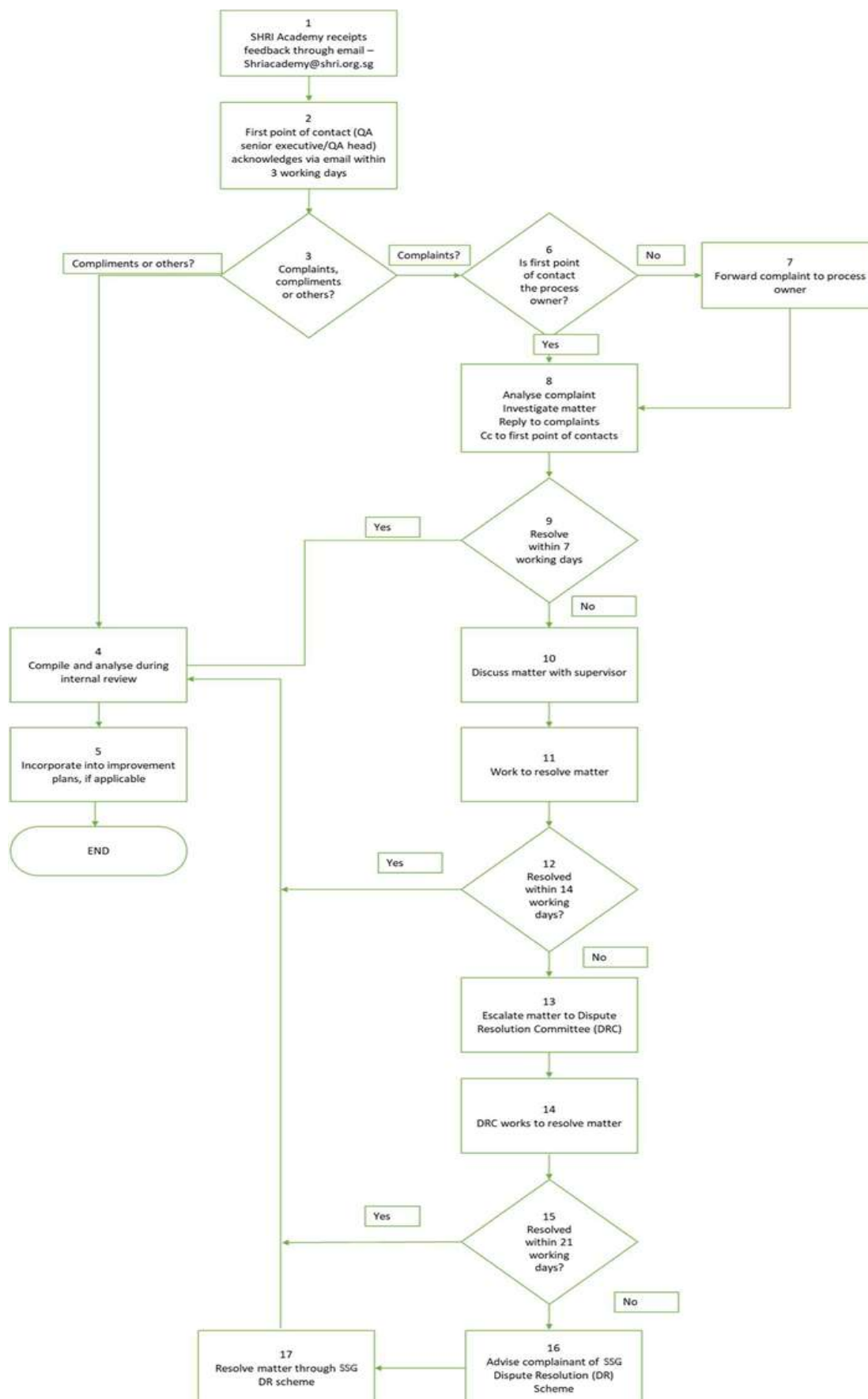
Refund policy is determined by PEI-Student Contract between SHRI Academy and the student. If as per the Contract and refund policy, the student is eligible for a refund, fees are refunded. The following is the process for refunding course fees.



Withdrawal Procedures



Student Feedback and Dispute Resolution Procedure



PRIVATE EDUCATION INSTITUTION-STUDENT CONTRACT

This contract (“**Contract**”) is made BETWEEN:

- (1) Registered Name of Private Education Institution (PEI) : _____
 Registration Number : _____
 (the “**PEI**”)
 Registered Address : _____

(To be used if the Student is 18 and above years of age).

