



# CUSTOMER CHARTER

(SINGAPORE TEACHING CENTRE)

# OUR VISION

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

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 British Council includes teaching English to adults and young learners, teacher and corporate training, as well as a British Council (Singapore) 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

By registering for our courses, customers agree to all the Terms and Conditions as outlined in the British Council (Singapore) Limited's Customer Charter.

## STUDENT REGISTRATION FORM

All students registering for our courses are required to complete a registration form.

## PAYMENT

Payment can be made by direct bank transfer or over the counter by:

- Cash
- VISA/Mastercard
- Nets
- Cheque

For British Council (Singapore) Pre-school, Child Development Account (CDA) can be used for your child and/or their siblings if applicable.

## DISCOUNTS

Please approach our staff to find out about our latest promotions and offers. Discounts may be subject to minimum spending or for a fixed duration only.

For Professional Development Centre (PDC) conducted corporate workshops, the following discounts apply for registered companies who pre-book a guaranteed number of participants for the same workshop on the same workshop date:

No. of participants	6 to 10	11 to 20
Discount	5%	10%

# BEHAVIOUR

## POSITIVE BEHAVIOUR POLICY

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

- Be respectful
- Be responsible
- Be safe

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We believe that these are core values which should be upheld by all students, staff and parents/care-givers.

British Council (Singapore) may take actions 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) will also ensure that our staff have the right to work in a safe, non-discriminatory environment that is free from verbal or physical abuse.

## 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. Policies in place include:

- Mobile Phone policy
- Intimate Care policy
- Age Policy

### **British Council (Singapore) Limited:**

- reserves the right to contact parents when we have concerns about a child's welfare (e.g. lack of supervision, behavioural, emotional or 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, emotional and/or study issues;
- reserves the right to remove students who demonstrate behaviour that is detrimental to the welfare or safety or 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 in class, 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 our centres. We ask that all parents follow the policy laid out below:

- Nursery 1 to Kindergarten 2 students must arrive early and leave their classroom accompanied by a parent/guardian;
- Parents/guardians should not leave children between 2 and 10 years of age unsupervised in our centres;
- Parents/guardians are expected to drop off and pick up their children on time. In the event of an emergency and parents/guardians are unable to do so, please contact the centre directly. In the event a child is not picked up and the parents/guardian cannot be contacted, British Council (Singapore) Limited is required to contact local

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authorities.

- All Primary 1 to 4 students should not come to or leave our centres without supervision from a person who is at least 14 years of age or older (parent, guardian, family member, care-giver etc.);
- British Council (Singapore) Limited is not responsible for the safety of children who leave the premises without appropriate supervision;
- If a child has to leave his/her class early, please request for an “Early Release Form” from our staff. Teachers may withhold children who do not have an “Early Release Form”;
- To identify children by their age group, coloured lanyards with identification cards are used for all our Preschool, Primary and Secondary students. Please ask your child to use the issued lanyard when attending our classes. Parents/guardians may be asked to show their matching identification card to a member of staff when picking up their child. In the event the card cannot be produced, we will require additional identification for verification before the child can leave the centre.

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

British Council (Singapore) Limited operates the following policies:

- Unauthorised audio recording, videography or photography on British Council (Singapore) Limited premises is prohibited;
- Mobile phones may only be used in class for educational reasons and with consent from the teacher;
- The publishing of any photographs, videos or audio recordings, taken on British Council (Singapore) Limited’s premises, to print or digital media without the written approval of all participants constitutes a breach of our Informed Consent and Child Protection policies and may result in prosecution.

For Child Protection purposes, parents and children are expressly requested not to take photographs/publish photographs/audio recordings/videos to print or digital media during any of our classes or events. We may contact you to remove said content from your media channels if we believe that they constitute a breach in our Child Protection policy, the individual’s privacy or unduly affect our customers/staff without their written consent.

## **INTIMATE CARE POLICY**

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

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

- Washing
- Toileting
- Dressing and undressing (including diaper changes)

Applying creams/medicines provided by parents/guardians (e.g. topical medication, sun cream etc)  
If your child has specific intimate care requirements, please inform our staff in writing and we will communicate this directly to their teacher. However, please note in certain cases, we may not be able

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to accommodate specific care requirements.

When required, trained staff may undertake the changing of a child's clothing/diaper. Parents will be informed by staff as soon as possible via telephone or in person. For British Council (Singapore) Pre-school students, up to two diaper changes can be expected a day. Parents will be informed if more diaper changes are required.

