



**Singapore**

inlingua School of Languages  
**ENGLISH for General Purposes**  
**MAXI-INTENSIVE PROGRAMME**

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## ENGLISH for GENERAL PURPOSES | Maxi-intensive

### COURSE INFORMATION

<b>Name of Course</b>	English for General Purposes (Maxi-Intensive 25 hours per week programme)
<b>Course Developers</b>	inlingua School of Languages
<b>Country where the course was developed</b>	Singapore
<b>Duration</b>	12 months / 48 weeks / 1200 hours of instruction 12 levels (modules) Each level (modules) of the course lasts 1 month / 4 weeks / 100 hours of instruction  A student may enrol for all or part of the course
<b>Intensity</b>	Full-time: 100 hours of instruction per month / 25 hours of instruction per week / 5 hours of instruction per day
<b>Programme</b>	Speaking skills: 64 hours of instruction per month / 16 hours of instruction per week Listening skills: 20 hours of instruction per month / 5 hours of instruction per week Reading skills: 8 hours of instruction per month / 2 hours of instruction per week Writing skills: 8 hours of instruction per month / 2 hours of instruction per week
<b>Levels (modules) and sequence</b>	1. Elementary 1 (100 hours of instruction) 2. Elementary 2 (100 hours of instruction) 3. Elementary 3 (100 hours of instruction) 4. Elementary 4 (100 hours of instruction)  5. Intermediate 1 (100 hours of instruction) 6. Intermediate 2 (100 hours of instruction) 7. Intermediate 3 (100 hours of instruction) 8. Intermediate 4 (100 hours of instruction)  9. Advanced 1 (100 hours of instruction) 10. Advanced 2 (100 hours of instruction) 11. Advanced 3 (100 hours of instruction) 12. Advanced 4 (100 hours of instruction)

<b>Entry requirements</b>	Elementary 1: None. Elementary 2 to Advanced 4: to be admitted to any of these course levels, applicants need to have completed the previous level or take a placement test. In the placement test applicants should demonstrate to have the skills required to master the previous level.
<b>Aims and objectives</b>	To develop communicative skills such as speaking, listening, reading and writing skills in the target language.  To be able to demonstrate the ability to communicate orally in the target language in most social and professional situations; to demonstrate the ability to understand speech in the target language in most social and professional situations; to demonstrate the ability to understand written texts of different genres; to demonstrate mastery of the grammar of the target language; to demonstrate the ability to write grammatically and analytically at a variety of language levels.

<b>Scope</b>	<b>Elementary 1</b>
	To be able to understand and use familiar everyday expressions and very basic phrases aimed at the satisfaction of needs of a concrete type. To be able to introduce oneself and others and to be able to ask and answer questions about personal details such as where one lives, people one knows and things one has. To be able to interact in a simple way provided the other person talks slowly and clearly and is prepared to help.
	<b>Elementary 2</b>
	To be able to understand sentences and frequently used expressions related to areas of most immediate relevance (e.g. very basic personal and family information, shopping, local geography, employment). To be able to communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters. To be able to describe in simple terms aspects of one's background, immediate environment and matters in areas of immediate need.
	<b>Elementary 3 / Elementary 4 / Intermediate 1 / Intermediate 2</b>
	To be able to understand the main points of clear standard input on familiar matters regularly encountered in work, school, leisure, etc. To be able to deal with most situations likely to arise whilst travelling in an area where the language is spoken. To be able to produce simple connected text on topics which are familiar or of personal interest. To be able to describe experiences and events, dreams, hopes & ambitions and briefly give reasons and explanations for opinions and plans.
	<b>Intermediate 3 / Intermediate 4</b>
	To be able to understand the main ideas of complex text on both concrete and abstract topics, including technical discussions in one's field of specialisation. To be able to interact with a degree of fluency and spontaneity that makes regular interaction with native speakers quite possible without strain for either party. Can produce clear, detailed text on a wide range of subjects and explain a viewpoint on a topical issue giving the advantages and disadvantages of various options.
	<b>Advanced 1 / Advanced 2 / Advanced 3</b>
	To be able to understand a wide range of demanding, longer texts, and recognise implicit meaning. To be able to express oneself fluently and spontaneously without much obvious searching for expressions. To be able to use language flexibly and effectively for social, academic and professional purposes. To be able to produce clear, well-structured, detailed text on complex subjects, showing controlled use of organisational patterns, connectors and cohesive devices.
<b>Advanced 4</b>	
To be able to understand with ease virtually everything heard or read. To be able to summarise information from different spoken and written sources, reconstructing arguments and accounts in a coherent presentation. To be able to express oneself spontaneously, very fluently and precisely, differentiating finer shades of meaning even in the most complex situations.	

<b>Assessment and Promotion</b>	<p>Formative (continuous oral assessment): Speaking skills (a minimum of 3 grades assigned every 50 hours of instruction)</p> <p>Summative (mid-level / end-of-level written test): Listening, Reading and Writing skills (written progress test conducted at the end of every 50 hours of instruction)</p> <p>Mid-level / End-of-level final grades are calculated by summing the average score of the formative assessment and the score from the summative assessment. A minimum of 60% of the total is required to be promoted to the next course level. Results are released within 3 working days upon completion of the test.</p>
<b>Awards</b>	<p>Certificate of Attendance: awarded to Student Pass students who have attended a minimum of 90% of the course and all other students who have attended a minimum of 80% of the course.</p> <p>Certificate of Achievement: awarded to students who have completed all the Elementary levels (1 to 4), all the Intermediate levels (1 to 4) or all the Advanced levels (1 to 4) with an average score of minimum 75% of the total. Student Pass students must also attend a minimum of 90% of the course and all other students must also attend a minimum of 80% of the course to be eligible for a Certificate of Achievement.</p> <p>All certificates are awarded by inlingua School of Languages.</p>
<b>Mode of delivery</b>	<p>Face-to-face classroom-based (Speaking, Reading and Writing skills)</p> <p>Self-access blended (Listening skills)</p>
<b>Teaching pedagogies</b>	<p>Communicative Language Teaching approach</p>
<b>Teacher-student ratio</b>	<p>Minimum 1:4   Maximum 1:15</p>
<b>Venue</b>	<p>inlingua school of Languages   51 Cuppage Road   #10-12   Singapore 229469</p>

*Students applying for a course longer than 4 weeks need to apply for a Student Pass*

