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Student Handbook

Career Design Hub Pte Ltd

ACRA Registration No: 200502390G

32 Pekin Street #04-01 Far East Square Singapore 048762 Tel: (65) 6 323 3988 Fax: (65) 6 323 2238

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1 Our mission

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.

We aims to provide a learning platform for all levels of skill, education and experience.

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

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

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 Career Design Hub Pte Ltd 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.

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b. Non-tuition fees and additional fees

Payment of non-tuition fees and additional fees to Career Design Hub Pte Ltd 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

Career Design Hub Pte Ltd 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

Career Design Hub Pte Ltd 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

Career Design Hub Pte Ltd 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.

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14 Modes of communication

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

Mail: 32 Pekin Street #04-01 Far East Square Singapore 048762

Telephone: (65) 6323 3988

Fax: (65) 6323 2238

Web: www.myfoot.com.sg

Email: 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
 - Insurance premium
 - iii. Additional fees:
 - Exam Fees
- Number of teachers: 10



Nick Chiang
signHUB-

Nick Chiang, CEO

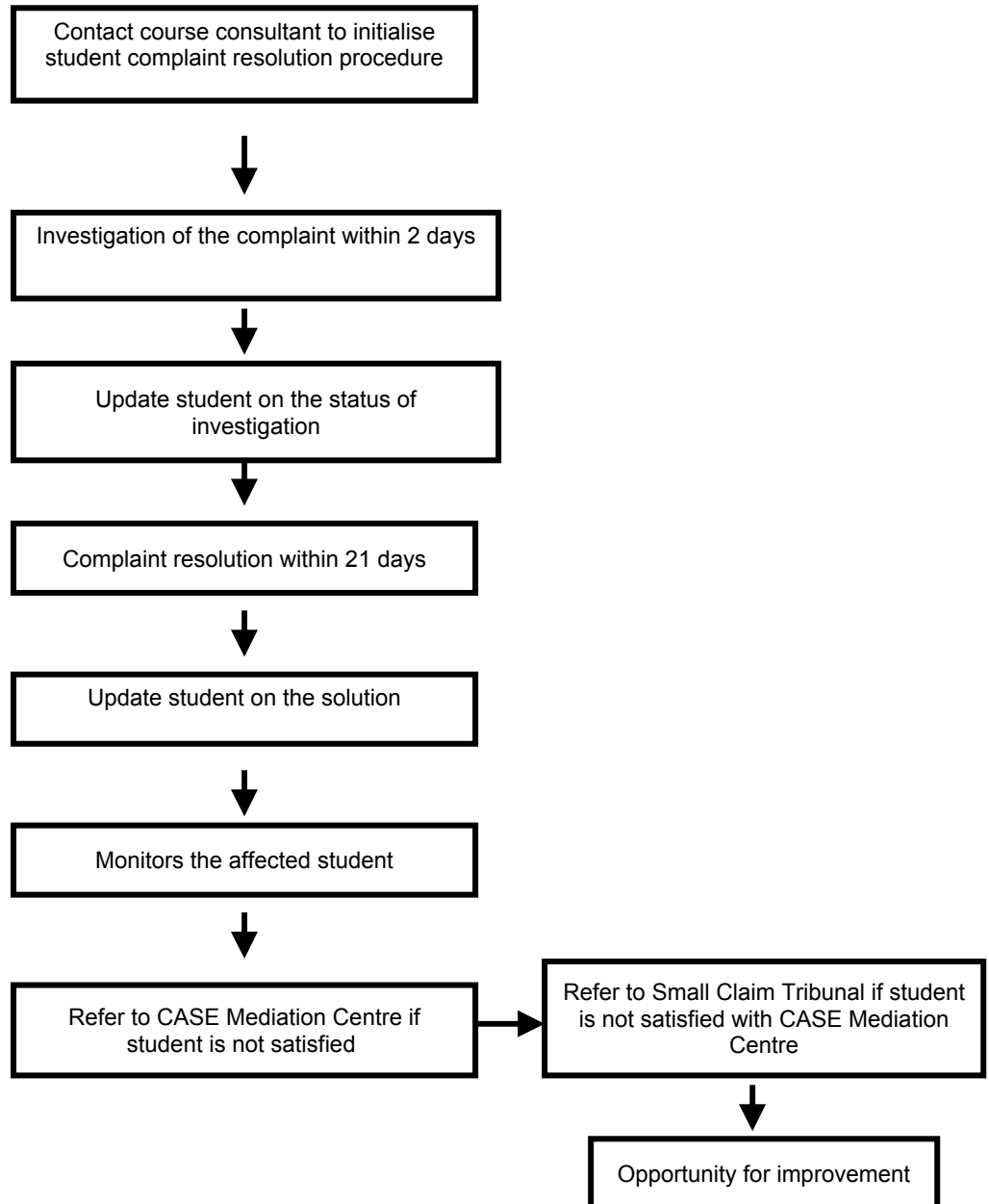
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16 Student complaint resolution procedure





17 Assistance to students

Career Design Hub Pte Ltd provides assistance to students facing difficulties adapting to the new environment. Please contact our course administrator if you need any assistance.

18 Accommodation

Career Design Hub Pte Ltd does not provide accommodation. However, information regarding accommodation can be found in Singapore Tourist Promotion Board web site: www.singaporeedu.gov.sg.

19 Post-graduation opportunities

Career Design Hub Pte Ltd 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, Career Design Hub Pte Ltd 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, Career Design Hub Pte Ltd will inform the student in writing.

21 Punctuality

Career Design Hub Pte Ltd expects all students to be in class at least 10 minutes before the commencement of the lesson.

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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

Career Design Hub Pte Ltd expects all students to dress decently and groomed when in Career Design Hub Pte Ltd premises. Uniforms can be purchased at \$25 per set.

25 Inside the classroom

Career Design Hub Pte Ltd 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

Career Design Hub Pte Ltd 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.

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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**:
- applies for Student Insurance Scheme
 - 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



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- 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
 - Insurance premium receipt
 - Letter of offer
 - Standard Student Contract
- Step 10: **Confirmed student:**
- signs Standard Student Contract
 - makes payment of tuition fee
 - makes payment of non-tuition and additional fee to the School
- Step 9: **Confirmed student** ready to commence study

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):

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- signs student insurance scheme
- 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**