

MONSOON[®]

HAIR ACADEMY

1 **Our mission**

We are an education service provider that satisfies individual needs in terms of current and creative hairstyling techniques.

By our core values, ethical, responsive, profitable, learning and innovation, our company will provide a fulfilling work environment for our employees, excellence service for our customers in terms of creative and up to date trends in hairstyling techniques. We also provide enhanced value for our shareholders, and a spirit of shared responsibility with our community.

2 **Service guarantee**

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. We will take immediate corrective action to control any nonconformity that may arise during the delivery of service.

3 **Issue of Receipts**

For every payment made by the Student to the Monsoon Hair Academy Pte Ltd (Monsoon), Monsoon issues a receipt to the Student stipulating the amount paid, the date of payment, and the purpose of such payment (with a proper breakdown of the payment amount, where applicable).

4 **Refund policies**

4.1 **Withdrawal for Cause**

Subject to Clause 6, the Student shall be entitled to immediately withdraw from the Course by giving written notice to Monsoon of his/her intention to do so under the following circumstances:

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

4.2 **Refunds for Withdrawal for Cause**

Monsoon shall, as soon as practicable after receiving the Student's notice of withdrawal under Clause 4.1 (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 Additional Fees.

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4.3 Withdrawal without Cause and Refunds

Where the Student withdraws from the Course for any reason other than those set out in Clause 4.1, Monsoon shall, subject to Clause 9(c), 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 following sums (less any applicable bank administrative charges properly paid/payable):

% of the aggregate amount of the Course Fees and Additional Fees paid	If Student's written notice of withdrawal is received
100%	More than 30 days before the Commencement Date
80%	Before, but not more than 30 days before the Commencement Date
50%	After, but not more than 3 days after the Commencement Date
0%	More than 3 days after the Commencement Date

5 Transfer/withdrawal policy

5.1 Deemed Withdrawal

A Student who transfers from the Course to another course with Monsoon shall, for the purposes of Clause 5, be deemed to have withdrawn from the Course and the provisions of Clause 5.3 shall apply save as otherwise agreed between Monsoon and the Student.

5.2 Student's Pass Not Transferable

The Student's Pass issued by ICA is not transferable and will expire upon the Student ceasing to be a student of Monsoon. Monsoon is under an obligation to inform the ICA of the Student's withdrawal from, or completion of his/her course of study at Monsoon, and the Student shall deliver to Monsoon, within three (3) days of the student ceasing to be a student of the AEC, the passport and Student's Pass of the Student for cancellation of the Student's Pass.

5.3 Withdrawing from Monsoon

A Student who withdraws from Monsoon to enrol with another school shall be deemed to have withdrawn from Monsoon under Clause 5.2 and the provisions of Clause 5.2 shall apply.

6 Course deposit

Monsoon does not practice collecting course deposit from its students.

7 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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8 Standard student contract

Prospective student will enter into the Standard Student Contract with Monsoon.

9 Student protection scheme

The student protection scheme is compulsory for foreign students. Local students can opt in to participate in the student protection scheme.

10 Payment method and channels

a. Tuition fee

Payment of tuition fee is to Monsoon at the reception in the form of cash, cheque, Visa or Masters in Singapore dollar. A receipt will be issued for the amount paid There is no GST.

b. Non-tuition fees and additional fees

Payment of non-tuition fees and additional fees are to Monsoon at the reception in the form of cash or cheque, Visa or Masters in Singapore dollar. A receipt will be issued for the amount paid. There is no GST.

11 Over or under-charging

Monsoon is committed to avoidance of over or undercharging.

Course fee schedule are clear and legible, reflecting the total amount payable and its breakdown.

The total amount of course fees payable and the breakdown is also clearly defined in the Standard Student Contract, fee schedule, payment vouchers and communication materials.

12 Non-tuition fees incurred

Monsoon 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.

13 Confidentiality of student data

Monsoon 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. Student's particulars are solely for the purposes of completing course submission.

Personnel are briefed on the confidentiality of student data and they understood by signing the letter of undertaking.

Your personal particulars are secured in locked office and student database is password protected. Only authorized personnel can access the file.

14 Modes of communication

Student can get in touch with the School via the following ways:

Mail: 13/ 13 A Mosque Street Singapore 059493

Telephone: (65) 62224044

Fax: (65) 62228280

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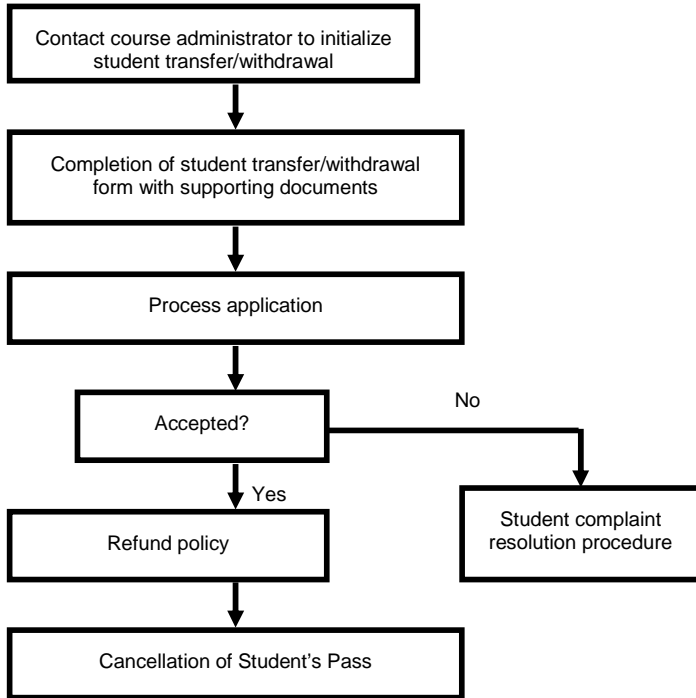
15 Self-declaration by CEO

The CEO declares the important information:

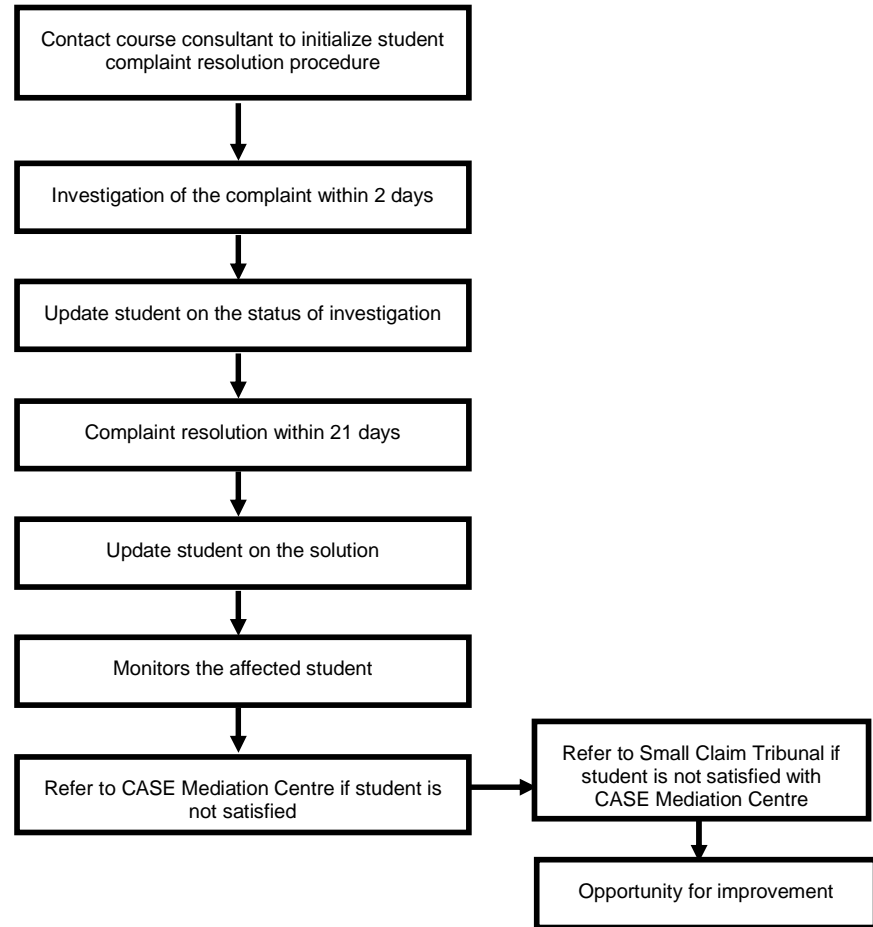
- Student-teacher ratio: 12:1
- Student redress policies: student complaint resolution procedure
- Capacity: 30
- Size and number of classrooms: 4 classroom of size 12
- All types of fee payable in enrolment and course:
 - Tuition fee
 - Non-tuition fees:
 - Registration fee (Non refundable)
 - Course material / Tool Kits
 - Insurance premium
 - Additional fees:
 - Exam Fees (Subject to changes)
 - There is no collection of deposit
- Number of teachers: 3

Mr Wang Chia Yee
Principal

16 Transfer/withdrawal/refund application procedure



17 Student complaint resolution procedure



18 Orientation programme

Orientation programme is conducted one week before the commencement of the course.

