



# Student Handbook

**Career Design Hub Pte Ltd**

ACRA Registration No: 200502390G

1 Raffles Place, #05-05 OUB Centre Singapore 048616 Tel: (65) 6 323 3988 Fax: (65) 6 323 2238



## 1 Our mission

We are an education service provider that aims to provide a learning platform for all levels of skill, education and experience.

Career Design Hub Pte Ltd (CDH), a member of My Foot Group, provides wide range of courses, which includes spa, beauty, holistic therapy training and education.

## 2 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.

## 3 Issue of Receipts

For every payment made by the Student to the CDH, CDH issues a receipt to the Student stipulating the amount paid, the date of payment, and the purpose of such payment (with a proper breakdown of the payment amount, where applicable).

## 4 Withdrawal Penalties

| If student's written notice of withdrawal is received | % of course fee penalized |
|---|---------------------------|
| More than or 30 days before commencement of course    | 10% - deposit*            |
| Less than 30 days before commencement of course       | 50% - deposit*            |
| After course has commenced                            | 100% - deposit*           |

\* if applicable (Clause 6)



## **5 Deferment policy**

Students who wish to defer their course may do so only under the following circumstances:

- i. Major illnesses (critical)
- ii. Death of spouse/next of kin

\* However, it is required of the students to pay up their course fees in full.

## **6 Course deposit**

CDH requires local students to pay a 10% deposit of the course fee upon registration.

For foreign students, full payment is required.

## **7 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.

## **8 Standard student contract**

Prospective student will enter into the Standard Student Contract with Career Design Hub Pte Ltd.

## **9 Student protection scheme**

CDH 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). The student protection scheme is compulsory for foreign students. Local students can opt to participate in the student protection scheme.

## **10 Payment method and channels**

### **a. Tuition fee**

Payment of tuition fee is to CDH at the reception in the form of cash, cheque, nets, Visa or Masters in Singapore dollar. A receipt will be issued for the amount paid. There is no GST imposed.

\*For foreign students, the currency transferred over via telegraphic transfer should also be in Singapore currency.



## **b. Non-tuition fees and additional fees**

Payment of non-tuition fees and additional fees to CDH are to be made at the reception in the form of cash or cheque, nets, Visa or Masters in Singapore dollar. A receipt will be issued for the amount paid. There is no GST imposed.

### **11 Over or under-charging**

CDH is committed to avoidance of over or undercharging.

Course fee schedule are clear and legible, reflecting the total amount payable and its breakdown.

The total amount of course fees payable and the breakdown is also clearly defined in the Standard Student Contract, fee schedule, payment vouchers and communication materials.

### **12 Non-tuition fees incurred**

CDH clearly states the 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.

### **13 Confidentiality of student data**

CDH is committed to maintaining the confidentiality of the Student's personal information and pledges not to divulge any of the Student's personal information to any third party without the prior written consent of the Student. Student's particulars are solely for the purposes of completing course submission.

Personnel are briefed on the confidentiality of student data and they understood by signing the letter of undertaking.

Your personal particulars are secured in locked office and student database is password protected. Only authorized personnel can access the file.



## 14 Modes of communication

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

Mail: 1 Raffles Place #05-05 OUB Centre Singapore 048616

Telephone: (65) 6323 3988

Fax: (65) 6323 2238

Web: [www.myfoot.com.sg/cdh.html](http://www.myfoot.com.sg/cdh.html)

Email: [ivyloh@myfoot.com.sg](mailto:ivyloh@myfoot.com.sg)

