

# Important Admissions Information

## English as an Additional Language Program

XCL American Academy's (XAA) English language proficiency requirements vary depending on a student's grade level.

The English as Additional Language (EAL) program will become mandatory\* for students in Grades 1 – 8 if, after conducting the English proficiency assessment, the School determines that the Student requires this support program.

Our EAL Program supports students with limited English language skills to develop their written and spoken English capabilities so that they can make the most of their time here at XAA.

## Immunizations

Immunizations are one of the prerequisites for application and subsequent enrollment at XAA. All applicants are required to submit a copy of vaccination records via the online application form as part of the admissions process.

### *Foreign-born children aged 12 and below*

All foreign-born children aged 12 and below are also required to provide documentary proof of vaccination or evidence of immunity for diphtheria and measles to the Health Promotion Board (HPB) for verification before they can proceed with their applications to the Ministry of Manpower (MOM) or Immigration & Checkpoints Authority (ICA) for their long-term stay in Singapore. This requirement applies only to first-time applicants.

Please note that immunization against both measles and diphtheria is mandatory in Singapore under the Fourth Schedule of the Infectious Diseases Act (Cap 137). For more information, please refer to the [HPB website](#).

*\*EAL Programme is not included in the tuition fees and will be charged separately.*

## Disclosure of Nationality

Parents are required to fully disclose the nationality/citizenship status of all applicants –including dual nationality. Specifically, any applicant who holds Singapore citizenship, either by birth or registration, must declare this information at the time of the application, as approval from the Ministry of Education is required before the course commencement.

Enrolled families must immediately notify the Registrar Department of any change in their nationality and residency status.

## MOE Exemption

The School will provide personalized assistance for your application for exemption status to the Singapore Ministry of Education (MOE) to guide you through the application process.

### *Application for an Exemption to the MOE*

- XAA will liaise directly with the MOE on the application's progress and update the family accordingly once an outcome has been reached.
- The MOE will take approximately eight weeks to review the application and inform the School thereafter.
- You are encouraged to provide all the relevant documents in your application, as incomplete applications will delay the processing time. A completed application and the full set of required documents will be passed to the Admissions Committee for review. Once an application has been reviewed, parents will be advised of their child's eligibility to be considered for admission. Successful applicants will be contacted by the School.
- The Registrar team will send you a formal offer letter and instructions on how to complete the enrolment process.

If your child requires an exemption from the MOE, please contact our Admissions Team ahead of the admission date, and we will guide you through the application process.

## Student Pass

XAA intends to apply for EduTrust Certification to enrol students on Student Passes in the future. At this point of time, the School does not facilitate Student Pass applications.

No Student Pass is required for students holding a Dependant's Pass, Immigration Exemption Order (IEO) or Singapore Permanent Residency (PR).

### **Committee for Private Education Regulations**

The Committee for Private Education (CPE) was appointed by SkillsFuture Singapore (SSG) Board in October 2016 to carry out its functions and powers relating to private education under the Private Education Act. Under the act, schools are referred to as Private Education Institutions (PEIs). All PEIs must comply with all Private Education Act regulations to operate.

The School is registered as a Private Education Institute by the Committee for Private Education:

**CPE Registration Number: 202032207C**

**Period of Registration: 14 September 2023 – 13 September 2027**

To find out more regarding the Committee for Private Education, details regarding the Private Education Act, please visit <https://www.ssg.gov.sg/cpe/pei.html>.

### **Student Contract**

The Student Contract is an important document that binds the school and the student. This legal document protects the rights and conditions of the Student whilst enrolled at a Private Education Institution (PEI), in this case, The School. It is a legal requirement from the CPE that all students must enter into the Student Contract prior to commencing at The School. This contract ensures that there is a transparent arrangement in place between the student, their legal guardians and the PEI.

During the admissions process, families submit a range of application documents for initial review. The School Student Contract will be issued as soon as these documents have been reviewed and an offer made to a student. The place at The School will be confirmed once the family has reviewed, signed and returned the contract.

