



HANBRIDGE INSTITUTE

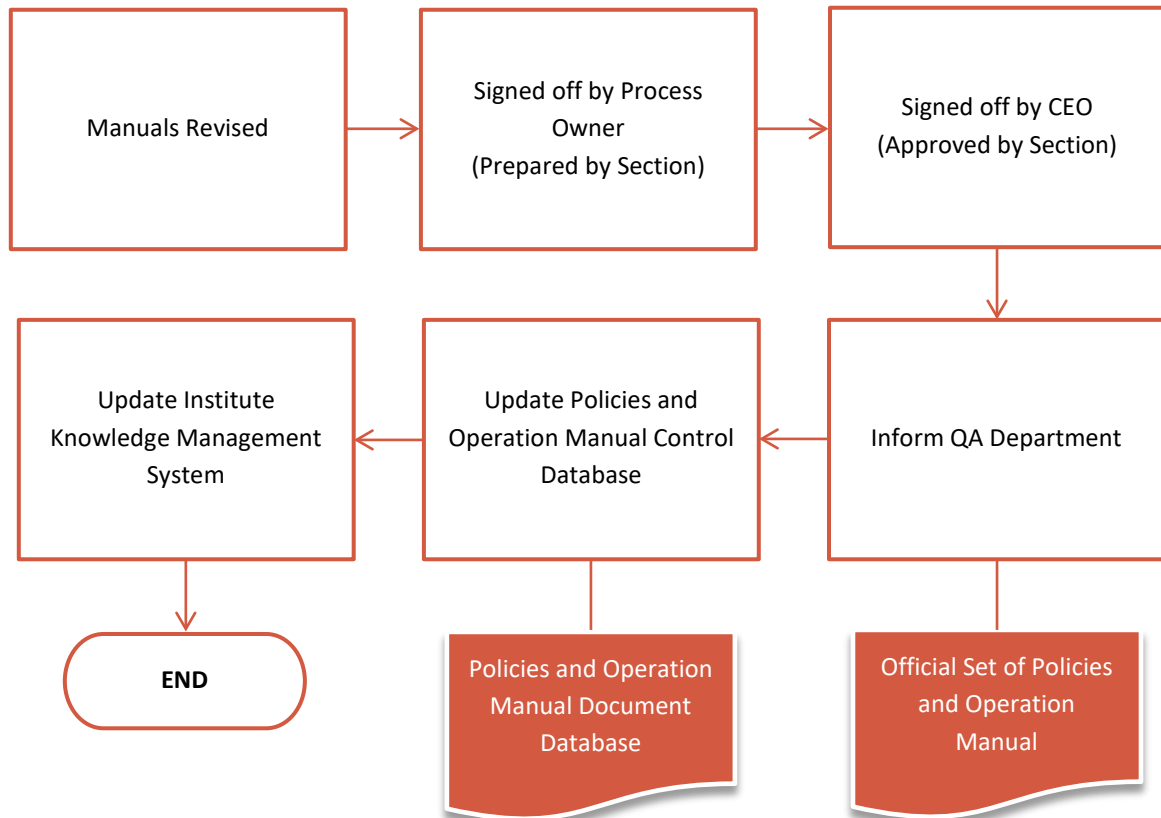
**OPERATION MANUAL**

**OM-0604-C4.2.1-05**

**PROCEDURES FOR EXECUTING STUDENT CONTRACT**

## 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 to Criterion 4.2.1</li> <li>• Added in Section 4.2               <ul style="list-style-type: none"> <li>(a) Explaining all terms and conditions and to ensure that the student fully understand before signing the contract</li> <li>(b) That a new Student Contract will be issued for students who wish to repeat a module</li> </ul> </li> <li>• Amended refund cooling off period from 7 days to 7 working days in 4.2(c)</li> <li>• 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"</li> <li>• Added to point 2.1 "and a copy of the school's student contract"</li> <li>• Added section 6 on Review</li> <li>• Amended flowchart with changes</li> </ul>	15 June 2017
02	<ul style="list-style-type: none"> <li>• Added point 6.2 on review by process owner</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 Note on 'CPE's Standard PEI-Student Contract should be adopted for all students recruited' in section 1 Information on Executing Student Contract</li> <li>• Amended CPE Website from "www.cpe.gov.sg" to "www.ssg.gov.sg"</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. Information on Executing Student Contract</b></p> <p>1.1 Students are informed on the details and clauses of the Standard Student Contract (“Student Contract”) through the various stages. They are as such:-</p> <ul style="list-style-type: none"> <li>• Pre-application stage</li> <li>• Pre-course counseling 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 Student Contract and its details.</p> <p>1.3 The various platforms / materials or documents that should capture information on the Student Contract 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 All original copies of the student contracts must be kept in the students’ P-Files which are archived for a minimum of 5 Years.</p> <p>1.5 The signed student contract is a legal document that will be used as the basis in the event of any disputes / conflicts.</p> <p>Note: CPE’s Standard PEI-Student Contract should be adopted for all students recruited.</p>	
<p><b>2. Pre-application Stage</b></p> <p>2.1 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.</p> <p>2.2 Prospective students are directed to <a href="http://www.ssg.gov.sg">www.ssg.gov.sg</a> for more details on the Student Contract.</p>	<p>Official Website (Course Consultant)</p>
<p><b>3. Pre-course Counselling Stage</b></p> <p>3.1 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).</p> <p>3.2 Details on student contract clauses are listed as one of the items on the</p>	<p>Pre-course Counselling Form (Administration Department)</p>

<p>checklist under the student <a href="#">Pre-course Counselling Form</a>. 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.</p> <p>3.3 <b>Administration Department</b> 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.</p>	
