

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 | : | Tourism Management Institute of Singapore |
| | Registration Number | : | 198703018M |
| <hr/> | | | |
| (2) | Full Name of Student | : | _____ |
| | <i>(as in NRIC for Singapore Citizen (SC) and Permanent Resident (PR) / as in passport for international student)*</i> | | |
| | NRIC Number (for SC/PR)* | : | _____ |
| | Student's Pass Number (if available)/ | | |
| | Passport Number (for international student)* | : | N.A. |
| <hr/> | | | |
| (3) | Full Name of Parent/Legal Guardian* | | |
| | (if Student is under eighteen (18) years of age) | : | N.A. |
| | NRIC/Passport Number* | : | N.A. |
| <hr/> | | | |

* Delete as appropriate by striking through.

Where non-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 3 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 (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 continues.
- 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	WSQ TOURIST GUIDE PROGRAMME
2) Course Duration (in months)	
3) Full-time or Part-time Course	
4) Course Commencement Date	
5) Course Completion Date	
6) Date of Commencement of Studies if later than Course Commencement Date <i>Note: "N.A." if both dates are the same</i>	N.A
7) Qualification <i>(Name of award to be conferred on the Student upon successful Course completion)</i>	-WORKFORCE SKILLS QUALIFICATIONS (WSQ) CREATE CUSTOMER EXPERIENCE (SFw) -WORKFORCE SKILLS QUALIFICATIONS (WSQ) TOURIST GUIDES – NC/NAP (SFw) -WORKFORCE SKILLS QUALIFICATIONS (WSQ) CONDUCT TOUR (SFw)
8) Organisation which develops the Course	TOURISM MANAGEMENT INSTITUTE OF SINGAPORE AND SKILLSFUTURE SINGAPORE
9) Organisation which awards/ confers the qualification	SKILLSFUTURE SINGAPORE
10) Course entry requirement(s)	- Over 21 years of age - Medically fit - Highly proficient in the guiding language - Possess a GCE 'O' Level Certificate with the following language proficiency : <u>if the guiding language is in English :</u> i) GCE 'O' Level Certificate with a Min. Grade B4 in English; or ii) WSQ WPL Level 6 in English language <u>if the guiding is in other languages:</u> i) Have a high standard of proficiency in the guiding language; AND

	ii) Primary 6 pass or WSQ WPL Level 3 in English language
11) Course schedule with modules and/or subjects	<p>Module 1 – WSQ CREATE CUSTOMER EXPERIENCE (SFw)</p> <p>Module 2 - TOURIST GUIDES – NC/NAP (SFw)</p> <p>Handle Arrival and Departure of Visitors Promote Singapore as a Tourist Destination & Apply Tourism Knowledge Write Tour Commentary</p> <p>Module 3 – WSQ CONDUCT TOUR (SFw)</p>
12) Scheduled holidays (public and school) and/or semester/term break for course	
13) Examination and/or other assessment period	<p>WSQ Create Customer Experience (SFw)</p> <p>Tourist Guides- NC/NAP (SFw)</p> <p>WSQ Conduct Tour (SFw) (trainer will allocate 1 assessment date within the period for each module)</p>
14) Expected examination results release date	1 month after date of completion
15) Expected award conferment date	2 months after date of completion

**SCHEDULE B
COURSE FEES**

Fees Breakdown	Total Payable (with GST, if any) (S\$)
Tuition Fee 8% GST TOTAL TUITION FEE LESS: «Subsidy» funding on Tuition Fee (SSG)	
Total Course Fees Payable:	
No of Instalments:	

INSTALMENT SCHEDULE

Instalment ¹ Schedule	Amount (with GST, if any) (S\$)	Date Due ²
1st instalment		
Total Course Fees Payable:		

- 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.

SCHEDULE C
MISCELLANEOUS FEES³

Purpose of Fee	Amount (inclusive of GST) (S\$)
Translator Fee - (Assessment Activity 4 + Assessment Activity 5 Role Play + Review) *if guiding language is different from mode of instruction	\$648.00 for each applicant (Non-refundable, payable upon enrolment)
Re-Assessment Fee Assessment Activity 1/2/3/4/6, Theory Exam	\$86.40 (payable upon request for re-assessment)
Re-Assessment Fee (Assessment Activity 5 Role Play + Review)- Practical Assessment conducted by STB	\$432.00 each applicant and subjected to 2 and more applicants (Non-refundable, payable upon request for re-assessment)
Translator Fee for Re-Assessment (Assessment Activity 5 Role Play + Review)- Practical Assessment conducted by STB *if guiding language is different from mode of instruction	\$648.00 for each applicant (Non-refundable, payable upon enrolment)
Appeal fee for Assessment/Re-assessment Result- Tourist Guide Program	\$270.00 (payable upon appeal request)
Appeal fee for Assessment/Re-assessment Result- Non Tourist Guide Program	\$108.00 (payable upon appeal request)
Application Fee	\$162.00 (Non-refunded, payable during application)
Print of SOA	\$21.60 (payable upon request for printing)
Late Fee (Payment)	\$86.40 (payable together with instalment course fee)
Deferment Fee	\$216.00 (payable upon request for deferment)
Transfer Fee	\$216.00 (payable upon request for transfer)
Lost of Student Card	\$10.80 (payable upon request for replacement)
Re-Print of Trainee Manual	\$54.00 (payable upon request for re-print)
Re-Module Fee	Based on each unit (payable upon signing of re-module contract/addendum)
Tourist Guide Conduct Tour – Revision Class	\$216.00 (Minimum 4 to 8 learners)
Fee Protection Scheme	0.5% or as charged by provider, whichever is higher

3. 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

% of Course Fee and Miscellaneous Fee paid (Schedules B and C)	If Student's written notice of withdrawal is received:
100%	more than 30 days before the Course Commencement Date
50%	before, but not more than 30 days before the Course Commencement Date
0%	after, but not more than 0 days after the Course Commencement Date
0%	more than 0 days after the Course Commencement Date

The parties hereby acknowledge and agree to the terms stated in this Contract.

SIGNED by Tourism Management Institute of Singapore (TMIS)

 Authorised Signatory of TMIS
 Name:
 Date:

 Seal of Tourism Management Institute of Singapore (TMIS)

SIGNED by the Student

SIGNED by the Student's parent or legal guardian (if the student is under eighteen (18) years of age)

N.A.

 Name of Student:

 Name of Parent or Legal Guardian: N.A.

Date:

Date: N.A.