



# British Council Pre-school Customer Charter

**Best of Both Worlds**

English and Mandarin • Academic and Enjoyable • International and Local

# Ethos

To provide all members of the school community with a safe and respectful environment, which is paramount to promoting successful learning.

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# A Message From The Principal

Welcome to British Council Pre-school, where we provide the best possible start to a child's learning journey. We recognise every child as a unique individual, but as children, they share one common trait: they are born ready, able and eager to learn. With this in mind, we strive to provide a stimulating environment where your child can learn through play and exploration. We provide a broad curriculum, incorporating the best practices of pre-schools in Singapore and the United Kingdom, aimed at developing the whole child, academically and socially, in a bilingual environment. Clearly, this would not be possible without the basic provision of a nurturing environment where your child will feel safe and secure.

I am excited to be part of this dynamic organisation that offers quality learning in a nurturing environment. We look forward to you and your child joining our British Council community.



## Our Vision

We believe every child is unique and is constantly learning. Using the best pre-school practices from both the United Kingdom and Singapore, we provide holistic, hands-on and concrete learning, with a strong emphasis on language and literacy.

## Our Mission

We will help every child fulfil his or her true potential.

We will provide a happy, secure and healthy learning environment.

We will work together with parents to nurture the leaders of tomorrow.

## The Values We Impart

The Golden Rules

- Listen
- Try your best
- Be kind
- Be gentle
- Look after things
- Be honest

# Our Curriculum

- **Language and Literacy**
- **Social and Emotional Development**
- **Discovery of the World**
- **Motor Skills Development**
- **Aesthetic and Creative Expression**
- **Numeracy**

The British Council Pre-school Curriculum encompasses the areas stipulated in both the Singapore Kindergarten Curriculum Framework (KCF) and the United Kingdom's Early Years Foundation Years (EYFS).

## Details

### Language and Literacy

The British Council has a track record of excellence in English language teaching. As soon as your child joins the British Council Pre-school, he or she will be immersed in a language-rich environment.

Our teachers will introduce the multi-sensory Jolly Phonics Programme in stages, complete with hands-on activities and fun games, supported with worksheets when necessary. Children will be taught phonic sounds and the technique of blending sounds. By the end of Kindergarten 2, they should be able to formulate sentences and write simple stories.

## Speech and Drama

Besides being a fun activity, these classes help children develop strong communication skills, which will serve them well in the future.

## Art

Exposure to Art is a key element in fostering students' creative development. Under our Curriculum, children will explore colour, texture, shape, form and space in two and three dimensions. They will paint, design, draw, make patterns, create collages and explore the work of established artists.

## Motor Skills Development

We provide opportunities for children to be active and interactive, and to develop their coordination, control and movement through purposeful play. Carefully planned lessons will hone these skills at different stages.

## Music and Movement

Children enjoy and learn to appreciate a wide range of music, sound and dance. Music and movement are also an enjoyable way to promote gross motor coordination.

## Numeracy

Mathematical concepts such as patterning, shapes, size, weight, position, distance, time and money will be introduced through hands-on and concrete learning experiences. The curriculum also develops a strong foundation in addition, subtraction, multiplication, division and fractions.

## Discovery of the World

Children engage their senses to find out how things work. Through conducting investigations and manipulating objects, they develop an understanding of the world around them. This provides the foundation for learning science, history and geography.

## Social and Emotional Development

Our “Golden Rules” will be reinforced throughout the various classes. Children with a positive sense of themselves in relation to their peers, family and community will respond effectively to challenges they face.

## Primary School Induction Programme

A special primary school induction programme will be introduced in Terms 3 and 4 for children in Kindergarten 2. They will experience new teaching styles and be given opportunities to hone their problem-solving skills.

## Mandarin

We provide carefully planned activities using stories, songs, games and role-play to develop the children’s communication skills, and prepare them for primary school.

# Your Child's Day

## Arrival and Planning Time/Circle Time

This promotes independence and allows children to discuss and plan their day.

## Directed Activities

These are teacher-directed activities, including phonics, reading and writing, numeracy, Chinese, science, history, geography, storytelling, speech and drama.

## Small-group Activities

Children have free choice of activities; for example, dramatic play, craft work or table work.

## Snack Time

The break reinforces self-help and social skills. Children are taught dining etiquette. They also learn about hygiene as they wash their hands before and after eating.

## Large-group Activities

These activities promote group play and cooperation amongst children.

