

International Centre For Early Childhood Education (ICEC)
Communication Materials

CaseTrust Criteria Ref.	POLICIES / PRACTICES
A1. Delivery of Educational Courses	<p>ICEC's vision is to be recognised as the leader in the private education industry for the provision of high quality and value added adult education courses to fulfill / enhance every individual's potential.</p> <p>ICEC's mission is to achieve high customer satisfaction in the delivery of our service, learning environment and shared values/knowledge at every point of contact with us.</p>
A2 Service Guarantee	<ul style="list-style-type: none"> • ICEC is committed in ensuring that the courses delivered comply with all course guidelines and are approved and accredited by Ministry of Education (MOE) / Ministry of Community Development, Youth and Sports (MCYS) • The school has documented a Student Complaint Procedure that describes the system of documenting complaints and the complaints resolution process (See Appendix A). <p>The school will also keep documents / records of the student's name and contact, nature of complaint, resolution method and time taken to close the issue effectively.</p> <p>Average time taken to initially respond to a complaint should not be more than 3 days.</p> <p>Average time taken to resolve a complaint should not be more than 21 days.</p> <ul style="list-style-type: none"> • Average time taken to respond and answer to a query should not be more than 3 days.
A3. Refund Policy	<p>The school has the following refund policy:</p> <ul style="list-style-type: none"> ◆ If notice of withdrawal from course is received more than 14 days before commencement of the course – 100% refund of fees. ◆ If notice of withdrawal from course is received 14 days or less before commencement of the course – No Refund.

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A4 Transfer / Withdraw Policies	<p>The school has the following withdrawal policy:</p> <ul style="list-style-type: none"> ◆ All Students – Withdrawal from the course are not encouraged, but in the event a student wants to withdraw from a course, he/she will have to undergo a counseling session. In the event the student applies for the course again, he/she will be treated as a new applicant again, and will be subject to the prevailing policies and course fees. ◆ All Students – There will be no refund of any fees paid if the notice for withdrawal is received 14 days or less prior to the course commencement date. Once the course has commenced, students who have not paid the full course fees will be liable to pay the balance of the full course fee. ◆ Foreign students have to inform Immigration (ICA) about their withdrawal from the course and submit a copy of all correspondences and documentation to the school, including documentation of their cancelled Student Pass. <p>The school has the following transfer policy:</p> <ul style="list-style-type: none"> ◆ All Students – Students may transfer to another course of their choice before or after the course has commenced, subject to the school's approval. Students must meet the entry requirements of the course that they wish to transfer to. Fees paid will not be refunded. Students will have to pay for all consumed modules prior to the course transfer. Students will be liable to pay for the full course fee of the course transferred to. The school reserves the right to charge the student for modules that have been taken in the course transferred to. ◆ Foreign Students – Upon the school's approval to transfer course, foreign students have to seek Immigration's (ICA) approval to transfer course. Once ICA has approved, these students must then inform the school, and submit a copy of all correspondences and documentation to the school, including a copy of their updated Student Pass. <p>Details of the Transfer / Withdraw policies are also documented in the Standard Student Contract.</p>
A5. Deposit Refund Policy	<p>Should the course be cancelled by the school due to low student intake, any deposit paid will be refunded in full and the school will also assist student to transfer to another school offering similar courses, if applicable. Currently, deposit is not required by ICEC.</p>

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A6. Pre-Requisites & Requirements of Various Courses	<p>For admission to the Certificate course, all students must have GCE 'O' Level with a minimum of 3 credits. Credit pass in English (EL1) is required.</p> <p>For admission to the Diploma in Pre-School Education Teaching course, all students must have GCE 'O' Level with a minimum of 5 credits or a Certificate in Pre-School Teaching or equivalent. Credit pass in English (EL1) is required. Recommended for in-service Teachers in an early childhood setting.</p> <p>For admission to the Diploma in Pre-School Education Leadership course, a Diploma in Pre-School Education Teaching or equivalent is required.</p> <p>For admission to the Specialist Diploma in Pre-School Education Teaching & Leadership course, a Polytechnic Diploma or an undergraduate degree in any discipline (from any recognized institution) is required. A high proficiency in English and be able to demonstrate positive attitude to working with young children are also required.</p> <p>Details of the above and any other entry requirements are clearly stated in the respective Course Brochures.</p>
A7. Information & Notification to Students	<p>The school provides the following information to all its students:</p> <ul style="list-style-type: none"> ◆ Details of all pre-requisites and requirements for pre-placement of course ◆ Details of orientation programmes and support programs (if applicable) ◆ Details of student's pass application process – Refer to Appendix B. ◆ Information on various accommodation options for students (if applicable) ◆ Copy of student grievance procedures (if applicable) ◆ Details of the procedures and any implications of student's withdrawal from course, non-attendance, termination of course by school and refund policy ◆ Details of the protection of the students' tuition fees under the Student Tuition Fee Account (Escrow) endorsed by CASE ◆ As English language proficiency is required for all courses, various fields in the application form should be presented in English language clearly. <p>Should there be any changes; students will be notified via letters, telephone calls or emails so that they are always kept updated.</p>
A8. Standard Student Contract	It is the school's policy that all prospective students must enter into the Standard Student Contract, unless otherwise opted out by the students.