<p><b>4. Acceptance and Admission Stages</b></p> <p>4.1 Upon student’s acceptance of offer and Institute’s approval of application, students are to proceed to sign on two original copies of the standard student contract where 1 copy will be given to the student and 1 copy will be kept by the Institute.</p> <p>4.2 <b>Administration Department</b> must also check / ensure the following as part of the Procedures for Executing the Student Contract: -</p> <p>(a) Explaining all terms and conditions and to ensure that the student fully understand before signing the contract.</p> <p>(b) That a new Student Contract will be issued for students who wish to repeat a module.</p> <p>(c) 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 <a href="#">Student Contract</a> – Refer to Student Refund Procedure for more details.</p> <p>(d) Payment due dates are not earlier then the contract sign date and that no payments (including issuing of invoice) are to be collected prior to signing of the Student Contract.</p> <p>(e) That there is a new contract signed even though it is a Course Transfer.</p> <p>(f) The Student Contract to be signed is valid only for admission to one course.</p> <p>(g) That any amendments made in the Student Contract are countersigned by both the Institute Representative and the Student.</p> <p>(h) Students are to sign on the <a href="#">Form 12— Student Advisory Note</a> 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.</p> <p>(i) A parent / guardian is required to sign on the Student Contract for students that are below the age of 18.</p> <p>(j) Any discounts given to the student must be clearly documented in the Student Contract.</p> <p>4.3 <b>Administration Department</b> 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</p>	<p style="text-align: right;"><a href="#">Standard Student Contract/ Form 12- Student Advisory Note (Administration Department)</a></p>

<p>processed.</p> <p>4.4 <b>Administration Department</b> is required to keep the duly executed original copy of the Student Contract in the Student P-File.</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 the Student Contract. Students are required to complete the <b>Pre-course Counselling and Orientation Satisfaction Survey</b> to indicate that they have been oriented in this area.</p>	<p>Orientation Slides / Pre-course Counselling and Orientation Satisfaction Survey <b>(Administration Department)</b></p>
<p><b>6. Review of Student Contract Execution Procedures</b></p> <p>6.1 The <b>Independent Internal Process Auditor</b> will review the execution of student contract 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>IPRAA Report <b>(Independent Internal Process Auditor)</b></p>

**FLOWCHART: PROCEDURES FOR EXECUTING STUDENT CONTRACT**

