

POLICIES AND PROCEDURES

Dispute Resolution (extracted from school's policies and procedures 2.4.1 Feedback Management version 2)

1. 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).
2. The aggrieved party, the student, must submit the grievance in writing to TLS Academy.
3. 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.
4. The manager will decide whether the complaint/grievance is justified, and if so, offer a solution to the student.
5. If the student accepts the solution, no further action will be pursued except to record and file the grievance and solution.
6. 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.
7. 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 SkillsFuture Singapore (SSG), using the Private Education Mediation-Arbitration Scheme, which is described on the SSG website. This dispute resolution scheme involves the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) as the mediation centres.

Refund Policy (extracted from school's policies and procedures 4.4.1 Refund version 2)

A. Refund for Withdrawal Due to Non-Delivery of Course

1. 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 Completion Date;
 - (iii) It does not complete the Course by the Course Completion Date;
 - (iv) The student does not meet the course entry or matriculation requirements as stated in Schedule A; or

- (v) The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).
2. Where any of the Refund Events in Clause 3.1(i) to (v) above has occurred:
 - (a) The school shall use reasonable efforts to make alternative study arrangements for the Student and shall propose such alternative study arrangements in writing to the Contracting Party, within ten (10) working days of informing the Contracting Party of the Refund Event.
 - (b) If the Contracting Party accepts such alternative study arrangements, the school shall set forth such alternative study arrangements in a written contract and the current contract shall automatically terminate on the date that such new written contract comes into effect.
 - (c) If the school does not propose alternative study arrangements to the Contracting Party within the time stipulated in Clause 3.2(i) above, or the Contracting Party does not accept such alternative study arrangements, the Contracting Party may forthwith terminate the contract by way of a written notice to the school.
 3. Where any of the Refund Events in Clauses 3.1(iv) to (v) has occurred, the school shall forthwith terminate the contract by way of a written notice to the Contracting Party.
 4. If the contract is terminated pursuant to Clause 3.2(b) read with Clause 3.1(i), the school shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
 5. If the contract is terminated pursuant to Clause 3.2(b) read with either Clause 3.1(ii) or Clause 3.1(iii), the school shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.
 6. If the contract is terminated pursuant to Clause 3.3 or Clause 3.2(c) read with Clause 3.1(i), the school shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
 7. If the contract is terminated pursuant to Clause 3.2(c) read with either Clause 3.1(ii) or Clause 3.1(iii), the school shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.

B. Refund During Cooling-Off Period

8. 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.
9. If the student terminates the Contract at any time within the Cooling-Off Period by way of a written notice to the school, the school shall return all Course Fees and

Miscellaneous Fees paid to it within seven (7) working days of the receipt of the written notice.

C. Refund for Withdrawal outside the Cooling-Off Period

- 10. If the student withdraws from the Course at any time before the Course Completion date, the school 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.
- 11. 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 |

D. Non-Refundable Fees

- 12. The following are non-refundable
 - a. Registration Fee. However, in the circumstance where TLS Academy has decided not to commence a course, the Registration 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’ and ‘Refund for Withdrawal During the Cooling-Off period’.
 - 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 Senior Administrator.
- 13. 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.

E. Refund Procedure

14. 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 days cooling off period
 - (d) Student's withdrawal

15. The procedure for student-initiated refund (due to Student's withdrawal / change of mind during 7 days 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.

16. 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.

Transfer, Withdrawal and Deferment Policies (extracted from school's policies and procedures 4.3.1 Course Transfer Withdrawal Deferment version 2)

1. 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.

2. The maximum processing time for transfer, deferment, and withdrawal requests shall not exceed four (4) weeks from the date of the student's written request to the date of informing the student of the outcome in writing.
3. TLS Academy allows students to withdraw from a course in accordance with its refund policy.
4. A transfer to another private education institution is regarded as a withdrawal from TLS Academy.
5. If the student is below 18 years of age, the parent or guardian's approval for the withdrawal will be required.

Withdrawal Procedure

6. 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 Admin Manager or the Education Consultant 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 Admin Manager or the Education Consultant will inform Senior Administrator, who will interview the student to understand his situation and to administer the end course survey (if necessary)
 - (c) The Senior Administrator 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
 - refunding the student
 - issuing the past attendance records to students that are enrolling in another course in another PEI
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7. 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's name will be reported to Immigration and Checkpoints Authority (ICA), the student pass cancelled, and the FPS provider informed.

Deferment Policies and Procedures

8. Students are informed during orientation that TLS Academy considers requests from students for course deferment on compassionate grounds.
9. 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
10. For deferment requests, the service target is to assess and reply to the student's deferment request within 7 working days.
11. 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).
12. If the student is under 18 years of age, the Admin Manager or the Education Consultant will contact the parent / legal guardian and seek confirmation of the request for deferment. The Admin Manager or the Education Consultant records the exchange and confirmation given, and requests the parent/legal guardian to give written confirmation via email where appropriate.
13. The Senior Administrator will consider the deferment request and may consult with his Academic Manager or other relevant staff as appropriate.
14. 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.
15. 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.
16. 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.

17. 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.

Policies and Procedures on Attendance (extracted from school's policies and procedures 4.6.1 Student Conduct and Attendance version 4)

1. TLS Academy requires a minimum 90% attendance each month from its international students on ICA's Student Pass.
2. 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.
3. Should a student be absent for 2 days in a month without valid reason, the Admin Manager will send a warning letter.
4. 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.
5. 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.
6. Students who are unable to attend lessons on the following day are expected to submit the FRM-024 Application for Leave of Absence Form either on the same day or at least one day in advance. Late submissions may be rejected by supervisors.

Appeal Procedure (extracted from school's policies and procedures 5.5.1 Student Assessment version 4)

1. 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.
2. The Principal will review and discuss the student's results with the Exam Board.
3. 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.
4. TLS Academy releases the appeal results within 4 weeks from the official date of release of the test results.

5. 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
6. If the student fails the re-test, he must repeat the unit.
7. The procedure for the re-test follows that for the first test.

Student Support Services (extracted from school's policies and procedures 4.5.1 Student Support Services version 2)

1. TLS Academy provides a variety of student support services to meet the needs of the students studying in Singapore. These include:
 - a. Accommodation advice
 - b. Student orientation programme.
 - c. Medical insurance coverage for the entire course duration for all full-time students including Singaporean / PR students.
 - d. A tuition support system and an individual study plan based on each student's learning needs
 - e. Pastoral counselling and mental well-being
 - f. close collaboration with parent/legal guardian
2. 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, students' education and career guidance

3. The major programmes to develop students holistically and enhance their experiences are as follows:
 - Daily devotion session to develop student wellness
 - Weekly art/drama classes to develop confidence and learn the art of human expression
 - Weekly Mandarin classes
 - Coding courses to develop skills for the digital age
 - End of the term/year Community Involvement activities
 - Regional Student Convention to develop leadership
4. Other student support and developmental activities, including career talks/workshops, leadership development, goal-setting, independent learning, pastoral support, mentoring would also develop and promote students' education, future readiness and career guidance and/or employability skills