

Lingo School Student Handbook

1 About Us

Lingo School is a Ministry of Education Singapore (MOE) approved private school. We appreciate very much the importance of a knowledge based economy and hence, we have chosen to specialise and concentrate on personal and corporate upgrading.

We provide both **language** and **business** courses to cater to your needs in this fast paced highly demanding and dynamic business environment. Empowered with the new skills upon graduation, you will be in a better position to face new challenges and become better placed for an accelerated career path..

Our language courses are essentially student focused. During the pre-course counseling session, the student's needs and capabilities are individually assessed by our course consultants. Tailored solutions are then provided to ensure an effective learning experience.

2 School's Objective

To network our students in the correct business matrix and to impart the most relevant knowledge efficiently in a well designed and conducive learning environment is the mission which set forth the establishment of our school.

3 Our Vision

Our vision is best crystallized in the school motto, "Link and Go". In this world of constantly changing business landscape, a compact sized school like ours is able to respond and adapt quickly to face new challenges. The courses we offer to our students would consistently remain relevant and positioned in the forefront of these ever changing dynamics of business and communication.

4 Our Mission

WE ARE COMMITTED TO OFFER EDUCATIONAL COURSES OF HIGH QUALITY

For every educational programme we offer, we will understand the requirements that meet the students' needs, and

WE WILL CONFORM TO THOSE REQUIREMENTS WITHOUT EXCEPTION

For every process we perform, the performance standard is

DO IT RIGHT THE FIRST TIME

We guarantee that our services and course delivery system is suitable, adequate and effective through

CONTINUAL IMPROVEMENT

We will conform to applicable statutory and regulatory requirements without exception

5 Service guarantee

We guarantee that our services and course delivery system is suitable, adequate and effective through continual improvement. We will conform to applicable statutory and regulatory requirements without exception. We will take immediate corrective action to control any nonconformity that may arise during the delivery of service.

6 Refund policies

6.1 Withdrawal for Cause: Subject to *Force Majeure*, the Student shall be entitled to immediately withdraw from the Course by giving written notice to LINGO of his/her intention to do so under the following circumstances:

- (i) LINGO fails, for any reason, to commence the Course on the Commencement Date*;
- (ii) LINGO fails, for any reason, to complete the Course by the Completion Date;
- (iii) LINGO terminates the Course for any reason prior to the completion of the Course; or
- (iv) LINGO is in material breach of its obligations under this Agreement.

* For part-time courses, students are only entitled to full withdrawal and refund if the course fails to start 2 months after the supposed date of commencement.

6.2 Refunds for Withdrawal for Cause: LINGO shall, as soon as practicable after receiving the Student's notice of withdrawal under clause 5.1 (and in any event no more than fourteen (14) days after receiving such notice) refund to the Student:

- (i) the entire amount of the Tuition Fees and Deposit; and
- (ii) the Non-Tuition Fees and/or Additional Fees*.

6.3 Withdrawal Without Cause and Refunds: Where the Student withdraws from the Course for any reason other than those set out in Clause 5.1 or *Force Majeure*, LINGO shall, subject to Clause 5.4, as soon as practicable after receiving the Student's written notice of withdrawal (and in any event no more than fourteen (14) working days after receiving such notice) refund to the Student the entire amount (100%) of the Deposit (less all such deductions which the PEO is entitled to make in accordance with Clause 7) together with the following sums (less any applicable bank administrative charges properly paid/payable under Student Protection Scheme):

% of the aggregate amount of the Course Fees and Additional Fees paid	If Student's written notice of withdrawal is received
70%	More than 21 days before the Commencement Date
60%	Between 21 days and 7 days before the Commencement Date
50%	Before, but not more than 7 days before the Commencement Date
20%	After, but not more than 3 days after the Commencement Date
0%	More than 3 days after the Commencement Date

6.4 No Double Claim: For the avoidance of doubt, if the Student and/or his/her parent/guardian receives any payment from LINGO or the Escrow Bank pursuant to a provision of this Agreement or the Master Escrow Agreement in respect of any matter or damage, then the Student and his/her parent/guardian shall not be entitled to claim against LINGO or the Escrow Bank for the same payment in respect of the same matter or damage pursuant to any other provision of this Agreement or the Master Escrow Agreement.

