

FORM 12
PRIVATE EDUCATION ACT
(No. 21 of 2009)

PRIVATE EDUCATION REGULATIONS

ADVISORY NOTE TO STUDENTS

This note is for a prospective student.

You are strongly encouraged to thoroughly research on the private education institution (PEI) conducting the course before signing up for any course. You should consider, for example, the reputation of the PEI, the teacher-student ratio of its classes, the qualifications of the teaching staff, and the course materials provided by the PEI.

By signing and returning the Student Contract (the "Contract"), you agree to the terms and conditions which will bind you and the PEI, if you accept the PEI's offer of a place in a course of study offered or provided by the PEI.

You should ask the PEI to allow you to read a copy of the Contract (with all blanks filled in and options selected) in both English and the official language of your home country, if necessary. For your own protection, you should review all the PEI's policies and check carefully that you agree to all the terms of the Contract, including the details relating to each of the following sections, before signing the Contract.

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

If you have any doubts about the contents of the Contract, or if the terms are different from what the agent or PEI have informed you previously, or advertised, you should always seek advice and/or clarification before signing the Contract.

This portion is to be completed by the signatory of the Student Contract, i.e. either the student, or if the student is below the age of 18, the parent or guardian.

I, _____, NRIC/Passport No. _____
(name of Parent) (NRIC No.)

have read and understood this advisory note before signing the Student Contract for my ward

_____, NRIC/Passport No. _____
(name of student) (Birth Cert No.)

with **BRITISH COUNCIL (SINGAPORE) LIMITED.**

(signature of parent)

Date: _____

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 : British Council (Singapore) Limited
Registration Number : 201202363R / EDU-2-2018
- (2) Full Name of Student : _____
*(as in NRIC for Singapore Citizen (SC) and Permanent Resident (PR) / as in passport for international student)**
NRIC Number (for SC/PR)* : _____
Student's Pass Number (if available)/
Passport Number (for international student)* : _____
- (3) Full Name of Parent/Guardian* : _____
(if Student is under eighteen (18) years of age)
NRIC/Passport No. : _____

** Delete as appropriate, by striking through*

Where 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 Council 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
- 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 those stated in Clause 2.1, 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.

2.3 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 (as 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 or not.

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 remains.
- 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																
9) Organisation which awards/ confers the qualification																
10) Course entry requirements																
11) Course schedule with modules and/or subjects	<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th>Start date</th> <th>End date</th> </tr> </thead> <tbody> <tr> <td>Term 1</td> <td></td> <td></td> </tr> <tr> <td>Term 2</td> <td></td> <td></td> </tr> <tr> <td>Term 3</td> <td></td> <td></td> </tr> <tr> <td>Term 4</td> <td></td> <td></td> </tr> </tbody> </table>		Start date	End date	Term 1			Term 2			Term 3			Term 4		
	Start date	End date														
Term 1																
Term 2																
Term 3																
Term 4																
12) Scheduled holidays (public and school) and/or semester/term break for course.	<p>School holidays (Full-time Preschool):</p> <p>and all public holidays in Singapore.</p>															
13) Examination and/or other assessment period																
14) Expected examination results release date	Course Completion Date															
15) Expected award conferment date	Course Completion Date															

SCHEDULE B COURSE FEES

Fees Breakdown <i>[shows the full breakdown of total payable course fees]</i>	Total Payable (S\$)	
	Before GST	After GST
Registration Fee [†]		
Course Fee		
Student's Pass Application Fee (if applicable) [†]		
Medical Insurance (if applicable) [†]		
GST (7%)		
Discount (if applicable)		
FPS Insurance Fee [†]		
Total Course Fees Payable:		
No. of Instalments		

INSTALMENT SCHEDULE

Instalment ¹ Schedule	Amount (with GST, if any) (S\$)	Date Due ²
1st instalment [#]		
2nd instalment		
3rd instalment		
4th instalment		
Total Course Fees Payable:	\$0.00	

- 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.
- Each instalment after the first shall be collected within one week before the next payment scheduled.
 - [†] Payable on the day of registration

SCHEDULE C MISCELLANEOUS FEES³

Purpose of Fee	Amount (with GST, if any) (S\$)
<i>[Examples include late payment fees, replacement of student ID, re-taking examinations]</i>	
Uniform - Polo T-shirt	\$10 / pc
Skort (Girl's) / Shorts (Boy's)	\$15 / pc

- 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

	Conditions	Refund Amount
WITHDRAWAL DUE TO NON- DELIVERY OF COURSE	On the condition the British Council (Singapore) Limited:	100% Refund of Course & Miscellaneous Fees
	<ol style="list-style-type: none"> 1 does not commence the Course on the Course Commencement Date; 2 terminates the Course before the Course Commencement Date; 3 does not complete the Course by the Course Completion Date; 4 terminates the Course before the Course Completion Date; 5 has not ensured that the student meets the course entry or matriculation requirements as set by British Council (Singapore) Limited or the Student's Pass is rejected by ICA. 	
COOLING-OFF PERIOD/ BEFORE COURSE COMMENCEMEN T DATE	Conditions	Refund Amount
	<ol style="list-style-type: none"> 1 Request is made within seven (7) working days from the date of signing the student contract 2 Request is made more than or 60 days before the Course Commencement Date 	100% Refund of Course & Miscellaneous Fees
	<ol style="list-style-type: none"> 3 Request is made less than 60 days before the Course Commencement Date 	75% Refund*
AFTER COURSE COMMENCEMEN T DATE	Conditions	Refund Amount
	<p>Request is made with supporting documentation for the following reasons:</p> <ol style="list-style-type: none"> a) Permanent move to another country b) Extended overseas work commitment c) Extended medical leave d) Severe illness or death of a close family member e) Compulsory activity in the student's primary place of study (e.g. an MOE school) 	75% Refund of Unconsumed Fees*
	<p>Request is made without supporting documentation or supporting documents are not submitted within seven (7) working days from the date of request</p> <p>or</p> <p>Request is made for one of the following course types:</p> <ul style="list-style-type: none"> ● Certificate in Teaching English to Speakers of Other Language (CELTA) ● Young Learner Extension to CELTA ● One-to-One contracts ● PDC courses and workshops ● TDC courses and workshops ● myClass 	0% Refund

*FPS and Student's Pass Processing Fees are non-refundable.

The refund approval process will take no more than seven (7) working days (Monday to Friday), provided we have received all required documentation and information. Once approved, the refund will be made by direct bank transfer or cheque. The cheque should be banked within six (6) months of the issuance date. We do not issue replacement cheques.

By completing your registration, you acknowledge that you have read and accept the following policies that will apply during your studies with British Council (Singapore) Limited.

- Withdrawal and Refund Policy
- Privacy Policy
- Data Protection Policy
- Child Protection Policy
- Fair Collection Notice
- Voluntary Medical / Learning Needs Disclosure

The above can be found on our website and in our Customer Charter. Please request a copy of the Charter if you have not been given one.

I confirm that I have received a copy of the Customer Charter and understand the policies stated within.

Voluntary Medical / Learning Needs Disclosure

The British Council is an inclusive organisation that welcomes students with learning difficulties or medical conditions. To help us choose teaching methods that will better suit you or the student, you may wish to provide us information on any medical conditions or learning needs that you or the student might have. The information provided will be kept confidential and will only be shared with staff who will be working directly with you or the student.

No, I do not wish to disclose / Not applicable.

Yes, I would like to inform British Council (Singapore) of my or the student's medical condition or learning needs.

Our staff will provide a declaration form to complete. This form will then be given to the relevant academic staff working directly with you.

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)

N.A.

Name of Student:

Name of Student:

Date: N.A.

Name of Parent or Legal Guardian:

Date: