

**STUDENT HANDBOOK ACKNOWLEDGEMENT BY STUDENT**

The student acknowledges that he / she has:-

1. Received a copy of the Student Handbook.
2. Been informed of the school's policies and information relating to students.
3. Agreed to comply with the requirements as stated in the Student Handbook.

\_\_\_\_\_  
STUDENT'S FULL NAME

\_\_\_\_\_  
STUDENT'S SIGNATURE

\_\_\_\_\_  
NRIC

\_\_\_\_\_  
DATE

**MESSAGE FROM THE PRINCIPAL**

Welcome to our school!

Cosmoprof Academy was established in 1986 with the aim to provide good quality training courses in makeup artistry and beauty therapy.

Over the years, we have trained many students who have gone on to establish themselves as leading makeup artists and beauty professionals.

Cosmoprof was awarded the “Most Outstanding Achievement Award for Makeup and Beauty Academy” during the Promising 500 SME Awards 2012 and in 2014, we received the “Special Achievement in Makeup Artistry Award”, one of the Top 10 Special Achievement Awards from the Promising 500 SME Awards Secretariat.

At Cosmoprof, our approach is to equip students with high skills standards in makeup and beauty therapy. Our objective is to train you to deliver good and competent work, in order for you to build successful careers in this industry.

Rest assured that we care, and we are committed to provide you with a good learning environment.

**Warmest Regards,**

Angie Soon

***Principal***

**Council for Private Education**

Please visit [www.cpe.gov.sg](http://www.cpe.gov.sg) for more information.

**Student Contract**

Students are required to sign a Standard Student Contract and CPE's Advisory Note when they enroll for our courses, as per CPE's requirements.

**School History**

Cosmoprof Academy was established in 1986 to provide training in makeup and skin care. We were formerly known as Cosmoprof School of Beauty Therapy and Makeup.

In 1987, Cosmoprof achieved recognition for its good standards in makeup skills training when it was appointed by the then Singapore Tourism and Promotion Board (Singapore Tourism Board today) and the Miss Universe Corporation to provide makeup services for the 1987 Miss Universe Pageant when Singapore hosted the Miss Universe Pageant.

**Vision**

Our vision is to be the preferred training academy for makeup and beauty courses.

**Mission**

We are committed to train our students to meet and exceed industry standards.

**Culture**

We are focused on building a service centric culture as makeup and beauty is a profession that requires good interpersonal skills.

**Values**

Trust: We are a responsible and trustworthy training academy  
Integrity: Doing things the right way is important to us  
Focus on Service: We are focused on providing good level of customer service

**External Partners**

The following are our external partners for beauty courses.

- Comite International D'esthetique Et De Cosmetologie (CIDESCO)
- Confederation of International Beauty Therapy and Cosmetology (CIBTAC)

**School Location**

1 Selegie Road, Pomo #B1-12 and #B1-16 Singapore 188306

Directions: 5 mins walk from Dhoby Ghaut MRT Station; Pomo is next to School of the Arts Singapore on Prinsep Street / Selegie Road.

### Pictures of School Premises



Reception



Passage Way to Classrooms



Classroom – Makeup Training



Classroom – Beauty Training

### School Facilities and Classrooms

Our school spans 5726 square feet. Facilities include:-

- Makeup Artistry Classrooms X 5
- Beauty Therapy Classrooms X 2
- Photography Studio & Costume Gallery
- Reception & Lounge

### Pro Shop

There is a pro shop located adjacent to our school located at #B1-13 that retails professional makeup cosmetics. Cosmoprof Academy's students enjoy privilege discounts at the Pro Shop.

### Student Support Services

We provide these student support services.

- Orientation Program
- Employment opportunities job placements service
- Pre Course Counseling

**Resources**

Materials such as magazines are available for students at the reading area located at the reception lounge.

**Communication Channels**

Our channels for communication with students are:-

- Face to face interaction / meetings
- Emails / Telephone calls

**Teacher – Student Ratio**

For most classes our teacher to student ratio is as follows:

- 22 students to 1 teacher for Makeup Classes
- 12 students to 1 teacher for Beauty Classes

The above ratio is a guide for most classes. However the school may assign more to each class.

**Feedback and Dispute Resolution**

Students are able to provide feedback or lodge complaints by emailing to: [academy@cosmoprof.com.sg](mailto:academy@cosmoprof.com.sg). We target to resolve all complaints / feedback within 14 working days.

We will acknowledge receipt of the feedback / complaint within 3 working days.

In the event that we are unable to resolve the complaint within 14 working days, it will be referred to Singapore Mediation Centre or Singapore Institute of Arbitrators. The student may approach CPE Student Services Centre for assistance.

