

# Student Handbook

## 1 About Us

CBS Hospitality School is established in Singapore to provide quality Hospitality Educational Services.

CBS Hospitality School offers a unique educational experience for students who wish to pursue a career in the Hospitality Industry, which include Hotel Accommodation, Food and Beverage Services and Culinary Arts. Our school programme provides students with the knowledge and skills to succeed in a wide range of Hospitality related fields.

The School's committee, partners and lecturers possess many years of Hospitality Industry and Training experience. We adapt our teaching methods to meet the changing needs of the business environment.

Our deep-rooted commitment to students is evident in the team of hand-picked and highly qualified lecturers that we choose, to educate our students. We ensure that each and every student attains the highest level of education allowing them to make a meaningful and positive impact in their future.

## 2 School's Objective

To educate and provide students with the depth, understanding in the Hospitality Industry and intellectual flexibility that they need to respond to the challenges faced in the business world.

## 3 Our Vision

To be a leading hospitality school in Asia.

## 4 Our Mission

To educate and provide students with the depth, understanding in the Hospitality Industry and intellectual flexibility that they need to respond to the challenges faced in the business world.

### Our Commitment to Quality Assurance

The school is committed to offer Quality Educational Courses. For every educational programme we offer, we will understand the requirements that meet the students' needs, and we will conform to the Requirements Without Exception. For every process we perform, the performance standard is **DO IT RIGHT THE FIRST TIME**. 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.

## 5 Refund policies

**5.1 Withdrawal for Cause:** Subject to *Force Majeure*, the Student shall be entitled to immediately withdraw from the Course by giving written notice to CBS HOSPITALITY SCHOOL of his/her intention to do so under the following circumstances:

- (i) CBS HOSPITALITY SCHOOL fails, for any reason, to commence the Course on the Commencement Date;
- (ii) CBS HOSPITALITY SCHOOL fails, for any reason, to complete the Course by the Completion Date;
- (iii) CBS HOSPITALITY SCHOOL terminates the Course for any reason prior to the completion of the Course; or
- (iv) CBS HOSPITALITY SCHOOL is in material breach of its obligations under this Agreement.

**5.2 Refunds for Withdrawal for Cause:** CBS HOSPITALITY SCHOOL shall, as soon as practicable after receiving the Student's notice of withdrawal under clause 5.1 (and in any event no more than fourteen (14) days after receiving such notice) refund to the Student:

- (i) the entire amount of the Tuition Fees and Deposit; and
- (ii) the Non-Tuition Fees and/or Additional Fees\*.

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- 5.3 Withdrawal Without Cause and Refunds:** Where the Student withdraws from the Course for any reason other than those set out in Clause 5.1 or *Force Majeure*, CBS HOSPITALITY SCHOOL shall, subject to Clause 5.4, as soon as practicable after receiving the Student's written notice of withdrawal (and in any event no more than fourteen (14) working days after receiving such notice) refund to the Student the entire amount (100%) of the Deposit (less all such deductions which the PEO is entitled to make in accordance with Clause 7) together with the following sums (less any applicable bank administrative charges properly paid/payable under Student Protection Scheme):

| <b>% of the aggregate amount of the Course Fees and Additional Fees paid</b> | <b>If Student's written notice of withdrawal is received</b>         |
|------------------------------------------------------------------------------|----------------------------------------------------------------------|
| <b>70%</b>                                                                   | More than <b>21 days</b> before the Commencement Date                |
| <b>50%</b>                                                                   | Before, but not more than <b>7 days</b> before the Commencement Date |
| <b>20%</b>                                                                   | After, but not more than <b>3 days</b> after the Commencement Date   |
| <b>0%</b>                                                                    | More than <b>3 days</b> after the Commencement Date                  |

- 5.4 No Double Claim:** For the avoidance of doubt, if the Student and/or his/her parent/guardian receives any payment from CBS HOSPITALITY SCHOOL or the Escrow Bank pursuant to a provision of this Agreement or the Master Escrow Agreement in respect of any matter or damage, then the Student and his/her parent/guardian shall not be entitled to claim against CBS HOSPITALITY SCHOOL or the Escrow Bank for the same payment in respect of the same matter or damage pursuant to any other provision of this Agreement or the Master Escrow Agreement.

## **6 Transfer/withdrawal policy**

- 6.1 A Student who transfers from the Course to another course with CBS HOSPITALITY SCHOOL shall, for the purposes of this Clause 5, be deemed to have withdrawn from the Course and the provisions of Clause 5.3 shall apply save as otherwise agreed between CBS HOSPITALITY SCHOOL and the Student.
- 6.2 A Student who withdraws from CBS HOSPITALITY SCHOOL to enrol with another school shall be deemed to have withdrawn from CBS HOSPITALITY SCHOOL.

