

ADMISSION DETAILS FOR STUDENTS (ANNEX TO FULL-TIME PROGRAMME BROCHURES)

1. FULL-TIME PROGRAMME INFORMATION – ENTRY REQUIREMENTS

| WSQ Programmes | Entry Requirements | | English Proficiency Requirements |
|--|--|--------------------------|--|
| | Singaporean / Singapore PR Applicants | International Applicants | |
| <p>WSQ Diploma in Food Services (Culinary Arts)</p> <p>Duration: 18 months</p> | <ul style="list-style-type: none"> Minimum 3 GCE 'N' Level / WPLN 5 / WSQ Advanced Certificate in Food Services / NITEC / Qualifications of equivalent standard may be recognised on a case-to-case basis / Minimum 1-year experience in the Food Services (Culinary Arts) industry Successful interview¹ | | <ul style="list-style-type: none"> At least one of the following proficiency levels in English²: <ul style="list-style-type: none"> Pass in GCE 'N' Level English Band 5.0 in IELTS Minimum score of 61 points (internet-based total) in TOEFL Pass in SHATEC English Test Pass in SHATEC Certificate in Basic and Hospitality English / SHATEC Certificate in Hospitality English |
| <p>WSQ Diploma in Food Services (Pastry and Baking)</p> <p>Duration: 18 months</p> | <ul style="list-style-type: none"> Minimum 3 GCE 'N' Level / WPLN 5 / WSQ Advanced Certificate in Food Services / NITEC / Qualifications of equivalent standard may be recognised on a case-to-case basis / Minimum 1-year experience in the Food Services (Pastry and Baking) industry Successful interview¹ | | |
| <p>WSQ Diploma in Hotel and Accommodation Services</p> <p>Duration: 18 months</p> | <ul style="list-style-type: none"> Minimum 3 GCE 'N' Level / WPLN 5 / WSQ Advanced Certificate in Hotel and Accommodation Services / NITEC / Qualifications of equivalent standard may be recognised on a case-to-case basis Successful interview¹ | | |
| <p>WSQ Diploma in Tourism (Event Management and Operations)</p> <p>Duration: 18 months</p> | <ul style="list-style-type: none"> Minimum 3 GCE 'N' Level / WPLN 5 / WSQ Advanced Certificate in Tourism / NITEC / Qualifications of equivalent standard may be recognised on a case-to-case basis / Minimum 1-year experience in the Tourism industry Successful interview¹ | | |

¹Interview may be waived for applicants who has successfully completed any preceding WSQ Certificate level(s)

²A pass in any preceding WSQ Certificate level(s) will also be recognized as fulfilment of English proficiency requirements.

1. FULL-TIME PROGRAMME INFORMATION – ENTRY REQUIREMENTS (contd)

| SHATEC Programmes | Entry Requirements | |
|---|---|--------------------------|
| | Singaporean / Singapore PR Applicants | International Applicants |
| <p>Certificate in Hospitality English</p> <p>Duration: 6 months</p> | <ul style="list-style-type: none"> • Successfully completed 10 years of formal education • Successful interview • At least one of the following proficiency in English: <ul style="list-style-type: none"> ○ Band 3.0 in IELTS ○ Score of at least 25% in SHATEC English Test | |
| <p>Certificate in Hospitality English (with exemptions)</p> <p>Duration: 3 months</p> | <ul style="list-style-type: none"> • Successfully completed 10 years of formal education • Successful interview • At least one of the following proficiency in English: <ul style="list-style-type: none"> ○ Band 4.0 in IELTS ○ Score of at least 35% in SHATEC English Test | |

2. FULL-TIME PROGRAMME INFORMATION – COURSE FEES

| SHATEC Programmes | Course Fee Payable, inclusive of 7% GST | |
|---|--|-----------------------------|
| | Singaporean / Singapore PR Applicants | International Applicants |
| Certificate in Hospitality English | \$6,000.00 | \$6,000.00 |
| Certificate in Hospitality English (with exemptions) | \$4,000.00 | \$4,000.00 |

- Course fee payable include essential training items.