7 Transfer/withdrawal policy

7.1 A Student who transfers from the Course to another course with LINGO shall, for the purposes of this Clause 5, be deemed to have withdrawn from the Course and the provisions of Clause

5.3 shall apply save as otherwise agreed between LINGO and the Student.

7.2 A Student who withdraws from LINGO to enrol with another school shall be deemed to have Withdrawn from LINGO.

8 Payment and return of deposit

8.1 The deposit shall be payable on or before the date of commencement as security for the due performance and observance of the Student's obligations to LINGO.

8.2 For the avoidance of doubt, the Deposit does not include any deposit required to be paid to the Immigration & Checkpoints Authority (the "ICA").

8.3 Subject to Clauses 5.1 and 5.2, the Deposit shall, within fourteen (14) days of the Completion Date or earlier termination of the Student's enrolment at LINGO, be repaid in full (without interest) to the Student Provided however that LINGO shall be entitled to deduct all or a part thereof to set off any payment then owing by the Student to LINGO and/or to recover any monies which are properly determined by LINGO to be due and payable to LINGO.

9 Pre-requisites and requirements for various courses

The pre-requisites and requirements for courses are clearly defined in the Standard Student Contract and communication material.

10 Standard student contract

Prospective student will enter into the Standard Student Contract with LINGO.

11 Student protection scheme

Escrow Account

LINGO hereby confirms and undertakes to the Student that it has in place a Student Protection Scheme as stipulated by the Consumers Association of Singapore (CASE) (the "SPS") by way of a Student Tuition Fee Account (Escrow) pursuant to the terms and conditions of the CASE-PEO Agreement dated 6 Jan 2005 made between CASE and the PEO. A copy of the master escrow agreement dated 9 September 2004 between CASE, DBS Bank Ltd and The HongKong and Shanghai Banking Corporation Limited (the "Master Escrow Agreement") and acceded to by LINGO on 20 Nov 2004 is available at LINGO's website at www.lingoschool.com. The Master Escrow Agreement sets out, among other things, the details upon which LINGO shall establish an escrow account with Hong Kong and Shanghai Banking Corporation Limited (the "Escrow Account" with the "Escrow Bank") for the purposes of receiving payment of the student's Tuition Fees and the circumstances in which the amounts in the Escrow Account shall be payable to LINGO and/or the Student. (The Student acknowledges that he/she has read and has understood the terms of the Master Escrow Agreement.) LINGO and the Student agree that:

- a. The Student shall execute a student escrow confirmation in a form acceptable to the Escrow Bank (the "Student Escrow Confirmation") within 3 days of the date of the Standard Student Contract and deliver a copy of the same to the Escrow Bank within three (3) business days of it being so executed;
- b. LINGO shall issue payment vouchers, not less than thirty (30) days prior to the Commencement Date, to the Student in accordance with the terms of the Master Escrow Agreement and the Student shall submit such payment vouchers together with any payment made under Clause (c); and the Student shall pay the Tuition Fees directly into the Escrow Account on or before the dates specified in Schedule 2.1 of the Standard Student Contract.
- c. **No Double Claim:** For the avoidance of doubt, if the Student and/or his/her parent/guardian receives any payment from LINGO or the Escrow Bank, HongKong and Shanghai Banking Corporation Limited pursuant to a provision of this Agreement or the Master Escrow Agreement in respect of any matter or damage, then the Student and his/her parent/guardian shall not be entitled to claim against LINGO or the Escrow Bank Hong Kong and Shanghai Banking Corporation Limited for the same payment in respect of the same matter or damage pursuant to any other provision of this Agreement or the Master Escrow Agreement.

Student Tuition Fee Insurance:

A student can also opt for insurance as their of Student Protection Scheme. A copy of the master insurance policy dated [9-9-2004] issued by [NTUC Income Insurance Cooperative Ltd] (the “**Master Insurance Policy**”) taken up by the PEO for the purpose of insuring, among other things, the Student [is available on the PEO’s website at<http://www.lingoschool.com>. The Master Insurance Policy sets out, among other things, the events under which NTUC Income Insurance Co-operative Ltd shall indemnify the Student for Tuition Fees paid to the PEO. [The Student acknowledges that he/she has read and has understood the terms of the Master Insurance Policy and hereby agrees to the terms and conditions therein]. The PEO hereby undertakes to procure that the cover under the Master Insurance Policy shall be extended to the Student and the PEO shall, within [3] days of the date of this Agreement, deliver to the Student the certificate of student insurance.