## Indoor Movement

This part of the day is dedicated to time at the indoor playground, or activities such as music and movement.

## Tidy-up Time

Teachers reinforce the need to be responsible for maintaining our environment. At the end of each activity, children are taught to tidy up the classroom. It is also a good opportunity for them to learn to sort and categorise objects, as well as cooperate with each other.

## Recall Time

This is the time of the day for children to share with their classmates and teachers what they have done that day. It gives them an opportunity to practise speaking in front of a group.

# A Comfortable Learning Environment

## Classrooms

Our classrooms are air-conditioned and feature custom-designed furniture for young learners. They are also equipped with the latest learning technologies, including Interactive White Boards and Digital Visualisers.

## Class Size

At British Council Pre-school, we acknowledge that every child is unique. In order to provide your child the best possible care and attention, we maintain small class ratios in all our classes:

Level	Teacher/Student Ratio
Nursery 2	1:7
Kindergarten 1	1:8
Kindergarten 2	1:8

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

# Communication With Parents

## What We Provide To Parents

Effective communication between staff and parents is of vital importance. We are only a phone call away. If you are not able to reach a teacher during class hours, please leave a request in the communication book or leave a message with the office. The respective teacher will get back to you as soon as possible.

## Our Regular Feedback System Includes:

- Communication book: A booklet in which parents and teachers may jot down remarks. This booklet should be brought to school every day. Nothing is too unimportant. Feel free to jot down your thoughts if you'd like to let us know how you feel about something.
- Student Portal: Class teachers provide weekly updates of your child's activities in school via the Student Portal.
- Parent-teacher chat: Class teachers and parents meet twice a year to discuss child's progress.
- ePortfolio: This student progress report is prepared once every six months in Terms 2 and 4. This is also available on the Student Portal.

# Preparing Your Child For Separation

## Do

- Explain to your child where you will be and what you will be doing during school hours.
- Explain how long the kindergarten day is, with reference to the flow of activities (not time).
- Teach your child toileting. Please note it is essential that children are toilet trained prior to admission.
- Trust the teachers. They are professionals and they know how to help your child settle down.
- Be supportive and answer whatever questions your child might have. Celebrate your child's growing independence!

## Don't

- Don't be overly anxious. Your anxiety is contagious and will affect your child.
- Don't let your child feel that there is a choice about going to school.
- Don't indulge in too much discussion, especially just before Day One. That may make your child unnecessarily anxious. Treat going to kindergarten as a part of growing up and explain that everybody goes through that.
- Don't linger when dropping off your child, or when putting him or her on the school bus. Say a brief "goodbye".
- Don't project the school or teachers as "punishment houses" or "disciplinarians". The school is a happy place for socialising and learning, and teachers are here to make that social and learning journey enjoyable for your child!

# Things To Bring

Please prepare the following:

- a child-friendly bag large enough to fit an A4 size story book
- a child-friendly spill-proof water bottle
- an extra set of clothes and a small towel for emergencies
- wet wipes
- daily healthy snacks. Please observe a NUT-FREE policy.

Above all, the bag containing these items should not be too heavy. The child must be able to manage it on his or her own to celebrate independence.

## Labelling

It is essential that you label your child's personal belongings, including his or her bag, shoes and water bottle. Proper labelling will help us return misplaced items promptly to their respective owners.

## Lost and Found

All misplaced items without proper labelling will be placed in our "Lost & Found" box and kept until the end of term. Items that are not claimed by then will be discarded or donated to charitable organisations.

# When Your Child Has Settled

We encourage you to participate in school events. Be involved in your child's classroom projects and keep in contact with his or her class teachers.

## Registration

Available Classes	
<b>Nursery 2</b>	The year your child turns 4
<b>Kindergarten 1</b>	The year your child turns 5
<b>Kindergarten 2</b>	The year your child turns 6

## Admissions Procedure

1. Visit the British Council for registration.
2. Submit the following at the counter:
  - Registration form and necessary documents
  - Bus form (where applicable)
3. Pay the registration, insurance, uniform and school fee.
4. Upon signing a contract all customers agree to all of the Terms and Conditions outlined in the British Council (Singapore) Limited's Customer Charter.

## 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.

## Payment

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

Child Development Account (CDA) can be used for your child and/or their siblings. In order to utilise these funds, you must provide documentation to verify the relationship between the child using the CDA funds and his/her sibling (if the child is using his/her sibling's CDA funds). We only accept the NETS-CDA card for payment utilising the CDA account.

Payment should be completed before due date or late fees will be applied. British Council (Singapore) Limited considers a late payment fee to be a fee paid 14 days after the scheduled due date(s) in Schedule B of the Student Contract and a fee of \$100 will be applied to any late payment.

Your place will no longer be guaranteed if payment is not recovered 14 days after the scheduled due dates(s) in schedule B of the student contract.

# General Information

## Hours of Operation

The school office is open from 08.45 to 16.00, Mondays to Fridays.

## School Hours

**Morning session:** 09.00 to 12.00

**Afternoon session:** 13.00 to 16.00

## Transport

Transportation can be arranged. As we prioritise safety, all buses in use have two- or three-point seat belts. An attendant will be present at all times. If you wish to use the bus service, kindly fill out the bus form and submit it during registration, or simply approach customer service for assistance.

All bus fees are to be paid separately to the bus service company.

## Uniform

All children are required to wear our uniform so that they feel a sense of belonging to the school. Our uniform consists of a polo t-shirt and a pair of shorts or skort. We recommend that you buy three complete sets since your child needs to wear the uniform to school daily.

## Birthdays

Birthdays come around only once a year so they are very special and exciting. They are also a good opportunity for children to learn about timelines and changes that occur in a person.

The British Council has a strict global child protection policy which aims to safeguard the health and safety of young children. As such, children are not permitted to bring cakes or food into class to share with other students.

Every child's birthday will be celebrated in the classroom with special songs and games. Please approach the class teacher for more details.

## Snacks Brought From Home

If you wish to provide your child with a snack to bring from home, please ensure that it is healthy. Avoid items such as beverages with caffeine, potato chips, cakes and chocolates. Please note that we have a NO NUT policy due to possible allergies.

## Toys, Gadgets and Pets

The school discourages children from bringing personal toys, electronic gadgets and pets to school.

## Jewellery

For safety reasons, no jewellery is to be worn by children at the school.

# Behaviour

## Positive Behaviour Policy

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.

British Council (Singapore) Limited may take action to ensure that a positive learning environment is upheld for the benefit of all learners, customers and staff.

We may use action plans to promote positive behaviour in certain cases. British Council (Singapore) Limited reserves the right to remove individuals from the premises/courses after a review process. In such cases, the individual will lose the right to attend any remaining classes in the academic term and will not be entitled to a refund of these classes.

A refund will only be given for any future terms that have been paid for in advance.

## Racial Discrimination Policy And Bullying

Issues of racial discrimination, bullying, cyber-bullying or other issues deemed inappropriate by the management will be dealt with by centre management and their decision is final.

British Council (Singapore) Limited reserves the right to remove individuals from the premises/courses after a review process. In such cases the individual will lose the right to attend any remaining classes in the academic term and will not be entitled to a refund of these classes. Refunds will only be granted for future terms paid for in advance.

# Child Protection

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; these include:

- Mobile Phone policies
- Intimate Care policy
- Child Protection policy

## British Council (Singapore) Limited:

- reserves the right to contact parents where we have concerns about a child's welfare e.g. lack of supervision, behavioural issues, emotional issues and study issues
- reserves the right to contact the Ministry of Social and Family Development (MSF) or other agencies based upon reasonable concerns about a child's welfare
- reserves the right to remove students from classes where we have concerns about safety or welfare, behavioural issues, emotional issues and/or study issues
- reserves the right to remove students who demonstrate behaviour that is detrimental to the welfare or safety of others
- provides tablets, computers and other technology to be used for educational purposes and students will be required to follow the Learning Technologies Code of Conduct. Social media, gaming and other inappropriate uses are not permitted.

## Drop Off and Pick Up Policy

While on premises the British Council (Singapore) Limited has 'Duty of Care' for your child.

For Child Protection purposes we operate a clear policy for dropping off and picking up children from the centre. We ask that parents follow this procedure as closely as possible and keep the centre informed of any changes to their arrangements in line with the policy laid out below:

- If a carer will be collecting the child after class, a parent or guardian must complete a consent form during registration.
- Children under the age of 10 should not come to or leave the British Council (Singapore) Limited premises without supervision from a person 14 years or above in age i.e. carer, parent, family, maid, guardian, etc.
- In the event that those listed in the consent form are unable to collect a child under the age of 10, you must provide written authorisation in advance, including the collecting person's ID number. This can be done via communication book or email. Otherwise your child may be asked to stay in the centre until you are contacted.
- British Council (Singapore) Limited is not responsible for the safety or well-being of children between the ages of 2 and 10 who leave the premises without appropriate supervision or without a signed consent form.
- Parents/guardians should not leave children between 2 and 10 years of age unsupervised on the British Council (Singapore) Limited's premises for more than 15 minutes without informing our staff.
- If a child has to leave class early, a written request/telephone request must be provided to the centre before the child is released. Teachers may withhold children without permission as they retain duty of care for the duration of the child's class.

## Intimate Care Policy

For Very Early Years Children (2-5 years old) the British Council (Singapore) Limited has an Intimate Care Policy which safeguards the rights and well-being of children with regard to their dignity, privacy, choice and safety.

Intimate care involves helping children with aspects of personal care that they are not able to undertake for themselves, either because of their age, maturity or ability. These include but are not restricted to:

- washing
- toileting
- dressing and undressing (including nappy changes)
- applying creams/medicines provided by parents/guardians (e.g. topical medicines, sun cream).

If your child has specific intimate care requirements please inform staff in writing so that this can be communicated directly to their teacher. In certain cases, we may not be able to accommodate specific care requirements.

When required trained staff may undertake the changing of a child's clothing/diaper. Up to two diaper changes can be expected a day. Parents will be informed if more diaper changes are required.

## Mobile Phone, Audio Recording, Photography and Videography Policy

Audio recordings, videography or photography of classes is prohibited.

For Child Protection purposes parents and children are expressly requested to not take photographs/publish photographs to social media without a consent form from the centre manager/principal.

## Age Policies

- No child under 2 years of age may be taught at the British Council.
- International school students will be placed according to ability not age.
- We reserve the right to move children to a different level if we feel they will benefit from the teaching within that level.
- Any exceptions to the above will be made after discussion between the parents of the student and the School Management.

# Communication

## Contact Details

- It is important that we have up-to-date contact details for responsible adults, for every student under the age of 18, in our customer system.
- Please ensure that mobile phone numbers and email addresses are for parents/guardians to ensure we can fulfil our duty of care/contact you promptly.
- 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.

## 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 PDPA and respects your choices.

- If you have registered your telephone number with the Do Not Call (DNC) Registry, we will not send you promotional or 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.
- Also, if you currently have an existing, ongoing relationship with us, depending on the nature of that relationship, we may continue to send you promotional or marketing messages via SMS or fax about products and services which are related to that ongoing relationship notwithstanding your registration with the DNC Registry, unless you opt-out of receiving these exempt messages.
- British Council (Singapore) Limited will use the information that you provide for the administration of your English course in Singapore. We may want to use your information to send you details of our activities, services and events (including social events) which you might find of interest and for feedback on our services and market analysis. If you do not wish us to contact you regarding these services please contact **+65 6473 1111** or speak to a member of Customer Service.

# Data Policies

## Protecting Your Data

Under the terms of the United Kingdom's Data Protection Act 1998 and the Singapore Data Protection Act 2012, 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 of 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
- contact students for their feedback on our services and market analysis
- 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.

## Privacy, Personal Data Protection Policy and Fair Collection Notice

British Council (Singapore) Limited is committed to preserving the confidentiality of students' personal information and undertakes not to divulge any of our students' personal information to any third party without the prior consent of the student. Our privacy policy can be found on our website.

The following statements outline the British Council (Singapore) Limited's compliance with Singapore's Personal Data Protection Act 2012 (PDPA) and the Do Not Call (DNC) provisions under the PDPA.

### 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. We are required by law to manage any personal data securely and only for specified purposes.

# Feedback

British Council (Singapore) Limited offers a global complaints resolution policy. The policy is a three tiered system.

	Level 1	Level 2	Level 3 (Final Stage)
Handled & Resolved by	Academic Managers and Customer Service Managers	Head of Young 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

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 will get back to you within three working days.

We ask for formal feedback from students through our 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. If you prefer to talk to an Academic Manager, 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.

You can also refer to the Council for Private Education (CPE) if you feel you need additional help with mediation. **[www.cpe.gov.sg/student-services/dispute-resolution](http://www.cpe.gov.sg/student-services/dispute-resolution)**

# Health And Safety Guidelines

## Health-related Issues

The health and safety of your child is of utmost importance to us. Please seek prompt medical attention for your child and allow for rest at home if he or she is sick or has any of the following symptoms:

- fever
- vomiting
- diarrhoea
- nasal discharge that is yellowish or greenish
- discharge from the eyes or red-itchy eyes
- rashes or blisters, especially on hands, body, buttocks or feet
- ulcers in the mouth
- severe pain in the throat or difficulty in swallowing saliva or food
- persistent cough.

