

## **REFUND POLICIES (as found in the Student Contract)**

### **i) Refund for Withdrawal Due to Non-Delivery of Course:**

- a) BAC will notify the Student within three (3) working days upon knowledge of any of the following:
- It does not commence the Course on the Course Commencement Date;
  - It terminates the Course before the Course Commencement Date;
  - It does not complete the Course by the Course Completion Date;
  - It terminates the Course before the Course Completion Date;
  - It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A within any stipulated timeline set by CPE; or
  - The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).
- b) The Student will 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 seven (7) working days of the above notice.

### **ii) Refund for Withdrawal Due to Other Reasons**

- a) If the Student withdraws from the Course for any reason other than those stated in **Clause 2.1 of the standard PEI-Student contract**, BAC will, within seven (7) working days of receiving the Student's written notice of withdrawal, refund to the Student an amount based on the table in Schedule D of that contract.

- b) **Schedule D** reads as follows:

Percentage (%) of [the aggregate amount of the fees paid under Schedule B If Student's written notice of withdrawal is received:

- [80%] ("Maximum Refund") More than [30] days before the Course Commencement Date
- [50%] Before, but not more than [30] days before the Course Commencement Date
- [20%] After, but not more than [7] days after the Course Commencement Date
- [0%] More than [7] days after the Course Commencement Date (In addition, any part of full course fees that has not been paid by the student at the time of the withdrawal shall become payable)

### **iii) Refund During Cooling-Off Period**

- a) BAC 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 (as required

- under the Private Education Act.)
- b) The Student will be refunded the highest percentage (stated in Schedule D) of the fees already paid if the Student submits a written notice of withdrawal to BAC within the cooling-off period, regardless of whether the Student has started the course or not.

**iv) Refund for other purposes**

- a) Students may opt for deferment of particular subjects to the following academic year and as such, payment of fees already collected in relation to those subjects for the prevailing month's installment may be refunded to the student on a case-by-case basis subject to fulfilling formalities.
- b) Any other refund request that may be decided on a case by case basis at the absolute discretion of BAC shall be also subject to the fulfillment of the formalities.

## **FEE PROTECTION SCHEME (FPS)**

- i) BAC presently collects the Course Fees on either an Installment basis or by lump sum.
- ii) BAC has appointed Lonpac Insurance as the providers for the insurance scheme to provide fee protection for all students.
- iii) BAC ensures purchases and cancellation of Fee Protection Scheme (FPS) Insurance are done in a prompt and timely manner i.e. within 7 days of the receipt of payment of fees and where e-banking is concerned within 7 days after the money is credited into BAC's bank account.
- iv) BAC ensures that all staff handling FPS, including but not limited to, the Finance Executive and Records Manager are adequately trained by the Management Representative to implement and execute the necessary FPS processes.

**Fee Collection Cap**

BAC will not collect more than the total course fees for one academic year at the signing of the Student Contract for each academic year.

The Fee Protection Scheme (FPS) serves to protect students' fees in the event a private education institution is unable to continue operating due to insolvency, and/or regulatory closure. The Fee Protection Scheme also protects students if the private education institution fails to pay penalties or return fees to the students arising from judgment made against it by the Singapore courts. The fees protected are referred to in the Student Contract as Course Fees. The Registration Fee and the Miscellaneous Fees in the Student Contract are not covered by the insurance.

BAC has adopted the Fee Protection Scheme Insurance from the following insurer:

**Lonpac Insurance**

Website: <https://www.lonpac.com.sg/>

For more info about Fee Protection Scheme (FPS) and protection status for existing students, please proceed to the CPE website:

[https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-\(peis\)/protection-of-course-fees](https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-(peis)/protection-of-course-fees)

## MEDICAL INSURANCE

BAC College (Singapore) Pte Ltd has purchased medical insurance coverage from NTUC Income Insurance Co-operative Limited.

- i) During the pre-course counselling, the Course Consultants will explain to the student about BAC's medical insurance policy.
- ii) The Course Consultant would brief a non-STP student that they may opt-out of the medical insurance which BAC has if it can be shown that they have their own coverage (i.e. Medisave schemes etc.)
- iii) A non-STP student who wishes to opt-out is encouraged to show evidence of medical insurance coverage by submitting the necessary policy documentations to the Course Consultant or Records Manager.
- iv) The Course Consultant or Records Manager would verify that the medical insurance coverage shown by the student is still active and has not expired. For a case where the medical insurance of the student is inactive, the Course Consultant or Records Manager would encourage the student to purchase medical insurance with the school.
- v) Where applicable, the Course Consultant shall brief a STP Student that it is mandatory for them to be covered under a medical insurance with the school.

A sum of S\$70 is payable by each student as premium for coverage over a 1-year period.

- i) BAC's Medical insurance is a group coverage for hospitalisation and related medical treatment. Pertinent details are that the group coverage has:
  - An annual limit not less than S\$20,000.00 per student
  - At least B2 ward coverage (in government and restructured hospitals)
  - Entitles a 24hours coverage in Singapore and overseas (if student is involved in school-related activities)
  - The insurance company gives a master copy of the medical insurance policy to BAC. Students are briefed about the coverage of the policy during the orientation programme. In addition the Information of the medical insurance coverage is also available in the student handbook and the website.
  - Before a student is allowed to opt out (only applicable to non-STP students) the Course Consultant or Records Manager will verify with the student that they are covered under medical insurance (e.g. Medishield Account).
  - Students will acknowledge in the Acknowledgement Form for Medical Insurance & FPS Scheme FRM 016A that they have understood the policy relating to medical insurance.