## 15 Self-declaration by CEO

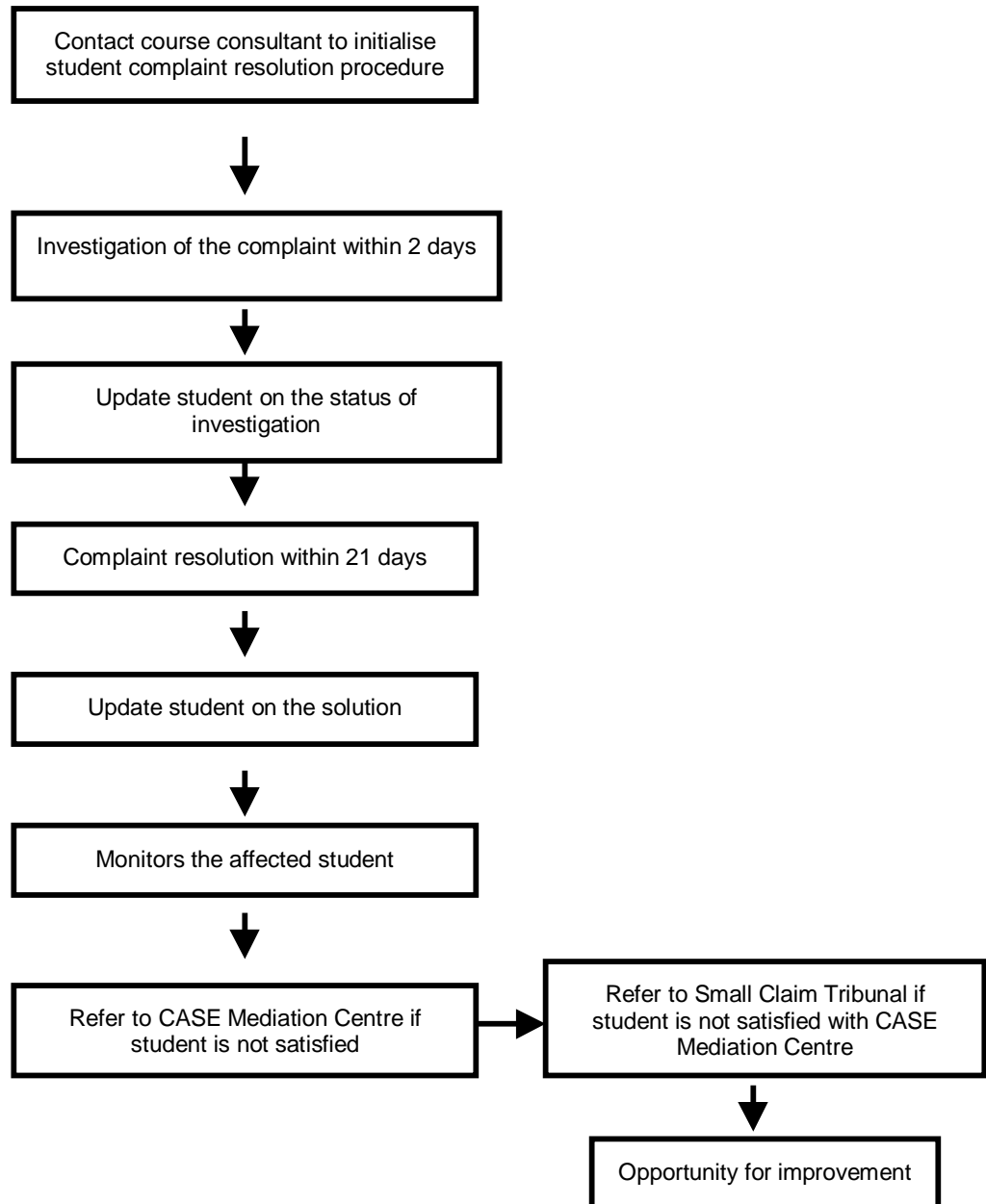
The CEO declares the important information:

- Student-teacher ratio: 20:1 (max)
- Student redress policies: student complaint resolution procedure
- Capacity: 20 (max) per class
- Size and number of classrooms: 7 classroom of size 20
- All types of fee payable in enrolment and course:
  - i. Tuition fee
  - ii. Non-tuition fees:
    - Registration fee
    - Course material / Tool Kits
  - iii. Additional fees:
    - Exam Fees
- Number of teachers: 10

A handwritten signature in black ink, appearing to read 'Nick Chiang', is positioned above a horizontal line.