Invoicing for the appropriate school fees occurs once the admissions process has been completed and the contract has been signed.

Please visit the website to view a sample of the XCL American Academy's Student Contract.

### **Medical Insurance**

The School has in place a medical insurance scheme for the Students. This medical insurance scheme provides an annual coverage limit of S\$20,000 per Student, at least B2 ward in government and restructured hospitals and 24 hours coverage in Singapore and overseas (if a student is involved in school-related activities) throughout the course duration. The School has appointed Income as the Students' medical insurance provider.

### **Courses Fee Payment**

Students are required to follow the amount payable due as stated in the Student Contract to pay the course fees directly to the school by the expected payment date stated. Payment of course fees should only be made after signing the Student Contract.

Students whose payments have not been received after the scheduled due dates may be considered for withdrawal from the course until outstanding accounts are fully paid. If any amount remains due upon withdrawal of a student from The School for any reason, no transcripts, transfers, or other records will be released until full payment is received.

Non-payment of any fees may result in the withholding of The School reports, references and/or examination results, and temporary or permanent exclusion from The School.

### **Fee Protection Scheme**

The Fee Protection Scheme (FPS) serves to protect students' fees in the event The School is unable to continue operations due to insolvency and/or regulatory closure. Furthermore, the FPS protects the student if the PEI fails to pay penalties or return fees to the student arising from judgments made against it by the Singapore courts.

The FPS is a prerequisite that PEIs have to meet to apply for EduTrust certification. It provides fee protection for each and every student studying in EduTrust-certified PEIs. FPS is compulsory for both all students studying at the school except for short courses with a waiver granted by CPE. The School has adopted the FPS insurance scheme with Lonpac Insurance BHD.

## PARENT / STUDENT FEEDBACK AND COMPLAINTS

The School will respond/acknowledge all feedback and complaints within three (03) working days and will aim to resolve the issue within twenty-one (21) working days. Please send in your feedback or complaints to [feedback@xaa.edu.sg](mailto:feedback@xaa.edu.sg).

**Step 1** – Go to the source by contacting our staff in person by phone or email

- Response time is three (03) working days from the date of receiving feedback/complaint
- If the issue is resolved, the case is closed
- If no resolution is drawn, the case is referred to the respective Head of Department.

**Step 2** – Discussion for Resolution by Head of Department

- Response time is seven (7) working days from the date of receiving feedback/complaint
- If the issue is resolved, the case is closed
- If no resolution is drawn, the case is referred to the Superintendent or General Manager.

**Step 3** – Discussion for Resolution by Superintendent

- Response time is ten (10) working days from the date of receiving feedback/complaint
- If the issue is resolved, the case is closed.
- If no resolution is drawn the party can choose to undergo mediation or approach the Committee for Private Education (CPE) for advice.

### Mediation process

If the case remains unresolved or the aggrieved is dissatisfied with the outcome of the process, the case will be referred to a third-party organization for mediation:

- For clear-cut fee refund issues of less than SGD\$10,000, the case can be lodged with the Small Claim Tribunal (SCT)
- For other issues, the case can be referred to CPE's appointed Dispute Resolution Scheme.
- For stage 1 (mediation), the case can be referred to the Singapore Mediation Centre (SMC). If there is no settlement reached through mediation, the case can be referred to the Singapore Institute of Arbitration (SIArb). Once a settlement is reached the School will take all necessary actions in accordance with the mediation/arbitration instructions.

**Useful links** – Third-party organisations for mediation:

- Singapore Mediation Centre: <https://www.mediation.com.sg/>
- Singapore Institute of Arbitrators: <https://siarb.org.sg/>

# I. Refund Policy

The School's Management Team shall ensure a fair and reasonable refund policy is detailed for any payments made.

Time taken to process all refund requests will be done within seven (7) working days. Should the request be submitted AFTER 3:00 pm (SGT), it will be considered as received on the NEXT working day.

Computation of the refund amount is to be communicated to the students.