2. FULL-TIME PROGRAMME INFORMATION – COURSE FEES (contd)

| WSQ Diploma Programmes | WSQ Diploma in Food Services (Culinary Arts) | | | WSQ Diploma in Food Services (Pastry and Baking) | | |
|--|--|--|--------------------------|--|--|--------------------------|
| | Singaporeans below 40 years old / Singapore PR / LTVP+ Holders | Singaporeans aged 40 years old and above | International Applicants | Singaporeans below 40 years old / Singapore PR / LTVP+ Holders | Singaporeans aged 40 years old and above | International Applicants |
| Course Fee Payable after SkillsFuture Funding (where applicable), inclusive of 7% GST | | | | | | |
| Self-Sponsored | \$5,858.51 | \$2,208.35 | \$19,528.36 | \$5,858.51 | \$2,208.35 | \$19,528.36 |
| SME-Sponsored | \$2,208.35 | \$2,208.35 | \$19,528.36 | \$2,208.35 | \$2,208.35 | \$19,528.36 |
| Non SME-Sponsored | \$5,858.51 | \$2,208.35 | \$19,528.36 | \$5,858.51 | \$2,208.35 | \$19,528.36 |

- Course fee payable include essential training items.
- Singaporeans and Singapore PRs will be eligible for up to 70% SSG Baseline Course Fee Grant. With effect from 1 October 2021, this training support will be extended to Long Term Visit Pass Plus (LTVP+) Holders. The LTVP+ scheme applies to lawful foreign spouses of Singapore Citizens (SCs) with (i) at least one SC child or are expecting one from the marriage, or at least three years of marriage, and (ii) where the SC sponsor is able to support the family. LTVP+ holders will be identified with their green visit pass cards, with the word 'PLUS' on the back of the card. Funding is subjected to SSG's prevailing corporate policies and final approval.
- The SkillsFuture Mid-Career Enhanced Subsidy (MES) is applicable for Singaporeans aged 40 years old and above for up to 90% of course fees. For more information, visit the SkillsFuture website <https://www.skillsfuture.gov.sg/enhancedsubsidy>.
- Enhanced Training Support for SMEs (ETSS) offers additional support for SMEs in the form of higher course fee subsidies. SMEs enjoy SkillsFuture funding of up to 90% of the course fees when they sponsor their employees to attend courses supported by SkillsFuture Singapore (SSG). With effect from 1 January 2022, SSG will introduce a fixed Absentee Payroll (AP) rate at \$4.50 per hour, with a \$100,000 cap on the maximum AP funding each organisation can claim each calendar year. For more information on ETSS and AP please refer to <https://www.enterprisejobskills.gov.sg/content/upgrade-skills/course-fee-and-absentee-payroll-funding.html>.
- Singaporeans may utilize available funds within their Post-Secondary Education Account (PSEA) to offset total net course fee payable.
- All Singaporeans aged 25 and above can use their \$500 SkillsFuture Credit from the government to pay for a wide range of approved skills-related courses. Singaporeans who qualify for the SCTP can use their SkillsFuture Credit (opening and top-up) and Additional SkillsFuture Credit (Mid-Career Support) to offset out-of-pocket course fees. Visit the SkillsFuture Credit website www.skillsfuture.sg/credit to choose from the courses available on the SkillsFuture Credit course directory.
- NTUC members enjoy 50% unfunded course fee support for up to \$250 each year when they sign up for courses supported under UTAP (Union Training Assistance Programme). NTUC members from 40 years and above enjoy up to \$500 per year. For more information and terms and conditions, please refer to <https://e2i.com.sg/individuals/ntuc-education-and-training-fund/>.