Time	Activities
9.00 pm	Welcome speech by Principal / Course Consultant
9.05 pm	Introduce to the School
9.15 pm	Briefing on Student Handbook using the School's web site and course curriculum
9.30 pm	Briefing on Singapore using Singapore Tourist Promotion web site, www.singaporeedu.gov.sg
10.00 pm	End

19 Assistance to students

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

20 Accommodation

Monsoon does not provide accommodation. However, information regarding accommodation can be found in Singapore Tourist Promotion Board web site: www.singaporeedu.gov.sg.

21 Post-graduation opportunities

Monsoon provides advice on courses and post-graduation opportunities upon graduation. Please contact our course administrator or teacher if you need any assistance. Where there is a requirement, Monsoon would prepare a letter of recommendation in support of further study.

22 Mode of notification of changes

In the event of any changes that affect the student, Monsoon will inform the student in writing.

23 Punctuality

Monsoon expects all students to be in class at least 10 minutes before the commencement of the lesson.

24 Attendance

Your attendance requirement is expected to be 100%. You have to apply leave to absent from class. The leave must be supported by relevant document. For sick leave, you have to support it with recognized medical leave certificate. For foreign students, in the event that your attendance is less than 85%, your student pass will be cancelled.

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25 Attire and grooming

Monsoon expects all students to dress decently and groomed when in Monsoon premises. Uniforms are provided.

26 Inside the classroom

Monsoon expects students to be respectful to the teachers. If there is any grievance, our course administrators are available to listen to you. Food and drink are not allowed in class. Mobile Handphone has to be switched off in class. You are to be attentive to your teacher.

27 Outside the classroom

You must not make any noise outside the classroom. No running around the training centre premises.

28 Unethical sales practices

Monsoon do not condone unethical sales practices and its staff are trained and reminded the unethical sales practices are not acceptable. If you encounter any unethical sales practices, please do not hesitate to bring the matter personally to the Chief Executive.

29 Quality assurance system

We assure you that there will be no disruption to the course programme except when there is a national emergency such as SARS or other outbreak of diseases, force majeure, strikes, war, riot and any other causes of such nature.

It is the school's policy to have standby teachers or make-up classes for all subjects. In the unlikely event that any teacher is unable to make it to class, the standby teacher for the affected subject will be activated or make-up lesson would be arranged. All teachers to be certified by Nitec after Casetrust accreditation.

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30 Application procedure for foreign student

Step 1: **Prospective student** makes enquiry by telephone or accessing the school web site

Step 2: **Prospective student** receives information on:

About Monsoon
Course details and pre-requisites
Student Protection Scheme
Application procedure

Step 3: **Interested student** can make appointment to attend an interview

Step 4: **Interested student** submits the application

Step 5: **Interested student:**

submits Student Pass Application
applies for Student Insurance Scheme
makes payment for application and student pass application fees

Step 6: **School** submits the insurance cover letter and student pass application to ICA

Step 7: **Upon approval of student pass, the School issues:**

ICA approval letter
Insurance premium receipt
Letter of offer
Standard Student Contract

Step 8: **Confirmed student:**

signs Standard Student Contract
makes payment of tuition fee
makes payment of non-tuition and additional fee to the School

Step 9: **Confirmed student** ready to commence study

31 Application procedure for local student

Step 1: **Prospective student** makes enquiry by telephone or accessing the school web site

Step 2: **Prospective student** receives information on:

About Monsoon
Course details and pre-requisites
Student Protection Scheme
Application procedure

Step 3: **Interested student** can make appointment to attend an interview

Step 4: **Interested student** submits the application

Step 5: **Interested student** (if the student opt-in the student protection scheme):

signs student insurance scheme
makes payment for application fee

Step 9: **Upon approval, the School issues:**

Insurance Cover letter
Letter of offer
Standard Student Contract

Step 10: **Confirmed student:**

signs Standard Student Contract
makes payment of tuition fee to the school
makes payment of non-tuition fee to the School

Step 11: **Confirmed student** ready to commence study