Can you meet the entry requirements of the course interested? (C.5.3.1)

Yes. → JE Staff will conduct pre-course counselling

No. → Are you interested in other courses in JE?

Yes. → You will be advised to complete/fulfil the entry requirements.

No. → Can you meet the entry requirements?

Yes. → Application will not be processed.

No. → Have you made payment for application fee?

Yes. → Have you got all supporting documents required?

No. → Incomplete information may delay the application process

Yes. → Are all documents original? (C.5.3.1)

No. → You will be advised to bring and produce the original documents for school to verify.

Yes. → All supporting documents will be verified.

Have you signed the document submission list?

Have you taken the English Test (if applicable)?

Have you met the language proficiency requirements?

The College will issue ‘Letter of Acceptance’.

‘The College starts processing Student Pass application

Fill in and sign the International Student Application Form.

Are you sure all fields are completed?


Yes. → The College will provide additional English lessons to assist student in English language.
JE Educational College

Can you meet the entry requirements of the course interested? (C.5.3.1)  
Yes.  
JE Staff will conduct pre-course counselling  
No.  
Are you interested in other courses in JE?  
Yes.  
Can you meet the entry requirements?  
Yes.  
You will be advised to complete/fulfil the entry requirements.  
No.  
Are you interested in other courses in JE?

Entry requirements
• Minimum age
• Educational Qualifications
• Language proficiency level

JE EDUCATIONAL COLLEGE
PART-TIME COURSE (NON-STP) REGISTRATION

Incomplete information may delay the application process

Have you produced all supporting documents required (if applicable)?  
Yes.  
All supporting documents will be verified.  
No.  
Application/Registration will not be processed

Fill in and sign the Enrolment Form.  

Have you made payment for application fee?  
Yes.  
Have you taken the English Test (if applicable)?  
Yes.  
Have you met the language proficiency requirements?

Are you sure all fields are completed?

You will be advised to bring and produce the original documents for school to verify.  

Admin staff will verify all original documents. (C.5.3.1)

The College will advise student to take the free written placement test.

The College will provide additional English lessons to assist student in English language.

END OF SELECTION PROCESS
Prospective student’s enquiry

Are supporting documents submitted?

No

Administer admission test

Is the result good?

No

End of selection process

Yes

Need to submit application form, Application fee and supporting documents

Verifying documents

Submit to management for approval

Does school accept student?

Yes

Issue Letter of Acceptance

End of selection process

No

Does school accept student?

Suggest alternative course

No

Student decides not to continue

End of selection process

Yes

Is student interested in course?

Yes

Proceed with application

Is student happy with level?

Yes

Suggest alternative course

No

School decides level of course

Are supporting documents submitted?

No

Administer admission test

Is the result good?

No

End of selection process

Yes

Identify course (which student can meet entry requirements & match student’s objectives)

Student takes entrance test (if applicable)

Is student happy?

No

Suggest alternative course

Yes

End of selection process

End of selection process
Student

Document submission/Completing Enrolment Form

Submitted documents: Passport, birth certificate, photograph, educational certificate for highest level attained (in English), parent’s passport (photocopied)

JE

Collect application fee

Issue Receipt

JE

Prepare Documents

JE

Explain procedure

Student

Sign the documents

JE

Return a copy to student

Application for Student Pass

Is application successful?

No

Appeal to ICA

Yes

Collect payment

Is appeal successful?

No

End of Monitoring

Yes

Start course

JE

Issue document for medical

Issue IPA Letter

Cover of FPS and Medical insurance

Student

Going through formality at ICA

Attend Orientation Program
PROCEDURES FOR COURSE
ADMISSION FOR STUDENTS WITHOUT
STUDENT PASS

Student → Complete Enrolment Form/Produce document for
Issue Advisory Note & Student Contract (if applicable)

JE → Prepare Advisory Note & Student Contract (if applicable)

Issue Advisory Note & Student Contract (if applicable)

Explain contract & procedure

Sign documents (Student Contract)

Student → Sign documents

JE → Return copy of document

Advisory Note & Student Contract

JE → Collect payment (course fees, FPS, Medical Insurance etc.)

Issue original Receipt

Cover FPS (if applicable) and medical insurance (if applicable)

Student → Receive FPS insurance

Receive medical insurance coverage

Attend orientation program

If applicable

START COURSE

JE → Commence course

End of Admission process

JE Educational College
JE Educational College

EE PROTECTION SCHEME

FORM: JEFRM – 007 (FEE PROTECTION SCHEME FORM)

Before Collecting Fees

Explain detailed breakdown of fees payable.

Explain what is ‘Miscellaneous Fees’

Explain Fee Protection Scheme (FPS)

Explain detailed breakdown of miscellaneous fees chargeable.