2. FULL-TIME PROGRAMME INFORMATION – COURSE FEES (contd)

| WSQ Diploma Programmes | WSQ Diploma in Hotel and Accommodation Services | | | WSQ Diploma in Tourism (Event Management and Operations) | | |
|--|--|--|--------------------------|--|--|--------------------------|
| | Singaporeans below 40 years old / Singapore PR / LTVP+ Holders | Singaporeans aged 40 years old and above | International Applicants | Singaporeans below 40 years old / Singapore PR / LTVP+ Holders | Singaporeans aged 40 years old and above | International Applicants |
| Course Fee Payable after SkillsFuture Funding (where applicable), inclusive of 7% GST | | | | | | |
| Self-Sponsored | \$5,554.33 | \$2,093.69 | \$18,514.42 | \$5,554.58 | \$2,093.78 | \$18,515.28 |
| SME-Sponsored | \$2,093.69 | \$2,093.69 | \$18,514.42 | \$2,093.78 | \$2,093.78 | \$18,515.28 |
| Non SME-Sponsored | \$5,554.33 | \$2,093.69 | \$18,514.42 | \$5,554.58 | \$2,093.78 | \$18,515.28 |

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- NTUC members enjoy 50% unfunded course fee support for up to \$250 each year when they sign up for courses supported under UTAP (Union Training Assistance Programme). NTUC members from 40 years and above enjoy up to \$500 per year. For more information and terms and conditions, please refer to <https://e2i.com.sg/individuals/ntuc-education-and-training-fund/>.

3. FULL-TIME PROGRAMME INFORMATION – MISCELLANEOUS FEES^a

| Description | When Payable | Amount ^c (Including GST) | | Programme |
|--|---|--|-----------------------------|--|
| | | Singaporean / Singapore PR | International Applicants | |
| Application Fees | Upon application (Non-refundable) | 130.00 | 350.00 | Where applicable for all full-time programmes |
| iPASS | Upon admission (Non-refundable) | NA | 400.00 | |
| SHATEC English Test ^b | Upon admission (if applicable) | 60.00 | | |
| Re-Admission Fee | Upon admission (if applicable) | 60.00 | | |
| Re-Examination (per theory assessment) | Upon registration of Re-Exam (Non-refundable) | 107.00 | | |
| Re-Examination (per practical assessment) | | 214.00 | | |
| Tutorial (2-hour block) | | 214.00 (107.00 per additional hour) | | |
| Kitchen Based Practical Practice (4-hour block) | Upon registration of Practical Practice (Non-refundable) | 53.50 (exclude ingredients) (16.05 per additional hour) | | Where applicable for Culinary and Pastry course. |
| Computer Lab / Mock-up Guest Room Based Practical Practice (2-hour block) | | 26.75 (16.05 per additional hour) | | Where applicable for Hotel and Tourism course. |
| Review / Remarking of Examination Paper (per theory subject) | Upon registration for review / remarking (Non-refundable) | 53.50 | | Where applicable for all full-time programmes |
| Late Payment Fee | Upon exceeding the instalment due date | 1% per month on amount outstanding, payable together with the amount outstanding | | |
| Replacement of Student ID | Upon provision of Service (Non-refundable) | 5.35 | | |
| Replacement of Practicum / Industrial Attachment Log Book | | 10.70 | | |

^aMiscellaneous fees refer to any non-compulsory and non-standard fees which the student will pay only where applicable. Miscellaneous fees are generally out of pocket expenses which cannot be offset by PSEA or SkillsFuture Credits.

^bSHATEC English Test is only registered where the student does not fulfil the English requirements required by SHATEC during application.

^cAll prices quoted are accurate at time of print but may be subjected to changes without notice.

4. THE COMMITTEE FOR PRIVATE EDUCATION AND EDUTRUST CERTIFICATION

Committee of Private Education is part of SkillsFuture Singapore (SSG)

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. The CPE is supported by a team of dedicated staff from SSG to regulate the sector, provide student services, consumer education and facilitate capability development efforts to uplift standards in the local private education industry.