All communicable diseases must be reported to the school so that we can inform other parents in case their children have been in contact with yours. Although your child may return to school on the expiry of the medical certificate (mc), kindly consult your child's doctor if symptoms persist. When in doubt, we would rather err on the side of caution than take risks. Every child's well-being is our top priority.

## Accidents and Injuries

In the event of an emergency, we shall contact the parents of each child. Should neither parent be contactable, your child will be taken to the nearest clinic or hospital, or as indicated on the medical form. Parents will be charged for the incurred medical and transportation costs. All of our teachers are child first-aid trained and will provide interim care until professional help is received.

## Reporting of Injuries

Parents must inform the class teacher of any injury that your child has sustained outside school hours, upon returning to school. This is essential, as special care and attention may be required. Additionally, if your child sustains unusual injuries on more than three occasions, you may be asked to meet the Principal for clarification. We have a duty of care to the child and are therefore obliged to report any unusual or frequent injuries.

# Inclusion and Special Educational Needs

## Special Educational Needs Policy

British Council (Singapore) Limited is an inclusive organisation that welcomes students with learning difficulties or medical conditions. We aim to integrate SEN students into our mainstream classes, where possible, so that they can follow the curriculum and achieve the course learning objectives.

## Voluntary Medical/Learning Needs Disclosure

British Council (Singapore) Limited recognises that each student has their own individual needs. Our aim is to ensure that, as far as possible, students are consulted and involved in decisions about how their needs might be met. This involves talking to and listening to our students, including students under the age of 18, as it is their right that their views regarding their learning are properly considered. To help us do this we request that your child complete a 'Student Voice' questionnaire and that, if you wish, you provide us with information on your child's learning needs. This information will be used to formulate an Individual Education Plan for your child, enabling us to optimise teaching methods that will better suit you/your child. This information will only be shared with staff who will be working directly with your child. Please ask the customer service staff for a disclosure form and more information.

In some cases we may not accept a student onto our courses because we are not able to provide consistent and sustainable support. The decision to not allow a student to register (or continue) is not made lightly and based upon consideration of all factors relating to the individual case.

## Inclusion and Diversity Policy

British Council (Singapore) Limited is an inclusive organisation that attempts to offer classes to students of all backgrounds. However, we 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. We will arrange a trial period for any student we feel has the potential to study with us. The outcome is at the discretion of the centre's Academic Manager.

Students should meet the entry requirements of this course. To best meet and support the student's needs while on the course, we need close dialogue between him/her (and parents if appropriate) and teacher so that we can support their learning in the best possible way. Participation is monitored to determine if we are able to provide the appropriate level of support.

Sometimes it is not possible to offer the student a place because they do not meet the entry requirements e.g. literacy skills do not correspond with what is needed for students undertaking this level of study. The decision is based on a student's English language level and learning needs.

It may not be possible to offer the student a place. Decisions relating to SEN students and whether or not the Teaching Centre can accommodate the student's requirements, will not be made in isolation. They will be made in consultation with multiple parties including the parents/guardians, teaching centre management, the teacher and the Special Educational Needs Coordinator.

# Miscellaneous

## Management

British Council (Singapore) Limited

- Reserves the right to assign any teacher to any class.
- Is an equal opportunity employer. Our teachers are recruited on the basis of their ability and teaching qualifications.
- Will ensure that our staff have the right to work in a safe, non-discriminatory environment free from verbal or physical abuse.
- Reserves the right to change the terms and conditions of this charter, as it deems necessary, without advance notification.

## Public Holidays and Missed Classes

- Lessons missed because they fall on public holidays are not made up.
- No refunds or make up classes are given for absences from the class by the student. This includes:
  - absence with medical certificates
  - absence due to school activities
  - absence due to family holidays
  - long term illness.

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

- We do not open on official public holidays. A list of our closure dates for the year is available on our website and upon request from customer service.
- British Council (Singapore) Limited will contact parents by sms prior to public holidays or in emergencies to inform them of school closure. Please ensure your mobile phone data is up-to-date on our system.

## Student Contracts

All students are required to sign a student contract. You can find sample copies of our contracts at [www.britishcouncil.sg](http://www.britishcouncil.sg).

# Refunds

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

All requests for refunds must be submitted in writing, together with the required documentation, where applicable.