12 Payment method and channels

a. Tuition fee

Payment of tuition fee is to escrow account by cheque or TT in Singapore dollar. For cheque payment, pre-paid envelope will be provided. A receipt will be issued for the amount paid.

b. Non-tuition fees

Payment of non-tuition fees is to LINGO at the reception in the form of cash, NETS or cheque in Singapore dollar. A receipt will be issued for the amount paid.

13 Over or under-charging

LINGO is committed to avoidance of over or undercharging.

Course fees listed are clear and legible, reflecting the total amount payable and its breakdown exclusive of GST.

The total amount of course fees payable and the breakdown are clearly defined in the Standard Student Contract, payment schedules, payment vouchers and communication materials.

14 Non-tuition fees incurred

LINGO clearly states non-tuition fees incurred.

The non-tuition fees and its breakdown are prominently displayed in the reception and clearly defined in the Standard Student Contract, payment schedules, payment vouchers and communication materials.

15 Confidentiality of student data

LINGO is committed to maintaining the confidentiality of the Student’s personal information and undertakes not to divulge any of the Student’s personal information to any third party without the prior written consent of the Student.

16 Student consent

Student consent would be sought before their information is used for purposes other than internal marketing and billing.

17 Modes of communication

Student can get in touch with the School via the following ways:

Mail: 12 Prince Edward Road #01-01/02 Best Way Building Podium B Singapore 079212

Business Hours Mon- Fri 9am- 9pm Sat 9am- 4.30 pm

Telephone: (65) 65369964

Fax: (65) 65361721

Email: info@lingoschool.com

18 Self-declaration by CEO

The CEO declares the following informations:

- Student-teacher ratio: 30:1
- Student redress policies: student complaint resolution procedure

- Size and number of classrooms:
 - Lingo Language School : 4classrooms of size 14-21 students Capacity: 73
 - Lingo School of Business: 3 classroom of size 18-33 students Capacity: 64

- Types of fee payable during enrollment of course:
 - Registration fee
 - Deposit
 - Examination fee
 - Course material fee
- Number of full-time teachers: 2
- Number of contract teachers: 25

19 Useful website URL

Singapore Tourist promotion Board: www.singaporeedu.gov.sg

Consumer Association of Singapore: www.case.org.sg

Ministry of Education: www.moe.gov.sg

20 Useful telephone numbers

Police

999 (toll-free)

Emergencies/Ambulance/Fire Brigade

995 (toll-free)

Singapore Tourist Promotion Board Student Services Hot line

(65) 6831 3764

(operating hours 9am - 5pm, Mon to Fri)

Ministry of Education Hotline

(65) 6872 2220

(operating hours 8am - 6pm, Mon to Fri and 8am - 1pm, Sat)

Immigration and Checkpoints Authority (ICA) Hotline

(65) 6391 6100

(24-hour automated hot line for information on their services and procedures. Customer service officers are available from 8am - 5pm, Mon to Fri and 8am - 1pm, Sat)

STB Tourist line

Tel: 1800 736 2000 (toll-free in Singapore only)

(operating hours 8.30am - 9.30pm, Mon to Fri ; 8.30am - 10pm, Sat ; and 11am - 10pm, Sun)

CitySearch (operator-assisted Yellow Pages)

Tel: (65) 1900 777 7777

International Calls

Tel: 104

Time of day

Tel: 1711

Trunk Calls to Malaysia

Dial 109 for operator assistance or 02 for direct dial.

Toll-free lines

Dial 1800 followed by the toll-free line number (in Singapore only).