## LEVELS COMPARISON

inlingua level	E 1	E 2	E 3 E 4	I 1 I 2	I 3	I 4	A 1 A 2	A 3	A 4
Common European Framework of Reference for Languages (CEFR)	A1	A2	B1	B1+	B2		C1	C1+	C2
ALTE level	Breakthrough level	Level 1	Level 2		Level 3		Level 4		Level 5
UNlcert			UNlcert I		UNlcert II		UNlcert III		UNlcert IV
TELC	A1	A2	B1		B2		C1		C2
Chinese Hanyu Shuiping Kaoshi (HSK)	HSK Level 1	HSK Level 2	HSK Level 3		HSK Level 4		HSK Level 5		HSK Level 6
Test of Chinese As A Foreign Language (TOCFL)	TOCFL Level 1	TOCFL Level 2	TOCFL Level 3		TOCFL Level 4		TOCFL Level 5		
Goethe-Institut	Start Deutsch 1	Start Deutsch 2	Zertifikat Deutsch		Goethe-Zertifikat B2 / ZDFB		Goethe-Zertifikat C1 / Zentrale Mittelstufenprüfung (neu)		Zentrale Oberstufenprüfung, Kleines Deutsches Sprachdiplom
TestDaF					TDN 3 — TDN 4		TDN 5		
iTEP	1-2	2.5-3	3.5		4-4.5		5-5.5		6
IELTS			4.0 to 5.0 (5.0 is borderline between B1-B2)		5.0 to 6.5 (5.0 is borderline between B1-B2)		7.0 to 8.0 (8.0 is borderline between C1-C2)		8.0 to 9.0 (8.0 is borderline between C1-C2)
TOEIC	60 - 105 (listening) 60 - 110 (reading)	110 - 270 (listening) 115 - 270 (reading)	275 - 395 (listening) 275 - 380 (reading)	275	400 - 485 (listening) 385 - 450 (reading)	385	490 - 495 (listening) 455 - 495 (reading)	455	
Versant	26-35	36-46	47-57		58-68		69-78		79-80
TOEFL (IBT)	8-12 (speaking)	13-18 (speaking), 11-16 (writing)	57 to 86		87 to 109		110 to 120		29-30 (reading)
TOEFL ITP		337	460		543		627		
TOEFL Junior Standard		225-245 (listening), 210-245 (language form), 210-240 (reading)	250-285 (listening), 250-275 (language form), 245-275 (reading)		290-300 (listening), 280-300 (language form), 280-300 (reading)				
Cambridge exam	KET (45 to 59)	PET (45 to 59) / KET Pass with Merit, Pass	FCE (45 to 59) / PET Pass with Merit, Pass / KET Pass with Distinction		CAE (45 to 59) / FCE grade B or C / PET Pass with Distinction		CPE (45 to 59) / CAE grade B or C / FCE grade A		CPE grade A, B or C / CAE grade A
PTE Academic		30	43		59		76		85
PTE General (formerly LTE)	Level A1	Level 1	Level 2		Level 3		Level 4		Level 5
Trinity College London (ISE) / (GESE) / (SEW)	GESE 2	ISE 0 / GESE 3, 4	ISE 1 / GESE 5, 6 / SEW 1		ISE II / GESE 7, 8, 9 / SEW 2, 3		ISE III / GESE 10, 11 / SEW 4		ISE IV / GESE 12
British General Qualifications	Foundation Tier GCSE	Higher Tier GCSE	GCE AS level / lower grade A-level		GCE A-Level (known as A2)				
CIEP / Alliance française diplomas	TCF A1 / DELF A1	TCF A2 / DELF A2 / CEFP 1	TCF B1 / DELF B1 / CEFP 2		TCF B2 / DELF B2 / Diplôme de Langue		TCF C1 / DALF C1 / DSLCF		TCF C2 / DALF C2 / DHEF
CELI	Impatto	1	2		3		4		5
CILS	A1	A2	Uno		Due		Tre		Quattro / DIT C2
Japanese-Language Proficiency Test (JLPT)	N5	N5 / N4	N4 / N3		N3 / N2		N2 / N1		N1
Test of Proficiency in Korean (TOPIK)	Level 1	Level 2	Level 3		Level 4		Level 5		Level 6
ТРКИ – Тест по русскому языку как иностранному (TORFL)	ТЭУ Элементарный уровень	ТБУ Базовый уровень	ТРКИ-1 (I Сертификационный уровень) (1st Certificate level)		ТРКИ-2		ТРКИ-3		ТРКИ-4
DELE	A1	A2	B1 (formerly "Inicial")		B2 (formerly "Intermedio")		C1		C2 (formerly "Superior")

Description of Abilities	
<b>C2</b>	Can understand with ease virtually everything heard or read. Can summarise information from different spoken and written sources, reconstructing arguments and accounts in a coherent presentation. Can express him/herself spontaneously, very fluently and precisely, differentiating finer shades of meaning even in the most complex situations.
<b>C1</b>	Can understand a wide range of demanding, longer texts, and recognise implicit meaning. Can express him/herself fluently and spontaneously without much obvious searching for expressions. Can use language flexibly and effectively for social, academic and professional purposes. Can produce clear, well-structured, detailed text on complex subjects, showing controlled use of organisational patterns, connectors and cohesive devices.
<b>B2</b>	Can understand the main ideas of complex text on both concrete and abstract topics, including technical discussions in his/her field of specialisation. Can interact with a degree of fluency and spontaneity that makes regular interaction with native speakers quite possible without strain for either party. Can produce clear, detailed text on a wide range of subjects and explain a viewpoint on a topical issue giving the advantages and disadvantages of various options.
<b>B1</b>	Can understand the main points of clear standard input on familiar matters regularly encountered in work, school, leisure, etc. Can deal with most situations likely to arise whilst travelling in an area where the language is spoken. Can produce simple connected text on topics which are familiar or of personal interest. Can describe experiences and events, dreams, hopes & ambitions and briefly give reasons and explanations for opinions and plans.
<b>A2</b>	Can understand sentences and frequently used expressions related to areas of most immediate relevance (e.g. very basic personal and family information, shopping, local geography, employment). Can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters. Can describe in simple terms aspects of his/her background, immediate environment and matters in areas of immediate need.
<b>A1</b>	Can understand and use familiar everyday expressions and very basic phrases aimed at the satisfaction of needs of a concrete type. Can introduce him/herself and others and can ask and answer questions about personal details such as where he/she lives, people he/she knows and things he/she has. Can interact in a simple way provided the other person talks slowly and clearly and is prepared to help.

Please note that Language schools and certificate bodies evaluate their own equivalences against these frameworks. Differences of estimation may exist.

