

Student Handbook

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1. Mission Statement & Business Management Policy

1. Mission Statement

We are committed to train our students to industry standards.

2. Service Guarantees

2.1 We will clearly advise prospective Students on pre-requisites and requirements applicable to the various courses.

2.2 We are committed to protect Students against non-conformance to course guidelines.

3. Contractual Commitment

3.1 All prospective International Students will enter into a Standard Student Contract with our school upon confirmation on enrolment into the courses. Local Students can opt-in to this scheme.

3.2 Under the Student Protection Scheme, all International Students Students will need to open a Student Tuition Fee Account (Escrow) with a CASE-endorsed Bank. Local Students can opt-in to this scheme.

4. Security and Confidentiality of Student Information

4.1 All Students' particulars obtained are solely for the purposes of completing course submission.

4.2 We will seek consent from Students should their particulars be used for purposes other than internal marketing and billing purposes.

4.3 We will ensure that the Student information is kept confidential at all times.

5. Payment and Refund

5.1 We are committed to the accuracy of charging our Students.

5.2 The exact amount of tuition fees and non-tuition fees (including security deposits if any), the payment terms, refund policy and transfer / withdrawal policy relating to the course will be clearly specified in the Standard Student Contract.

5.3 Method of payment for all fees will be in Singapore dollar. Types of payment accepted include NETs, cash, TT and cheques.

5.4 We will issue receipts to acknowledge down payments and all payments.

6. Discounted and Promotional Prices

6.1 Any discounted prices for selected courses shall be prominently displayed and communicated to the Students.

6.2 For any promotions introduced, the period for which the promotion is valid shall be clearly stated.

7. Business Ethics

7.1 Our staffs shall not engage in unethical sales tactics to mislead the students.

7.2 Students are encouraged to report any unethical incidence to the management immediately.

2. Course Administration and Orientation Programmes

- 2.1 We will issue a Standard Student Contract that is acknowledged between the school and the prospective student.
- 2.2 Local students can choose to opt-in for the SPS in the Standard Student Contract (LOCAL).
- 2.3 An orientation programme will be conducted for all new students and shall cover the following:
- Details of support programs
 - Student's pass information
 - Information on various accommodation options for students (if any)
 - Student grievance procedures
 - Details of the procedures and any implications of student's withdrawal from course, non-attendance, termination of course
 - Refunds policy
 - Details of the protection of the students' tuition fees under the Student Tuition Fee Insurance endorsed by CASE

The Student Handbook will be used as the main source of information during the Orientation.

- 2.4 In the event where any information is changed, we ensure that the students are promptly notified through available practical modes (phone, email, fax, post) and sufficient time is given to students to prepare for these changes.
- 2.5 Conduct of Student
- a. Students must maintain good conduct at all times and must observe:
- The conditions under which the Student Pass is granted by ICA;
 - The law of the Republic of Singapore
- Student Pass holders who are caught working in Singapore will be reported to ICA.
- b. Any student found to be in violation of any rules, regulations or law will be subjected to appropriate disciplinary action by the relevant authorities. In severe cases, a student may be expelled from the course of study or even deported back to their home country.
- c. Under the following circumstances, a student may be expelled from the course of study:
- Intentional damage to school property.
(Any student who intentionally damages school property will have to pay the cost of repair or replacement.)
 - Aggressive or rude towards other students and staffs
 - Disruptive behavior during classes
- 2.6 Student Particulars

- 2.1 Student's particulars are strictly for the purpose of completing course submission information or for other legitimate purposes.
- 2.2 When the school wishes to use students' particulars for purposes other than internal marketing and billing, we make this known to the student before obtaining their particulars and obtain the consent of the student using **Consent Form For Using Students' Particulars**.
- 3. Student's pass for international students**
- 3.1 Student's Pass Application
We undertake to use best efforts to assist the Student if he/she requires a Student's Pass from the ICA.
- This includes, without limitation, providing the Student with advice on obtaining such pass, verifying the Student's enrolment and immigration status, and doing all such things as may be necessary to procure the Student's Pass on behalf of the Student
- 3.2 Student's Pass Not Transferable
- The Student's Pass issued is not transferable and will expire upon the Student ceasing to be our student.
- We are under an obligation to inform the ICA of the Student's withdrawal from, or completion of his/her course of study with us, and the Student shall deliver to us, within 7 days of the Student ceasing to be a student of our school, the passport and Student's Pass of the Student for cancellation of the Student's Pass.
- 3.3 Withdrawing from our school
A Student who withdraws from our school to enroll with another school shall be deemed to have withdrawn from the course.
- 4. Accommodation options for students (if any)**
We do not provide accommodation services to our students. Students are to look for their accommodation needs themselves.
- 5. Student grievance procedures**
- 5.1 Students feedback / complaints are to be documented using the **Student Feedback / Complaint Form**.
- Note: Feedback / complaints received from email shall be managed using email correspondence.
- 5.2 The responsibility of staffs to ensure Student Feedback / Complaint are properly handled are define in the **Student Feedback / Complaint Form** to ensure effectiveness in resolving the issues that were raised.
- 5.3 The school will keep complainant informed of the status of the complaint investigation.
- 5.4 Initial respond to a complaint by the school should be within 2 days upon receipt.
- 5.5 The school shall resolve complaints within a maximum of 21 days upon receipt of the

complaint.

- a. A **Feedback / Complaint Investigation Report – Student** will be submitted to the student
- 5.6 In the event that the Student and the School are unable to resolve the dispute in accordance with the grievance procedure above, the Student and the school shall refer the dispute to the CASE Mediation Centre for mediation prior to instituting any legal action or proceedings.
- a. The Student and the school hereby agree to such procedures and to pay such fees as the CASE Mediation Centre may prescribe from time to time for the purpose of resolving their dispute.

6. Attendance

- 6.1 Students must attend all scheduled classes with the attendance taken. Students are not allowed to take the attendance on behalf of their classmate(s).
- 6.2 Students will be marked as Absent if they do not have a medical Certificate (MC) or do not have the permission from the school to miss the lesson.
- 6.3 The school is obliged to report to the Immigration and Checkpoints Authority (ICA) on any foreign student who:
- Fails to attend classes for a continuous period of 7 days or more without a valid reason
 - percentage attendance in any month of the course is lower than 90% for no valid reason.

7. Transfer / withdrawal from course & Refund Policy

- 7.1 Request for transfer / withdrawal must be made in writing and submitted together with supporting documents to the school.
- 7.2 A Student who withdraws from our school to enroll with another school shall be deemed to have withdrawn from the course.
- 7.3 Our refund policy:
- All requests for refunds must be communicated in writing.
 - In the event that request for refund has been approved, and if applicant has been issued with a Products Kit, he / she must return all the items in the Product Kit in its original, intact, unused condition. In the event that items in Products Kit have been used the applicant will be charged for the used item based on retail price.
 - The school will refund full amount of fees paid to foreign student if his / her student pass application has been rejected by Singapore Immigration & Checkpoints Authority.

Refund Policy

% of (the aggregate amount of the Course Fees and Additional Fees paid under Clause 1.7 and 1.10 of student contract)	If Student's written notice of withdrawal is received
95%	More than 60 days before the Commencement Date
75%	Before, but not more than 60 days before the Commencement Date
50%	After, but not more than 3 days after the Commencement Date
25%	More than 3 days after the Commencement Date, but not more than 10 days after the Commencement Date
0%	More than 10 days after the Commencement Date
<ul style="list-style-type: none"> • Only applicable for: <ul style="list-style-type: none"> -CIDESCO International Beauty Diploma -CIBTAC Aesthetics Treatments Diploma -Professional Make-up Artistry Diploma -Bridal & Fashion Make-up Artistry Certificate <p>*Not applicable for students under SDF scheme.</p>	

8. Termination of course by school

8.1 If the school terminates the Course for any reason prior to the completion of the Course, the school shall within 14 days after receiving the Student's notice of withdrawal refund to the Student the entire amount of the Tuition Fees and Deposit; and the Non-Tuition Fees and/or Additional Fees.

9. Fees payment

9.1 Students must pay their fees punctually as outlined in the Schedule of Payment.

9.2 All fees are payable by NETs, cash, TT or cheque in Singapore dollar.

10. Student Protection Scheme (SPS)

10.1 All International Students will need to open a Student Tuition Fee Insurance with a Case-Endorsed Insurance Company. Local Students may opt-in to this scheme in the Standard Student Contract (LOCAL).

10.2 The SPS serves to protect the students' fees in the event the school is unable to continue operations due to insolvency, and/or regulatory closure. Moreover, the SPS protects the

students if the school fails to pay penalties or return fees to the student arising from judgments made against it by Singapore Courts.

- 10.3 For more information on Student Protection Scheme, please visit the website <http://www.case.org.sg/casetrust5.htm>

11. Student Support

- 11.1 The school has designated the following staffs to be responsible for student counseling, advisory and support services like:

- Orientation programme for students
- Assistance to students facing difficulties adapting to the new environment
- Accommodation advice and information (if any)
- Advice on courses and post-graduation opportunities
- Advice to students on internal grievance procedures

Course Consultant
Tel: (65) 63393325
Email: academy@cosmoprof.com.sg

- 11.2 Operating Hours

Monday to Friday	9.00 am to 6.00 pm
Saturday	9.00 am to 1.00 pm

- 13.5 Contact information

Address:	1 Selegie Road Paradiz Centre #04-06 Singapore 188306
Main Line:	(65) 63399115
By Fax:	(65) 63392884
By E-mail:	academy@cosmoprof.com.sg

- 13.6 Transportation - MRT and Bus Service

Nearest MRT: Dhoby Ghaut MRT

NOTE: Refer to the Standard Student Contract for more details.

Student Handbook

The Student acknowledges that he/she

1. receives a copy of the Student Handbook
2. has been briefed and has understood the contents of the Student Handbook
3. agrees to comply to the requirements specified in the Student Handbook

Name of Student:

Signed:

Date:

Orientation Officer:

Signed:

Date: