

Student Handbook

1 COLUMBIA MANAGEMENT SCHOOL

Columbia Management School has one of the most diverse portfolio of courses in Singapore. The School offers University Degree, Diploma, and Certificate level programmes. We have also made the commitment to these programmes at the highest standards through caring, quality teaching, mentoring and conducive study environment.

We are conveniently located near an MRT, the new National library as well as student hostels, sports and recreational facilities. We are a five-minute drive to the business district and the heart of Singapore's downtown shopping and entertainment centers. Columbia students can enjoy an active student lifestyle for studies, sports and leisure.

1 Vision

To be one of the preferred education providers of Asia

2 Mission

To educate and provide students with the depth, understanding and intellectual flexibility that they need to respond to the challenges we all face now as well as in the years to come.

3 Brief History

Columbia Business School was established in 2003 and has a successful track record of educating Singaporean from all walks of life including working adults, young students and corporate executives.

We have prepared primary and secondary students to achieve better results in their school examinations.

The School also trained and upgraded skills of workers and executives through certified programmes, providing them opportunities to advance in their career path.

The School courses are regularly reviewed to stay current with the educational syllabus and relevant industry and professional requirements and advances. Recently, Columbia has also welcomed foreign student admissions for internationally recognized courses and qualifications.

We have also established partnership with local and overseas institutions to develop 'Academy Bridging Programmes' so as to enable our International students to further their education in Singapore tertiary institutions or colleges and universities in England, Canada, Europe and Australia.

4. Vision

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Mission

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Service Quality

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

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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 CMS of his/her intention to do so under the following circumstances:

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

5.2 Refunds for Withdrawal for Cause: CMS 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*.

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*, CMS 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):

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

6.2 A Student who withdraws from CMS to enrol with another school shall be deemed to have withdrawn from CMS.

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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 CMS.
- 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 CMS, be repaid in full (without interest) to the Student Provided however that CMS shall be entitled to deduct all or a part thereof to set off any payment then owing by the Student to CMS and/or to recover any monies which are properly determined by CMS to be due and payable to CMS.

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.

9 Standard student contract

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

10 Student protection scheme

CMS 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 CMS at the reception in the form of cash, NETS or cheque in Singapore dollar. A receipt will be issued for the amount paid.

12 Over or under-charging

CMS 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

CMS 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

CMS 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 get in touch with the School via the following ways:

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Mail: 7 Maxwell Road #04-10 MND Complex Annexe B
Singapore 069111