- (2) Full Name of Contracting Party
(The name has to be as per NRIC for Singapore Citizen (SC) and Permanent Resident (PR) and as in passport for foreigners.) : _____
 NRIC/FIN/Passport Number
(NRIC number is meant to be stated where the Contracting Party is an SC/PR. FIN/Passport Number is meant to be stated where the Contracting Party is not an SC/PR. Please delete as appropriate by striking through.) : _____
 (the “**Contracting Party**”)

OR

(To be used if the Student is under 18 years of age).

- (2) Full Name of Contracting Party (Parent/Legal Guardian)
(The name has to be as per NRIC for Singapore Citizen (SC) and Permanent Resident (PR) and as in passport for foreigners.) : _____
 NRIC/FIN/Passport Number
(NRIC number is meant to be stated where the Contracting Party is an SC/PR. FIN/Passport Number is meant to be stated where the Contracting Party is not an SC/PR. Please delete as appropriate by striking through.) : _____
 (the “**Contracting Party**”) on behalf of
 Full Name of Student
(The name has to be as per NRIC for Singapore Citizen (SC) and Permanent Resident (PR) and as in passport for foreigners.) : _____
 NRIC/FIN/Passport Number
(NRIC number is meant to be stated where the Student is an SC/PR. FIN/Passport Number is meant to be stated where the Student is not an SC/PR. Please delete as appropriate by striking through.) : _____
 (the “**Student**”)

1. DEFINITIONS

1.1 In the Contract, the following words and expressions shall have the following meanings:

“Cooling-Off Period”	Shall refer to the period of ten (10) calendar days commencing from and including the date of this Contract.
“Course”	Shall refer to the course described in Schedule A.
“Course Fee”	Shall refer to the compulsory fees to be charged by the PEI on account of the Student’s undertaking of the Course and as stated in Schedule B.
“Course Commencement Date”	Shall refer to the date of commencement of the Course as scheduled by the PEI and shall be as stated in Item 4 of Schedule A.
“Course Completion Date”	Shall refer to the date of completion of the Course as scheduled by the PEI, and shall be as stated in Item 5 of Schedule A.
“Developer/Proprietor”	Shall refer to the person who developed the Course, or who is the proprietor of the Course, as stated in Item 8 of Schedule A.
“ICA”	Shall have the meaning assigned to it in Clause 3.1(e).
“Miscellaneous Fees”	Shall refer to non-compulsory fees potentially chargeable by the PEI on account of, or arising from, the Student’s undertaking of the Course, and as described in Schedule C.
“Permitted Course Duration”	Shall refer to the permitted duration of the Course starting on and from the Course Commencement Date and ending on the Course Completion Date (both dates inclusive).
“Private Education Arbitration Scheme”	Shall refer to the dispute resolution scheme under the <i>Private Education (Dispute Resolution Schemes) Regulations 2016</i> .
“Refund Event”	Shall have the meaning assigned to it in Clause 3.1.
“SSG”	Shall refer to the SkillsFuture Singapore Agency established pursuant to Section 3 of the <i>SkillsFuture Singapore Agency Act 2016</i> .
“Student Pass”	Shall be as described on www.ica.gov.sg or such other website which operates in lieu thereof.

2. COURSE INFORMATION AND FEES

- 2.1** The PEI shall provide the Course as set out in Schedule A to the Student. The PEI shall not make any change to any detail of the Course set out in Schedule A unless it has obtained the prior written consent of the Contracting Party and, where required under the *Private Education Act 2009* or the subsidiary legislation thereunder, the prior written consent of SSG.

For the avoidance of doubt, if it is stated in Schedule A that the Course includes industrial attachment, the PEI shall use reasonable endeavours to ensure that such industrial attachment is provided to the Student.

- 2.2** The PEI represents and warrants that:

- (a) The person stated in Item 8 of Schedule A is the Developer/Proprietor of the Course and that the PEI has obtained all necessary permissions, licenses and approvals for the provision of the Course to the Student.
- (b) It has obtained SSG's permission to conduct the Course and that it has not made any such changes to the Course which would require it to re-apply to SSG for permission to conduct the Course.
- (c) The PEI has verified that the Student meets the Course entry requirements set out in Item 10 of Schedule A.
- (d) The information set out in Items 1 to 5 and 7 to 17 of Schedule A is correct, complete and not inconsistent with the details submitted to the SSG to obtain its permission to provide the Course.