## TIMETABLES

### Timetable A

Week 1	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	
08.00-08.50	Listening	Listening	Listening	Listening	Listening	Self-access
09.00-09.50	Speaking	Speaking	Speaking	Speaking	Speaking	Group
10.00-10.50	Speaking	Speaking	Speaking	Speaking	Speaking	
11.00-11.50	Speaking	Reading	Speaking	Reading	Speaking	
12.00-12.50	Speaking	Writing	Speaking	Writing	Speaking	
13.00-14.00	Lunch break					

Week 2	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	
08.00-08.50	Listening	Listening	Listening	Listening	Listening	Self-access
09.00-09.50	Speaking	Speaking	Speaking	Speaking	Speaking	Group
10.00-10.50	Speaking	Speaking	Speaking	Speaking	Speaking	
11.00-11.50	Reading	Speaking	Reading	Speaking	TEST	
12.00-12.50	Writing	Speaking	Writing	Speaking		
13.00-14.00	Lunch break					

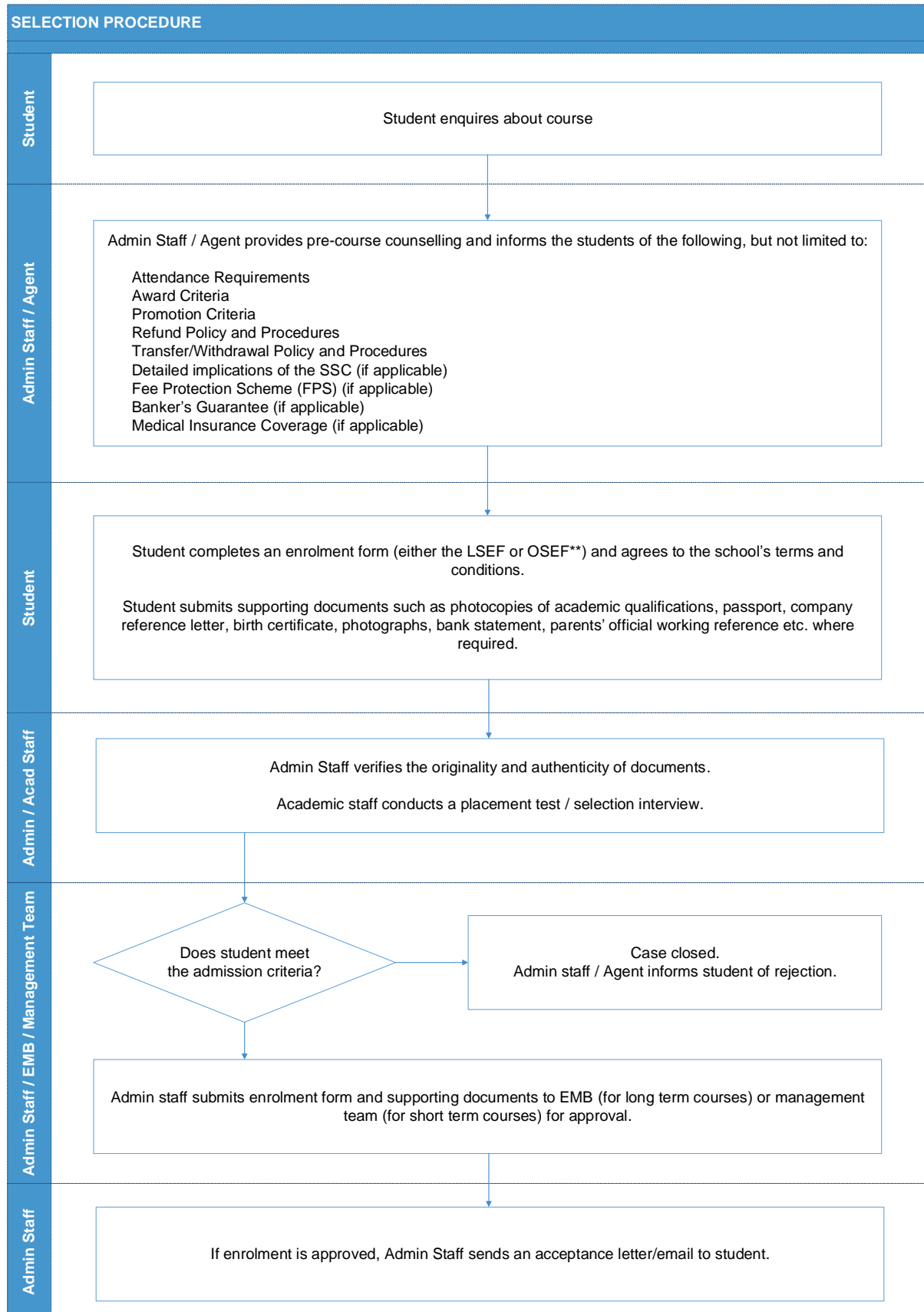
### Timetable B

Week 1	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	
12.00-12.50	Listening	Listening	Listening	Listening	Listening	Self-access
13.00-14.00	Lunch break					
14.00-14.50	Speaking	Speaking	Speaking	Speaking	Speaking	Group
15.00-15.50	Speaking	Speaking	Speaking	Speaking	Speaking	
16.00-16.50	Speaking	Reading	Speaking	Reading	Speaking	
17.00-17.50	Speaking	Writing	Speaking	Writing	Speaking	

Week 2	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	
12.00-12.50	Listening	Listening	Listening	Listening	Listening	Self-access
13.00-14.00	Lunch break					
14.00-14.50	Speaking	Speaking	Speaking	Speaking	Speaking	Group
15.00-15.50	Speaking	Speaking	Speaking	Speaking	Speaking	
16.00-16.50	Speaking	Reading	Speaking	Reading	TEST	
17.00-17.50	Speaking	Writing	Speaking	Writing		

