

POLICIES AND PROCEDURES

1 Dispute Resolution

On disputes, it is TLS Academy's policy is to try to reach a fair and amicable solution (that is, a solution is found to address the grievance that is fair and acceptable to both parties, the student and TLS Academy).

The aggrieved party, the student, must submit the grievance in writing to TLS Academy.

Senior Administrator will assign the relevant manager to establish the facts of the case. The designated manager gives an acknowledgement or initial response to the aggrieved party within 3 days. He completes the necessary investigation within 7 working days.

The manager will decide whether the complaint/grievance is justified, and if so, offer a solution to the student.

If the student accepts the solution, no further action will be pursued except to record and file the grievance and solution.

If the student declines the solution, the grievance will be referred to the Senior Administrator who will review the case and offer a second solution. All these proceedings would be completed within 14 days and complainants are kept informed of the status.

If the student still refuses to accept the second solution and before the maximum of 21 days, TLS Academy will propose that the matter be resolved through the CPE Student Services Centre, using the Dispute Resolution Scheme of the Committee for Private Education, which is described on the CPE website. This dispute resolution scheme may, where appropriate, involve the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) as the mediation centres.

2 Refund Policy

TLS Academy's refund policy is as follows.

Refund for Withdrawal Due to Non-Delivery of Course

TLS Academy 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 (of the student contract) 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.

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 of the standard student contract version 3.1, TLS Academy 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 of that contract.

The said Schedule D reads as follows:

% of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received:
90	more than 30 days before the Course Commencement Date
50	before, but not more than 30 days before the Course Commencement Date
25	after, but not more than 7 days after the Course Commencement Date
0	more than 7 days after the Course Commencement Date

Refund During Cooling-Off Period

TLS Academy 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 TLS Academy within the cooling-off period, regardless of whether the Student has started the course or not.

Conditions for cancellation of course and Refund

TLS Academy reserves the right to cancel a course if the student number is four or less in which case the refund policy above applies. TLS Academy will inform students of the cancellation of course not less than three (3) working days before the course commencement. In such a case, the application fee will also be refunded within seven (7) working days after the announcement of cancellation of course.

Non Refundable Fees

The following are non-refundable

- a. Application Fee. However, in the circumstance where TLS Academy has decided not to commence a course, the application fee will be refunded within seven (7) working days after the student is notified, unless the student takes up alternative study arrangements with TLS Academy.
- b. Miscellaneous Fees paid to TLS Academy. However, a refund will be made for the scenarios in a 'Refund for Withdrawal Due to Non-Delivery of Course' above.
- c. Third party charges e.g. Bank charge, ICA Student Pass application fee and Issuing Fee.
- d. No refund of any fee if the student has committed an offence and is expelled by TLS Academy after due process of investigation by a Disciplinary Committee set up by the Principal.

The time taken by TLS Academy to process refund requests shall not be more than 7 working days from the student's withdrawal/refund request for the issuing of refund.

Prospective students are briefed on the Refund Policy during pre-course counselling and later again during the orientation program.

Full details of the refund policy are also available on TLS Academy's web site, student contract and student handbook. Admin Manager checks that the refund policy and procedure are correctly reflected in the website and other relevant documents.

The orientation checklist requires that students acknowledge that the refund policy has been explained to them.

Refund Procedure

TLS Academy's refund procedure covers the following commonly occurring situations:

- (a) School's non-performance
- (b) Immigration and Checkpoints Authority does not approve the student pass
- (c) Student changes his mind during the 7 day cooling off period
- (d) Student's withdrawal

The procedure for student-initiated refund (due to Student's withdrawal / change of mind during 7 day cooling period, etc) is as follows:

- (a) The student submits FRM-022 Withdrawal Request Form or gives a written letter to TLS Academy requesting a refund with the reasons.
- (b) The counter staff give this letter to the Admin Manager for processing.
- (c) Admin Manager looks into the student's eligibility for a refund. She calculates the amount of refund and talks to the student showing the breakdown of the refund. The student then signs an acknowledgement form
- (d) Admin Manager presents the case to Principal for approval.
- (e) Admin Manager informs the insurance company of the student's withdrawal and refunds the money directly to students. Where possible (e.g. refunds in cash) the student signs an acknowledgement form confirming receipt of his money.

