



Adult Learners (Part-time)

# CUSTOMER CHARTER

# VISION AND MISSION

Our vision is that the future for the UK depends on people of all cultures living and working together on foundations of education, mutual understanding, respect and trust.

Our mission is to create international opportunities for the people of the UK and other countries and build trust between them worldwide.

By creating more opportunity and trust, we develop stronger long-term relationships for the UK and share and enrich its assets in English, the arts, education and society.

In Singapore, the work of the British Council includes teaching English to adults and young learners aged from nursery to primary and secondary; teacher and corporate training, as well as a full-time pre-school.

Our work also includes IELTS and other Exams; providing the latest information about studying in the UK and on UK qualifications in Singapore; promoting British education and training; and demonstrating the innovation, creativity and excellence of British arts, literature and design.

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# REGISTRATION AND PAYMENT

Upon signing a contract all customers agree to all of the Terms and Conditions outlined in British Council (Singapore) Limited's Customer Charter.

## STUDENT CONTRACTS

All students are required to sign a student contract. You can find sample copies of our contracts on our website.

## PAYMENT

We accept payment in cash or by cheque, NETS, inter-bank transfer, VISA, MasterCard or by interest-free instalments with POSB/DBS, UOB and Citibank credit cards.

Credit card instalments are valid for course fees of \$500 and above.

Payment should be completed before course commencement or late fees will be applied. British Council (Singapore) Limited considers a late payment fee to be a fee paid 14 days after course commencement and a fee of \$100 will be applied to any late payment. An additional \$10 bank charge will be levied for bounced cheques.

Where guardians make payment on behalf of a student, the guardians are required to register or re-register, sign the student contract, and make payment in person for each student attending a class.

## DISCOUNTS

You may be eligible for a course discount. Speak to our Customer Service staff for details regarding our current discounts. Discounts may change at our discretion. Some discounts are time bound and will only be honoured during special promotional periods.

# BEHAVIOUR

## **POSITIVE BEHAVIOUR**

British Council (Singapore) Limited operates the following positive behaviour policy:

- Be Respectful
- Be Responsible
- Be Safe

We believe these are core values which should be upheld by all students, staff and parents/ carers. In cases where our policy is not upheld there are mechanisms such as behavioural contracts which may be employed to promote positive behaviour. In extreme cases British Council (Singapore) Limited reserves the right to remove individuals from the premises/ courses.

British Council (Singapore) Limited is not responsible for the actions of students/parents on the premises but will take action to ensure that a positive learning environment is upheld for the benefit of all learners.

## **RACIAL DISCRIMINATION POLICY AND BULLYING**

Issues of racial discrimination, bullying, cyber-bullying or other issues deemed inappropriate will be dealt with by the management and their decision is final. In extreme cases British Council (Singapore) Limited reserves the right to remove individuals from the premises/ courses.

# COMMUNICATION

## CONTACT DETAILS

- It is important that we have your current contact details, including mobile phone number and email address, in our student database.
- If any of your contact details change, please inform our Customer Service staff.
- Should we need to contact you urgently we will do so by phone, email or SMS.
- By signing the contract you automatically agree to British Council (Singapore) Limited contacting you through these methods.

## DNC PROVISIONS

The DNC Provisions, which became effective on 2 January 2014, introduce certain changes to the way in which we may send you promotional and marketing messages and call you via your Singapore telephone number(s). Marketing messages are those sent to individuals with the intention of advertising, promoting or offering to provide goods or services. These changes will not affect sending other types of messages via your Singapore telephone number(s), such as informational and service related messages, messages that are for business to business marketing, market survey or research or which promote charitable or religious causes, and personal messages sent by individuals.

## CONTACTING YOU

British Council (Singapore) Limited aims to comply with the requirements of the Personal Data Protection Act and respects your choices.

If you have registered your telephone number with the Do Not Call (DNC) Registry, we will not send you promotional and marketing messages. However, if you have previously given consent allowing us to send you such messages via your telephone number, we will continue to do so until you withdraw your consent.

If you currently have an existing, ongoing relationship with us, we may continue to send you promotional or marketing messages via SMS or email about products and services which are related to that ongoing relationship ('exempt messages') even though you are registered with the DNC Registry. Please let us know if you wish to opt out of receiving these 'exempt messages' as well.

British Council will use the information that you are providing for the administration of your English course in Singapore. The legal basis for processing your information is in agreement with our terms and conditions.

We would like to use the information you provide to send details of activities, services and events (including social events) which we think are of interest and also for sending surveys, questionnaires and for seeking your feedback. If you do not wish us to contact you regarding these services please contact **+65 6473 1111** or speak to a member of Customer Services.

British Council complies with data protection law in the UK and laws in other countries that meet internationally accepted standards. You have the right to ask for a copy of the information we hold on you, and the right to ask us to correct any inaccuracies in that information. If you have concerns about how we have used your personal information, you also have the right to complain to a privacy regulator.

For detailed information, please refer to the privacy section of our website, [www.britishcouncil.org/privacy](http://www.britishcouncil.org/privacy) or contact your local British Council office. We will keep your information in line with our retention policies from the time of collection.

## DATA POLICIES

### YOUR PERSONAL DATA

We will safeguard the privacy of your personal data, whether you interact with us personally, by telephone, mail, over the Internet or via other electronic media. We hold personal data in secure computer storage facilities as well as paper based files and other records, and take steps to protect the personal data we hold from misuse, loss, unauthorised access, modification or disclosure. Where we hold personal data or have particulars or information which may identify individuals, we will destroy that information when no longer required. Under the terms of the United Kingdom's Data Protection Act 1998, British Council (Singapore) Limited is required by law to manage any personal data given to us securely and only for the purposes we have specified.

These are to:

- maintain integral academic and educational records on our students
- keep accurate financial records
- cater for any special needs our students may have
- protect the safety and well-being of the individual
- provide academic records to students' sponsors, where applicable
- contact students to make them aware of our services or events
- register students as members of the British Council (Singapore) Limited community
- inform our students about UK events and activities in Singapore
- comply with any legal or regulatory requirements

A full copy of our data protection policy is available on request.

# FEEDBACK

## YOUR FEEDBACK

We always welcome your feedback. If you would like to make a suggestion or compliment us on one of our products/services, please send your feedback to us using the online enquiry form on our website: [www.britishcouncil.sg/about/contact/message](http://www.britishcouncil.sg/about/contact/message)

We also ask for formal feedback from students through our regular feedback surveys, customer satisfaction surveys and focus groups.

If you have a concern about a specific aspect of our service, normally the first person to talk to is your teacher or one of our Customer Service staff. In some exceptional circumstances you may need to speak to a Senior Teacher. If so, please let one of our Customer Service staff know or write to us. Some problems are very quick to resolve while others take a little longer, but we will reach a final decision **within 21 working days**.

British Council (Singapore) Limited also follows a **global complaints policy**. The policy is a three tiered system, as follows:

	Level 1	Level 2	Level 3 (Final stage)
Handled and Resolved by	Academic Managers and Customer Service Managers	Head, Adult Learners and Country Director	Global Complaints Manager
Standards	To acknowledge within 3 working days or immediately for verbal complaints received  To resolve within 10 working days	Within 21 working days	Within 30 working days

You can also refer to the Committee for Private Education (CPE) if you feel you need additional help with mediation: <https://www.cpe.gov.sg/student-services/dispute-resolution>

# WITHDRAWAL AND REFUNDS

## PART-TIME COURSES

- For withdrawal and refund requests, please collect the appropriate form from Customer Services.
- All requests for refunds for Part-time courses must be submitted in writing, together with the required documentation, where applicable. This includes a copy of the student's latest bank statement header (not more than 3 months old) showing the name of the bank, bank account name, account number and bank/branch codes. Refunds cannot be processed without this information.

Students may request to withdraw from the course with supporting documents and will be subject to British Council (Singapore) Limited's Withdrawal/Refund Policy.

Please note that fees paid for course books are non-refundable.

The refund approval process will take no more than seven 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 within seven working days. The cheque should be banked within six months of the issuance date.

We do not issue replacement cheques.

In some instances British Council (Singapore) Limited may remove a student from courses for academic reasons or due to Special Educational Needs (SEN) which might warrant further support or intervention from specialists. In these instances 100% of unconsumed fees will be returned to the customer.

# WITHDRAWAL AND REFUNDS

Course fee refunds will be considered in the following circumstances:

	CONDITIONS	REFUND AMOUNT
<b>WITHDRAWAL DUE TO NON-DELIVERY OF COURSE</b>	<p>On the condition that British Council (Singapore) Limited:</p> <ol style="list-style-type: none"> <li>Does not commence the course on the course commencement date</li> <li>Terminates the course before the course commencement date</li> <li>Does not complete the course before the course completion date</li> <li>Terminates the course before the course completion date</li> </ol> <p>British Council (Singapore) Limited will give all customers a minimum of 3 days' notice if a course is cancelled.</p>	<b>100% Refund of Course Fees</b>
	Request is made more than 60 days before the start of course	
<b>BEFORE COURSE COMMENCEMENT DATE</b>	Request is made less than 60 days before the start of course	<b>75% Refund of Unconsumed Course Fees</b>
	Request is made with supporting documentation for the following reasons: <ol style="list-style-type: none"> <li>Permanent move to another country</li> <li>Extended overseas work commitment</li> <li>Extended medical leave</li> <li>Severe illness or death of a close family member</li> </ol>	
<b>AFTER COURSE COMMENCEMENT DATE</b>	Request is made without supporting documentation or supporting documents are not submitted within 7 working days from the date of request.	<b>0% Refund</b>

# TRANSFERS AND DEFERRALS

- Only one deferral or transfer is permitted during the course. This is subject to approval by British Council (Singapore) Limited.
- Students with school or work activities that clash with their British Council (Singapore) Limited course can transfer to a parallel course in the same term in agreement with a Senior Teacher, provided there are places available. If there is no available place in a suitable course, they may transfer credit to the following term. Additional charges may apply for more expensive courses. No refund is given for a transfer to a less expensive course.
- For all other transfer or deferral requests, please collect the appropriate form from Customer Services. We will assess and respond to all cases of transfer/deferral within 14 working days.
- Students are advised to continue attending their class until they receive a response from management.
- Students may ask to credit the value of the remaining fees to the following term (considered a deferral) in preference to any refund outlined in the Withdrawal and Refund Policy, subject to approval by British Council management.
- All credits will be valid for 6 months from the date of approval. Expired credits will be forfeited.

# PUBLIC HOLIDAYS AND MISSED CLASSES

Lessons missed because they fall on public holidays are not made up. If a student loses 10% or more of a course due to public holidays, the course fee will be pro-rated. Details can be found on course schedules.

No refunds or make up classes are given for absences from the class by the student.

This includes:

- a. Absences with medical certificates
- b. Absence due to school activities
- c. Long term illness
  - Students may request to withdraw from the course with supporting documents and will be subjected to British Council (Singapore) Limited's Withdrawal/Refund Policy (as above).
  - We do not open on official public holidays. A list of our closure dates for the year is available on the website and upon request from customer service.
  - We will contact you by sms in emergencies to inform you of school closure. Please ensure your mobile phone data is up-to-date on our system.
  - Students will be issued an attendance certificate only if they have attended at least 75% of their course.

# CLASS INFORMATION

## OUR CLASS CAPACITY

Course	Maximum	Average
Adult Classes (Part-time)	1:18	1:14

In exceptional circumstances British Council (Singapore) Limited reserves the right to increase class capacity.

## OUR STAFF

We are an equal opportunity employer. Our teachers are recruited on the basis of their ability, English language proficiency, teaching qualifications and experience.

We reserve the right to assign any teacher to any class.

We will ensure that our staff have the right to work in a safe, non-discriminatory environment free from verbal or physical abuse.

## OUR RESOURCES

Tablets, computers and other British Council (Singapore) Limited technology will be used for educational purposes in class. Please note that social media, gaming and other inappropriate uses of IT are deemed unacceptable.

# OTHER POLICIES

## **INCLUSION AND DIVERSITY POLICY**

British Council (Singapore) Limited is an inclusive organisation that attempts to offer classes to students of all backgrounds.

If you have particular learning or medical requirements, we will do our best to accommodate you. To best assess if we can meet and support your needs, you may wish to provide us with this information. This will only be shared with staff who will be working directly with you. Please ask Customer Service staff for a disclosure form and more information.

We do also acknowledge that at times it is impossible to effectively support some students with specific needs in their studies. In these instances, we are unable to offer classes. Alternatively, we will arrange a trial period for any student we feel has the potential to study with us and monitor participation accordingly. The outcome is at the discretion of the centre manager.

## **CHILD PROTECTION POLICY**

British Council (Singapore) Limited takes child protection seriously and we aim to provide a safe environment for children to study in. A child is defined by the United Nations Charter on the Rights of the Child as anyone below 18 years old. We have a number of policies available upon request.

Please note that students should not leave children between under 14 years of age unsupervised on British Council (Singapore) Limited's premises at any time.

## **MOBILE PHONE, AUDIO RECORDING, PHOTOGRAPHY AND VIDEOGRAPHY POLICY**

British Council (Singapore) Limited operates the following policies:

- Audio recordings, videography or photography of classes is prohibited
- Mobile phones may only be used in class for educational reasons and with the consent of the teacher

For Child Protection and Privacy Protection purposes, students are expressly requested not to take photographs/publish photographs to social media without consent from the centre manager. Please request a consent form from staff.

## **OTHER**

British Council (Singapore) Limited reserves the right to change the terms and conditions of this charter, as it deems necessary, without advance notification.

# OUR CENTRES

+65 6473 1111  
www.britishcouncil.sg



Cert. No.: EDU-2-2018  
Validity: 21/05/2015 – 20/05/2019  
British Council (Singapore)  
ERF Reg. No.: 2012022638  
ERF Validity: 17/03/2015 – 16/03/2019

**Napier Road Centre**  
30 Napier Road  
Singapore 258509

Young learners courses  
Adult learners courses  
(Full-time and Part-time)  
Teacher development workshops  
Private group/One-to-one courses  
Off-site courses

**Marsiling Centre**  
1 Woodlands Street 31  
#04-01 Fuchun Community Club  
Singapore 738581

Young learners courses  
Adult learners courses (Part-time)

**Tampines Centre**  
11 Tampines Concourse  
#01-02/03/04  
Singapore 528729

British Council Pre-school  
Young learners courses

**Toa Payoh Centre**  
480 Lorong 6 Toa Payoh  
#09-01 HDB Hub, East Wing  
Singapore 310480

Young learners courses  
Adult learners courses (Part-time)  
Professional development courses  
Teacher development courses

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