Explain which fee items will be protected.

Explain that miscellaneous fees will not be protected.

Explain that Miscellaneous Fees will be reflected under ‘Schedule 2.2 Miscellaneous Fees’

Explain total amount of fees to be protected which will be expressed on Item 3.2 and Schedule 2.1 Course Fees

Miscellaneous Fees refer to any non-compulsory and non-standard fees which the student will pay only when necessary or applicable. Such fees are normally collected on an ad-hoc basis by the PEI when the need arises.

Answer all queries relating to FPS

Provide CPE website address to prospective student

JE protects the student’s total course fees (excluding the application fee and miscellaneous fees) as indicated in the student contract) by using the Fee Insurance Account (provided by Lonpac in Singapore) under the Fee Protection Scheme (FPS). Third parties or JE’s valid Student Recruitment agents are strictly not allowed to collect any fee payment. JE only accepts the course fees payment after the student has signed the Advisory Note and the Student Contract. The student must collect the original official payment receipts for the course fees paid on the payment date.

The student shall pay the total course fee by means of an instalment plan. The installment amount and due date will be clearly stated in the Student Contract. The first installment is allowed to be paid after signing the Advisory Notes and Student Contract, and then each of the following installment shall be paid within one week before the due date of each installment.

The Fee Protection shall be purchased on the same day for the payment by Cash, Cheque or Credit Card. And the Fee Protection will be applied within 3 working days if JE receives the Telegraphic Transfer (TT). The student must collect the Certificate of Insurance – COI for the course fees paid.
Upon Collecting Fees from the student

Admin Staff: Photocopy Customer’s Copy of receipt of the payment to attach Complete the FPS form once having collected the course fees (instalment or full payment)

Who are involved in FPS
1. Admin staff – prepare FPS form upon collection of course fees
2. Admin staff – ensure the accuracy of information provided for purchase of insurance
3. Administrator – Purchase on the same day of collection of fees
4. Admin staff – To explain student how to check the status of fees protected
5. Admin staff – Release of hard copy of COI to student and ask student to acknowledge upon receipt of COI
6. Admin staff – Record of all receipts issued upon collection of fees, FPS form and COI in the student personal file
7. Administrator – Updated database of student under FPS
8. All are fully responsible to ensure that there is no lapse in the FPS
9. Administrator – Timely submission of FPS data to CPE

Admin Staff: Submit the form to Administrator to purchase the insurance once all the information in the FPS form has been verified

Administrator: Ensure the accuracy of information and computing the total amount to be protected and the instalment due date if applicable

Administrator: Purchase the insurance on the same day of the collection of course fees from student

Administrator:
- Print 2 copies of the Fee Protection Scheme Insurance Policy COI
- Pass copies to the Admin Staff

Admin Staff:
- Explain student how to check and verify that the course fees they have paid are protected under FPS
- Release one original hard copy of COI to student
- Inform student that the Insurance Company will email to student the COI
- Ask student to acknowledge upon receipt of hard copy of COI

Admin Staff: Keep one original copy of Fee Protection Scheme Insurance Policy COI in the Student Personal file
JE Educational College

TIMEFRAME FOR HANDLING TRANSFER/WITHDRAWAL REQUEST: 7 WORKING DAYS

1. Receive notice in writing for request for withdrawal/refund/transfer of course
2. Going through formalities (Form with supporting documents required)
3. Checking acceptability of reasons and guardian/parents' approval (for those under 18 years of age)
4. Is application for transfer acceptable?
   - Yes: Forwarding to management for approval
   - No: Reject request and communicating outcome
5. Internal Transfer approval
   - Withdrawal & Refund approval
     - If Course has not commenced:
       - No: Communicating outcome to students
       - Yes: Refund of refundable fees
         - Prepare Cheque
         - Notification to Student
         - Cancellation of Student Pass
         - Cancellation of Student Contract (if applicable)
         - Update of Student status to FPS if applicable (Within 3 days)
         - Declaring attendance & performance result of student to ICA
9. Withdrawal from JE and external transfer
10. Collection of Fees for new course
11. Purchasing new insurance
12. Offering new course

END OF PROCEDURE
JE Educational College

JE WITHDRAWAL PROCEDURE

**STUDENT’S REQUEST FOR WITHDRAWAL**

JE Administrative staff interviews student

Is withdrawal with or without cause?

Withdrawal with Cause

Withdrawal without Cause

Is withdrawal during or after Cooling-off period?