SHATEC is registered with the Committee for Private Education as a Private Education Institution (PEI). Registration period is valid from 16 August 2022 to 15 August 2026. (Reg.No: 198301550C).

EduTrust Certification

The EduTrust Certification Scheme (EduTrust) is a quality assurance scheme administered by CPE for PEIs in Singapore. It aims to distinguish private schools that are able to consistently maintain a high standard of quality in the overall provision of education services and make continual improvements that lead to positive student outcomes.

SHATEC has attained the EduTrust Award, valid from 03 April 2022 to 02 April 2026. (Cert. No: EDU-2-2051)

PEI-Student Contract

CPE requires all PEIs and their students to sign a student contract for any course that is longer than two months. The student contract sets out the contractual commitments of both the student and the private school. Once signed, both parties will be contractually bound to the agreed terms and conditions stated in the document. This is stipulated with the aim of enhancing the confidence of students and their parents in the quality of education in Singapore.

Upon enrolment into a programme, SHATEC students will receive an official letter of offer and a copy of the Standard PEI-Student Contract. In this set of documents, students will be informed of the terms and conditions of acceptance and the amount of fees they are required to pay to secure the placement offered. The contract lays out the important terms and conditions governing the relationship between the student and SHATEC. SHATEC will honour all terms and conditions spelt out in the contract and in all communication materials.

5. STUDENT PROTECTION

Fee Protection Scheme

EduTrust - certified private education institutions are required to adopt the Fee Protection Scheme to provide full protection to all fees paid by their students. All fees refer to all monies paid by the students to be enrolled in a private education institution, excluding the course application fee, agent commission fee (if applicable), miscellaneous fees (non-compulsory and non-standard fee paid only when necessary or where applicable, for example, the referral exam fee or charges for credit card payment etc.) and GST.

The Fee Protection Scheme (FPS) is applicable to Singaporean students as well as International students and serves to protect students' fees in the event a private education institution is unable to continue operating due to insolvency, and/or regulatory closure. The Fee Protection Scheme also protects students if the private education institution fails to pay penalties or return fees to the students arising from judgement made against it by the Singapore courts.

SHATEC adopts the Fee Protection Scheme provided by Howden Insurance Brokers (S.) Pte. Limited. The actual premium amount to be paid for both international and local students will be calculated from the day the first instalment payment is made by the student.

5. STUDENT PROTECTION (contd)

Master Policy No.: Z/21/BM00/000987

Period of Insurance: 13 December 2021 to 12 December 2023

SHATEC is granted waiver for Fee Protection Scheme (FPS) by the Committee for Private Education (CPE) for Singaporean / Singapore PR / LTVP+ holder students enrolled in the following courses under government-funded:

- WSQ Diploma in Hotel and Accommodation Services
- WSQ Diploma in Food Services (Culinary Arts)
- WSQ Diploma in Food Services (Pastry and Baking)

Singaporean / Singapore PR / LTVP+ holder students who enroll for the abovementioned programmes under SSG funding will not be included in the Fee Protection Scheme (FPS).

Medical Insurance Scheme

SHATEC has in place a group medical insurance scheme for all its students (local and international) for the entire course duration, including Industrial Attachment.

Insurance provider : NTUC Income Insurance Co-operative Limited
Type of Coverage : Group Hospital & Surgical Insurance
Group Personal Accident Insurance

Coverage for Student Medical Insurance:

- B1 ward (in government and restructured hospitals)
- Annual overall limit of S\$20,000 per student
- 24-hour coverage in Singapore and overseas (if student is involved in school-related activities)

Policy No.: 4000147575-02 and 4000148778-02

Period of Insurance: 15 March 2022 to 14 March 2023

6. REFUND, WITHDRAWAL, TRANSFER / DEFERMENT PROCESS

Refund Policy and Procedure

Refund for Withdrawal Due to Non-Delivery of Course

SHATEC shall inform the student within 3 working days upon knowledge of any of the following:

- (i) It does not commence the course on the course commencement date
- (ii) It terminates the course before the course commencement date
- (iii) It does not complete the course by the course completion date
- (iv) It terminates the course before the course completion date
- (v) The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA)
- (vi) It has not ensured that the student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A of the SHATEC – Student Contract within any stipulated timeline set by CPE
- (vii) The student's request for NS deferment is rejected by Ministry of Defence (MINDEF)

SHATEC shall, within seven (7) working days of notifying the student in writing of above circumstances, provide the student with information and details of the alternative confirmed course arrangement to allow the student to make timely and appropriate decision on the alternative arrangement.

The student will be entitled to immediately withdraw from the course by giving written notice with a duly completed Pre/Post - Course Commencement Withdrawal Form. SHATEC shall within seven (7) working days after notifying the student, refund to the student the entire amount of the course fee paid.

6. REFUND, WITHDRAWAL, TRANSFER / DEFERMENT PROCESS (contd)

Refunds for Withdrawal due to Other Reasons

Where the student withdraws from the Course for any reason other than those listed under (i) – (vii), SHATEC shall, within seven (7) working days of receiving the student's written notice of withdrawal by completing the Pre/Post - Course Commencement Withdrawal Form, refund to the student an amount based on the table below:

| % of [the amount of fees paid under Schedule B and C of the SHATEC-student contract] | If student's written notice of withdrawal is received |
|---|---|
| [80%] | more than [60] days before the course commencement date |
| [20%] | before, but not more than [60] days before the course commencement date |
| [0%] | upon course commencement |

Refunds are in Singapore Dollars and SHATEC shall refund the fees paid to the student or the payee as authorised by the student. Any bank charges applicable for refund made via transfer will be borne by the student.

In instances where course fee payment is made via Post-Secondary Education Account (PSEA), processing period may take up to 4 to 6 weeks from date of submission of the "Adhoc Application for use of PSEA Form" by student/parent before outcome of funds withdrawal for course fee is provided by Ministry of Education (MOE). In such cases, the refund shall be made within seven (7) working days from date, to MOE, when actual course fee payment had been successfully drawn down by SHATEC from MOE to avoid overpayment. This is applicable in any situation where refund is to be made for any fees paid via PSEA.

Cooling Off Period

All new applicants for new programme will be provided with a cooling-off period of seven (7) working days after the date that the SHATEC-student contract has been signed between the school and the applicant. Students will be refunded the highest percentage (as stated in table above) of the course fee already paid if the student submits a written notice by completing the Pre/Post - Course Commencement Withdrawal Form, within the cooling-off period, regardless of whether the student has started the course or not.

SkillsFuture Credit Policies and Procedures

Individuals who claimed SkillsFuture Credit for payment of course fee and who wish to withdraw from the course are allowed to cancel his/her SkillsFuture Credit claim via the SkillsFuture Credit Portal on or before the course start date. SHATEC is not allowed to refund the SkillsFuture Credit in cash to the individual under any circumstances.

Withdrawal Policy and Procedure

SHATEC shall only accept withdrawal requests from students via the completion of the Pre/Post-Course Commencement Withdrawal Form. A formal written reply shall be made to the student by SHATEC within 4 weeks.

Pre-course commencement withdrawal –

SHATEC's refund policy shall apply and any refunds (if applicable) will be made to the student within 7 working days of receipt of the withdrawal request.

6. REFUND, WITHDRAWAL, TRANSFER / DEFERMENT PROCESS (contd)

Post-course commencement withdrawal –

Barring withdrawal requests within cooling-off period and/or due to Clause 2.1 of the student contract, all refund requests will fall outside of the refund policy. Any refunds will only be made based on goodwill and/or extenuating circumstances, subjected to the approval of the Chief Executive. In such events, SHATEC will make refunds (if any) within seven (7) working days upon Chief Executive's approval or within seven (7) working days from successful draw-down where payment is made via PSEA, whichever is applicable.