## **7 Payment and return of deposit**

- 7.1 The deposit shall be payable on or before the date of commencement as security for the due performance and observance of the Student's obligations to CBS HOSPITALITY SCHOOL.
- 7.2 For the avoidance of doubt, the Deposit does not include any deposit required to be paid to the Immigration & Checkpoints Authority (the "ICA").
- 7.3 Subject to Clauses 5.1 and 5.2, the Deposit shall, within fourteen (14) days of the Completion Date or earlier termination of the Student's enrolment at CBS HOSPITALITY SCHOOL, be repaid in full (without interest) to the Student Provided however that CBS HOSPITALITY SCHOOL shall be entitled to deduct all or a part thereof to set off any payment then owing by the Student to CBS HOSPITALITY SCHOOL and/or to recover any monies which are properly determined by CBS HOSPITALITY SCHOOL to be due and payable to CBS HOSPITALITY SCHOOL.

## **8 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.

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## 9 Standard student contract

Prospective student will enter into the Standard Student Contract with CBS HOSPITALITY SCHOOL.

## 10 Student protection scheme

CBS HOSPITALITY SCHOOL 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) pursuant to the terms and conditions of the CASE-PEO Agreement dated 30 December 2004 made between CASE and the PEO.

## 11 Payment method and channels

### a. Tuition fee

Payment of tuition fee is to Escrow Account by cheque or TT in Singapore dollar. For cheque payment, pre-paid envelope will be provided. A receipt will be issued for the amount paid.

### b. Non-tuition fees

Payment of non-tuition fees is to CBS HOSPITALITY SCHOOL at the reception in the form of cash, NETS or cheque in Singapore dollar. A receipt will be issued for the amount paid.

Payment of Exam Fee is to RELC via the school by bank draft in Sterling Pound. A receipt will be issued for the amount paid.

## 12 Over or under-charging

CBS HOSPITALITY SCHOOL is committed to avoidance of over or undercharging.

List of course fees used are clear and legible, reflecting the total amount payable and its breakdown exclusive of GST.

The total amount of course fees payable and the breakdown are clearly defined in the Standard Student Contract, payment schedules, payment vouchers and communication materials.

## 13 Non-tuition fees incurred

CBS HOSPITALITY SCHOOL clearly states 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.

## 14 Confidentiality of student data

CBS HOSPITALITY SCHOOL is committed to maintaining the confidentiality of the Student's personal information and undertakes not to divulge any of the Student's personal information to any third party without the prior written consent of the Student.

## 15 Modes of communication

Student can contact our administrative officers at:

Mail: 30 Maxwell Road Singapore 069114  
OFFICE (65) 62262580 FAX (65) 62254245

Email: boston@pacific.net.sg

## 16 Self-declaration by CEO

The CEO declares the important information:

- Student-teacher ratio: 1:30
- Student redress policies: student complaint resolution procedure

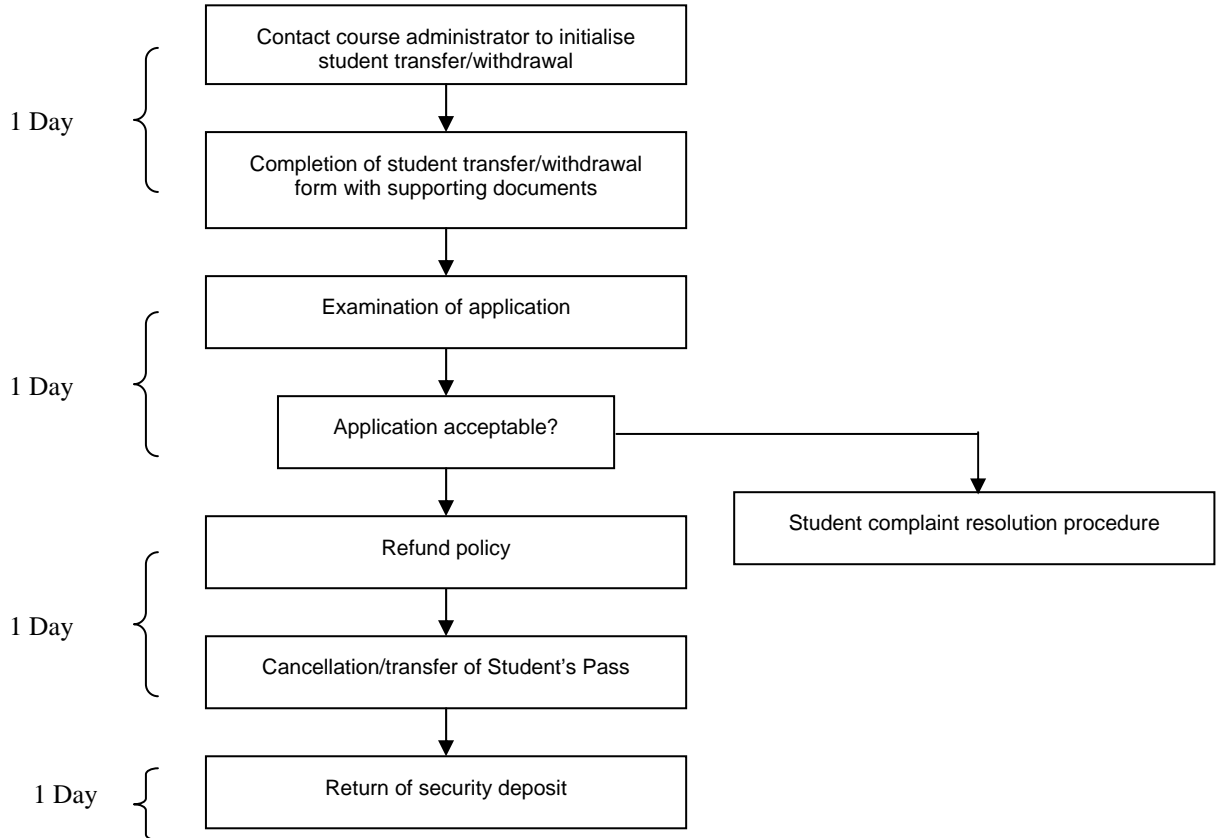
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- Capacity: 30
- Size and number of classrooms: 2 classrooms of size 30
- All types of fee payable in enrolment and course:

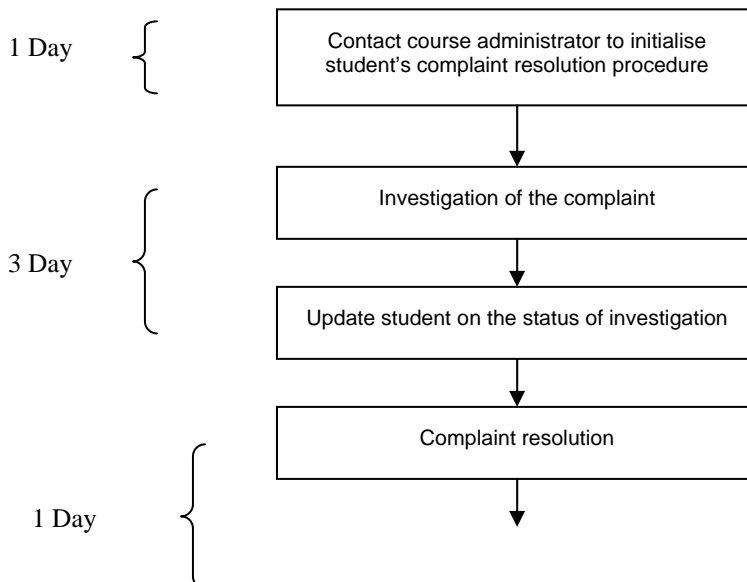
Registration fee  
 Deposit  
 Examination fee  
 Course material fee  
 Personal accident insurance fee

- Number of full-time teachers: 3
- Number of contract teachers: 10

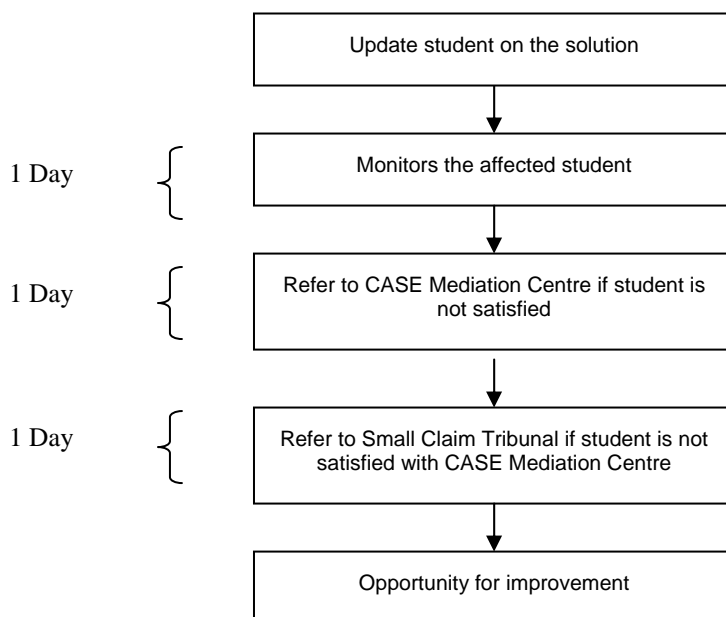
## 17 Transfer/withdrawal/refund application procedure



## 18 Student complaint resolution procedure



## Student Handbook



### 19 Orientation programme

Orientation programme is conducted during the first session of the course.

### 20 Assistance to students

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

### 21 Accommodation

CBS HOSPITALITY SCHOOL does not provide nor recommend any accommodation arrangement.

### 22 Post-graduation opportunities

CBS HOSPITALITY SCHOOL provides advice on courses and post-graduation opportunities. Please contact our course administrator if you need any assistance.

### 23 Mode of notification of changes

In the event of any changes that affect the student, CBS HOSPITALITY SCHOOL will inform the student in writing.

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