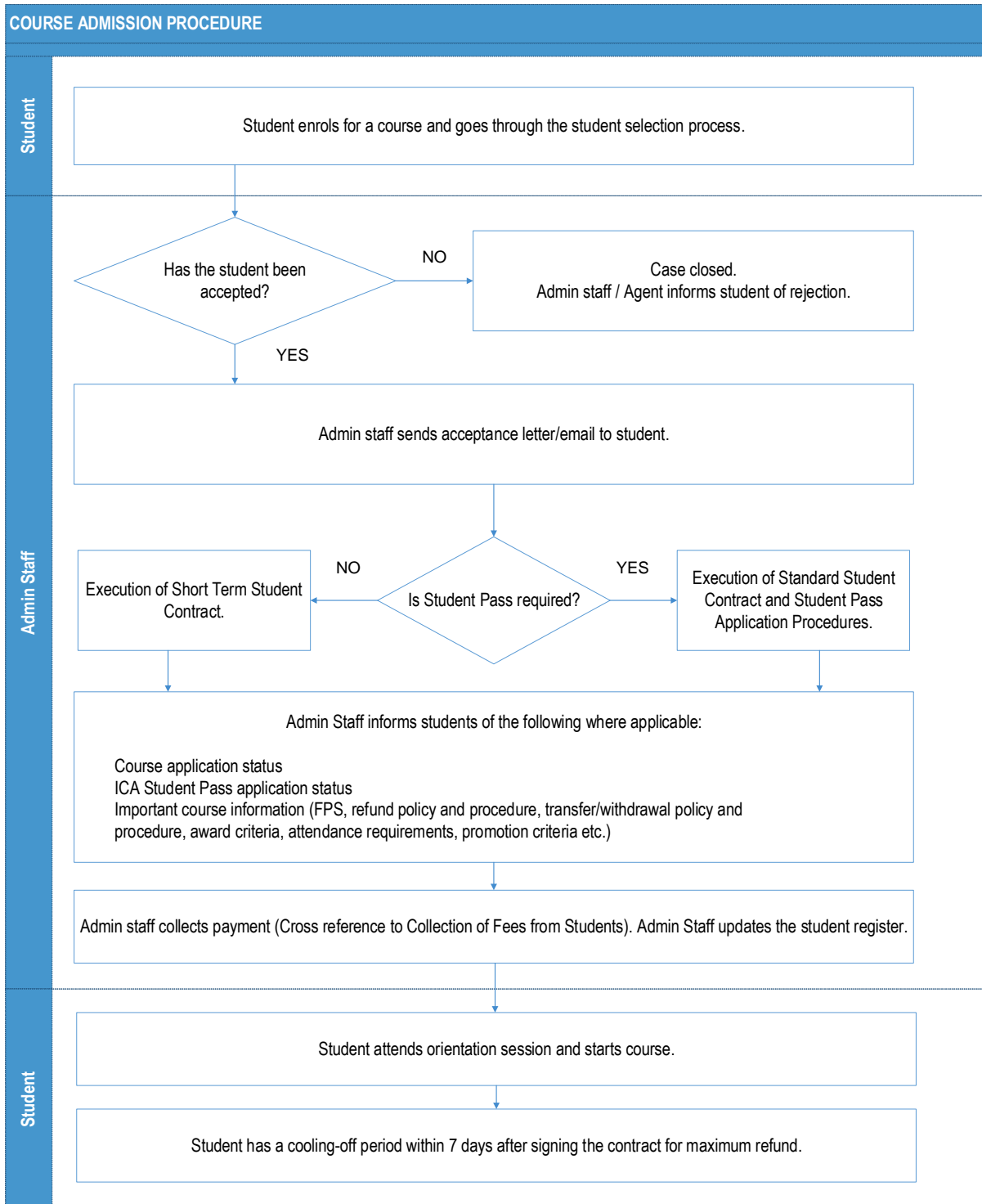
## COURSE ENROLMENT PROCEDURES

### Student Selection





## Student Admission



\*Students below the age of 18 must have the consent from their parent/guardian.

\*\* In principle, both LSEF (Local Student Enrolment Form) and OSEF (Overseas Student Enrolment Form) are enrolment forms and can be used for any enrolment. The school generally uses LSEF for students applying locally and OSEF for students applying from overseas to facilitate the internal division of work.

## STUDENT PASS APPLICATION PROCEDURE AND STANDARD STUDENT CONTRACT

### Student Pass Application Procedure

1. Overseas students do not need a Student Pass for courses of 4 weeks or less. Students studying longer than 4 weeks are required to study full-time (25 or 35 lessons per week) and apply for a Student Pass.

2. New Student Pass applications should be submitted at least 2 months before the course start date. You should fax/e-mail inlingua School of Languages your passport, documents, photograph and forms 2 months before your course.

3. As soon as you send us your completed Overseas Student Enrolment Form (OSEF), we will fax / e-mail / post an OSEF Acceptance Letter, a copy of the Standard Student Contract and a copy of the Advisory Note (Form 12) which the Singapore Government requires all overseas students to sign before they proceed with the Enrolment Procedure for coming to Singapore.

4. inlingua School of Languages processes Student Passes as a service for students who have paid a non-refundable Application Fee of S\$535 to our school. This covers the Singapore Immigration Visa Fee and School Administrative charges. If at the end of your course you wish to extend your Student Pass and take a further course at inlingua, there will be an additional charge of S\$267.50 to cover administrative costs.

5. After you receive the OSEF Acceptance Letter, the Standard Student Contract and the Advisory Note (Form 12), you should read through the documents carefully and then sign them and return them to the school. You should also forward to the School's Bank Account the Application Fee amounting to S\$535. (For details about remitting money via Bank Transfer, please refer to our website Payment Page).

Only after receiving your signed documents and the Application Fee will the school start processing your application. The application process for a Student Pass can take several weeks, so you should apply well in advance of your Course Commencement Date.

6. On your Standard Student Contract, you will find the date on which you should remit your Course Fees to the school. The limit date for payment of Course Fees is usually 30 days before the course commencement date. As soon as the school receives your Course Fees payment, we will take out Fees Protection Insurance for you. This will be done on the same day that your Course Fees are received into the School's Bank Account. The Insurance Company will e-mail you a 'Certificate of Student Insurance'. This is why it is important for you to provide us with an e-mail address at the time of application.

You will also be included in the School's Group Hospitalization Insurance Policy in the case of Hospitalization in Singapore while you are studying with us. The Master Insurance Policies for Fees Protection Scheme and Medical Insurance are available for viewing on the website as well as at the School's Reception.

### Documents and Translations

7. All overseas students should send the following documents by post or scanned and sent by e-mail:

- A copy of Birth Certificate (with number) and translation
- A copy of Highest Educational Certificate and detailed Transcript of Exam Results (Primary, Secondary or University certificates) and translation
- A recent colour photograph of the front of your face taken against a white background - please post passport-sized photo or e-mail digital photo (in jpeg format less than 60kb)
- A copy of Passport page. The passport must be valid for at least six months at time of entry into Singapore.
- Student Pass Application Forms (fully completed and signed) - we will e-mail, fax or post Form 16 and Form V36 to you.
- Your e-mail address
- If you need a Single-Entry Visa (e.g. CIS, PRC, India and Myanmar), we also need bank statements / fixed deposit accounts / savings accounts / company sponsorship letter (photocopies).

8. Official translation of the documents (birth certificate, highest educational certificate and transcript) is required if they are not in the English language. Ask a local government official, mayor, Ministry of Foreign Affairs, your embassy in Singapore, lawyer or certified translation agency to do it.

9. Please don't forget to bring your original documents to Singapore for verification (see 7.).

10. We will submit your Student Pass application to Singapore Immigration. It may take several weeks for the Singapore Government to process your application.

11. After your Student Pass is approved, you will need to show your original documents to Singapore Immigration. The Security Deposit (if required) will be furnished in the form of a Banker's Guarantee with the amount as listed below:

- S\$5,000 for students from China, India, Bangladesh and Myanmar
- S\$1,000 for students from Thailand, Indonesia and the Philippines
- S\$1,500 for all other students (e.g. from Europe, America, Oceania, Japan, ROC, Korea, CIS, Vietnam, etc.)
- No Security Deposit for students from Malaysia and Brunei.

12. A Student Pass is not required for foreign students who hold an Employment Pass, a Training Pass, a Dependant's Pass or who have Permanent Resident status.

13. If one of your parents is a Singapore Citizen or a Singapore Permanent Resident, you need to send us the following additional documents:

- Parents' marriage certificate/divorce certificate (photocopy)
- Parent's highest educational certificate (photocopy)
- Parent's Letter of Employment (letter should state date of commencement of employment, designation, and salary per month), or, if parent is self-employed, Business Registration Certificate. These documents should not be issued more than 1 month ago.
- Parent's monthly CPF contributions for the past 12 months
- Parent's Income Tax Assessment Notices for the past 3 years (photocopy)

14. If your spouse (husband or wife) is a Singapore Citizen or Singapore Permanent Resident, you need to send us the following additional documents:

- Spouse's marriage certificate/divorce certificate (photocopy)
- Spouse's highest educational certificate and transcript (photocopy)
- Spouse's Letter of Employment (letter should state date of commencement of employment, designation, and salary per month), or, if spouse is self-employed, Business Registration Certificate. These documents should not be issued more than 1 month ago
- Spouse's monthly CPF contributions for the past 12 months
- Spouse's Income Tax Assessment Notices for the past 3 years (photocopy)

15. Students are not allowed to work while they are holding a Student Pass.

16. There is no guarantee that your Student Pass will be approved. Social Visit Pass applications for accompanying parents may be rejected even though the child's Student Pass is approved. In the case of Student Pass rejection, we can appeal, but you must accept the Government's final decision.

After your Student Pass is approved you may come to Singapore on a Social Visit Pass and an appointment will be made for you to convert your Social Visit Pass into a Student Pass at the Singapore ICA (Immigration & Checkpoints Authority).

A copy of the OSEF form and step-by-step guidance on how to apply for a Student Pass are also available at the School's Reception Counter and on our website.

For more information you can also visit the Immigration & Checkpoints Authority's official website at [www.ica.gov.sg](http://www.ica.gov.sg)

## Standard Student Contract

To comply with the requirements of EduTrust Certification, the Council of Private Education (CPE) require all students enrolling in private educational institutions (PEI) and taking courses of a duration of more than one month or 50 hours, to sign a Standard Student Contract which stipulates the student's legal rights and responsibilities, when studying at our school, and protects the student and the school in the unlikely event of any dispute.

A blank copy of the contract and the application procedure is available at the School's Reception Counter and on our website.

## FEE PROTECTION SCHEME

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Under the Fee Protection Scheme, the inlingua School of Languages Pte Ltd has put in place an insurance arrangement to ensure that fees paid by students to the school are insured by a CPE-appointed service provider, in this case, Lonpac Insurance Bhd. The insurance protection serves to protect the student's fees in the event a private education institution (PEI) being unable to continue operations due to insolvency, and/or regulatory closure. Furthermore, the FPS protects the student if the PEI fails to pay penalties or return fees to the student arising from judgements made against it by the Singapore courts. The FPS is compulsory for all local and international students taking courses in PEIs seeking EduTrust certification. FPS applies to all courses with a course duration of more than one month or 50 hours. Students enrolled in the programmes will be required to pay the costs of FPS which will vary depending on the fees charged for the insured programme.

## FEE PROTECTION SCHEME BY INSURANCE ARRANGEMENT

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- Students will pay FPS charges together with other fees due after signing a standard student contract with the inlingua School of Languages Pte Ltd
- The inlingua School of Languages Pte Ltd will purchase insurance for the student upon collection of fees through an application system administered by Lonpac Insurance Bhd.
- Students will receive the insurance certificate via e-mail from the insurance provider. Students may also check the CPE website to verify that they are protected under the FPS, the details of which will be provided by the CPE.
- The insured period is from the day the fees are received by the PEI until the end of the entire duration of the programme as stated in the course outline/scheme provided during admission. Students who seek deferment or re-enrolment resulting in an extension of the programme duration will have to pay an additional premium for the course fees applicable to the extended period.

## MEDICAL INSURANCE COVERAGE

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The inlingua School of Languages Pte Ltd has put in place a Medical Insurance Policy under which all its full-time students will be insured by Group Hospital & Surgical Insurance. The group hospital & surgical insurance is an expense reimbursement plan with an annual limit of S\$20,000 that helps to reduce the financial burden of the insured student in the event of him/her needing to be hospitalized in a government or restructured hospital. The following provides details about the group medical insurance coverage.

- The inlingua School of Languages Pte Ltd will include students in the group medical insurance policy with AXA Insurance upon collection of course fees.
- Insured students will receive a copy of the product summary and FAQ stating the policy's terms and conditions, the claims procedure and exclusion information, etc.
- The insured period is for the entire duration of the programme as stated in the course outline/schedule provided during admission. Students who seek deferment or re-enrolment resulting in an extension of the programme's duration will have to pay additional medical insurance fees applicable to and charged by the insurer for the extended period.
- An insured student will not be covered by group hospital & surgical insurance if he/she is out of Singapore for a period exceeding ninety (90) consecutive days.
- An insured overseas student will not be covered by group hospital & surgical insurance once the Student Pass is cancelled by the Immigration & Checkpoint Authority (ICA).
- Pre-existing illness will not be covered.
- Singaporean/PR students are exempted from the insurance coverage if they are already covered by their own medical insurance plan.
- Part-time students are not covered by medical insurance. They are advised to purchase their own insurance.

Benefits Schedule, Group Hospital & Surgical Insurance Product Summary and FAQs, and Combined Claim Form can be found on our website.

## TRANSFER, WITHDRAWAL, REFUND POLICY AND PROCEDURES

### Transfer and Withdrawal Policy

The School's Transfer and Withdrawal Policy covers the various changes you may make between courses. This policy and procedure for the transfer apply to all inlingua programmes.

### Course Transfer Policy / Course Transfer Procedure

Course Transfer refers to a student request for a transfer to another course within inlingua prior to the completion of the course where the student is currently enrolled. Student requesting for course transfer within inlingua is required to submit completed course withdrawal and transfer forms obtainable from the School or website. Verbal requests will not be accepted. inlingua will consider and may approve a transfer request made for personal or academic reasons.

Student's request for transfer can only be processed after student:

- (i) Seeks approval from their parent/guardian (if student is below the age of 18)
- (ii) Requests the transfer in writing by submitting both duly signed "Withdrawal Form" and "Transfer Form"
- (iii) Meets the entry requirements of the new course
- (iv) Obtains Management approval for the course transfer request

inlingua's staff will offer assistance with the transfer request and provide pre-course counselling to the student.

Upon the approval of course transfer application, inlingua shall process the transfer request and issue the duly signed and approved "Transfer Form" to student. The student must then withdraw from the existing course and terminate the existing contract. The student must sign a new contract for the new course. Any unused course fees from the previous course may be carried forward to the new course. No refund will be given for unused fees if the unused fees are more than those payable for the new course. Additional fees are payable if the unused course fees are less than those payable for the new course.

inlingua will take a maximum of 7 working days to assess and reply to a course transfer request.

### Additional Information for Student Pass Holders

inlingua will inform ICA of any change in students' status that may affect the student's pass issued. Student Pass holders transferring to a course requiring Student Pass have to apply for a new Pass and all administrative charges will apply. It is important to note that the new Student Pass is subject to the Immigration and Checkpoint Authority's approval. inlingua's staff will offer assistance with the transfer request and provide pre-course counselling to the student on the implications of the withdrawal and transfer with regards to the status of the Student Pass.

Upon the approval of course transfer application, inlingua shall process the transfer request and issue the following:

- (i) duly signed and approved "Withdrawal Form" and "Transfer Form" to student
- (ii) refund of unused FPS insurance fees from the date of the cancellation of the insurance
- (iii) past attendance records to student
- (iv) a new Standard PEI-Student Contract for the new course for student to sign

For student below the age of 18, parent/guardian must also sign on the Standard PEI-Student Contract for the new course.