For students below 18 years of age, SHATEC will seek parental/guardian approval prior to processing the request for withdrawal

Transfer / Deferment Policy and Procedure

A student who transfers from one course to another or who defers course start date to another intake with SHATEC shall be deemed to have withdrawn from the original course. SHATEC shall abide by the refund policy stated in the SHATEC-student contract under "Withdrawal due to Other Reasons".

The provisions of signing up for a new course (including a student contract and purchase of FPS) shall apply. Student shall be required to pay the fees for the "new course" that student wishes to transfer as well as administrative fee applicable for processing of re-admission.

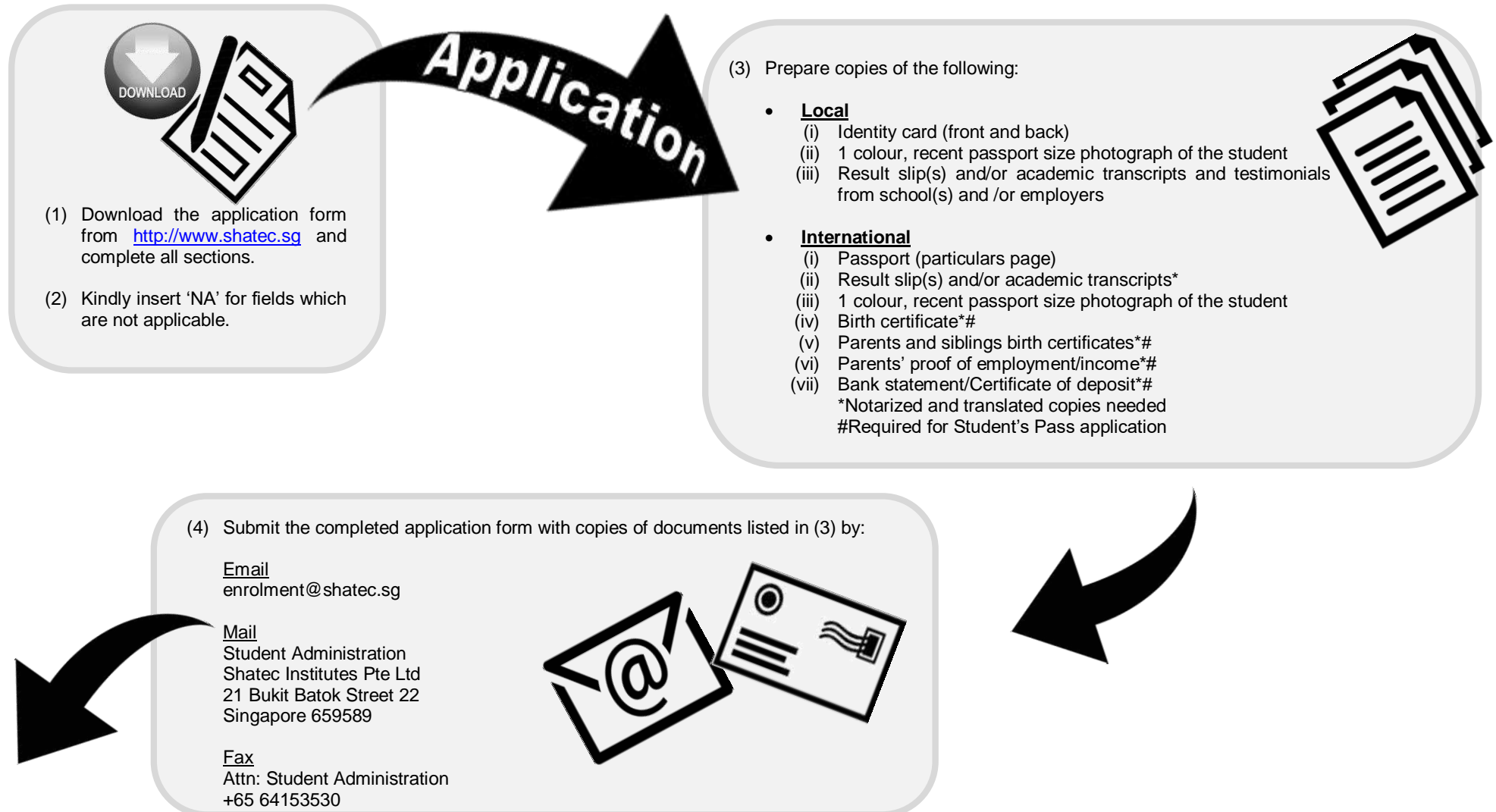
Under circumstances where a student's request entails deferring remaining term(s) of study to a later date, stipulations of the deferment which may differ from the original SHATEC – student contract (i.e. term start date, revised course fee schedule) can be clearly spelt out in the formal written reply issued by SHATEC, in lieu of executing a fresh new contract.