The school is to maintain a list of refunds, which is to be updated within three (3) days after processing of the refund.

The school adopts the Refund Policy as per the Standard Student Contract set out by the CPE. This policy will act as a framework for guiding the implementation of detailed refund processes and procedures in the following areas:

- Refund for withdrawal due to non-delivery of course
- Refund for withdrawal due to other reasons
- Refund during cooling-off period

## 1. Refund for Withdrawal Due to Non-Delivery of Course

1.1 The school will notify the student within three (3) working days upon knowledge of any of the following:

- a) It does not commence the course on the course commencement date
- b) It terminates the course before the course commencement date
- c) It does not complete the course by the course completion date
- d) It terminates the course before the course completion date
- e) It has not ensured that the student meets the course entry or matriculation requirement as set by the organization stated in Schedule A of the Standard Student Contract within any stipulated timeline set by CPE, or
- f) The student's Student Pass application is rejected by the Immigration and Checkpoints Authority (ICA)

1.2 The student should be informed in writing of alternative study arrangements (if any), and also be entitled to a refund of the entire course and miscellaneous fees already paid should the student decide to withdraw within seven (7) working days of the above notice.

## 2. Refund for Withdrawal Due to Other Reasons

2.1 If the student withdraws from the course for any reason other than those stated in Clause 1.1, the PEI will, within seven (7) working days of receiving the student’s written notice of withdrawal, refund to the student an amount based on the table featured in Schedule D.

## 3. Refund during Cooling-off Period

3.1 The PEI will provide the student with a cooling-off period of seven (7) working days after the date that the contract has been signed by both parties.

3.2. The student will be refunded the highest percentage (stated in Schedule D) of the fees already paid if the student submits a written notice of withdrawal to the PEI within the cooling-off period, regardless of whether the student has started the course or not.

% OF [THE AMOUNT OF FEES PAID UNDER SCHEDULE B]	IF A STUDENT’S WRITTEN NOTICE OF WITHDRAWAL IS RECEIVED
90%	Within seven (7) working days ‘cooling-off’ period after the date the contract has been signed by both parties and regardless of whether withdrawal occurs before or after course commencement date, less any consumed tuition fees if a student has started to attend class.
75%	On or before 1st June in relation to students due to commence during semester 1 (August to December); Or on or before 1st December for students due to commence in Semester 2 (January to June).
0%	<ul style="list-style-type: none"> <li>• After 1st June in relation to students due to commence during Semester 1 (August to December);</li> <li>• After 1st December for students due to commence in Semester 2 (January to June); or</li> </ul>



0%

- After the commencement of a Semester, if a student has attended School during Semester 1 or Semester 2, there will be no refund of tuition fees for early withdrawal regardless of when notice of withdrawal is given (unless during the 'cooling-off' period).

**Notes:**

1. If the student withdraws during the cooling-off period, the maximum refund will apply.
2. The Application, Enrolment and Miscellaneous Fees are non-refundable.
3. Conditions where a course may be cancelled (The intake does not meet a minimum enrolment, or the teacher is suddenly hospitalized and a substitute teacher cannot be found).

#### 4. Communicate to students on the computation of refund amount

4.1 The school will communicate to students about the computation of the refund amount.

### Refund Procedure

1. A written request for a refund (stating reasons and supporting documents) must be submitted to the Registrar Department.
2. Within three (3) working days of receipt of the request, the Registrar Department will issue an acknowledgement. Should the request be submitted AFTER 3:00 pm (SGT), it will be considered as received on the NEXT working day.
3. The Refund Policy, as stated in the Student Contract, will apply to all refunds. All eligible refunds will be disbursed within seven (7) working days of the receipt of the request.
4. The Registrar or Finance Department will inform the student/parent of the refund amount, including the computation of the refund amount. If the refund request does not qualify for a refund amount, the Registrar Department will inform the student/parent of the outcome.
5. For a student/parent who wishes to make an appeal against the decision for a refund, an official letter stating reasons for appeal must be submitted to the Superintendent, who will make a final decision.
6. All appeals must be submitted within seven (7) working days upon notification of the refund request outcome.

