



YOUNG LEARNERS
CUSTOMER
CHARTER

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 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

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.

Parents or guardians are required to register or re-register, sign the student contract, and make payment, in person for each child 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 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 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 the centre. We ask that parents follow the policy laid out below:

- Nursery 1 - Kindergarten 2 students must arrive and leave their classroom accompanied by a parent/guardian.
- Parents/guardians should not leave children between 2 and 10 years of age unsupervised in centres.
- Parents/guardians are expected 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. In the event that a child has not been picked up, and the parents/guardian cannot be contacted British Council (Singapore) Limited is required to contact local authorities.
- All Primary 1 - Primary 4 students should not come to or leave centres without supervision from a person 14 years old or older i.e. carer, parent, family, maid, guardian 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 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 lanyards with identification cards are used for all students. Please ask your child to use the British Council lanyard when attending class. Parents/Guardians may be asked to show their matching card to a member of staff, when picking up students. In the event that the card cannot be produced we will require identity to be proved with our customer service staff before the child can leave the centre.

INTIMATE CARE POLICY

For Very Early Years Children (2-5 years old) 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. 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.

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 the consent of the teacher.
- The publishing of any photographs, video or audio recordings taken on site at the British Council to print or digital media without written approval of all participants constitutes a breach of our informed consent and child protection policy 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 items from your social media if we believe that they constitute a breach of our child protection policy, the individual's privacy or unduly affect customers/staff without their written consent.

AGE POLICIES

- All Nursery 1 students must already be attending a nursery programme and must be toilet trained.
- 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.
- Secondary 1 to 4 and Grammar Focus 1 and 2 are 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 16 -18 years old. However in special circumstances, admission for older students will be considered.
- 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 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. 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 a 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. <https://www.cpe.gov.sg/student-services/dispute-resolution>

INCLUSION AND SPECIAL EDUCATIONAL NEEDS

SPECIAL EDUCATION 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 teaching ability, English language proficiency 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.

STAFF-STUDENT RATIO

Courses	Maximum Ratio
Nursery 1 Classes	1:4
Nursery 2 Classes	1:6
Kindergarten Classes	1:8
Primary 1 Reading Development Classes	1:8
Primary and Secondary Classes	1:18
Full-time Pre-school Classes (N2)	1:7
Full-time Pre-school Classes (K1 and K2)	1:8

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

PUBLIC HOLIDAYS AND MISSED CLASSES

1. 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.
2. 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 number is up-to-date on our system.
3. Lessons missed due to public holidays are not made up. Fees will be pro-rated only for semesters where two or more public holidays fall on the same day.
4. Fees for P5 students in Semester 2 will be pro-rated to reflect the mandatory National Day previews that most students are required to attend.
5. Make up lessons can be requested from Customer Service in the following instances:
 - a. Illness – a medical certificate for the day of the child’s scheduled lesson is required
 - b. A scheduled school event in the student’s primary place of study (eg. MOE school) where the student’s attendance is compulsory – the letter from the school stating the specific date and time of the event is required
 - c. A scheduled assessment with an external examining board – an examination appointment slip stating the specific date and time of the examination is required.

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

- a. Only 1 make up lesson per 10 week term will be permitted. Make up lessons cannot be carried forward or accumulated into subsequent terms.
 - b. Make up lessons are only available to students who produce valid documentary proof outlined above.
 - c. Make up lessons will only be offered if the school event or examination clashes with the actual date and time of their lesson at the British Council. Requests for make up lessons for any other reasons apart from the three situations listed above will not be considered.
 - d. Due to the unique way the British Council tailors lessons to suit the students, the British Council cannot guarantee that the make up lesson will coincide with the students’ existing course progression.
 - e. Make up lessons are arranged depending on the availability of slots in existing classes. If a suitable make up lesson cannot be arranged, the student’s teacher will email a lesson overview and suggested activities to minimise the impact of missing the lesson/s.
6. No refunds will be given for any absences from the class by the student.

REFUNDS

Students may request to withdraw from the course with supporting documents and will be subject to 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 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.

Course fee refunds will be considered in the following circumstances:

	Conditions	Refund Amount
WITHDRAWAL DUE TO NON-DELIVERY OF COURSE	<p>On the condition that British Council (Singapore) Limited:</p> <ol style="list-style-type: none"> 1. does not commence the course on the course commencement date 2. terminates the course before the course commencement date 3. does not complete the course before the course completion date 4. terminates the course before the course completion date <p>British Council (Singapore) Limited will give all customers a minimum of 3 days notice if a course is canceled.</p>	100% Refund of Course Fees
BEFORE COURSE COMMENCEMENT DATE	Request is made more than 60 days before the start of course	
	Request is made less than 60 days before the start of course	
AFTER COURSE COMMENCEMENT DATE	<p>Request is made with supporting documentation for the following reasons:</p> <ol style="list-style-type: none"> a) permanent move to another country b) extended overseas work commitment c) extended medical leave d) severe illness or death of a close family member e) compulsory activity in the student's primary place of study (e.g. an MOE school) 	75% Refund of Unconsumed Course Fees
	Request is made without supporting documentation or supporting documents are not submitted within 7 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 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 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 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 6 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 British Council (Singapore) Limited.

OUR CENTRES

Napier Road Centre

30 Napier Road
Singapore 258509

Adult Courses

Schools Courses

Teacher Development Courses

Marsiling Centre

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

Adult Courses

Schools Courses

Tampines Centre

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

Adult Courses

Schools Courses

Full-Time Preschool Courses

Toa Payoh Centre

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

Adult Courses

Schools Courses

Teacher Development Courses

Professional Development Courses

Contracts

+65 9179 9413 / 9111 7116

Off-site contracts

One-to-One courses

Private group courses

Contact us: +65 6473 1111

www.britishcouncil.sg