

## TERMS & CONDITIONS FOR SHORT-TERM STUDENT CONTRACT (GROUP / INDIVIDUAL TUITION)

### 1. SHORT-TERM COURSE

A short-term course is a course which is either 50 hours or less in instruction time, or 30 days or less in course duration.

### 2. ELIGIBILITY FOR SHORT-TERM COURSE

Singaporeans, Singapore Permanent Residents and Foreigners with valid Employment / S / Entry Pass / Training / Dependant / Visit / Diplomatic Pass / Work Holiday Pass covering the short-term course period are eligible for short-term courses.

### 3. ADMISSION PROCEDURE

#### Pre-Course Counselling

Student will undergo a pre-course counselling session and will be informed of, but not limited to the course admission criteria, attendance requirements and school policies.

#### Submission of Enrolment Form / Acceptance of Student

Student completes and submits the enrolment form which will be evaluated and submitted for approval. The school will issue an acceptance letter/email if the enrolment is approved.

#### Placement Test

A placement test is needed for students who are not a complete beginner in the language he/she wishes to learn.

#### Acceptance of Course

Student accepts the offer by signing the short-term student contract or by acknowledging the acceptance letter/email. This short-term student contract terms and conditions shall apply for subsequent courses continued by the student.

#### Payment of Fees

Student will make the full payment, which includes tuition fees and miscellaneous fees (if any). A place in the course is confirmed only when the full course fee is paid before the course commencement date. Places are allocated on a first-come-first-served basis.

#### Course Commencement

Part-Time students shall arrive at least 30 minutes early before the first lesson for payment and at least 15 minutes early for collection of course materials. Full-Time students shall arrive 1 hour early before the first lesson for oral test and orientation. Briefing to inform students of critical course information and school policies will also be conducted.

### 4. ADMISSION POLICY

If the course has commenced, student has to acknowledge and agree to be enrolled for the course by signing the short-term student contract prior to admission. Students are strongly advised to ensure that they will be able to attend the programme before applying. The school reserves the right to review a student's progress periodically and the right to terminate a student's enrolment for academic reasons or failure to abide by the school's rules and regulations.

### 5. COURSE DURATION

Each session comprises 2 teaching hours. Each teaching hour lasts 50 minutes followed by a 10 minutes break.

### 6. ATTENDANCE REQUIREMENT / CERTIFICATE

Students must maintain a minimum of 80% attendance to be eligible for a Certificate of Attendance awarded by Inlingua School of Languages upon request. Students who complete an entire level (Elementary, Intermediate or Advanced) with a minimum grade of 75% will be awarded a Certificate of Achievement upon request.

### 7. CLASSES AND PUBLIC HOLIDAYS

Classes with fewer than 4 students may be postponed or cancelled. The school reserves the right to reschedule any course of tuition, which could mean either a change in timing, classroom or teacher. Full-Time Group Tuition classes that fall on Public Holidays are not replaced. Part-Time Group Tuition classes are not held on Public Holidays.

### 8. MAKE-UP LESSONS

There will be no make-up lessons for any missed classes. No discounts and/or refunds will be entertained. Students who wish to take 1:1 make-up lessons will be required to pay \$103 per hour.

### 9. FEE PROTECTION SCHEME (FPS)

FPS does not apply to students on a short-term course.

### 10. GROUP MEDICAL INSURANCE

Group medical insurance is for Full-Time students only. Singapore/PR students are exempted from the insurance coverage if they are already covered by their own medical insurance plan.

### 11. PROGRESS TEST

Regular progress tests are conducted at the end of each module. A score of 60% in the progress test is required to be promoted to next level. Fees are chargeable if the student requires an early or late test. Results will be released within 3 working days.

### 12. PERSONAL DATA

All personal particulars collected are solely for the purpose of course enrolment and market research. All particulars data storage is security password-protected and kept strictly confidential. Please refer to our website for our Privacy Policy which is aligned with the Personal Data Protection Act in Singapore.

### 13. STUDENT CONTACT DETAILS

It is the duty of the student to update the school of any change in contact details such as address, contact number and email address to ensure communication reaches the student.

### 14. STUDENT MEDIA

Student names and photographs, audio, or videos taken of the students at the school or during any student activities may occasionally be used for training purposes or in marketing materials.

### 15. INDEMNITY

The school will not be held responsible for any accidents or injuries incurred at the school or during student activities. Student is fully responsible for his/her own safety.

### 16. FEES & CHARGES

#### Course Fees

All course fees include a non-refundable \$20 course registration fee. Placement tests are provided by the school free of charge. Courses and fees are reviewed periodically. Fees are transferable according to the Transfer, Withdrawal and Refund Policies. Fees are forfeited for absence and in the case of expulsion. All fees are inclusive of Goods & Services Tax (GST), unless otherwise stated.