The procedure for a school-initiated refund (due to TLS Academy not performing / ICA not approving the student pass, etc) is as follows:

- (a) The Senior Administrator/ Management Team decides not to run the course.
- (b) Upon receipt of written confirmation that the course will not run or that the student pass application has not been successful, Admin Manager calculates the amount of refund due to the students and obtains approval from Principal to give the refund.
- (c) Admin Manager writes to inform the insurance company of the student's withdrawal and refunds the money directly to students. Where possible (e.g. refunds in cash) the student signs an acknowledgement form confirming receipt of his money.

3 Transfer and Withdrawal Policies

TLS Academy's curriculum allows students to do a mix of units across different grades for different subjects in the same year. This flexibility removes the need for the student to transfer to another course to match his ability or interest. Because of this flexibility already inbuilt into the curriculum, students are not allowed to transfer courses within TLS Academy.

TLS Academy allows students to withdraw from a course in accordance with its refund policy.

A transfer to another private education institution is regarded as a withdrawal from TLS Academy.

If the student is below 18 years of age, the parent or guardian's approval for the withdrawal will be required.

For withdrawals, the service target is to complete the process (including assessing and replying to student's request, change of status of student's pass, refund made) within 7 working days.

Prospective students are briefed on the Transfer / Withdrawal Policy during pre-course counselling and later again during the orientation program. Full details of these policies are also available on the web site and student handbook. Admin Manager checks that the policies and procedures are correctly reflected in the website and other relevant documents.

During the orientation, students are informed about the implications of the status of the student pass if international students withdraw from TLS Academy. They are told that:

- if the international student withdraws from TLS Academy, TLS Academy would login to the ICA system to cancel the student pass. When cancelled the student would have 30 days to remain in Singapore.
- if the international student transfers to another course, TLS Academy would have to apply for a new student pass. They are warned that should ICA reject the application for new pass the international student would have to return home.

Students acknowledge their awareness of the transfer / withdrawal policies, and the implications of a withdrawal when they sign FRM-030 Student Orientation Checklist.

Withdrawal Procedure

The procedure for withdrawal is as follows:

- (a) When the student gives written notice of his intention to withdraw using FRM-022 Withdrawal Request Form, the counter staff hands the completed request form to the Education Consultant, who will talk to the student to find out why he wants to withdraw. FRM-022 requires the signature of the parent/legal guardian if student is under 18 years of age.
- (b) If student does not change his intention, the Education Consultant will inform Principal, who will interview the student to understand his situation and to administer the end course survey (if necessary)
- (c) Principal then passes the case to the Admin Manager with instructions, if any, for processing.
- (d) The Admin Manager, working with the other managers, attends to the various withdrawal matters including
 - issuance of a letter to student effecting the withdrawal
 - cancellation of the student pass
 - informing the FPS provider within 3 working days
 - update FPS Data File 1
 - refunding the student
 - issuing the past attendance records to students that are enrolling in another course in another PEI

Where a student has withdrawn without informing TLS Academy through any written request (signed hardcopy withdrawal form or the student's email request), TLS Academy will treat this as an absence-for-an-extended-period case. After a continuous 7-day absence from class, the student name will be reported to Immigration and Checkpoints Authority (ICA), the student pass cancelled, and the FPS provider informed.

The withdrawal procedure is described in its website and student handbook.

4 Deferment Policy and Procedure

Students are informed during orientation that TLS Academy considers requests from students for course deferment on compassionate grounds.

There must be a good reason deemed acceptable to TLS Academy, and the course must be on-going such that by the time the student returns at the end of the deferment period, he is still able to study all the required modules and successfully complete the requirements for graduation. Acceptable reasons may include:

- family members who are very sick or dying where the student's presence at home is required
- traumatic family circumstances (e.g. death of a parent in an accident) where the family needs to be together to support each other
- sickness or poor health where the student needs to have an extended period of rest

For deferment requests, the service target is to assess and reply to the student's deferment request within 7 working days.

To request for a course deferment, students are required to write to TLS Academy giving the reason for their request and providing relevant documents (if available).

If the student is under 18 years of age, the Education Consultant will contact the parent / legal guardian and seek confirmation of the request for deferment. The Education Consultant records the exchange and confirmation given, and requests the parent/legal guardian to give written confirmation via email where appropriate.

The Principal will consider the deferment request and may consult with his Academic Manager or other relevant staff as appropriate.

Any deferment granted would ordinarily be up to a maximum of one year. If necessary and upon a fresh request, the deferment may be further extended.

Admin Manager will give a written reply to the student (which may be via email) on whether the deferment request has been accepted, and if so, indicating the deferment

period. This reply will include an addendum to the existing contract which the student (or his parent/guardian if the student is below 18) will be requested to sign and return to TLS Academy.

Where a deferment is allowed,

- all supervisory processes are suspended. The student does not undertake any academic work and is considered to be 'inactive'
- no course fees will be charged during the deferment period.
- the length of time of the deferment is not included in the time period for completion of the program and any deadlines will be adjusted accordingly.

The policy of the school is not to allow course extensions where a student is given an extended period to complete a course that other students in the same course would not normally be given.

5 Policies and procedures on attendance

TLS Academy requires a minimum 90% attendance each month from its international students on ICA's Student Pass.

For other student (e.g. PR) who do not require a student pass, the school requires a 75% attendance for the student to be eligible to get the certificate upon completion of the course.

Should a student be absent for 2 days in a month without valid reason, the Admin Manager will send a warning letter.

The Admin Manager will arrange to meet a student who is absent for 3 or more days in a month without valid reason, to find out the reasons for the absence and to counsel the student if necessary.

A student who is absent from class for seven (07) consecutive days without valid reasons will be deemed to have withdrawn from the course. If the school has been unable to contact the student, the Admin Manager will make a police report and cancel the Student Pass.

Students who are unable to come for lessons on the following day are expected to apply for a leave of absence at least one day earlier, using FRM-024 Application for Leave of Absence Form.

6 Appeal Procedure

Students who have not passed their PACE test may submit a written appeal to Principal for review of results. This appeal must be submitted within 7 working days from the release of test results.

The Principal will review and discuss the student's results with the Exam Board.

The Principal communicates the decisions of the Exam Board on the appeal to the student. Where appropriate, the Principal informs the designated staff (supervisor/monitor) to update the records in the data management system.

TLS Academy releases the appeal results within 4 weeks from the official date of release of the test results.

A student who has failed a PACE test or whose appeal is unsuccessful has to take a re-test in order to pass the unit

If the student fails the re-test, he must repeat the unit.

The procedure for the re-test follows that for the first test.

7 STUDENT SUPPORT SERVICES

TLS Academy provides a variety of student support services to meet the needs of the students studying in Singapore. These include:

- a. Airport pickup
- b. Accommodation (hostel) arrangements
- c. Student orientation programme.
- d. Medical insurance coverage for hospitalization and related medical treatment for the entire course duration for all full-time students including Singaporean / PR students.
- e. A tuition support system and an individual study plan based on each student's learning needs
- f. Pastoral counselling

Basic pastoral counselling, if needed, is provided by the teachers in the first instance. Should a professionally trained counsellor be needed, the school may refer the student to PsyCare Consultants or other counsellors of the student's choice.

Programmes for a holistic development

TLS Academy organizes activities or programmes such as daily morning devotions, drama class and educational tours to develop students holistically. We monitor the level of participation, collect relevant data and feedback and continually improve to ensure that all students' welfare and needs are well taken care of.