



HANBRIDGE INSTITUTE

Manual Code / Criterion	: C4.2.1
APSR Manual Title	: Student Contract
Approved By	: Alan Go Chairman of PMER Committee

REVISION HISTORY

Version Number	Description of Revision	Effective Date
00	Initial Release	27 Mar 2017
PM-0601-C4.0-06 Student Protection and Support Services		
00	Initial Release	15 Jun 2017
01	Amended point 1.4 Amended points 3.9 and 3.10	15 Jan 2018
02	Updated Document Signatory List	27 Nov 2018
03	1. Amended Department Coding from "0607" to "0601" 2. Removed General Information header and box 3. Removed signing date from Document Signatory List 4. Amended Approved By Name	17 Jul 2019
04	1. Amended point 2.2 on communication of fee payment modes to the students in section 2 Fee Payable and Receipt 2. Amended point 3.8 from "students are given a 7-day cooling off period" to "students are given 7 working days cooling off period" in section 3 Student Contract	01 Nov 2019
05	1. Added "Systems & Review" Table	01 Dec 2019
06	1. Changed logo 2. Amended "School" to "Institute" throughout the manual	18 Mar 2020
OM-0604-C4.2.1-05 Procedures for Executing Student Contract		
01	1. Changed to Criterion 4.2.1 2. Added in Section 4.2 (a) Explaining all terms and conditions and to ensure that the student fully understand before signing the contract (b) That a new Student Contract will be issued for students who wish to repeat a module 3. Amended refund cooling off period from 7 days to 7 working days in 4.2(c)	15 Jun 2017

Version Number	Description of Revision	Effective Date
	<ol style="list-style-type: none"> 4. Section 5.1: Changed "Students are required to sign on the Pre-course Counselling and Orientation Satisfaction Survey" to "Students are required to complete the Pre-course Counselling and Orientation Satisfaction Survey" 5. Added to point 2.1 "and a copy of the school's student contract" 6. Added section 6 on Review 7. Amended flowchart with changes 	
02	<ol style="list-style-type: none"> 1. Added point 6.2 on review by process owner 	15 Jan 2018
03	<ol style="list-style-type: none"> 1. Updated Document Signatory List 	27 Nov 2018
04	<ol style="list-style-type: none"> 1. Removed General Information header and box 2. Removed signing date from Document Signatory List 3. Amended Approved By Name 4. Added Note on 'CPE's Standard PEI-Student Contract should be adopted for all students recruited' in section 1 Information on Executing Student Contract 5. Amended CPE Website from "www.cpe.gov.sg" to "www.ssg.gov.sg" 6. Amended "Designated Independent Internal Auditor" to "Independent Internal Process Auditor" in Point 6.1 	17 Jul 2019
05	<ol style="list-style-type: none"> 1. Changed logo 2. Amended "School" to "Institute" throughout the manual 	18 Mar 2020
C4.2.1 Student Contract		
06	<ol style="list-style-type: none"> 1. Revamped Manual Formatting. 2. Combined Policy and Operation Manual <ol style="list-style-type: none"> a. PM-0601-C4.0-06 Student Protection and Support Services b. OM-0604-C4.2.1-05 Procedures for Executing Student Contract 3. Amended Manual Name from "Procedures for Executing Student Contract" to "Student Contract". 4. Added Point 1.a. under Approach (Policy Manual) section. 5. Amended "Operation Manual on Procedures for Executing Student Contract" to "Process (Operation Manual) Section of Manual: Student Contract" in Point 1.f. under Approach (Policy Manual) section. 6. Added Point 1.j. under Approach (Policy Manual) section. 7. Amended "counseling" to "counselling" in Point 1.a.ii. under Process (Operation Manual) section. 8. Amended "www.ssg.gov.sg" to "www.tpgateway.gov.sg" in Point 2.b. under Process (Operation Manual) section. 9. Amended "(("Course Consultants"))" to "(("Course Consultants"))" in Point 3.a. under Process (Operation Manual) section. 10. Amended "...checklist under the student Pre-course Counselling Form" to "...Pre-course Counselling Acknowledgement's list in the Student Application Form under the Declaration section" in Point 3.b. under Process (Operation Manual) section. 	01 Sep 2023