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A9. Student Protection Scheme	ICEC has opened the Student Tuition Fee Account (Escrow) with DBS Bank (CASE-endorsed bank).
A10. Discounted Price	Generally not applicable as the school does not provide discounted prices for the courses offered unless the course is being promoted during special promotion event, in which case, the details of discount will be stated clearly in the relevant leaflets, inserts or contracts.
A11. Payment Method & Channel	The school collects all its school fees in Singapore Currency. Payment can be by Cheque, Credit Card (a charge of 1.2% of amount paid will be imposed for each transaction), Cash or through the student's escrow account.
A12. Avoidance of Over or Under-charging	The school is committed to charging course fees accurately. All course fees are clearly displayed in the school and printed on leaflets/inserts of course brochures. Total amount of fees payable including the details are clearly printed in the Standard Student Contract (Refer to Schedule 2).
A13. Non-tuition Fees	ICEC is committed to displaying its non-tuition fees clearly and accurately in the Fees List. The non-tuition fees payable including the breakdown are printed in the Standard Student Contract (Refer to Schedule 2).
A14. Confidentiality of Student Data	The school is committed to safeguarding student's data with the strictest confidence. The student's particulars are used for the sole purpose of registration only.

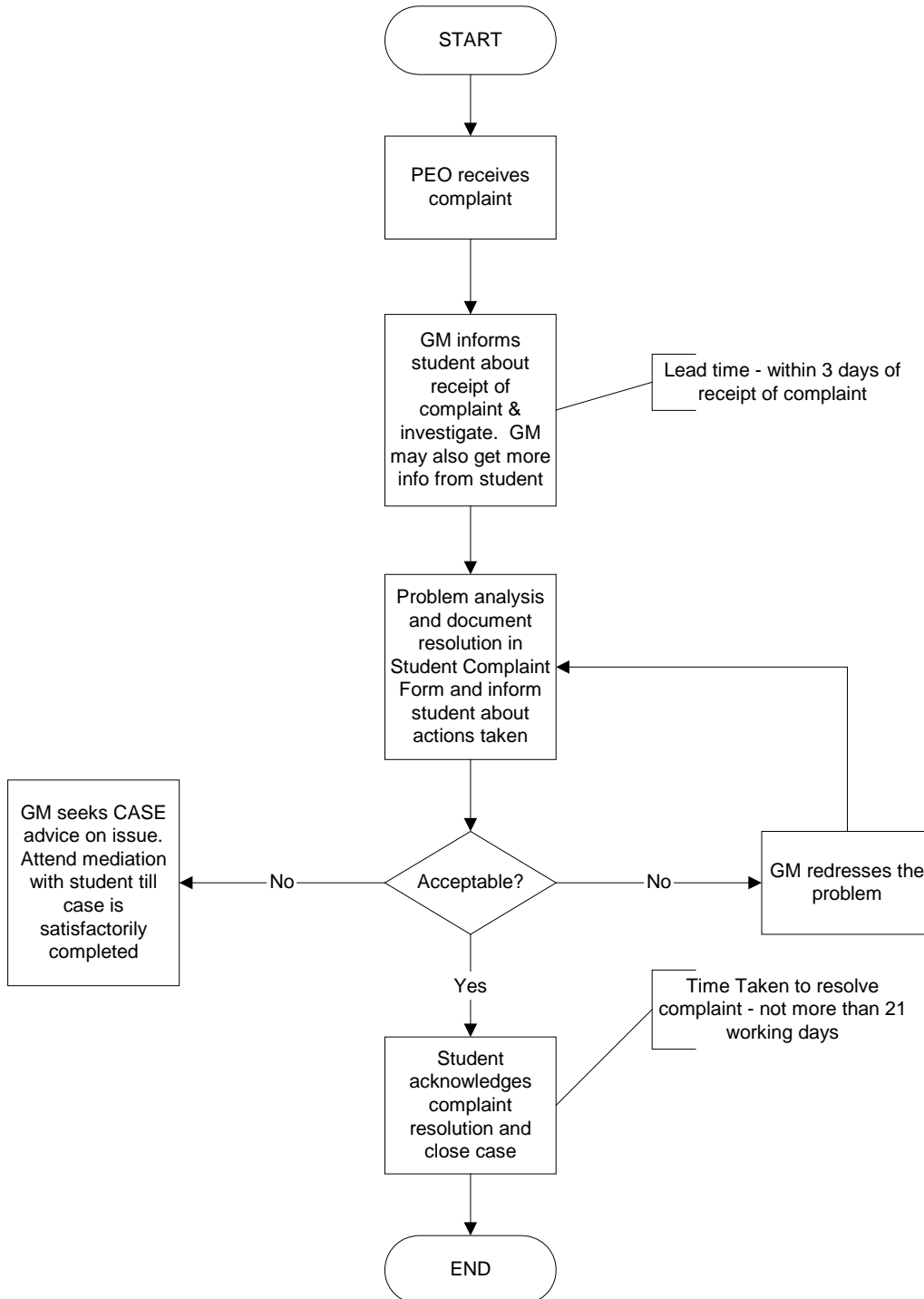
Approved By:



Ms Jacklyn See
General Manager
International Centre For Early Childhood Education

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APPENDIX A – COMPLAINT RESOLUTION PROCESS



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APPENDIX B – STUDENT PASS APPLICATION PROCESS

Information on Student Pass application can be obtained at website: www.ica.gov.sg