Weather

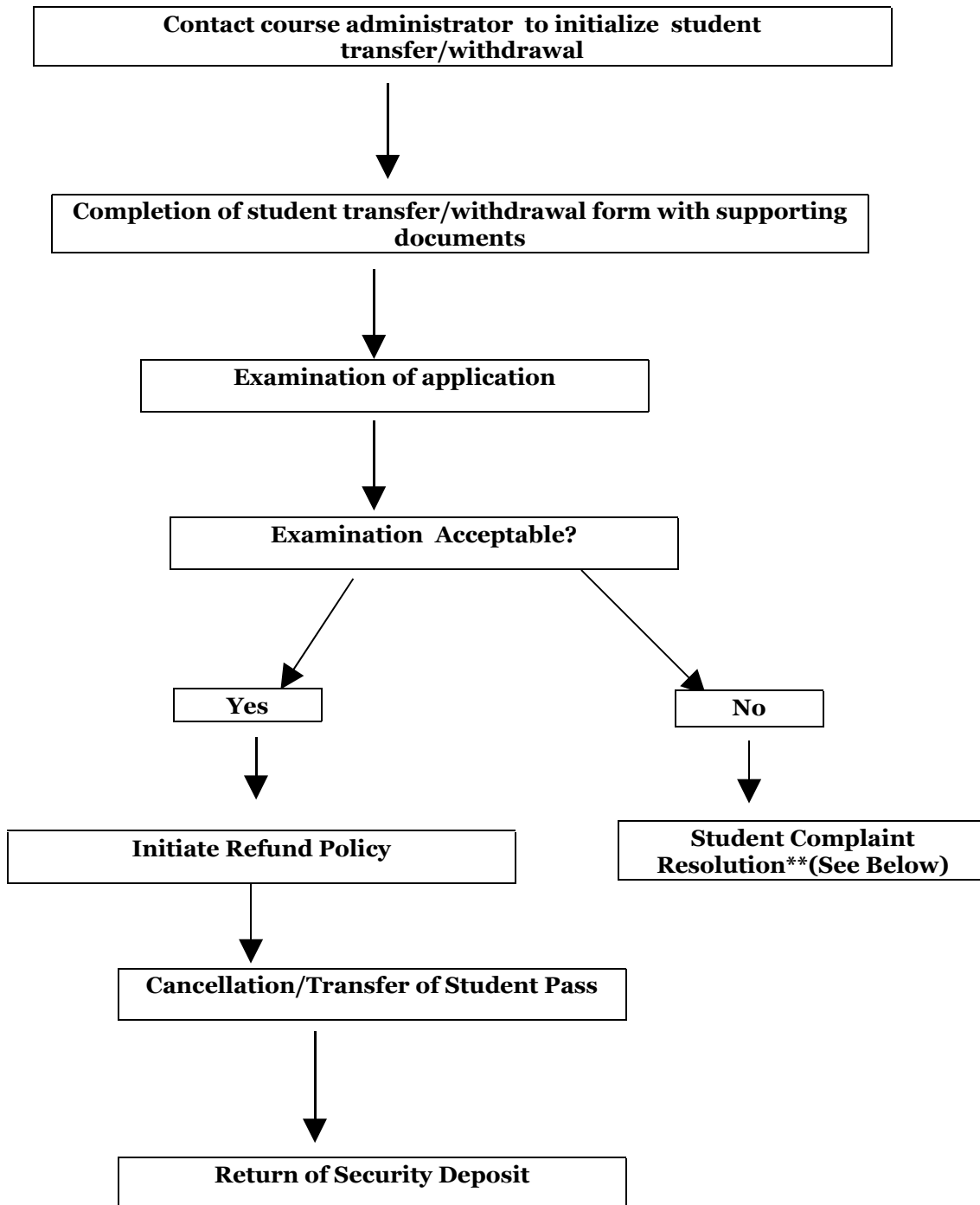
Tel: (65) 6542 7788

Samaritans of Singapore (SOS)