- 2.3** PEI undertakes that the Student will be awarded or conferred the qualification stated in Item 7 of Schedule A by the organisation named in Item 9 of Schedule A upon the Student's successful completion of the Course, and having met all the requirements of the award/qualification.

- 2.4** The parties agree that Schedule B and Schedule C set out all fees payable (potentially or otherwise) by the Contracting Party to the PEI for the Course or arising from the Student's undertaking of the Course.

- 2.5** The Contracting Party shall pay the Course Fees in the amount and by the timelines as stated in the instalment schedule in Schedule B and the Miscellaneous Fees as per the timelines stated in each invoice for the Miscellaneous Fees issued by the PEI to the Contracting Party.

The PEI considers a payment made [14] days/month after the scheduled due date(s) in Schedule B for the Course Fees and [14] days/month after the scheduled due date(s) in the invoices for the Miscellaneous Fees as late. The PEI will explain to the Student its policy for the late payment of Course Fees and Miscellaneous Fees, and any impact on the Course/module completion (if applicable).

3. TERMINATION AND REFUND POLICY (Please refer to the diagram in Schedule E)

- 3.1** The PEI will notify the Student in writing within three (3) working days after becoming aware of any of the following (each a **"Refund Event"**):

- (a) It cannot commence the provision of the Course on the Course Commencement Date;
- (b) It cannot complete the provision of the Course by the Course Completion Date;

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- (c) The Course will be terminated before the Course Completion Date;
- (d) The Student does not meet the course entry or matriculation requirements as stated in Schedule A; or
- (e) The Immigration & Checkpoints Authority of Singapore (the “ICA”) rejects the Student’s application for the Student Pass.

3.2 Where any of the Refund Events in Clause 3.1(a) to (c) above has occurred:

- (a) The PEI shall use reasonable efforts to make alternative study arrangements for the Student and shall propose such alternative study arrangements in writing to the Contracting Party, within ten (10) working days of informing the Contracting Party of the Refund Event.
- (b) If the Contracting Party accepts such alternative study arrangements, the PEI shall set forth such alternative study arrangements in a written contract and this Contract shall automatically terminate on the date that such new written contract comes into effect.
- (c) If the PEI does not propose alternative study arrangements to the Contracting Party within the time stipulated in Clause 3.2(a) above, or the Contracting Party does not accept such alternative study arrangements, the Contracting Party may forthwith terminate this Contract by way of a written notice to the PEI.

3.3 Where any of the Refund Events in Clauses 3.1(d) to (e) has occurred, the PEI shall forthwith terminate this Contract by way of a written notice to the Contracting Party.

3.4 If the Contract is terminated pursuant to Clause 3.2(b) read with Clause 3.1(a), the PEI shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.

3.5 If the Contract is terminated pursuant to Clause 3.2(b) read with either Clause 3.1(b) or Clause 3.1(c), the PEI shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.

3.6 If the Contract is terminated pursuant to Clause 3.3 or Clause 3.2(c) read with Clause 3.1(a), the PEI shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.

3.7 If the Contract is terminated pursuant to Clause 3.2(c) read with either Clause 3.1(b) or Clause 3.1(c), the PEI shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.

3.8 **Refund for Withdrawal During the Cooling-Off Period:**

Notwithstanding anything herein contained, the Contracting Party shall be entitled to, without any liability whatsoever to the PEI, forthwith terminate the Contract at any time within the Cooling-Off Period by way of a written notice to the PEI. The PEI shall return all Course Fees and Miscellaneous Fees paid to it within seven (7) working days of the receipt of the written notice.

3.9 Refund for Withdrawal Outside the Cooling-Off Period:

Without prejudice to Clauses 3.1 to 3.8 above, the Contracting Party may terminate the Contract at any time before the Course Completion Date by providing a written notice to the PEI. Upon receipt of such notice, the PEI shall within seven (7) working days, refund to the Contracting Party such amount (if any) as determined in accordance with Schedule D.