Version Number	Description of Revision	Effective Date
	<ol style="list-style-type: none"> 11. Amended “two original copies of the standard student contract where...” to “...two original copies of the Form 12 – Advisory Note and standard student contract each where ...” into 4.a. under Process (Operation Manual) section. 12. Added Point (c) under Point 4.b. of the Process (Operation Manual) section. 13. Amended “Student Refund Procedure” to “Refund Process (Operation Manual)” in Point (d) under Point 4.b. of the Process (Operation Manual) section. 14. Added Point (e) under Point 4.b. of the Process (Operation Manual) section. 15. Added Point (k) under Point 4.b. of the Process (Operation Manual) section. 16. Added Point (m) under Point 4.b. of the Process (Operation Manual) section. 17. Amended “Administration Department” to “School Operations Department” throughout the manual. 18. Amended “Sales & Marketing Department” to “Business Development Department” in Point 1.k. under Approach (Policy Manual) section. 	

GD 4.0 REQUIREMENT STATEMENTS

1. Execute a student contract during course admission. The student contract execution procedure shall provide for the following:
 - a. Ensuring each student contract is meant for the admission of each student into one course.
 - b. Explaining the terms and conditions of the contract to each student and ensuring that each student fully understands them.
 - c. Ensuring that both you and the student acknowledge any amendment made.
 - d. Stipulating a cooling off period of at least 7 working days.
 - e. Signing a new contract or issuing an addendum to the existing contract for a student who wishes to repeat a module and when a course deferment or transfer request has been approved.
 - f. Ensuring that a breakdown of all fees (inclusive of any non-refundable fees, discounts / rebates and grants / funding given) are declared in the contract and marketing collaterals.
2. Ensure a copy of your student contract is made available for prospective students.
3. Review the student contract execution procedure for continual improvement.

APPROACH (POLICY MANUAL)

1. Student Contract

- a. The Institute undertakes the responsibility to ensure that the following processes are adhered to as part of the admissions process: -
 - i. All students have a duly executed Student Contract.
- b. Each enrolled student of the Institute will sign a standard Student Contract, where one copy will be given to the student.
- c. Each Student Contract is meant for admission to one course only and individual student contracts will be entered with each student admitted into the courses offered.
- d. Any amendments made to the Student Contract must be accompanied with an acknowledgement signatory by both the Institute staff and student.
- e. If a student wishes to repeat a module, a new Student Contract has to be issued.
- f. The execution of the Student Contract shall be in accordance with the Process (Operation Manual) Section of Manual: Student Contract.
- g. The terms and conditions of the contract are to be explained to each student and it is the responsibility of the Institute to ensure that each student fully understands them.
- h. Both the student and the Institute should acknowledge any amendments made to the contract.
- i. Students are given 7 working days cooling off period from date of signing the student contract, whereby should they decide to withdraw from the course, maximum refund shall apply.
- j. Ensuring that the breakdown of all fees (including any non-refundable fees and discounts given) will be reflected on the Institute's marketing collaterals and the standard Student Contract.
- k. The Business Development Department shall ensure that a template of the Student Contract is made available for prospective students on the Institute website.
- l. The Student Contract Execution procedures will be reviewed on an annual basis for continual improvement by the Independent Internal Process Auditor through the IPRAA. In addition, the process owner will review the procedure to ensure it is up to date and relevant.

Note: CPE's Standard PEI-Student Contract should be adopted for all students recruited.

PROCESS (OPERATION MANUAL)

1. Information on Executing Student Contract
 - a. Students are informed on the details and clauses of the Standard Student Contract (“Student Contract”) through the various stages. They are as such: -
 - i. Pre-application stage
 - ii. Pre-course counselling stage
 - iii. Acceptance and admission stages
 - iv. Post-enrolment stage
 - b. Various monitoring mechanisms (i.e. various forms / monitoring procedures / etc.) have also been set in place to ensure that students are aware of the Student Contract and its details.
 - c. The various platforms / materials or documents that should capture information on the Student Contract are as such (not limited to): -
 - i. Institute’s Official Website
 - ii. Student Handbook
 - iii. Agent Training Materials
 - iv. Orientation Programme Materials
 - d. All original copies of the student contracts must be kept in the students’ P-Files which are archived for a minimum of 5 Years.
 - e. The signed student contract is a legal document that will be used as the basis in the event of any disputes / conflicts.

