

NEWCASTLE SCHOOL OF MANAGEMENT

Our Vision

To be the leading School of Management in business, travel, tourism and hospitality training

Our Mission (A1)

To deliver training that is focused on enhancing individual learning capabilities and career prospects in various professional fields

Our Service Guarantee (A2)

We guarantee that our services and course delivery are suitable, adequate and effective.

Refund Policy (A3)

Students who enrolled for a course of study or training are allowed to withdraw from it by giving NSM at least 21 days of written notice before the commencement of the course. If a student withdraws from the course of study after the commencement of the course, the course fees will be apportioned accordingly. The student shall be entitled to immediate withdrawal from the course by giving written notice to the PEO of his/her intention to do so under the following circumstances:

- (I) The PEO fails, for any reason, to commence the course on the commencement date;
- (ii) *The PEO fails, for any reason, to complete the course by the completion date ;
- (iii) *The PEO terminates the course for any reason prior to the completion of the course; or
- (iv) The PEO is in material breach of its obligations under the Standard Student Contract agreement.

Details on refund policies can be found in the Standard Student Contract.

Withdrawal Policy (A4)

2.1 Students with genuine financial difficulties and who wish to withdraw from the course should write to NSM for consideration. All requests must be supported with documentary evidence. Upon its final decision, NSM shall inform the students in writing two (2) weeks.

2.2 Students should submit their withdrawal requests in writing to the Student Services Officer (Student Administration).

2.3 All approved refunds shall be made within fourteen (14) days from the date of a letter of approval sent to the student.

2.4 Students who have enrolled for a course of study or training are allowed to withdraw from it by giving NSM at least thirty (30) days written notice before the first day of the commencement of the course. If a student withdraws from the course of study after the commencement of the course, the course fees will be apportioned accordingly:

% of the course fees after deducting the fees incurred for the lessons conducted	If Student's written notice of withdrawal is received
90%	More than 60 days before the Commencement Date
60%	30 days to 60 days before the Commencement Date
20%	Less than 30 days to 1 st day before the Commencement Date
10%	From 1 st day to 7 th day after the Commencement Date
0%	More than 7 days after the Commencement Date

All registration, admission, student pass processing fees are non-refundable in the event the student withdraws from the course after accepting NSM study offer.

Transfer Policy (A4)

Transfer out of NSM to another school/institute

- 3.1 A local or international student who requests for transfer to another school/institute will be required to pay a transfer application fee of S\$100
- 3.2 The student shall be charged for all modules consumed and all discounts/rebates that the student was entitled to shall be forfeited.
- 3.3 Any student who transfer out of NSM to another school/institute shall be deemed as having withdrawn from NSM, and the existing terms and conditions of NSM refund policy therefore applies.

Transfer within NSM but to a different course programme/downgrading of package

- 3.4 All requests for transfer or downgrading of package must be submitted in writing and supported with a transfer application fee of S\$100
- 3.5 The student will be charged for all modules consumed and all transfer requests must be submitted before or within one (1) month from commencement of class.
- 3.6 Transfer requests received after one (1) month from class commencement date will not be entertained. Students who insist on a transfer will have their request processed as a withdrawal.
- 3.7 In the event that a student has paid in excess of consumed fees, NSM will process the refund of the unconsumed fee portion accordingly.

Deposit Refund Policy (A5)

- 4.1 The deposit (if any) shall be payable on or before the date of commencement as security for the due performance and observance of the Student's obligations to NSM.
- 4.2 For the avoidance of doubt, the Deposit does not include any deposit payable or fees paid to the Immigration & Checkpoints Authority (the "ICA").
- 4.3 The Deposit shall, within fourteen (14) days of the completion date or earlier termination of the student's enrolment at NSM, be repaid in full (without interest) to the Student provided however that NSM shall be entitled to deduct all or a part thereof to set off any payment then owing by the Student to NSM and/or to recover any monies which are properly determined by NSM to be due and payable to NSM.

Course Pre-requisites & Requirements (A6)

Students enrolled in NSM's Diploma Programme must have at least 3 G.C.E. 'O' level passes or its equivalent qualifications for international students. In addition students must also demonstrate competency in English with a credit pass at G.C.E. 'O' level or a band of 5.0 – 5.5 in IELTS or a minimum score of 500 in TOEFL.

Full Information & Information Changes (A7)

NSM ensures that students are provided with all the necessary information prior to the commencement of any course enrolled. In the event where the information is changed, NSM ensures that students are promptly notified and sufficient time is given to students to prepare for these changes.

Standard Student Contract (A8)

All Students are required to execute a Standard Student Contract. A sample of this contract is available from the office.

Student Protection Scheme (A9)

NSM makes available the Student Protection Scheme (SPS) to students. Under SPS, NSM requires students to open a Student Tuition Fee Account (Escrow) with one of the CASE-endorsed banks.

Discount Policy (A10)

Newcastle School of Management offers fees discount as follows:

- S\$300 discount for full fee payment instead of installment payments
- About 40% discount for institution-based recruitment (subject to min students intake)
- S\$200 discount/commission for a student recommending/recruiting other student

Fees Payment Methods & Channels (A11)

Tuition Fee

Payment of tuition fee is to Escrow Account by cheque or TT in Singapore dollars.

Non-Tuition Fees

Payment of non-tuition fees is to NSM at the reception in the form of cash or cheque in Singapore dollars.

NSM accepts only cheques, cash (inclusive TT) or cashier order as methods of payments. All payments must be in the Singapore currency.

Over/Under Charging Policy (A12)

NSM is committed to avoidance of over or undercharging. When applicable, students shall be informed if payments includes GST.

The total amount of course fees payable and the breakdowns are clearly stated in the Standard Student Contract and communication materials.

Non-Tuition Fees (A13)

NSM clearly states non-tuition fees incurred.

The non-tuition fees and its breakdown are prominently clearly defined in the Standard Student Contract, payment schedules, invoices and communication materials.

Students are required to incur the following non-tuition fees:

Registration Fee:	S\$100 (International Student)	S\$50 (Local Student)
Admission Fee:	S\$500 (International Student)	S\$250(Local Student)
Student Pass Processing Fee:	S\$200 (International Student Only)	

Student Data Confidentiality (A14)

Newcastle School of Management adheres to the policy of keeping student data strictly confidential and undertakes to use student information only with prior written consent of the student and not to divulge any of the Student’s personal information except for the use of registering the student with the relevant authorities and academic qualification body.

CASE Mediation Service

Any complaint/dispute between the student and NSM if cannot be resolved amicably can be referred to the CASE Mediation Service since NSM is a CaseTrust certified education institution.

Modular Based Tuition Fees

Tuition Fees are chargeable on a per module basis. Payment can be made in one single sum or in two installments. Details of tuition fees and payment schedules can be found in the Standard Student Contract or from NSM brochures and prospectus.