## II. Student Transfer Policy

This policy applies when a student changes the course of his/her study but remains a student of the school.

The school will take up to four (4) weeks to review a transfer application. The terms and conditions of a transfer:

- Student fulfils the admissions criteria of the new course and the school assesses that the student is more suited academically and emotionally to that grade.
- There is available place in the grade level.
- All outstanding fees must be settled before the transfer request will be processed.
- Course fees paid for the current course may be transferrable to the new course, subject to the school's approval. Any transfer of fees will be prorated on the unconsumed fees. The school reserves the right to not grant transfer for course fees.
- The refund policy shall apply for qualified cases. Parents/students are to refer to the school's refund policy and the standard student contract for further details.
- Students under the age of 18 years old, who wish to transfer a course, must have the written consent from their parents/guardian.
- Should the final outcome not be in favour of the applicant, the respective staff member will handle each situation according to the school's dispute resolution policy.

## Transfer Procedure

- Parent / Guardian (for students under the age of 18) who wish to transfer from one Grade Level to another will need to email the Superintendent or Registrar. Should the request be submitted AFTER 3:00pm (GMT+), it will be considered as received on the NEXT working day.
- The Superintendent will review the request and seek inputs from the teachers if necessary. This will include checking that the student fulfils the admissions criteria of the new course, and determining if the student is more suited academically and emotionally to the new course. A family meeting may be scheduled to ensure that the student meets all the minimum requirement of the new grade.
- For confirmed requests, the Superintendent or Homeroom Teacher will complete the Course Transfer Request which will be signed off by the Superintendent.
- The form will then be sent to the Registrar who will check that all the terms and conditions for transfer request has been met before sending the form to the parent / guardian to complete and inform them of the approval of the transfer request. The process from request till informing the parent / guardian of the outcome in writing will take not more than 4 weeks.
- The Registrar request from Finance the fees payable for the new course and will prepare an addendum or new student contract with the new course information. Any course fees that are transferrable or refundable will be calculated by the Finance department.
- After the Registrar receives the form from the parents, a copy will be uploaded into the student management system and will prepare an addendum or new student contract with the new course information.
- Upon receipt of the signed Addendum or student contract, Registrar will inform the Finance Department.
- Finance Department will update the FPS with the new details in the following month and invoice the family if necessary.

\*When a student's pass holder transfers a course, the existing student's pass remains valid.

## III. Student Withdrawal Policy

A student who withdraws from the school (i.e. discontinues all its courses with the school) shall be deemed to have withdrawn from the school, and the refund policy and procedures will apply. The school will take up to four (4) weeks to process withdrawals.

When a Student's Pass holder withdraws from the school, the Registrar Department must lodge an e-cancellation with the ICA (Immigration & Checkpoints Authority) within seven (7) working days of the Student's final day at the school.

### Withdrawal Terms & Conditions

- **Withdrawal Due to Non-Delivery of Course**
  - The PEI will notify the Student within three (3) working days upon knowledge of any of the following:
    - (a) It does not commence the Course on the Commencement Date;
    - (b) It terminates the Course before the Course Commencement Date;
    - (c) It does not complete the Course by the Course Completion Date;
    - (d) It terminated the Course before the Course Completion Date;
    - (e) It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in PEI-Student Contract within any stipulated timeline set by CPE; or
    - (f) The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).
    - (g) The Student should also be informed in writing of alternative study arrangements (if any), and also be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid should the Student decide to withdraw, within seven (7) working days of the above notice.
- **Withdrawal Due to Other Reasons**
  - Should a student (includes international students on student's pass) decide to withdraw from a programme for whatsoever reason, i.e., financial difficulty, health issues, or work commitment, etc. he/she is required to complete the withdrawal request or email the school.