**Confidentiality and Security Policy**

All students' personal information obtained is used for the purpose of completing course admission to our school. Unless required by law or other statutory regulations, Cosmoprof Academy is committed to maintain the confidentiality of our students' personal information and will not divulge this information.

**The Study Environment**

Cosmoprof Academy is committed to provide a good conducive study environment. Classrooms are well maintained and clean. The sound level is comfortable and quiet. Premises are well lit and comfortable.

**Fee Payable**

The fees are categorized as Course Fees and Miscellaneous Fees. They are:-

- Course Fees: Tuition Fee
- Miscellaneous Fees: Registration Fee / Examination Fees

**Receipt**

Receipts are issued for all fees paid by students.

**Fee Protection Scheme**

Lonpac Insurance Bhd is the insurance provider for the school's IWC insurance scheme.

**Student Contract**

All students taking up our diploma courses must sign the student contract.

**Refund Policy**

All requests for refunds must be submitted in writing. Our refund policy is as follows:-

<b>% of course fees</b>	<b>If Student's written notice of withdrawal is received</b>
80%	More than 21 days before the course commencement date
50%	Before, but not more than 10 days before the course commencement date
20%	After, but not more than 3 days after the course commencement date
0%	More than 3 days after the course commencement date.

**Transfer and Withdrawal Policy**

Transfer to another course is based on case by case basis only.

Students who are frequently absent will be deemed as withdrawn if they are absent for more than 50% of classes.

**Deferment**

A Student, who wishes to defer his / her course, must submit their request in writing. Student must provide supporting documents and provide reasons for deferment. The maximum period for deferment is 12 months from course registration date. Approval for deferment is on a case by case basis. General reasons for deferment are:

- Medical reasons (must provide medical report)
- Compassionate reasons (must provide relevant documents)

**Attendance**

Students should attend all lessons.

Students who are present should sign their class attendance in our attendance records. Students are not allowed to sign on behalf of other students. Student who is absent due to medical reasons, must provide medical certificates.

The minimum class attendance is:-

- 75% minimum attendance for all students
- CIBTAC Examination Candidates are required to meet minimum 90% attendance criteria

Students who do not meet the minimum 75% attendance requirement will have to pay a Replacement Course Fee equivalent to 20% of the course fee to meet the attendance criteria.

The replacement lessons offered are not One to One Lessons and are not customized to cover whatever lessons students had missed. It is only to allow student to attend lessons in other groups to enable him / her to catch up on practice sessions and to meet the 75% attendance criteria only.

CIBTAC students should note that CIBTAC's Examination Board requires CIBTAC examination candidates to attend 90% or more of lessons. The CIBTAC Examiner may bar you from participating in the examination if candidate does not meet the 90% attendance criteria. In the event that candidate is unable to take the examination due to insufficient attendance hours, the candidate must pay for the exam fees again.

### **Absence**

Students who are absent due to medical reasons must provide medical certificates.

Students who are absent during assessments may not be given a retest.

Students who are absent during examination, must register and pay for the examination fee again.

Students are to be responsible for the timely submission of their assignments.

Students are responsible for their attendance.

### **Termination**

The school reserves the right to terminate the student for reasons such as absenteeism (more than 50% of course) or for serious disciplinary problems such as stealing / quarrelling / shouting / smoking / drinking alcohol in class. Termination will be a last resort action by the school, and only after more than 3 letters has been sent to the student.

### **Appeal**

All examination results are final. However in the event that student wants to appeal, he / she should submit the request in writing within 7 days from release of results.

### **Student Feedback**

Student feedback survey is conducted at the end of course.

Students are able to provide their feedback anytime by sending an email to the school. Academy@cosmoprof.com.sg.

Comments are consolidated for evaluation and improvements.

### **Cosmoprof Academy Privilege Card**

Students will be issued with a complimentary membership card valid for 1 year. With this membership card student will enjoy privilege discounts at the Pro Shop for 1 year. The membership is renewable thereafter for a fee.

### **Students' Models**

All student models must be above 18 years old. Models who are below 18 years must have signed consent by model's parent / guardian and be accompanied by the parent / guardian.

**Personal Property & Injury**

Please take care of your personal belongings. Do not bring valuables to the school. The school is not responsible for any loss of personal property or injury in the school premises.

**Lockers**

Limited numbers of lockers are available for rental. It is based on first come first serve basis. Students should return the locker key and make timely payment if they rent the lockers. Please do not keep valuables in the locker. School reserves the right to open and clear students' lockers if rental payments are late by more than 1 week.

**School Property**

Please practice care when using the school property such as Mirrors, Chairs and Beauty Equipment.

Students should not place hot hairstyling tools or spill makeup onto school property. School will charge student for repair costs if items are damaged under careless use.

----- Thank You -----