4. ADDITIONAL INFORMATION

- 4.1** This Contract shall be interpreted in accordance with the laws of Singapore. Subject to the *Private Education (Dispute Resolution Schemes) Regulations 2016*, the courts of Singapore shall have exclusive jurisdiction to settle any claim, dispute or disagreement arising out of or relating to this Contract.
- 4.2** If any provision of this Contract is adjudged to be illegal, invalid or unenforceable, in whole or in part, such provision or part of it shall, to the extent that it is illegal, invalid or unenforceable, be deemed not to form part of this Contract and shall not affect the validity, legality and enforceability of the remainder of this Contract.
- 4.3** The PEI shall treat all personal information provided by the Student or Contracting Party as strictly confidential and shall not disclose any such personal information to any third-party, unless it has obtained the prior written consent of the Contracting Party or such disclosure is required under the law.
- 4.4** This Contract contains the whole agreement between the parties in respect of its subject matter and supersedes all previous discussions, correspondences and understanding between the parties in respect of such subject matter.
- 4.5** In no event shall any delay, failure or omission on the part of either party in exercising any right, power, privilege, claim or remedy arising under or pursuant to this Contract constitute a waiver of that right, power, privilege, claim or remedy, unless expressly given in writing. No waiver of a breach of this Contract shall be deemed to be a waiver of any other or subsequent breach of this Contract.
- 4.6** If this Contract is also signed in or translated into any language other than English, the English language version shall prevail in the event of any inconsistency.
- 4.7** A person who is not a party to this Contract shall have no right under the *Contracts (Right of Third Parties) Act 2001* to enforce any of its terms.

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SCHEDULE A COURSE DETAILS

1) Course title	
2) Permitted Course Duration (in months) <i>Note: This does not include the period of the industrial attachment, if any.</i>	
3) Whether the Course is a full-time or part-time Course	
4) Course Commencement Date (DD/MM/YYYY)	
5) Course Completion Date (DD/MM/YYYY)	
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 (Name of qualification to be conferred on the Student upon the successful completion of the Course)	
8) Developer/Proprietor of the Course	
9) Organisation which awards/ confers the qualification	
10) Course entry requirement(s)	
11) Course schedule (with modules and/or subjects referred to) <i>Note: Attachment(s) may be included to show the information.</i>	
12) Scheduled holidays (public and school) and/or semester/term breaks relevant to the Course <i>Note: Attachment(s) may be included to show the information.</i>	

PRE-COURSE COUNSELLING INFORMATION

13) Examination and/or other assessment and/or assignment period(s) <i>Note: Attachment(s) may be included to show the information.</i>	
14) Expected final examination results release date (DD/MM/YYYY) <i>Note: The date shall not be more than three (3) months after the completion of the final examination, unless otherwise permitted by SSG.</i>	
15) Expected date of conferment of the qualification (DD/MM/YYYY)	
16) Does the Course include any industrial attachment?	Yes/No (delete as appropriate)
17) Duration of the industrial attachment	

SCHEDULE B
COURSE FEES

Fees Breakdown	Total Payable (with GST, if any) (S\$)
<i>Note: Show full breakdown of total payable course fees.</i>	
Total Course Fees Payable	

INSTALMENT SCHEDULE

Instalment¹ Schedule	Amount (with GST, if any) (S\$)	Date Due²
1st instalment		
2nd instalment		
Etc.		
Total Course Fees Payable:		

- Each instalment amount shall not exceed the following:
 - 12 months' worth of Course Fees for EduTrust certified PEIs*; or
 - ~~6 months' worth of Course Fees for non-EduTrust-certified PEIs with Industry-Wide Course Fee Insurance Scheme (IWC)*; or~~
 - ~~2 months' worth of Course Fees for non-EduTrust-certified PEIs without IWC*.~~

** Delete as appropriate by striking through.*
- Each instalment after the first shall be collected within one week before the next payment scheduled.