Upon successful transfer to a new course, student is required to make payment for course fee through FPS Insurance scheme. Any unused course fees from the previous course may be carried forward to the new course. No refund will be given for unused fees if the unused fees are more than those payable for the new course. Additional fees are payable if the unused course fees are less than those payable for the new course. inlingua will inform student to surrender his/her Student's Pass card immediately for cancellation at ICA within 7 days of cessation/termination of his/her studies. In the event that an application for student's pass pertaining to transfer to a new course is rejected by ICA, the full amount of course and miscellaneous fees paid by students for the new course will be refunded. He/She may wish to appeal against the rejection by ICA.

inlingua will take a maximum of 7 working days to assess and reply to a course transfer request. The entire course transfer process may take up to a maximum of 4 weeks and it is subject to ICA's approval (if applicable). During this period, if student wish to enrol on a short-term course, he/she may do so on a Visit Pass.

## Course Withdrawal Policy / Course Withdrawal Procedure

### Voluntary Withdrawal Policy

Course Withdrawal refers to a student's request for withdrawal from a course prior to the completion of the course where the student is currently enrolled. Student requesting for withdrawal is required to submit a completed course withdrawal form obtainable from the School or website. Verbal requests will not be accepted. inlingua will consider and may approve a withdrawal request made for personal or academic reasons.

Student's request for withdrawal can only be processed after student:

- (i) Seeks approval from their parent/guardian (if student is below the age of 18)
- (ii) Requests the withdrawal and termination of existing contract in writing by submitting a duly signed "Withdrawal Form"
- (iii) Obtains Management approval for the course withdrawal request

inlingua's staff will offer assistance with the withdrawal request and provide counselling to the student. Upon the approval of course withdrawal application, inlingua shall process the withdrawal request and issue the duly signed and approved "Withdrawal Form" to student. Students may apply for a refund of any unused fees in accordance to our refund policy.

inlingua will take a maximum of 7 working days to assess and reply to a course withdrawal request.

### Additional Information for Student Pass Holders

inlingua will inform ICA of any change in students' status that may affect the student's pass issued. inlingua's staff will offer assistance with the withdrawal request and provide course counselling to the student on the implications of the withdrawal with regards to the status of the Student Pass.

Upon the approval of course withdrawal application, inlingua shall process the withdrawal request and issue the following:

- (iv) duly signed and approved "Withdrawal Form" to student
- (v) refund of unused FPS insurance fees from the date of the cancellation of the insurance
- (vi) past attendance records to student

inlingua will inform student to surrender his/her Student's Pass card immediately for cancellation at ICA within 7 days of cessation/termination of his/her studies. Students may apply for a refund of any other unused fees in accordance to our refund policy.

### Enforced Withdrawal Policy

Enforced Withdrawal refers to a student's non-voluntary withdrawal from a course prior to the completion of the course where the student is currently enrolled due to the following:

- (i) Break any Singapore laws, rules and regulations set by the ICA or any other Government Agencies
- (ii) Break rules with regards to the Student Pass, such as working illegally
- (iii) Continually break the School's Rules and Regulations despite regular warnings from the School
- (iv) Be absent without the School's approval for 7 days consecutively (for Student Pass Holders)
- (v) Failure to meet the minimum monthly average course attendance rate of 90% (for Student Pass Holders)
- (vi) Other reasons (Behavioural problems etc.)

The school will provide counselling to students who commit any of the above.

If the student is absent for a continuous period of one week or more without informing the School, the student will be contacted in writing by the School to determine the student's status. It will be the student's responsibility to respond within one week, failing which the student will be deemed to have withdrawn from the course. For Student Pass holders, the School will report the disappearance of the student to the police, proceed unilaterally with the cancellation of the student's Student Pass and update the withdrawal records.

Student who commits any of the above will automatically lose the right to request a refund except for the refund of unused FPS insurance fees from the date of the cancellation of the insurance. Upon termination, school will issue a termination letter/email to the student or parent/guardian if the student is below the age of 18.

## Deferment Policy

Course deferment refers to a student's request to delay his/her study of the course and/or to carry forward his/her paid fees to a later period.

Student requesting deferment is required to submit a completed course deferment form obtainable from the School or website. Verbal requests will not be accepted. inlingua will consider and may approve a deferment request made for personal or academic reasons if it is made before the commencement of the course or that particular module. Deferment of course is allowed only up to a maximum period of six months after which, the student will be deemed as having withdrawn from the course.

Student's request for deferment can only be processed after student:

- (i) Seeks approval from their parent/guardian (if student is below the age of 18)
- (ii) Requests the deferment and termination of existing contract in writing by submitting a duly signed "Deferment Form"
- (iii) Obtains Management approval for the course deferment request

inlingua's staff will offer assistance with the deferment request and provide counselling to the student.

Upon the approval of course deferment application, inlingua shall process the deferment request and issue the duly signed and approved "Deferment Form" to student.

If there is an increase in the course fees by the time the student attends the new course, the student is liable to pay the difference. Students may apply for a refund of any unused fees in accordance to our refund policy. The student must sign a new contract for the new course.

inlingua will take a maximum of 7 working days to assess and reply to a course deferment request.

## Additional Information for Student Pass Holders

inlingua will inform ICA of any change in students' status that may affect the student's pass issued. inlingua's staff will offer assistance with the deferment request and provide course counselling to the student on the implications of the deferment with regards to the status of the Student Pass.

Upon the approval of course deferment application, inlingua shall process the deferment request and issue the following:

- (iv) duly signed and approved "Deferment Form" to student
- (v) refund of unused FPS insurance fees from the date of the cancellation of the insurance

inlingua will inform student to surrender his/her Student's Pass card immediately for cancellation at ICA within 7 days of cessation/termination of his/her studies.

## Extension Policy

Course extension refers to a student's request to extend his/her study of the course. In the event of a student requesting an extension of the course, inlingua School of Languages will treat the request as a new enrolment and enrolment procedures will be followed.

## Refund Policy / Refund Procedure

### Refund Policy

The guiding policy of the School regarding the Refunds is to ensure that refund applications are dealt in a timely, fair and professional manner.

Any student wishing to withdraw from a course will need to go through a counselling session to explain the reasons for wanting to withdraw and be advised of the implications resulting from the withdrawal.

### Refunds for Withdrawal Due to Non-Delivery of Course

inlingua will inform the student within 3 working days upon knowledge of any of the following:

- (i) inlingua does not commence the Course on the Course Commencement Date;
- (ii) inlingua terminates the Course before the Course Commencement Date;
- (iii) inlingua does not complete the Course by the Course Completion Date;
- (iv) inlingua terminates the Course before the Course Completion Date;
- (v) inlingua has not ensured that the student meets the course entry or matriculation requirement as set by the organisation stated in Course Details within any stipulated timeline set by CPE; or
- (vi) The Student's Pass application is rejected by Immigration and Checkpoint Authority (ICA);

The student should be informed in writing of alternative study arrangements (if any), and also be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid should the Student decide to withdraw, within 7 working days of the above notice.

inlingua has the right to cancel a class under certain circumstances such as there not being a minimum number of students as specified in our website information (normally the minimum number of students is 4 to commence a class).