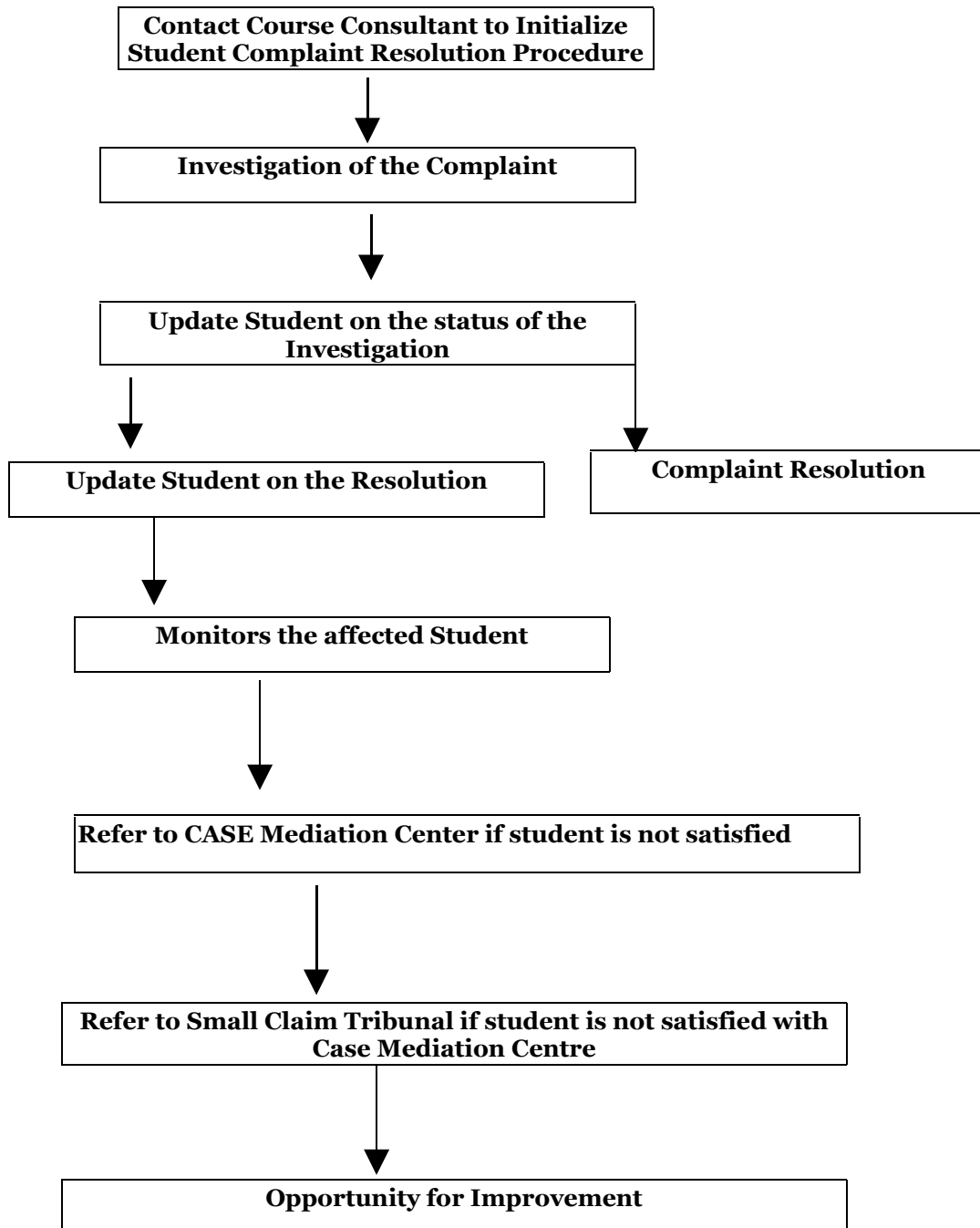
1800-221-4444

(24hours Emergency Counseling)

21. Transfer/withdrawal/refund application procedure



22 Student complaint resolution procedure**



23 Orientation programme

Orientation programme is conducted during the first session of the course.

24 Assistance to students

LINGO provides assistance to students facing difficulties adapting to the new environment. Please contact our course administrator if you need any assistance.

25 Accommodation

LINGO does not provide nor recommend any accommodation arrangement.

26 Post-graduation opportunities

LINGO provides advice on courses and post-graduation opportunities. Please contact our course administrator if you need any assistance.

27 Mode of notification of changes

In the event of any changes that affect the student, LINGO will inform the student in writing.

28 Punctuality

Lingo expects all students to be in class at least 10 minutes before the commencement of the lesson.

29 Attendance

Your attendance requirement is expected to be 100%. In the event that your attendance is less than 90%, your student pass will be canceled. You have to apply leave to absent from class. The leave must be supported by relevant document. For sick leave, you have to be supported with recognized medical leave certificate.

30 Attire and grooming

Lingo expects all students to dress decently and groomed when in Lingo premises. Bermuda and slippers are not allowed.

31 Inside the classroom

Lingo expects students to be respectful of their teachers. If there is any grievance, our course consultants are available to listen you out. Food and drink are not allowed in class. Hand phone has to be switched off. You are to be attentive to your teacher.

32 Outside the classroom

You must not make any noise outside the classroom. No running around the school premises and playing within the lift. If you encounter any problem outside the classroom, please contact our course consultant for assistance.

33 Staff room

Students are not allowed to enter the staff room without permission.

(updated 01 Nov 2007)