Nick Chiang, CEO

## 16 Student complaint resolution procedure





## **17 Assistance to students**

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

## **18 Accommodation**

CDH does not provide accommodation. However, information regarding accommodation can be found in Singapore Tourist Promotion Board web site: [www.singaporeedu.gov.sg](http://www.singaporeedu.gov.sg).

## **19 Post-graduation opportunities**

CDH provides advice on courses and post-graduation opportunities upon graduation. Please contact our course administrator or teacher if you need any assistance. Where there is a requirement, CDH would prepare a letter of recommendation in support of further study.

## **20 Mode of notification of changes**

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

## **21 Punctuality**

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

## **22 Attendance**

Your attendance requirement is expected to be 100%. You have to apply leave to absent from class. The leave must be supported by relevant document. For sick leave, you have to support it with recognized medical leave certificate.



## **24 Attire and grooming**

CDH expects all students to dress decently and groomed when in CDH premises. Uniforms can be purchased at \$25 per set.

## **25 Inside the classroom**

CDH expects students to be respectful to the teachers. If there is any grievance, our course administrators are available to listen to you. Food and drink are not allowed in class. Mobile phone has to be switched off in class. You are to be attentive to your teacher.

## **26 Outside the classroom**

You must not make any noise outside the classroom. No running around the training centre premises.

## **27 Unethical sales practices**

CDH do not condone unethical sales practices and its staff are trained and reminded the unethical sales practices are not acceptable. If you encounter any unethical sales practices, please do not hesitate to bring the matter personally to the Principal.

## **28 Quality assurance system**

We assure you that there will be no disruption to the course programme except when there is a national emergency such as SARS or other outbreak of diseases, force majeure, strikes, war, riot and any other causes of such nature.

It is the school's policy to have standby teachers or make-up classes for all subjects. In the unlikely event that any teacher is unable to make it to class, the standby teacher for the affected subject will be activated or make-up lesson would be arranged. All teachers to be certified by the relevant authorities



## 29 Application procedure for foreign student

- Step 1: **Prospective student** makes enquiry by telephone or accessing the school web site
- Step 2: **Prospective student** receives information on:
- § About My Foot
  - § Course details and pre-requisites
  - § Student Protection Scheme
  - § Application procedure
- Step 3: **Interested student** can make appointment to attend an interview
- Step 4: **Interested student** submits the application
- Step 5: **Interested student:**  
submits Student Pass Application  
signs escrow confirmation letter  
makes payment for application and student pass application fees
- Step 6: **School** submits the escrow confirmation letter to bank
- Step 7: **Bank** acknowledges the escrow confirmation
- Step 8: **School** submits the escrow confirmation letter and student pass application to ICA
- Step 9: **Upon approval of student pass, the School issues:**  
ICA approval letter  
Escrow payment voucher  
Letter of offer  
Standard Student Contract
- Step 10: **Confirmed student:**  
signs Standard Student Contract  
makes payment of tuition fee to escrow account  
makes payment of non-tuition and additional fee to the School
- Step 11: **Confirmed student** ready to commence study

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### 30 Application procedure for local student

- Step 1: **Prospective student** makes enquiry by telephone or accessing the school web site
- Step 2: **Prospective student** receives information on:
- § About My Foot
  - § Course details and pre-requisites
  - § Student Protection Scheme
  - § Application procedure
- Step 3: **Interested student** can make appointment to attend an interview
- Step 4: **Interested student** submits the application
- Step 5: **Interested student** (if the student opt-in the student protection scheme):
- signs escrow confirmation letter
  - makes payment for application fee
- Step 6: **Upon approval, the School issues:**
- Escrow payment voucher (if the student opt-in the student protection scheme)
  - Letter of offer
  - Standard Student Contract
- Step 7: **Confirmed student:**
- signs Standard Student Contract
  - makes payment of tuition fee to the school or escrow account (if the student opt-in the student protection scheme)
  - makes payment of non-tuition fee to the School
- Step 8: **Confirmed student** ready to commence study