## **AGE POLICY**

- All Early Years Nursery 2 students must already be attending a nursery programme and must be toilet-ready.
- All British Council Pre -School, Nursery 2B students must be toilet-ready.
- International school students will be placed according to their academic ability instead of by age.
- We reserve the right to move children to a different level if we feel that they will benefit more from the new class.
- Secondary Plus, Secondary 4 and Secondary Foundation are considered Young Learner courses. This means that all students must be under 18 on the 1st of January of the year the course begins.
- Junior College classes are open to students between the ages of 16 to 18. However, in special circumstances, admission of older students will be considered.
- Any exceptions to the above will be made after discussion between the parents/guardian of the student and our management.

## **OFFSITE CLASSES**

An offsite class is a lesson arranged outside of any British Council (Singapore) Limited teaching centres. Offsite classes can be arranged upon request for private courses, subject to the British Council (Singapore) Limited approval.

Where the British Council (Singapore) Limited has arranged an offsite class, students are obliged to take full duty of care to ensure classes are arranged in an environment that is safe and conducive for learning. A full address and any entry requirements to an offsite class will have to be communicated in writing prior to the scheduled lesson.

Offsite classes need to be conducted in appropriate spaces, teachers cannot take classes in bedrooms or any setting considered inappropriate by the British Council (Singapore). Where an offsite class location is deemed inappropriate, the lesson will be cancelled and a makeup class will be arranged at one of the British Council (Singapore) Limited Teaching Centres.

For offsite classes with young learners, aged under 18, there needs to be an adult, other than the teacher present at all times during the lesson. If there is not a responsible adult present, the British Council (Singapore) Limited reserves the right to cancel and arrange a makeup class.

# COMMUNICATION

## CONTACT DETAILS

It is important that our student's, parents' or guardian's contact details are kept up-to-date in our system. Please ensure that mobile contact and email addresses are those of the parent's/guardian's if the student is below 18 years of age, or that of the student's if the student is 18 years of age or older.

Please contact our Sales and Customer Management staff if there are any updates to your contact details.

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 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.
- 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 messages.
- British Council (Singapore) Limited will use the information that you provide for the administration of your English course in Singapore. We may 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 to be contacted for these services, please contact us at +65 6473 1111 or speak to a member of our Sales and Customer Management team.

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# DATA PROTECTION

## PROTECTING YOUR DATA

Under the terms of the United Kingdom's Data Protection Act 2018 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 update on our services or events;
- Contact students for their feedback on our services and for market analysis;
- Register students into our British Council (Singapore) Limited community;
- Inform our students about UK events and activities in Singapore;
- Comply with any legal or regulatory requirements

## DATA PROTECTION, OBLIGATION AND PRIVACY NOTES

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 prior, written consent from the student. Our privacy policy can be found on our website.

These outline 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, medication or disclosure.

Where we hold personal data, personal 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.



# INCLUSION AND SPECIAL EDUCATIONAL NEEDS

## **SPECIAL EDUCATION NEEDS (SEN) 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 his/her 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 the student complete a "Student Voice" questionnaire and, if you wish, to provide us with information on the student's learning needs. This information will be used to formulate an Individual Education Plan for the student, enabling us to optimise our teaching methods to better suit you/your child. This information will only be shared with staff who will be working directly with the student.

Please approach our Sales and Customer Management staff for a disclosure form and for more information.

In some cases, we may not accept a student into our course because we are not able to provide consistent and sustainable support. The decision to not allow student to register (or continue) is not made lightly and is based upon a consideration of all factors related 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 situations, we will not be able to offer our classes. We will then arrange a trial session to assess the potential to study with us. The outcome is then at the discretion of the centre's Academic Manager.

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

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

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Decisions related to SEN and a centre's ability to support the student's learning requirements will not be made in isolation. They will be made in consultation with multiple parties, including parents/guardians, our Management, the teacher and our Special Education 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 based on their teaching ability, English language proficiency and teaching qualification.