All refund requests should be accompanied by a copy of the student's latest bank statement header (not more than three months old) showing the name of the bank, bank account name, account number and bank/branch codes. Refunds cannot be processed without this information.

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 the British Council (Singapore) Limited:</p> <ol style="list-style-type: none"> <li>1. does not commence the course on the course commencement date</li> <li>2. terminates the course before the course commencement date</li> <li>3. does not complete the course before the course completion date</li> <li>4. terminates the course before the course completion date.</li> </ol> <p>British Council (Singapore) Limited will give all customers a minimum of three days notice if a course is cancelled.</p>	100% Refund of Course Fees
<b>BEFORE COURSE COMMENCEMENT DATE</b>	Request is made more than 60 days before the start of course.	100% Refund of Course Fees
	Request is made less than 60 days before the start of course.	75% Refund of Unconsumed Course Fees

	Conditions	Refund Amount
<b>AFTER COURSE COMMENCEMENT DATE</b>	Request is made with supporting documentation for the following reasons: <ul 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> <li>• compulsory activity in the student's primary place of study (e.g. an MOE school).</li> </ul>	75% Refund of Unconsumed Course Fees
	Request is made without supporting documentation or supporting documents are not submitted within seven working days from the date of request.	0% Refund

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 the British Council (Singapore) Limited may remove a student from courses for academic reasons or due to SEN, etc. In these instances 100% of unconsumed fees will be returned to the customer.

### **Transfers (of courses) or deferrals within the British Council (Singapore) Limited**

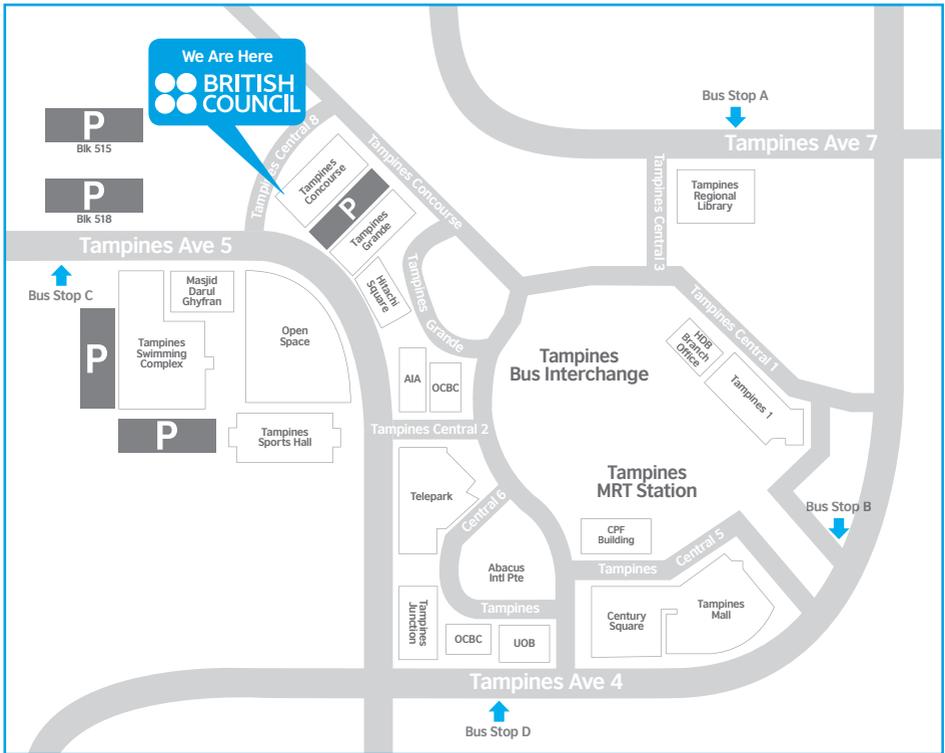
Transfers and credits are available in the following circumstances:

- Only one deferral or transfer is permitted during the course. This is subject to approval by the British Council (Singapore) Limited.
- Students may ask to credit the value of the remaining fees to the following term in preference to any refund outlined in the Withdrawal and Refund Policy.

- All credits will be valid for six months from the date of approval.  
Expired credits will be forfeited.

Subject to the terms and conditions of the refund and withdrawal policy, the credits may not be transferred in whole or in part without the prior written consent of the British Council (Singapore) Limited.

# Our Location



## British Council (Singapore) Limited

11 Tampines Concourse

#01-02/03/04

Singapore 528729

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