

## PRE-COURSE COUNSELLING FORM

### APPLICANT'S PARTICULARS

Name of Applicant (as in NRIC / Passport / FIN):

Contact No:

Email Address:

Course Applied For:

Intake Applied For:

Please tick

### SECTION A: SCHOOL INFORMATION

- Brief School's history
- School's Vision, Mission, Core Values and Culture Statement
- School's location, facilities, infrastructure and teacher-student ratio
- School's Organizational Chart, Academic and Examination Board

### SECTION B: COURSE INFORMATION

- Application requirements and procedures (application fee, admission requirements, exemptions and English language proficiency requirement)
- Course information (modules, outline, structure, duration, assessment, promotion, award criteria, type of certification)
- Education pathways and opportunities for further education

### SECTION C: STUDENT SUPPORT SERVICES

- Student's Pass application, procedures and documents required
- Counselling, accommodation options, guardianship and cost of living
- General healthcare services and relevant Singapore laws (laws on driving, drugs and alcohol abuse, employment, smoking, traffic and littering)
- Student Accident and Medical Insurance Scheme

### SECTION D: FEE PAYABLE AND PAYMENT METHODS

- Total payable fee throughout the course duration
- Payment modes and methods acceptable by the School

### SECTION E: FEE PROTECTION SCHEME (FPS), STUDENT CONTRACT AND CPE WEBSITE

- FPS adopted by the School, payment methods and schedule
- Student Contract clauses
- Reference to CPE official website (<https://www.ssg.gov.sg/cpe/pei.html>) for more details

### SECTION F: INTERNAL AND EXTERNAL GRIEVANCE AND DISPUTE RESOLUTION PROCEDURES

- Dispute resolution process and CPE Mediation-Arbitration Scheme according to SFMS Corporate Governance & Feedback Management

**SECTION G: POLICY AND PROCEDURE OF TRANSFER / WITHDRAWAL / REFUND**

<input type="checkbox"/>	Transfer and Withdrawal Policy
<input type="checkbox"/>	Course deferment policy
<input type="checkbox"/>	Refund and cooling-off period

**Refund During Cooling-Off Period:**

The School will provide the Student with a cooling-off period of seven (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 Schedule D of PEI-Student Contract ver. 3.1) of the fees already paid if the student submits a written notice of withdrawal to the PEI within the cooling-off period, regardless of whether the student has started the course or not.

(Note: Below table shows the Schedule D of PEI-Student Contract ver. 3.1)

<b>% of [the aggregate amount of the fees paid]</b>	<b>If Student's written notice of withdrawal is received</b>
[75%]	("Maximum Refund") More than [14] days before the Course Commencement Date
[50%]	Before, but not more than [14] days before the Course Commencement Date
[30%]	After, but not more than [7] days after the Course Commencement Date
[15%]	More than [7] days after the Course Commencement Date, but not more than [30] days after the Course Commencement Date
[0%]	More than [30] days after the Course Commencement Date

**SECTION I: DECLARATION**

**Representative:** I, \_\_\_\_\_ from \_\_\_\_\_ hereby confirm that the above have been explained to the student.

\_\_\_\_\_  
Name of Staff/Representative

\_\_\_\_\_  
Signature of Staff/Representative and Date

**Student and Parent/Guardian:** I understand fully what has been communicated to me and I hereby acknowledge that I have been briefed on the above.

\_\_\_\_\_  
Name of Student

\_\_\_\_\_  
Signature of Student and Date

\_\_\_\_\_  
Name of Parent/Guardian

\_\_\_\_\_  
Signature of Parent/Guardian and Date

**Confidentiality Clause:** It is the School's policy to treat all student data as confidential and strictly for internal use only. The School will use the personal data that it collects only for the purposes indicated. In the event that the School intends to use data provided for other purposes beyond the original intent of data collection, the School will seek the written permission from parents and/or guardians before using the data unless requested by government agencies. Personal data in Singapore is protected under the personal Data Protection Act 2012. Once your child is enrolled, to access, change or cancel your data, please contact [admissions@sfms.edu.sg](mailto:admissions@sfms.edu.sg).

The School Complies with EduTrust guideline on keeping student data for a period of 5 years from the date of withdrawal, after which it will be disposed.