### Refunds for Withdrawal Due to Other Reasons

If the student withdraws from the course for any reason other than those stated in (i) to (vi), inlingua will, within 7 working days of receiving the student's written notice of withdrawal, refund to the student an amount based on the Refund Policy Table. Upon approval of the refund application, the School will issue the refund (if any) based on the following:

1. Student Pass Application Fee of \$535 and Course Registration Fee of \$20 are non-refundable
2. The refund of Course Fees will be based on the Refund Policy Table below

### Refund Policy Table

% of the aggregate amount of the fees paid	If Student's written notice of withdrawal is received
100% refund less any bank charges	more than 21 days before the Course Commencement Date
No refund	before, but not more than 21 days before the Course Commencement Date
No refund	after, but not more than 0 days after the Course Commencement Date
No refund	more than 0 days after the Course Commencement Date

The above refund policy applies to all programmes offered by inlingua. All fees are inclusive of Goods & Services Tax (GST), unless otherwise stated. Refunds may be made through cheques, cash or bank transfers. Any bank charges (such as bank transfer fees if applicable) are to be borne by student.



## SCHOOL REGULATIONS, ATTENDANCE AND SINGAPORE LAWS

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### School Regulations

1. Students should observe all the school regulations. If he / she does not do so, he / she may be expelled from the School.
2. Students should attend all sessions punctually and should give reasons for any absences.
3. The School does not accept responsibility for the loss of personal property or for loss resulting from theft, fire or injury sustained on the premises.
4. Students should co-operate with the teachers in the principles of the teaching method and participate actively in the programme.
5. While on the School's premises the student should help maintain the academic atmosphere by not disturbing other groups being taught.
6. Rooms and corridors should be kept neat and tidy at all times. Eating and drinking are not permitted in the classrooms or corridors.
7. Smoking and chewing gum are not permitted anywhere on the School's premises.
8. Students who deface or damage the School or homestay property will be charged for any repairs or replacement costs.
9. The School reserves the right to ask the student to leave our premises for inappropriate behaviour.
10. Students should observe a proper dress code while in school at all times. No slippers or indecent attire are allowed.

### Attendance and Lateness

Students should attend all sessions and should give reasons for any absences. Students should be punctual for all sessions. If students hold a Student Pass, they are required by the Singapore Government to produce a medical certificate for any day's absence due to sickness. Every 4 weeks, the school will report any student to the ICA (Immigration & Checkpoints Authority [www.ica.gov.sg](http://www.ica.gov.sg)) whose attendance is less than 90% or if there is more than 3 days of continuous absence without valid reasons. Part-time students are required to attend 80% of their lessons per month. Absence and Lateness excuse forms and Holiday Request forms can be obtained from the School's Reception.

Lateness is recorded by the teachers in the class registers. Full-time students who are late more than 3 times during the month will be asked to meet the school Principal and give reasons for their poor attendance record.

### Singapore Laws

Immigration	All international students studying in Singapore must have a valid passport and a Student Pass from the ICA (Immigration and Checkpoint Authority).
Employment	International students are not allowed to work in Singapore without a Work Pass Exemption from the MOM (Ministry of Manpower).
Driving	All drivers must be in possession of a valid Singapore driving license and the vehicle must be insured.
Drugs	Drug abuse is viewed seriously in Singapore. Illicit trafficking of narcotic drugs and psychotropic substances is strictly prohibited. Offenders will be sentenced to a long jail term or even death if caught possessing more than 15g of heroin.
Alcohol Abuse	Any offense committed while being intoxicated (drunk) is punishable under the law. Drunk driving is a serious offence.
Smoking	Smoking in specific public places and indoor restaurants is prohibited. Smoking is prohibited in all public indoor places and most public outdoor places, unless otherwise mentioned. Smoking is also not permitted at all nightspots unless within approved smoking zones. Offenders can be fined up to SGD \$1,000.00. In addition, smokers who dispose of their cigarette butts indiscriminately will be fined SGD \$200.00
Traffic	Jay walking is an offence.
Littering	Littering, spitting and vandalism (with graffiti) in public areas are serious offences.
Chewing Gum	Chewing gum is not allowed to be brought into Singapore or to be consumed, except for gum that serves a medical purpose, e.g. dental-health gums and nicotine gum. Offenders can be fined from SGD \$500.00- SGD \$1,000.00.

## Discipline policy

A Student may be formally reprimanded, detained, suspended or expelled from the School if it is proved that the student has committed a very grave breach of the School's discipline or a criminal offence.

Expulsion is reserved for the most serious breaches. In general, the School will attempt to resolve a situation without the need for expulsion. Verbal warning, written warning, detention and suspension may precede expulsion. When the School deems the integrity, safety or well-being of the institute, its students, staff, clients, visitors and other guests are in danger then expulsion may be applied at the School's discretion at any point in the process.

Any member of the Executive Management Board or any person authorised by them shall have the power to enforce discipline on behalf of inlingua School of Languages.

Misconduct includes but is not limited to:

- Violation of ICA regulation
- Repeatedly falling below the minimum required course attendance
- Significant omissions or errors in Admissions Documentation
- Fighting or behaving disorderly
- Vandalism, mischief and/or theft
- Harassment, Discrimination and/or Defamation
- Use of drugs, tobacco and/or alcohol on the school's premises
- Cheating in examinations / tests
- Failing to pay the course fees within the stipulated date

Depending on the gravity of the offence(s), a student may be subject to the following:

Offence	1 <sup>st</sup> offence	2 <sup>nd</sup> offence	3 <sup>rd</sup> offence	4 <sup>th</sup> offence	5 <sup>th</sup> offence
Violation of ICA regulation	Expulsion				
Repeatedly falling below the minimum required course attendance	Written warning	Detention	Suspension	Expulsion	
Significant omissions or errors in Admissions Documentation	Expulsion				
Fighting or behaving disorderly	Written warning	Detention	Suspension	Expulsion	
Vandalism, mischief and/or theft	Suspension	Expulsion			
Harassment, Discrimination and/or Defamation	Written warning	Detention	Suspension	Expulsion	
Use of drugs, tobacco and/or alcohol on the school's premises	Written warning	Detention	Suspension	Expulsion	
Cheating in examinations / tests	Suspension	Expulsion			
Failing to pay the course fees within the stipulated date	Verbal warning	Written warning	Detention	Suspension	Expulsion

Please note that the recommendations mentioned above are guidelines only. It is at the sole discretion of any member of the Executive Management Board or any person authorised by them to enforce the appropriate disciplinary actions.

## Detention

Students who are subject to detention for any reason will be notified in writing by email/letter. The notification will contain a description of the basis for detention and the effective date. Students may be detained and asked to take part in academic activity for a minimum of 1 and a maximum of 4 hours at a time. Detention classes / activities shall take place before or after the scheduled lessons of the programme the student is enrolled in. Detained students who dispute the facts of the detention must appeal the decision within 24 hours of receiving the notification and must do so according to the school's Feedback and Complaint System.