In general, except where cooling-off period is applicable, there shall be no refund of fees that have been consumed/expended by student prior to the transfer/deferment request.

Any student who wishes to apply for transfer of course must submit request in writing together with a duly completed Pre / Post-Course Commencement Withdrawal Form, with parental/guardian consent (where applicable). The request is to be submitted to SHATEC. SHATEC shall within 4 weeks of receipt of the Pre/Post – Course Commencement Withdrawal Form, inform student of the outcome.

7. ADMISSION PROCEDURE

(Note: Illustration is simplified for quick understanding and may not include specific administrative details. Kindly refer to your course consultant for a full elaboration.)



7. ADMISSION PROCEDURE (contd)



(5) Upon receipt of your application, our course consultant will contact you for an appointment.



On day of appointment,

- (6) A non-refundable application fee will be collected:
- Local - \$130.00 (incl GST)
 - International - \$350.00 (incl GST)
- (7) Pre-enrolment counselling will be provided.
- (8) Admission interview will be conducted

Qualifying



(11) You will be notified of the outcome of your application within 4 weeks.

(12) If your application is successful, you will receive the letter of offer via email with an invitation to sign the student contract officially.

To confirm your placement,

- (9) Two original copies of the student contract will be executed
- (10) First installment of course fee will be collected **after** execution of student contract. Payment modes accepted:
- Cash
 - Cashier's order (payable to "Shatec Institutes Pte Ltd")
 - Cheque (payable to "Shatec Institutes Pte Ltd")
 - NETS
 - Credit Card (Visa or Master)
 - Internet banking
 - Telegraphic Transfer
 - PayPal
 - PayNow
 - PSEA (only for WSQ Courses)
 - SkillsFuture Credit (only for WSQ Courses)



Acceptance

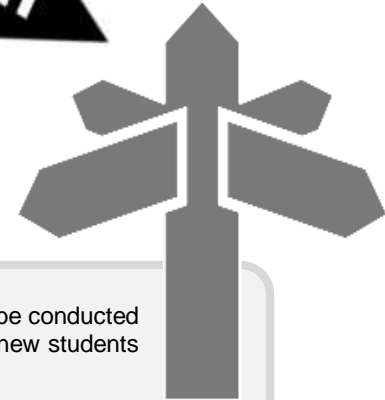
7. ADMISSION PROCEDURE (contd)

(13) Before course commencement, information will be provided for

- Matriculation and Orientation Day
- Order of uniforms
- Medical checkup
- Processing of Student's Pass for international students (Subjected to approval by ICA)
- Deferment of National Service for Singaporean males subjected to approval by MINDEF)



Matriculation



(14) A one-day Matriculation & Orientation programme will be conducted on the week before course commencement to induct new students to their new learning environment.

- Issuance of course schedule, booklists etc.
- Meeting with trainers and faculty

Course Commencement