#### Group Tuition Fees

For Full-Time Group Tuition, fees are calculated on a weekly basis. Full week fees shall be charged for midweek enrolments. For Part-Time Group Tuition, fees are calculated based on a 20-hour course. Full course fees shall be charged for mid-course enrolments. Refer to our website for the full list of course fees.

#### Individual Tuition Fees

For Flexible Schedule, students shall submit lesson dates and timing for the following week to the school by Friday noon. Once the booking form is received, the session is confirmed and no reminder shall be given. Any change should be conveyed at least 24 hours before the scheduled lesson (subject to the school's confirmation) otherwise no refund or replacement class shall be given. Students are required to book lessons in blocks of 10 hours each and lessons must be completed within 6 months.

For Fixed Schedule, no replacement shall be granted for any missed or cancelled session. Students are required to book lessons in blocks of 20 hours each and lessons must be completed within 10 weeks.

Refer to our website for the full list of course fees.

#### Progress Test Fee

If student is unable to take the progress test on the planned test date, he/she will need to make arrangements with the school for an early or late test with a fee of S\$53.50.

#### Late Payment

Enrolment may be cancelled if payment is not received within one week of the course commencement date.

### 17. SKILLSFUTURE CREDIT AND CLAIM

Singaporean students with available SkillsFuture credit may use the credit to pay for the tuition fees with GST (fully or partially), but it cannot be used to cover other fees such as the registration fee and books/materials fee. Student using SkillsFuture Credit to pay for a course may submit a claim for SkillsFuture Credit to SSG within 60 days of the course start date (date inclusive). Approval of the claim has to reach inlingua at least 7 days before the course commencement.

### 18. SCHOOL REGULATIONS

- Students shall observe all the school regulations or face expulsion from the school.
- Students shall attend all sessions punctually and shall give reasons for any absence.
- The school is not responsible for the loss of personal property or for loss resulting from theft, fire or injury sustained on the premises.
- Students shall co-operate with the teachers on the principles of the teaching method and participate actively in the programme.
- While on the school's premises, students shall help maintain the academic atmosphere by not disturbing other groups being taught.
- There shall be no littering and students should help to keep rooms and corridors clean, neat and tidy at all times. Eating and drinking are not permitted in the classrooms or corridors.
- Smoking and chewing gum are not permitted anywhere on the school's premises.
- Students who deface or damage the school's property shall be required to pay for any repairs or replacement costs.
- The school reserves the right to ask a student to leave our premises for inappropriate behaviour.
- Students shall observe a proper dress code while in school at all times. No slippers or indecent attire are allowed.

### 19. REFUND POLICY

The refund of Course Fees (for all programmes) will be based on the Table below:

% of aggregate amount of fees paid	If Student's written notice of withdrawal is received
100% refund less bank charges and registration fees	More than 21 days before the Course Commencement Date
No Refund	Before, but not more than 21 days before the Course Commencement Date
	After, but not more than 0 days after the Course Commencement Date
	More than 0 days after the Course Commencement Date

### 20. REFUND DURING COOLING-OFF PERIOD

inlingua will provide the student with a cooling-off period of 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 the Refund Policy Table) of the fees already paid if the student submits a written notice of withdrawal to inlingua within the cooling-off period, regardless of whether the student has started the course or not.

#### Refund Procedure Policy

Students who apply for a refund should complete a Course Refund Application Form. Verbal requests will not be accepted.

#### 1. Complete and submit the application form

Obtain the Course Refund Application Form from the School Reception Counter or website. Complete and submit the form to the Reception Counter or email to [info@inlingua.edu.sg](mailto:info@inlingua.edu.sg) for refund to be processed.

#### 2. Refund application is subjected to approval

Student will be notified of the School's decision within 3 working days from the day the Course Refund Application Form is received. All decisions are considered final. If the refund is approved, the cash/cheque collection/bank transfer will be ready within 7 working days from the day the Course Refund Application Form is received.

### 21. TRANSFER, WITHDRAWAL, REFUND, DEFERMENT AND PRIVACY POLICIES

Students are required to read the above-mentioned policies on the school's website.

Visit our website [www.inlingua.edu.sg](http://www.inlingua.edu.sg) for more details.

Cert No.: EDU-2-2095

11/01/2017 – 10/01/2021

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CPE Registration No. 197801468Z

25 Aug 2014 - 24 Aug 2018

1 January 2018 / Version 6.0



Cert No: EDU-2-2095  
Validity: 11/01/2017 - 10/01/2021