## Suspension

Students who are subject to suspension for any reason will be notified in writing by email/letter. The notification will contain a description of the basis for suspension and the effective date. Students may be suspended from lessons for a minimum of 1 and a maximum of 5 days. Students who are suspended shall be marked absent from lessons. Suspended students who dispute the facts of the suspension must appeal the decision within 24 hours of receiving the notification and must do so according to the school's Feedback and Complaint System.

## Expulsion

Students who are subject to expulsion for any reason will be notified in writing by email/letter. The notification will contain a description of the basis for expulsion and the effective date. Expelled students who dispute the facts of the expulsion must appeal the decision within 24 hours of receiving the notification and must do so according to the school's Feedback and Complaint System.

A student who is expelled from the school will be considered withdrawn from their programme on the effective date of the expulsion. inlingua School of Languages will officially withdraw the student under the Enforced Withdrawal policy.

### Note:

Students who are subject to written warning, detention, suspension and/or expulsion for any reason will be notified in writing by email, hand-delivered letter or by registered mail with return receipt. inlingua School of Languages is not responsible for non-delivery by registered mail if the student has not provided a valid home address where the student currently resides.

## COMPLAINTS POLICY AND PROCEDURES

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### Formal Policy for Complaints and Grievances

- If you are not happy with our service or with your programme, you can fill in our "Complaint and Grievance Form". This form is available at the School's Reception Counter.
- Please fill in your name, student number, telephone number, address, course, start date, end date and your complaint. Please also put today's date.
- The school management will try to help you or give you a written or verbal explanation.
- All complaints and grievances will be answered within a maximum time lapse of 21 days.

Depending on the nature of the feedback or complaint, the member of the EMB under whose area of competence the complaint falls will analyse the complaint. If a complaint can be resolved immediately the EMB member will take the necessary initiative. If not, the complaint will be discussed by all members of the EMB and a long-term solution found. In exceptional circumstances an extraordinary general meeting of the EMB may be held to resolve a problem arising from a complaint. All complaints, minor or major, and actions taken to resolve them are recorded and brought to the attention of the EMB. These forms are analysed by the EMB and used for purposes of Continual Improvement of the PEI's systems.

If the matter remains unresolved or you are unsatisfied with the outcome, you may approach the CPE Student Services Centre for assistance.

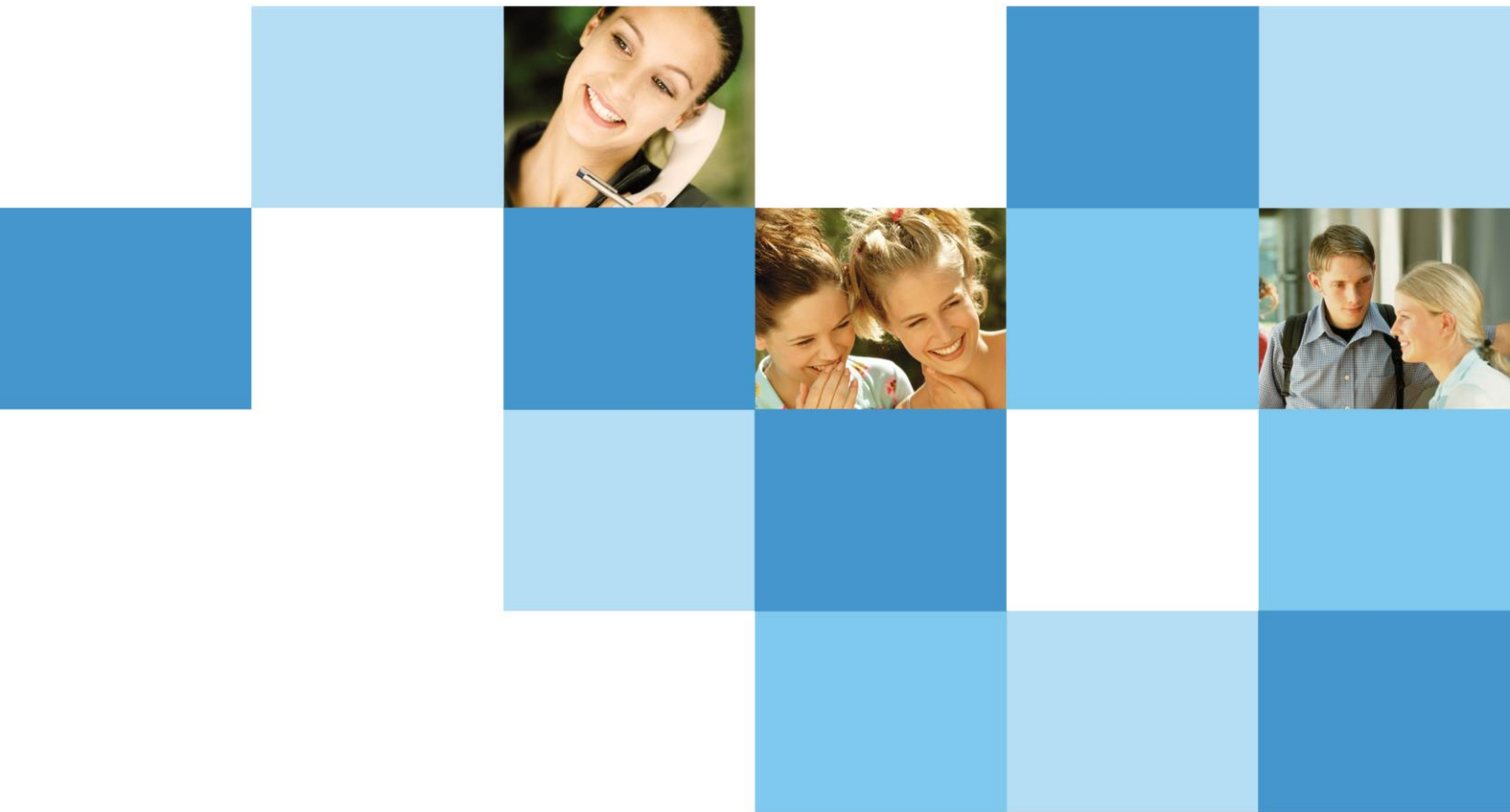
### Dispute Resolution | Dispute Resolution Mechanism | Dispute Resolution Scheme

For clear-cut fee refund issues of less than \$10,000, students can lodge their case with the Small Claims Tribunal. For other types of complaint, students can choose to participate in the Council for Private Education's (CPE's) appointed Dispute Resolution Scheme.

There are two stages in the process – mediation and arbitration.

**Stage 1: Mediation** - The complaint may be referred to the Singapore Mediation Centre for mediation. If a settlement between the student and the private education institution can be reached at the mediation stage, a settlement agreement will be drawn up and endorsed by the respective parties, and the dispute resolved.

**Stage 2: Arbitration** - If the parties fail to reach a settlement through mediation, the student can proceed to arbitration for a resolution to the dispute. The Singapore Institute of Arbitrators is the appointed provider of arbitration services.



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