Telephone: (65) 62262580

Fax: (65) 62254245

Email: enquiry@cms-edu.com

16 Self-declaration by CEO

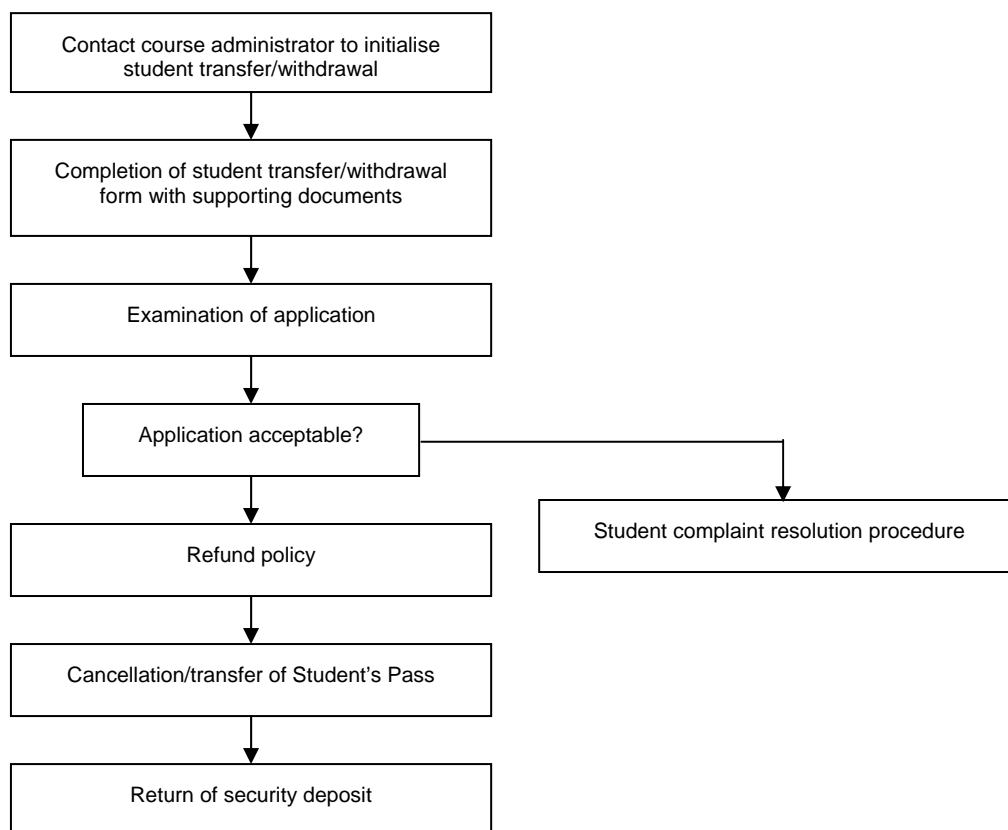
The CEO declares the important information:

- Student-teacher ratio: 1:30
- Student redress policies: student complaint resolution procedure
- Capacity: 90
- Size and number of classrooms: 2 classrooms of size 30
- All types of fee payable in enrolment and course:

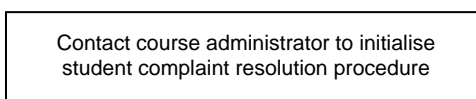
Registration fee
Deposit
Examination fee
Course material fee
Personal accident insurance fee

- Number of full-time teachers: 1
- Number of contract teachers: 10

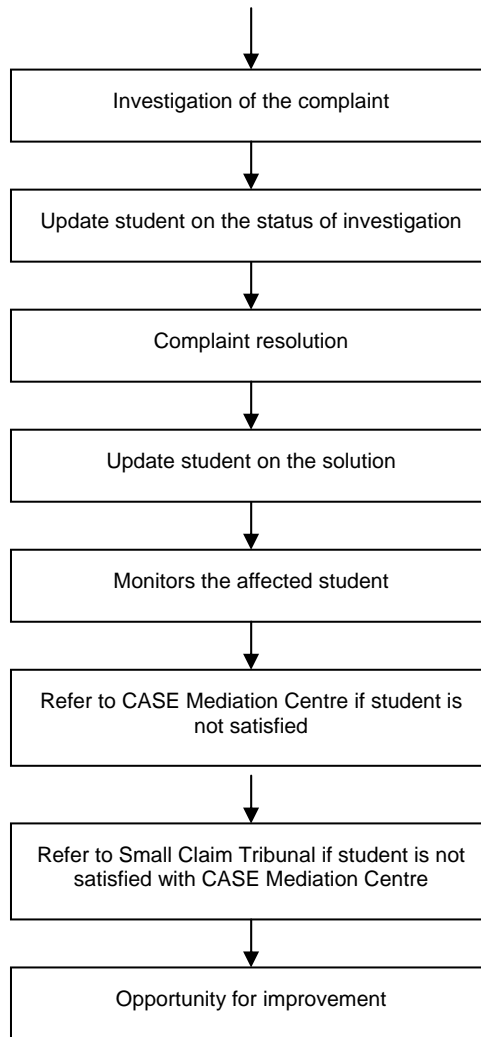
17 Transfer/withdrawal/refund application procedure



18 Student complaint resolution procedure



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19 Orientation programme

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

20 Assistance to students

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

21 Accommodation

CMS does not provide nor recommend any accommodation arrangement.

22 Post-graduation opportunities

CMS 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, CMS will inform the student in writing.