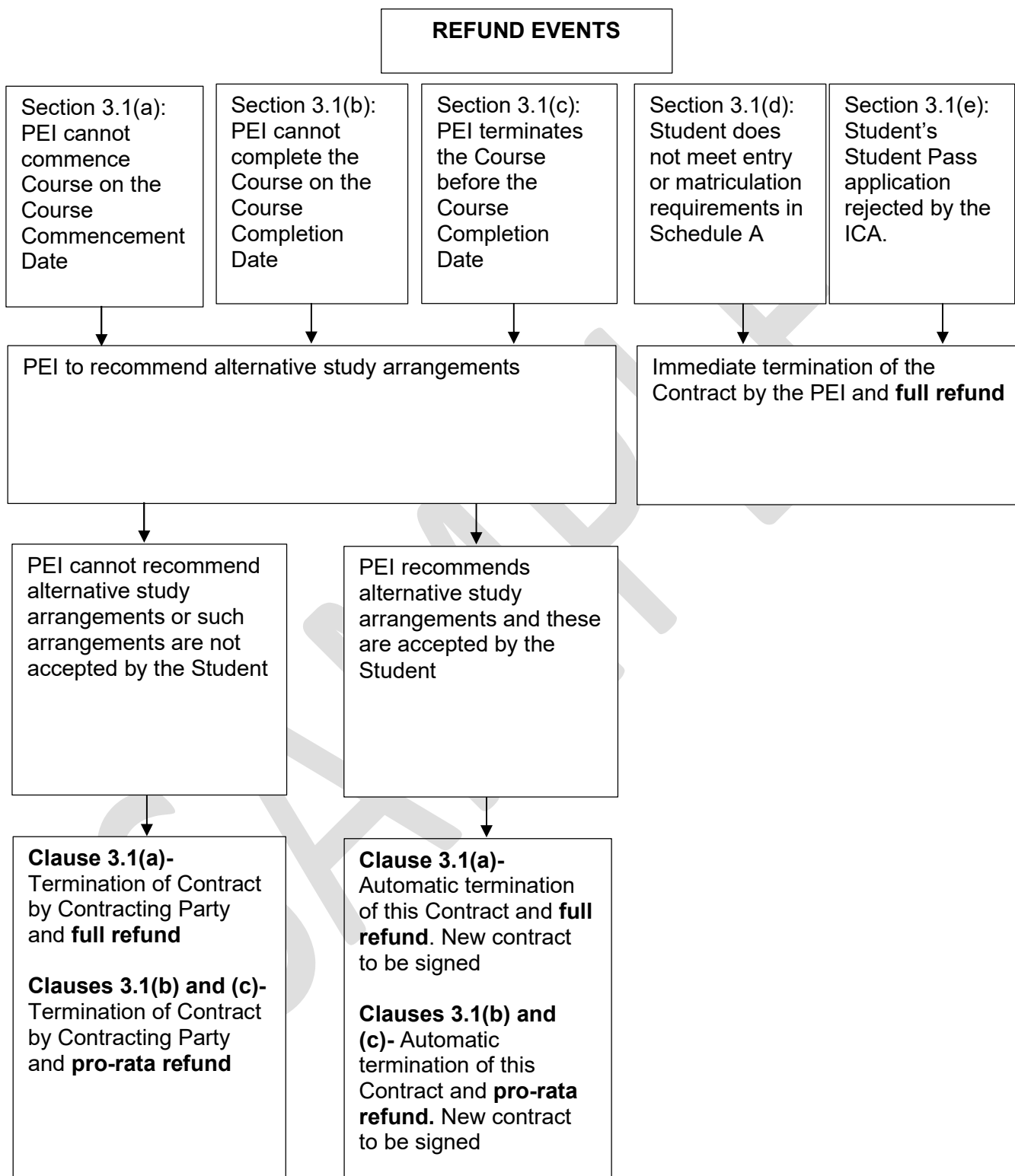
SCHEDULE C
MISCELLANEOUS FEES

Type and Purpose of Fees	Amount (with GST, if any) (S\$)
<i>Examples include late payment fees, replacement of student ID, re-taking examinations</i>	

**SCHEDULE D
REFUND POLICY**

% of [the amount of Course Fees and Miscellaneous Fees paid under Schedules B and C]	If the Contracting Party's written notice of withdrawal is received:
75%	more than [10] working days before the Course Commencement Date
0%	on or before, but not more than [10] working days before the Course Commencement Date
0%	after, but not more than [10] working days after the Course Commencement Date
0%	more than [10] working days after the Course Commencement Date

**SCHEDULE E
SECTION 3**



PRE-COURSE COUNSELLING INFORMATION

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

SIGNED by the PEI

Authorised Signatory of the PEI

Name:

Date:

SIGNED by the Contracting Party

Name of Contracting Party:

Date: