

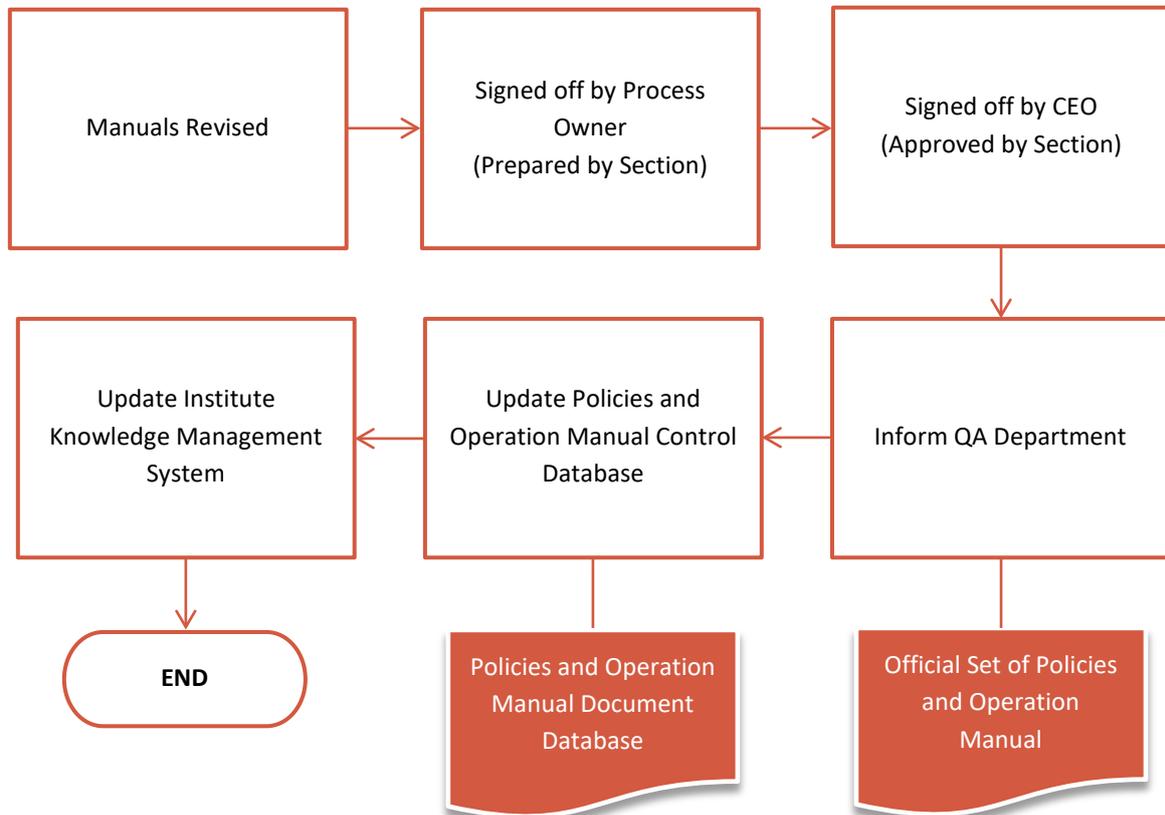
**OPERATION MANUAL**

**OM-0603-C4.1.1-05**

**PROCEDURES FOR INFORMING STUDENTS ON DETAILS OF FPS**

### 1. Document Control Policy

One of the Institute’s Controlled Documents will include the Official Set of Policies and Operation Manuals (“Manuals”) that must be endorsed and approved by the Chairman of PMER Committee prior to its release to any stakeholders. Any revisions to the Manuals must be documented / reflected in the Revision History (Item 2) of this Manual and also in the Policy and Operation Manual Document Control Database. The flowchart below captures the approval process and their respective supporting documents.



## 2. Revision History

Version	Description	Effective Date
00	Initial Release	27 March 2017
01	<ul style="list-style-type: none"> <li>Changed Criterion to 4.1.1</li> <li>Changed “counseling” to “counselling”</li> <li>Changed “counselors” to “counsellors”</li> </ul>	15 June 2017
02	<ul style="list-style-type: none"> <li>Added section 6 on review</li> </ul>	15 January 2018
03	<ul style="list-style-type: none"> <li>Updated Document Signatory List</li> </ul>	27 November 2018
04	<ul style="list-style-type: none"> <li>Removed General Information header and box</li> <li>Removed signing date from Document Signatory List</li> <li>Amended Approved By Name</li> <li>Added Point (d) under Notes on “All fees paid by students are protected under the FPS insurance scheme.”</li> <li>Amended “Designated Independent Internal Auditor” to “Independent Internal Process Auditor” in Point 6.1</li> </ul>	17 July 2019
05	<ul style="list-style-type: none"> <li>Changed logo</li> <li>Amended "School" to "Institute" throughout the manual</li> </ul>	18 March 2020

## 3. Document Signatory List

Responsibility	Name	Title	Signature
Prepared by	Sam Kok	Administration Manager	
Approved by	Alan Go	Chairman of PMER Committee	

Write-up: Process Details	Documentation & Responsibility
<p><b>1. Informing Students on FPS</b></p> <p>1.1 Students are informed on the details of FPS and how their institute fees are protected through the various stages. They are as such: -</p> <ul style="list-style-type: none"> <li>• Pre-application stage</li> <li>• Pre-course counselling stage</li> <li>• Acceptance and admission stages</li> <li>• Post-enrolment stage</li> </ul> <p>1.2 Various monitoring mechanisms (i.e. various forms / monitoring procedures / etc.) have also been set in place to ensure that students are aware of the FPS that the Institute adopts.</p> <p>1.3 The various platforms / materials or documents that should capture the adopted FPS are as such (not limited to) :-</p> <ul style="list-style-type: none"> <li>• Institute’s Official Website</li> <li>• Student Handbook</li> <li>• Agent Training Materials</li> <li>• Orientation Programme Materials</li> </ul> <p>1.4 Information of FPS to be provided (as and when necessary) are as such: -</p> <ul style="list-style-type: none"> <li>• Introduction of the FPS and its rationale</li> <li>• FPS Service Provider</li> </ul>	<p>Institute’s Official Website / Student Handbook / Agent Training Materials / Orientation Programme Materials (Marketing Executive / Administration Department)</p>
<p><b>2. Pre-application Stage</b></p> <p>2.1 Information on the Institute’s adopted FPS is easily found on various platforms as stated above. The Institute will also inform students of how they can know the status of their FPS.</p>	
<p><b>3. Pre-course Counselling Stage</b></p> <p>3.1 All approved external recruitment agents / staff (“Course Counsellors”) are to inform potential applicants on details of the Institute’s FPS during pre-course counselling. This includes informing students about how their fees are being protected by the Institute’s adopted FPS. The explanations are to be carried out in the applicant’s native language (if necessary) for better understanding.</p> <p>3.2 The details on the FPS Scheme, payment methods and schedule are listed as one of the items on the checklist under the student <b>Pre-course Counselling Form</b>. Respective Course Counsellors carrying out Pre-course counselling are required to sign off on the <b>Pre-course Counselling Form</b> as evidence that they have explained the details on FPS to the prospective student and</p>	<p>Pre-course Counselling Form (Administration Department)</p>

<p>applicants are also to sign on the same form to confirm that they have fully understood the information provided.</p> <p>3.3 <b>Administration Department</b> is required to check that all <b>Pre-Course Counselling Forms</b> are properly and duly completed. Documents with incomplete information will be sent back to Course Counsellors for follow up before they can be further processed.</p>	
<p><b>4. Acceptance and Admission Stages</b></p> <p>4.1 Upon student's acceptance of offer and the Institute's approval of the application, students are to proceed to sign on the <b>Standard Student contract</b>. Students are also required to sign on the <b>Form 12— Student Advisory Notes</b> to document that they have fully understood the clauses as stated in the student contract.</p> <p>4.2 <b>Administration Department</b> is required to check that all student contracts and Form 12 are properly and duly completed. Documents with incomplete information will be sent back to Course Counsellors for follow up before they can be further processed.</p>	<p>Standard Student Contract/ Form 12- Student Advisory Note (Administration Department)</p>
<p><b>5. Post-enrolment Stage</b></p> <p>5.1 All newly enrolled students are required to go through the Institute's orientation programme. This includes reinforcing information on FPS. Students are required to sign on the <b>Pre-course Counselling and Orientation Satisfaction Survey</b> to indicate that they have been briefed on information relating to FPS.</p>	<p>Orientation Slides / Pre-course Counselling and Orientation Satisfaction Survey (Administration Department)</p>
<p><b>Notes:</b></p> <ol style="list-style-type: none"> <li>a. FPS is applicable to all students (regardless of nationality and type of passes, i.e. dependent's pass, student's pass, work permit etc.) unless it is a short course and the waiver for FPS has been approved by CPE.</li> <li>b. The Institute is strictly not allowed to collect fee beyond 12 months</li> <li>c. If there is a discount offered to the published course fee, the discount amount must be clearly documented in the student contract.</li> <li>d. All fees paid by students are protected under the FPS insurance scheme.</li> <li>e. The Institute must update FPS service provider within 3 working days when: -             <ol style="list-style-type: none"> <li>i) A student transfer course of study; or</li> <li>ii) A student withdraws from course of study (termination or pre-mature institute leaver); or</li> <li>iii) A student defers or extends his/her study; or</li> <li>iv) Student fee protection status is affected other than the circumstances listed above.</li> </ol> </li> </ol>	
<p><b>6. Review of Procedures for Informing Students on Details of FPS Process</b></p>	<p>IPRAA Report (Independent Internal</p>

<p>6.1 The <b>Independent Internal Process Auditor</b> will review the process as part of his/her Internal Process Review, Audit, and Assessment of the Institute.</p> <p>6.2 In addition, the Process Owner will do a review of the process at least once a year to ensure that it is up to date and relevant.</p>	<p>Process Auditor)</p>
---	-------------------------

**FLOWCHART: PROCEDURES FOR INFORMING STUDENTS ON DETAILS OF FPS**