Note: CPE’s Standard PEI-Student Contract should be adopted for all students recruited.
2. Pre-application Stage
 - a. Information on the Student Contract and a copy of the institute’s student contract is easily found on the Institute’s official website. The website also provides a link to CPE’s website for students who want to find out more details of the Student Contract.
 - b. Prospective students are directed to www.tpgateway.gov.sg for more details on the Student Contract.
3. Pre-course Counselling Stage
 - a. All approved external recruitment agents / staff (“Course Consultants”) are to explain clearly the details and clauses that are found in the standard student contract. The explanations are to be carried out in the applicant’s native language for better understanding (as and when necessary).

- b. Details on student contract clauses are listed as one of the items on the Pre-course Counselling Acknowledgement's list in the Student Application Form under the Declaration section. Course Consultants are required to sign off on the form as evidence that they have explained the details of the student contract to the prospective student and applicants are also to sign on the form to confirm that they have fully understood the information provided.
 - c. School Operations Department is required to check that all such forms are properly and duly completed. Applications with incomplete information will be sent back to Course Consultants for follow up before they can be further processed.
4. Acceptance and Admission Stages
- a. Upon student's acceptance of offer and Institute's approval of application, students are to proceed to sign on two original copies of the Form 12 – Advisory Note and standard student contract each where 1 copy will be given to the student and 1 copy will be kept by the Institute.
 - b. School Operations Department must also check / ensure the following as part of the Procedures for Executing the Student Contract: -
 - (a) Explaining all terms and conditions and to ensure that the student fully understand before signing the contract.
 - (b) That a new Student Contract will be issued for students who wish to repeat a module.
 - (c) All applicants would need to have a duly executed Student for each individual course. If the applicant is signing up for 2 or more separate courses, there would need to be individual Student Contract for each course.
 - (d) Explaining to students that there is a cooling off period where a maximum refund (less any non-refundable fees) is allowed within 7 working days after signing the Student Contract – Refer to Refund Process (Operation Manual) for more details.
 - (e) Explaining to students a breakdown of all fees payables is to be declared in the student contract and relevant marketing collateral (e.g. website, course brochures), including any non-refundable fees and discounts/rebates given.
 - (f) Payment due dates are not earlier than the contract sign date and that no payments (including issuing of invoice) are to be collected prior to signing of the Student Contract.
 - (g) That there is a new contract signed even though it is a Course Transfer.
 - (h) The Student Contract to be signed is valid only for admission to one course.
 - (i) That any amendments made in the Student Contract are countersigned by both the Institute Representative and the Student.

- (j) Students are to sign on the Form 12— Student Advisory Note to document that they have fully understood the student contract. Signing on Form 12 – Student Advisory Note must be done before signing on the actual Student Contract.
 - (k) Signing of a Late Enrolment Declaration Letter by student to ensure that they are aware of the implications and agree to the late enrolment (i.e., joining after course commencement).
 - (l) A parent / guardian is required to sign on the Student Contract for students that are below the age of 18.
 - (m) Ensure fees reflected in the Student Contract do not exceed the fee collection cap as stated in the FPS Instruction Manual.
 - (n) Any discounts given to the student must be clearly documented in the Student Contract.
- c. School Operations Department is required to check that all such forms are properly and duly completed. Applications with incomplete information will be sent back to course consultants for follow up before they can be further processed.
 - d. School Operations Department is required to keep the duly executed original copy of the Student Contract in the Student P-File.
5. Post-enrolment Stage
- a. All newly enrolled students are required to go through the Institute’s orientation programme. This includes reinforcing information on the Student Contract. Students are required to complete the Pre-course Counselling and Orientation Satisfaction Survey to indicate that they have been oriented in this area.

SYSTEMS & REVIEW

1. The Process will be reviewed by Independent Internal Process Auditor through Internal Process Review, Audit, and Assessment of the Institute.
2. At least once a year, respective process owners are to conduct a review of their procedures as laid out in the Policy and Operation Manuals to ensure they are up to date and relevant.

FORMS & TEMPLATES

1. Official Website
2. Pre-course Counselling Form
3. Standard Student Contract
4. Form 12 – Student Advisory Note
5. Orientation Slides
6. Late Enrolment Declaration Letter
7. FPS Instruction Manual
8. Pre-course Counselling and Orientation Satisfaction Survey
9. IPRAA Report