- Rejection of Student's Pass Renewal for International Students
  - In the event the student's pass renewal application is rejected by Immigration and Checkpoint Authority (ICA) of Singapore, the student shall be informed in writing within 7 working days providing information and details of the alternative arrangements (e.g., appeal / re-apply) to allow the student to make timely and appropriate decision.
  - Those affected students will also be entitled to immediate withdrawal from the course upon issuance of written notices by the school.
- Cooling off Period
  - All students (includes international students on student's pass) are given a cooling-off period of seven (7) working days after signing the Standard PEI-Student Contract regardless of whether the programme commencement date has passed.
  - During this period, should a student decide to withdraw from the programme, he/she will need to complete the withdrawal request or email the school.
- Terms and Conditions of Withdrawal
  - All outstanding fees must be settled before the withdrawal request will be processed.
  - Student/Parent must inform the Registrar Department in writing, on or before June 1st for semester 1, or on or before Dec 1st for semester 2, otherwise the next instalment may be liable for payment.
  - The refund policy shall apply for qualified cases. Parents/students are to refer to the school's refund policy and the standard student contract for further details.
  - Students under the age of 18 years old, who wish to withdraw from the course, must have the written consent from their parents/guardian.
  - Should the final outcome not be in favour of the applicant, the respective staff member will handle each situation according to the school's dispute resolution policy.

## Withdrawal Procedure

- Parent / Guardian (for students under the age of 18) who wish withdraw the student will need to complete the withdrawal form or email the Registrar. Should the request be submitted AFTER 3:00pm (GMT+), it will be considered as received on the NEXT working day.
- The Registrar Department will check if the terms and conditions of the withdrawal has been had and will refer to the student contract and refund policy to establish if the student/parent is eligible for any refund. If the student/parent is eligible for a refund, the Registrar Department will inform the Finance Department who will process the refund within 7 working days according to the refund policy and procedure.
- The Registrar Department will inform the student / parent / guardian in writing of the outcome of the withdrawal within 4 weeks of the request. For student's pass holders, student / parent / guardian will be informed that the student's pass will be cancelled within 7 working days of the student's final day at school.

## Deferment Policy

- Deferment is where a student delays or postpones the course.
- The school only accepts deferment of the course commencement date.
- Terms and Conditions of Deferment
  - Students under the age of 18 years old, who wish to defer the course start date, must have the written consent from their parents/guardian.
  - The refund policy shall apply for qualified cases. Parents/students are to refer to the school's refund policy and the standard student contract for further details.
  - Should the final outcome not be in favour of the applicant, the respective staff member will handle each situation according to the school's dispute resolution policy.

## Deferment Procedure

- Parent / Guardian (for students under the age of 18) who wish to transfer defer the course commencement date will need to email the Registrar Department. Should the request be submitted AFTER 3:00pm (GMT+), it will be considered as received on the NEXT working day.
  - Registrar Department will prepare a new student contract or addendum reflecting the new date of commencement and any change in fees (if applicable) and send it to the parent / guardian for signing.
  - Upon receipt of the signed Addendum or student contract, Registrar will inform the Finance Department.
  - Finance Department will amend the invoice as necessary before re-invoicing the parent / guardian and update the FPS if required in the following month.
- \*When a student's pass holder defers the course commencement date, the existing student's pass remains valid, unless it has exceeded the IPA validity period, in which case a renewal or new student pass application will need be carried out by the Registrar Department.

# Student Support Services

The school undertakes the responsibility to continually improve on ensuring that all students' welfare and needs are well taken care of and will do so by offering school-student engagement opportunities\* through the various student touchpoints:

- Orientation
- Pioneer Town
- Pioneer Spirit Program
- Arts Program
- Sports Program
- Enhanced Mandarin Program
- English as an Additional Language Program (EAL)
- Extra-Curricular Activities (ECA)
- Counselling
- Pastoral Care
- Field Trips/Excursions
- Feedback & Complaint System
- Health Office
- Bus Transport (by 3rd party provider)
- School Canteen (by 3rd party provider)
- Parent Portal
- Student-Parent-Teacher Conference

*\*This comprehensive list of student support services is not meant to be exhaustive.*