

Student Handbook

1 Our Mission

WE ARE COMMITTED TO OFFER EDUCATIONAL COURSES OF HIGH QUALITY

For every educational programme we offer, we will understand the requirements that meet the students' needs, and

WE WILL CONFORM TO THOSE REQUIREMENTS WITHOUT EXCEPTION

For every process we perform, the performance standard is

DO IT RIGHT THE FIRST TIME

2 Service guarantee

We guarantee that our services and course delivery system is suitable, adequate and effective through control of nonconforming service and continual improvement. We will conform to applicable statutory and regulatory requirements without exception. We will take immediate corrective action to control any nonconformance that may arise during the delivery of service.

3 Refund policies

3.1 Withdrawal for Cause: Subject to *Force Majeure*, the Student shall be entitled to immediately withdraw from the Course by giving written notice to GLC of his/her intention to do so under the following circumstances:

- (i) GLC fails, for any reason, to commence the Course on the Commencement Date;
- (ii) GLC fails, for any reason, to complete the Course by the Completion Date;
- (iii) GLC terminates the Course for any reason prior to the completion of the Course; or
- (iv) GLC is in material breach of its obligations under this Agreement.

3.2 Refunds for Withdrawal for Cause: GLC shall, as soon as practicable after receiving the Student's notice of withdrawal under clause 3.1 (and in any event no more than fourteen (14) days after receiving such notice) refund to the Student:

- (i) the entire amount of the Tuition Fees and Deposit; and
- (ii) the Non-Tuition Fees and/or Additional Fees.

3.3 Withdrawal Without Cause and Refunds: Where the Student withdraws from the Course for any reason other than those set out in Clause 3.1 or *Force Majeure*, GLC shall, subject to Clause 3.4, as soon as practicable after receiving the Student's written notice of withdrawal (and in any event no more than fourteen (14) working days after receiving such notice) refund to the Student the entire amount (100%) of the Deposit (less all such deductions which the PEO is entitled to make in accordance with Clause 7) together with the following sums (less any applicable bank administrative charges properly paid/payable under Student Protection Scheme):

% of the aggregate amount of the Course Fees and Additional Fees paid	If Student's written notice of withdrawal is received
70%	More than 21 days before the Commencement Date
50%	Before, but not more than 7 days before the Commencement Date
20%	After, but not more than 3 days after the Commencement Date
0%	More than 3 days after the Commencement Date

3.4 No Double Claim

For the avoidance of doubt, if the Student and/or his/her parent/guardian receives any payment from the PEO or the Escrow bank pursuant to a provision of the Standard Student Contract in respect of any matter or damage, then the Student and his/her parent/guardian shall not be entitled to claim against the PEO or the Escrow bank for the same payment in respect of the same matter or damage pursuant to any other provision of the Standard Student Contract.

4 Transfer/withdrawal policy

4.1 A Student who transfers from the Course to another course with GLC shall, for the purposes of this Clause 3, be deemed to have withdrawn from the Course and the provisions of Clause 3.3 shall apply save as otherwise agreed between GLC and the Student.

4.2 A Student who withdraws from GLC to enrol with another school shall be deemed to have withdrawn from GLC.

5 Pre-requisites and requirements for various courses

The pre-requisites and requirements for courses are clearly defined in the Standard Student Contract and communication material.

6 Standard student contract

Prospective student will enter into the Standard Student Contract with GLC.

7 Student protection scheme

GLC hereby confirms and undertakes to the Student that it has in place a Student Protection Scheme as stipulated by the Consumers Association of Singapore (CASE) (the "SPS") by way of a Student Tuition Fee Insurance pursuant to the terms and conditions of the CASE-PEO Agreement dated 4 May 2005 made between CASE and the PEO.

8 Discounted prices

GLC clearly states discounted prices.

Discounted prices are prominently displayed in the reception, and clearly defined in the Standard Student Contract and in the marketing communication materials.

9 Payment method and channels

a. Tuition fee

Payment of tuition fee is to escrow account by cheque or TT in Singapore dollar. For cheque payment, pre-paid envelope will be provided. A receipt will be issued for the amount paid.

b. Non-tuition fees

Payment of non-tuition fees is to GLC at the reception in the form of cash, NETS or cheque in Singapore dollar. A receipt will be issued for the amount paid.

10 Over or under-charging

GLC is committed to avoidance of over or undercharging.

List of course fees used are clear and legible, reflecting the total amount payable and its breakdown exclusive of GST.

The total amount of course fees payable and the breakdown are clearly defined in the Standard Student Contract, payment schedules, payment vouchers and communication materials.

11 Non-tuition fees incurred

GLC clearly states non-tuition fees incurred.

Student Handbook

The non-tuition fees and its breakdown are prominently displayed in the reception and clearly defined in the Standard Student Contract, payment schedules, payment vouchers and communication materials.

12 Confidentiality of student data

GLC is committed to maintaining the confidentiality of the Student's personal information and undertakes not to divulge any of the Student's personal information to any third party without the prior written consent of the Student. Students' particulars are solely for the purposes of completing course submission.

13 Modes of communication

Student can get in touch with the School via the following ways:

Mail: Growth Language Center
BLK 131 Jurong East ST 13
#04-261
Singapore 600131

Telephone: (65) 65650926

Fax: (65) 65610024

Email: Jenny_tcw@hotmail.com

14 Self-declaration by CEO

The CEO declares the following important information at Website: stanfrodedu.com.sg

- Student-teacher ratio: 30:1
- Student redress policies: student complaint resolution procedure
- Capacity: 192
- Size and number of classrooms: 6 classrooms of size 12 to 16
- All types of fee payable in enrolment and course:

Registration fee: \$150

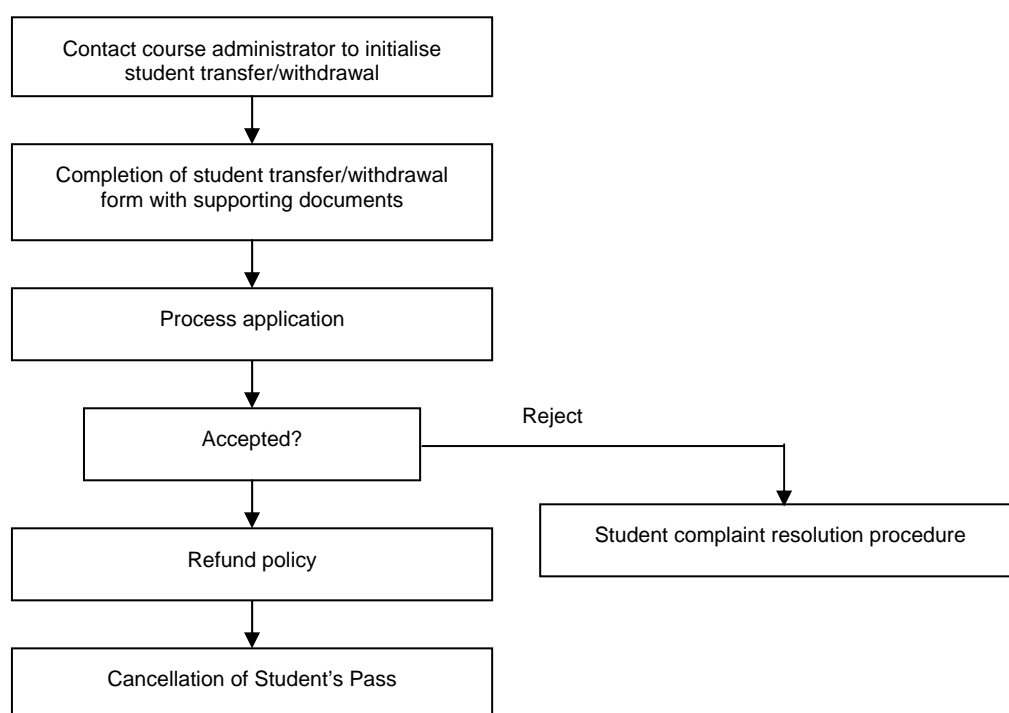
Course material fee: \$95

Student ID: \$20

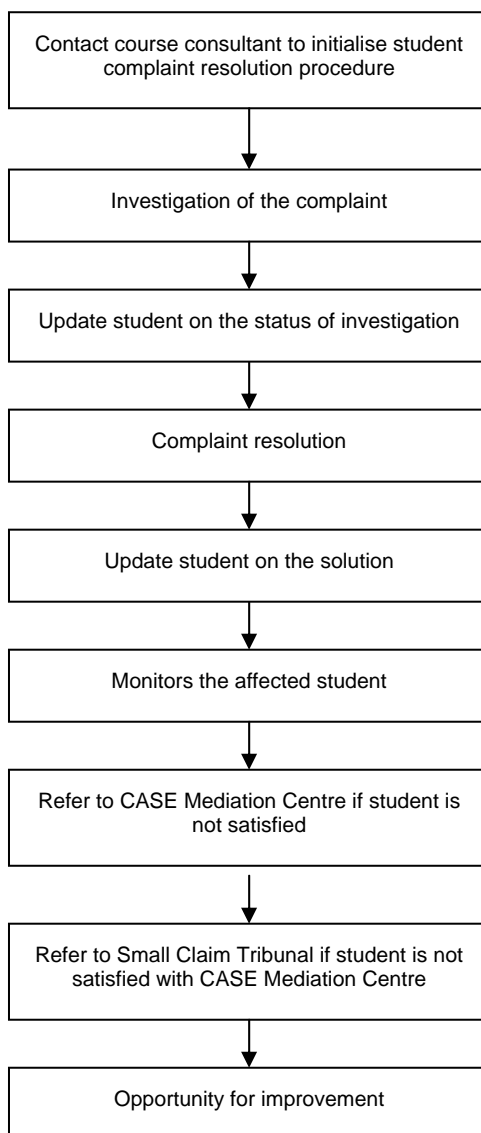
Escrow Transaction – In Charges: \$25

- Number of full-time teachers: 1
- Number of contract teachers: 20

15 Transfer/withdrawal/refund application procedure



16 Student complaint resolution procedure



17 Orientation programme

Orientation programme is conducted during the first session of the course.

18 Assistance to students

GLC provides assistance to students facing difficulties adapting to the new environment. Please contact our course administrator if you need any assistance.

19 Post-graduation opportunities

GLC provides advice on courses and post-graduation opportunities. Please contact our course administrator if you need any assistance.

20 Mode of notification of changes

In the event of any changes that affect the student, GLC will inform the student in writing.

Student Handbook

21 Punctuality

GLC expects all students to be in class at least 10 minutes before the commencement of the lesson.

22 Attendance

Your attendance requirement is expected to be 100%. In the event that your attendance is less than 90%, your student pass will be cancelled. You have to apply leave to absent from class. The leave must be support by relevant document. For sick leave, you have to support it with recognized medical leave certificate.

23 Attire and grooming

GLC expects all students to dress decently and groomed when in GLC premises. Bermuda and slippers are not allowed.

24 Inside the classroom

GLC expects students to be respectful to the teachers. If there is any grievance, our course consultants are available to listen to you. Food and drink are not allowed in class. Handphone has to be switched. You are to be attentive to your teacher.

25 Outside the classroom

You must not make any noise outside the classroom. No running around the school premises and playing with the lift. If you encounter any problem outside the classroom, any contact our course consultant for assistance.

26 Working

International students are not allowed to do work.