

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 : 0
*(as in NRIC for Singapore Citizen (SC) and Permanent Resident (PR)
/ as in passport for international student)**
NRIC Number (for SC/PR)* : N.A.
Student's Pass Number (if available)/
Passport Number (for international student)* : 0
- (3) Full Name of Parent/Guardian* : N.A.
(if Student is under eighteen (18) years of age)
NRIC/Passport No.* : N.A.

** 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 C.
- 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	Certificate of Intensive English (03 months)																																						
2) Course Duration (in weeks)	12 weeks	#N/A #N/A	#N/A																																				
3) Full-time or Part-time Course	Full-time																																						
4) Course Commencement Date	00/01/1900																																						
5) Course Completion Date	#N/A	###	#N/A #N/A																																				
6) Date of Commencement of Studies if later than Course Commencement Date	N.A.																																						
<i>Note: "N.A." if both dates are the same</i>																																							
7) Qualification (Name of award to be conferred on the Student upon successful Course completion)	Certificate																																						
8) Organisation which develops the Course	British Council (Singapore) Limited																																						
9) Organisation which awards/ confers the qualification	British Council (Singapore) Limited																																						
10) Course entry requirements	Language Consultation required																																						
11) Course schedule with modules and/or subjects	<p style="text-align: center;">To study the following modules starting: 00/01/1900 and ending by #N/A</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="3">Modules to complete</th> </tr> <tr> <th></th> <th>Module</th> <th>Selected</th> </tr> </thead> <tbody> <tr><td>1</td><td>Beginner</td><td></td></tr> <tr><td>2</td><td>Elementary</td><td></td></tr> <tr><td>3</td><td>Foundation Pre-Intermediate</td><td></td></tr> <tr><td>4</td><td>Foundation Intermediate</td><td></td></tr> <tr><td>5</td><td>Higher</td><td></td></tr> <tr><td>6</td><td>Advanced</td><td></td></tr> <tr><td>7</td><td>Advanced IELTS</td><td></td></tr> <tr><td>8</td><td>Elementary (Smart Jr)</td><td></td></tr> <tr><td>9</td><td>Pre-Intermediate (Smart Jr)</td><td></td></tr> <tr><td>10</td><td>Intermediate (Smart Jr)</td><td></td></tr> </tbody> </table> <p style="text-align: center;">This module plan / study pathway is based on your placement test results, and your regular attendance, participation and homework completion once you start your study, and is therefore subject to change if the aforementioned conditions are not met.</p>			Modules to complete				Module	Selected	1	Beginner		2	Elementary		3	Foundation Pre-Intermediate		4	Foundation Intermediate		5	Higher		6	Advanced		7	Advanced IELTS		8	Elementary (Smart Jr)		9	Pre-Intermediate (Smart Jr)		10	Intermediate (Smart Jr)	
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12) Scheduled holidays (public and school) and/or semester/term break for course.	<p>There are no Full-time classes on all public holidays, weekends and the following periods:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tbody> <tr> <td>2018</td> <td>01 to 02 Jan</td> <td>18 to 24 Jun</td> <td>17 to 31 Dec</td> </tr> <tr> <td>2019</td> <td>01 to 02 Jan</td> <td>16 to 31 Dec</td> <td></td> </tr> </tbody> </table>			2018	01 to 02 Jan	18 to 24 Jun	17 to 31 Dec	2019	01 to 02 Jan	16 to 31 Dec																													
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2019	01 to 02 Jan	16 to 31 Dec																																					
13) Examination and/or other assessment period	Continuous assessment occurs throughout the Course																																						
14) Expected examination results release date	#N/A																																						
15) Expected award conferment date	#N/A																																						