### STAFF-STUDENT RATIO

Courses	Maximum Ratio
Nursery 1	1:4
Nursery 2	1:6
Kindergarten	1:8
Primary 1 Reading Development	1:8
Primary and Secondary	1:18
British Council (Singapore) Pre-school (Nursery)	1:7
British Council (Singapore) Pre-school (Kindergarten)	1:8
Part-time Adults	1:16
Teacher Training	1:16
CELTA	1:6
PDC Corporate workshops	1:20
PDC Corporate workshops (Presentation, Speaking)	1:12
Study Camps (Kindergarten)	1:8
Study Camps (Primary and Secondary)	1:18

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

### PUBLIC HOLIDAYS

- Our centres are closed on official public holidays. A list of our closure dates is available on our website and upon request from our Sales and Customer Management staff;
- We will contact our students via SMS prior to public holidays or in times of emergencies to inform them of school closures. Please ensure that your mobile contact is up-to-date in our system;
- For Young Learner Enrichment and Adult Part-Time courses, lessons missed due to public holidays will not be replaced. Fees will be pro-rated if more than 10% of the course is affected by public holidays.
- For British Council (Singapore) Pre-school courses, lessons missed because they fall on public and school holidays will not be replaced.

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## **PARENT-TEACHER MEETING (FOR NURSERY, PRIMARY & SECONDARY ENRICHMENT and BRITISH COUNCIL PRE-SCHOOL)**

Twice a year, British Council (Singapore) Limited will organize Parent-Teacher meetings for our enrichment class and British Council (Singapore) Pre-School parents to have an opportunity to meet with their child's teacher and receive valuable feedback on their child's progress in class and for us to highlight any exemplary observations or to provide guidance and advice on how to support the student better.

Young Learner Enrichment parents will be informed via email on when these Parent-Teacher meetings are organised and parents are highly encouraged to attend them. British Council (Singapore) Pre-School parents will be notified via Parent Portal.

## **ATTENDING CLASSES**

### **ATTENDANCE POLICY**

The student is required to attend all classes scheduled for the duration of the course registered. Attendance will be taken in class at the start of all lessons. Should the student arrive late to class, the student will be marked as late. Please inform the teacher immediately so that attendance can be recorded.

### **MAKE-UP LESSONS (FOR EARLY YEARS, PRIMARY & SECONDARY ENRICHMENT)**

Make-up lessons may be requested in the following situations only:

- a. If the child is unwell, a medical certificate for the day of absence is required;
- b. A schedule school event in the child's school – the letter from the school specifying the date and time of the event is required;
- c. A schedule assessment with an external examination board – an examination appointment notice specifying the date and time of the event is required

The arrangement of make-up lessons is subject to the following conditions:

- a. Only 1 make-up lesson can be arranged in each term (10 weeks);
- b. Make-up lessons will only be arranged upon receipt of documentary support;
- c. Content covered in the make-up lesson may be slightly different to the lesson missed as the progress of each class may differ slightly;
- d. In the event a make-up lesson is not possible, the lesson overview and suggested activities will be sought from the teacher and given to the student to minimise the impact of having missed a lesson.

No refund, make-up class or alternative compensation will be given under any other circumstances for absences from the class by the student. This includes but not limited to truancy, other personal / school / work commitments or due to circumstances beyond the control of the British Council. This includes but not limited to outbreak of riot, civil

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commotion, epidemic, natural disaster, unanticipated class disruption such as necessary building evacuation due to fire.

Class cancellations due to teacher sickness will be made up. If you are unable to attend the make-up class, no refund will be offered.

## AWARDING OF CERTIFICATE

Upon achieving 75% of attendance, certificates of attendance will be given to participants of the following courses:

- British Council (Singapore) Pre-School courses
- Part-time Adults course
- Corporate workshops by PDC
- 10-hour and 20-hour courses by TDC

Upon completion of the CELTA course, students will be awarded a Cambridge-issued Certificate if:

- They achieve 100% attendance for the course;
- Obtain a pass to their CELTA course

The CELTA certificate will be dispatched by Cambridge Assessment English within 3 months of completion of the course.

## FEEDBACK

We always welcome your feedback. If you would like to make a suggestion or compliment us on one of our products, services or member of staff, please send us your feedback 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 will also ask for formal feedback from our students through our customer satisfaction surveys and focus groups.

If you have a concern about a specific aspect of our service, the first person to talk to would be your teacher. If you prefer to speak to one of our Managers, please approach our Sales and Customer Management staff or write in to us and we will provide a final resolution within 21 working days.

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

Level 1

Level 2

Level 3

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			(Final Stage)
Handled and resolved by	Academic Managers and Branch Manager	Head of Products and Country Director/Director of English Language Services	Global Complaints Manager
Standards	To acknowledge within 3 working days, or immediately, for verbal feedback received.  To resolve within 10 working days	Within 21 working days	Within 30 working days

## WITHDRAWALS AND REFUNDS

Students who wish to withdraw from their course may do so with supporting documents and the refund of course fees is subject to British Council (Singapore) Limited's Withdrawal/Refund Policy.