During Cooling-off Period

After Cooling-off Period

Seek JE’s management’s approval

Maximum Refund

Refund as per Policy

**JE is to**

- Inform ICA on cancellation of STP (if international student with STP)
- Cancel STP (if applicable)
- Calculate refund amount
- JE Accounts Department prepares cheque
- Communication of outcome
- Cancellation of JE-Student Contract
- Update to FPS provider
- Update JE Student Register/ JE Database
- Update Status of student with CPE
- Filing of Withdrawal/Refund form and the copy of refund cheque issued in the JE

**Student is to**

- Acknowledge the receipt of result and/or refund
- Submit STP cancellation form (if applicable)

In case of Student below 18 or no bank account

Fill up Authorization Form for Refund of Course Fee

Submit to the College for Approval

Collect and acknowledge receipt of Cheque

JE is unable to meet its obligation

Complete Withdrawal/Refund Form and submit supporting documents

Full Refund less applicable bank administrative charges payable/paid

JE is to

- Prepare Cheque payable to Authorized person/Account Holder

Is the Copy of IC/Passport attached?

Does the Management approve for request?

Yes
JE EDUCATIONAL COLLEGE
TRANSFER PROCEDURE

Student fills up JE’s Transfer Form

Submit the Completed Form

Does student meet the entry requirement of the course?

No

Inform student rejection of request

JE’s Administrative staff submits to management for approval

Does management approve for request?

No

Case Closed.

Yes

Inform ICA for transfer of course

Is application approved?

No

Update FPS within 3 days

Yes

Inform Student the outcome

Prepare new contract for the new course

Purchase new insurance policy

Update JE Student Database

Inform student new class schedule and venue
JE EDUCATIONAL COLLEGE
DEFERMENT PROCEDURE

Filing JE Student Deferment Request Form together with the Enrolment Form

Notify student of the outcome of the request

Student completes and submits Course Deferment Form

Admin Staff: Ensure the form duly completed and relevant documents

Submit to JE’s management for approval

Is the request approved?

Yes

Notify Student of the outcome of request & commencement and completion date of new course

Withdrawal

Update FPS Service Provider and purchase the new insurance policy

Update Student Register/ Student database

Refer to JE’s Withdrawal Procedure

No

Student wishes to appeal or withdrawal from the course?

Withdrawal

Student to fill up JE’s Withdrawal/ Refund Request Form

Does student wish to appeal or withdrawal from the course?
JE EDUCATIONAL COLLEGE
ACADEMIC RESULT APPEAL PROCEDURE

Timeframe: Within 21 days

Student examines script in the presence of staff

Student is satisfied with assessment

Student isn't satisfied with assessment

Assessor agrees to review

Assessor doesn’t agree

Admin fees for Appeal Request: $100.00

Student decides to appeal

Student accepts assessor’s decision

Student doesn’t proceed for appeal

Exam Board allows appeal

Exam Board doesn’t allow

Exam Board allows appeal

Exam Board doesn’t allow

Student fills up Appeal Form

Appeal is considered by Exam Board

Student is notified

Assign Second Checker to review the exam paper

2nd Checker agrees to change grade

Submit to Examination Board for endorsement

Does the Examination Board endorse?

Yes

Change student database

Issue new certificate

No

Not supported

Supported

End of Examination Result Appeal Process
Dispute Resolution Mechanism

1. Student files complaints to the relevant authorities in the PEI
   - Resolved? (Yes)

2. Student files complaints to the Student Services Centre
   - Fee Refunds
   - Unsatisfactory Services
   - PEI Violate Conditions of Registration
     - Investigation by CPE Inspector

3. Fee Refunds
   - Small Claim Tribunal
     - Resolved? (Yes)
     - End
     - No

4. Unsatisfactory Services
   - Stage 1: Mediation (Singapore Mediation Centre)
     - Resolved? (Yes)
     - End
     - No

5. PEI Violate Conditions of Registration
   - Investigation by CPE Inspector
     - Investigation will be carried out in a separate process

End
Students: Briefed on attendance requirement

Teacher: Allowing students to sign on attendance

Computing monthly attendance

Does he/she meet attendance requirement?
Yes

Seeking approval from management & Exam Board for certificate upon completion of course

Issuing certificates upon fulfilling all requirements

No

Admin: Ensuring accuracy & tamper-proof of attendance

Admin: Attendance Tracking

Admin: Call absentee who are absent for 2 times or more

Timely interventions: Warning/ notification to parents/ requesting MC for sick leave or supporting documents to substantiate

For STP Students: check documents on case-by-case basis with full justification and acceptability by ICA

Submit report to management once taking actions

Follow up on management’s remark

Continue monitoring

Does he/she improve in attendance %?

Yes

Seek management approval for the next step action for subsequent absence

Subsequent absence after warning
- Informing company (if student is under funding)
- Informing ICA for cancellation of Student Pass (if international)
- No completion Certificate for short course (if student fails to complete the minimum attendance %)