SCHEDULE B COURSE FEES

Fees Breakdown <i>[shows the full breakdown of total payable course fees]</i>	Total Payable (S\$)		
	Before GST	GST	After GST
Application Fee	\$0.00	\$0.00	\$0.00
Course Fee	#N/A [^]	#N/A	#N/A
Student's Pass Application Fee (if applicable)	\$0.00 [^]	\$0.00	\$0.00
Medical Insurance (if applicable) [†]	\$0.00 [^]	\$0.00	\$0.00
Discount (if applicable)	\$0.00 [^]	\$0.00	\$0.00
FPS Insurance Fee [†]	#N/A	#N/A	#N/A
Total Course Fees Payable:	#N/A		
No. of Instalments	1		

[^] FPS applicable

INSTALMENT SCHEDULE

Instalment ¹ Schedule	Amount (with GST, if any) (S\$)	Date Due ²
1st instalment	#N/A	22/03/2019
2nd instalment	N.A.	N.A.
Total Course Fees Payable:	#N/A	

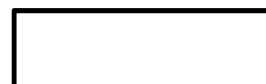
- Each instalment amount shall not exceed the following:
 - 12 months' worth of fees for EduTrust certified PEIs*; or
 - 6 months' worth of fees for non-EduTrust-certified PEIs with Industry-Wide Course Fee Insurance Scheme (IWC)*; or
 - 2 months' worth of fees for non-EduTrust-certified PEIs without 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>	
Overdue fine for late return of library books	\$0.50 per book per day
Overdue fine for late return of DVDs	\$1.00 per DVD per day
Application Fee	\$150.00
Late Payment Fee (see 1.4)	\$100.00

- 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

Withdrawal due to non-delivery of course

We will give full refund of course and miscellaneous fees (except course application fee) on the following conditions:

- 1 British Council (Singapore) does not commence the course on the course commencement date
- 2 It terminates the course before the course commencement date
- 3 It does not complete the course before the course completion date
- 4 It terminates the course before the course completion date
- 5 It has not ensured that the student meets the course entry or matriculation requirements as set by British Council (Singapore)
- 6 The Student Pass application is rejected by the Immigration & Checkpoints Authority (ICA)
- 7 Refund request is made more than 60 days before the start of the course

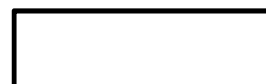
Withdrawal due to other reasons

	Conditions	Refund Amount
COOLING-OFF PERIOD	Request is made within seven (7) working days from the date of signing the student contract	75% Refund of Unconsumed Course Fee
BEFORE COURSE COMMENCEMENT DATE	Request is made less than 60 days before the start of course	
AFTER COURSE COMMENCEMENT DATE	Request is made with supporting documentation for the following reasons: <ol style="list-style-type: none"> 1 Extended medical leave 2 Severe illness or death of a close family member 	
	Request is made without supporting documentation or supporting documents are not submitted within 7 working days from the date of request.	0% Refund

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 3 months old) showing the name of the bank, bank account number and bank/branch codes. Refunds cannot be processed without this information.

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.

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



Attendance Policy

If you are holding a Student's Pass, you must attend all classes at the designated times.

If a student holding a student pass with the British Council misses two classes without any valid reasons, British Council (Singapore) Limited will verbally warn the student. Once their attendance falls below 90% without a valid reason, British Council (Singapore) Limited will issue a warning letter and report the occurrence to ICA. Students may be expelled and their student's pass will be cancelled if they do not fulfil the conditions given in the warning letter.

Punctuality is necessary and you must be in class five minutes before the start time.

If you are late by 0-60 minutes, this will be counted as a 1 hour absence, 61-120 minutes as 2 hours, 121-180 minutes as 3 hours, 181-240 as a full absence.

You must not leave the country during class times without the approval of the British Council. The British Council will consider the following situations as reasons for non-attendance;

- sickness supported by a medical certificate
- family emergency, such as illness or death of a relative

Applicable to Student Pass Holder

You are not allowed to engage in any form of employment, or in any business, profession or occupation during the validity of your Student's Pass in Singapore. For more information on work-related matters, please refer to MOM website at <http://www.mom.gov.sg>.

If your attendance falls below 90% (ICA requirements), the British Council may take steps to cancel your Student's Pass. Please see details stated in our Handbook on Positive Behaviour (& Bullying & Racial Discrimination) Policies no.6. Disciplinary Action and Dismissal.

If you feel that you have been treated unfairly, you can make a written appeal to the Academic Board at contact@britishcouncil.org.sg within two days of being notified of your expulsion.



Holiday Leave

Planned Leave

For every 12 weeks of full-time study registered, students may request up to 4 weeks of holiday leave. Any holiday leave should be planned to be taken once you have completed the end of a level, rather than mid course.

- Students registered for less than 12 weeks are not entitled to holiday leave
- Holiday leave must be in one-week blocks (Monday-Friday)
- Students must give a minimum notice period of three weeks for these holiday leave requests

Unplanned Leave

Students who wish to defer their course for 'emergency' reasons are required to submit a written request for leave. These requests are considered by management on a case-by-case basis, and should include evidence to support the student's case.

Students should continue to attend class while the request is under consideration.

If approved, the deferment will be for a maximum of four weeks and the student will be required to sign an addendum to their student contract for the extended length of study. A student pass extension may also need to be arranged for the student – all costs, including any change to course fee, FPS, course books and student pass, must be covered by the student.

If the break is more than four weeks, it will be treated as a withdrawal.

**Please note that we do not allow ad-hoc holidays or deferrals outside of the terms stated in this Student Handbook.*



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
- Late Payment Policy
- Voluntary Medical / Learning Needs Disclosure
- Attendance Policy
- Holiday Leave Policy

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

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: 0

Date: 22/03/2019

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)

Name of Student:

0

Date: 22/03/2019

Name of Parent or Legal Guardian:

N.A.

Date: N.A.

The British Council is committed to a policy of child protection. A copy of our global policy is available in all our centres and displayed at the front desks. Child Protection Policy covers all children under the age of 18.

For Child Protection purposes we operate a clear policy for dropping off and picking up children from the centre. We ask that parents follow the policy laid out below:

- Students 10 years old and under must leave the centre accompanied by a parent/guardian
- Parents/guardians should not leave students 10 years old and under unsupervised in centres
- Parents/guardians are strongly encouraged to drop off and pick up their children on time. In the case of an emergency and parents/guardians are unable to do so, please contact the centre directly
- Children 10 years old and under must not come to or leave centres without supervision from an appointed guardian who is 14 years old or older (i.e. carer, parent, family, domestic helper, etc.)
- British Council (Singapore) Limited is not responsible for the safety of children between the ages of 2 to 10 who leave the premises without appropriate supervision
- Children or teenagers aged 11 - 17 years will not be permitted to leave the premises alone unless parental consent to this has been given in writing
- If a child has to leave class early, please ask customer service for an Early Release Form. Teachers may withhold children who do not have an early release form
- To identify children by age group, colour coded bags are used for N1-P4 students. Please ask your child to use the British Council bag when attending classes

For students who are 2 to 10 years old :

- I will be picking my child up after class
- I am authorising the following people to pick my child up after class:

	Name	NRIC/BC/FIN No.	Age	Relationship
1)				
2)				
3)				

For students who are 11 - 17 years old:

- I allow my child to leave the centre alone
- I do not allow my child to leave the centre alone (please key in the name of the designated person / people to pick your child up in the details above)

Data Protection

Under the UK Data Protection law and the Singapore Data Protection Act 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 inaccurate information. If you want to find out more about this please contact your local British Council office.

Privacy

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

The British Council believes that all children have potential and that every child matters - everywhere in the world. The British Council affirms the position that all children have the right to be protected from all forms of abuse as set out in article 19, UNCRC 1989.

I have seen and acknowledged the British Council (Singapore)'s Child Protection Policy.

Signature

N.A.