All refund requests must be done in writing and accompanied by the student's or parent's latest bank statement header (not more than 3 months old), showing the name of the bank, bank account number and bank/branch codes. Refunds will only be processed on receipt of these documents.

### REFUND POLICY FOR YOUNG LEARNER ENRICHMENT, BRITISH COUNCIL (SINGAPORE) PRE-SCHOOL, STUDY CAMPS, ADULT PART-TIME, PRIVATE COURSES AND TEACHER TRAINING PROGRAMMES

	Condition	Refund Amount
<b>WITHDRAWAL DUE TO NON-DELIVERY OF COURSE</b>	British Council (Singapore) Limited will give all customers a minimum of 3 working days' notice if a course is cancelled before the Course Commencement Date.	<b>100% Refund of Course Fees</b>
<b>BEFORE COURSE COMMENCEMENT</b>	For study camps' students who made payment and refused entry to Singapore	<b>100% Refund of Course Fees</b>

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	Request is made before the Course Commencement Date	<b>75% Refund of Course Fees</b>
<b>AFTER COURSE COMMENCEMENT</b>	<b>No refunds</b>	

## REFUND POLICY FOR PUBLIC WORKSHOPS FROM PROFESSIONAL DEVELOPMENT CENTRE

	<b>Condition</b>	<b>Refund Amount</b>
<b>BEFORE COURSE COMMENCEMENT</b>	More than 14 days before Course Commencement Date	<b>No Charge</b>
	Between 1 day to 14 days before the Course Commencement Date	<b>20% Charge</b>
	Less than 24 hours before the Course Commencement Date	<b>50% Charge</b>
<b>ON OR AFTER COURSE COMMENCEMENT</b>	<b>Full Charge</b>	

## CANCELLATION/ POSTPONEMENT POLICY FOR IN-HOUSE WORKSHOPS FROM PROFESSIONAL DEVELOPMENT CENTRE

- Cancellation or postponement between 10 and 7 working days before a course, there will be a charge of 20% of the course fee.
- Cancellation or postponement between 6 and 3 working days before a course, there will be a charge of 50% of the course fee.
- Cancellation or postponement between 2 working days or less before a course, there will be a charge of 100% of the course fee;
- In addition, if the course involves a profiling tool or customisation which have been completed before cancellation, these items will be charged 100% as stated in the proposal.

## CANCELLATION POLICY FOR PRIVATE COURSES

<b>MORE THAN 48 HOURS NOTICE</b>	Lesson can be rescheduled
<b>LESS THAN 48 HOURS NOTICE</b>	Lessons will be forfeited if notification is made less than 48 hours before the lesson, unless a valid medical certificate is presented that covers the day of lesson.

Any notice to cancel or re-arrange a Private Course class must be submitted in writing to [privatecourses@britishcouncil.org.sg](mailto:privatecourses@britishcouncil.org.sg), at least 48 hours before the arranged class.

Package validity:

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- 10 hours - 3 months from first lesson
- 20 hours 6 months from first lesson
- 30 hours 9 months from first lesson
- 40 hours 12 months from first lesson

Strictly no refund if contract validity date has expired.

### **IMPORTANT NOTES ON REFUND REQUESTS**

Young Learner Enrichment, British Council (Singapore) Pre-School, Study Camps, Adult Part-time, Professional Development Workshops and Teacher Training courses are neither transferable nor refundable except when a course is cancelled.

Course books are non-refundable.

Upon receiving all required information and documents, the refund approval process will take no more than seven working days (Mon to Fri). Once approved, the refund will be made by direct-bank-transfer, or by cheque, within seven working days. Cheques should be banked in within six months of issuing.

We will not issue replacement cheques.

In some instances, British Council (Singapore) Limited may remove a student from the course for academic or SEN reasons. In these situations, 100% of unconsumed fees will be refunded to the customer.

## OUR CENTRES

### **Napier Road Centre**

30 Napier Road  
Singapore 258509

Young Learner courses  
Part-time Adults courses  
Teacher Development workshops

Private courses, Off-site courses  
and Study Camps  
(+65 9179 9413 / +65 9111 7116)

### **Marsiling Centre**

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

Young Learner courses  
Part-time Adults courses

### **Tampines Centre**

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

Young Learner courses  
British Council Pre-school

### **Toa Payoh Centre**

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

Young Learner courses  
Part-time Adults courses  
Teacher Development workshops  
Professional Development Centre

**Contact us: +65 6473 1111**

**[www.britishcouncil.sg](http://www.britishcouncil.sg)**