



ST. JOSEPH'S INSTITUTION INTERNATIONAL
ELEMENTARY SCHOOL

Student Contract

APPROACH

1. Execution of Student Contract

- a. Execution of the **Student Contract** shall be accordance to the process below.
- b. Each enrolled student of the School will electronically sign the standard **Student Contract** and Terms and Conditions document.
- c. Each **Student Contract** is meant for admission to one course only and individual Student Contract will be entered with each student admitted into the course offered.
- d. The terms and conditions of the Student Contract are to be explained to students' parents and it is the responsibility of the School to ensure that each student/parent fully understands them.
- e. Any amendments made to the Student Contract must be accompanied with an acknowledgement signatory by both the school and the student's parents via an electronically sent **Addendum**.
- f. Parents of students are given a **7 working day** cooling off period from the date of signing the **Student Contract**, whereby should they decide to withdraw from the course, they will be refunded the highest percentage stated in Schedule D.

2. Availability of Student Contract to prospective students

- a. A copy of the **Student Contract** is made available for prospective parents on the school's website.

3. Review of Student Contract execution procedure for continual improvement

- a. The **Student Contract** execution procedure is reviewed on an **annual basis** using the platforms of Internal Reviews (carried out by process owners) and Internal Assessments (carried out by **QA Department**).
- b. Effectiveness of the **Student Contract** execution procedure is measured by the number of errors in the execution of the Student Contract.

PROCESS

Write-up: Process Steps & Details	Documentation / (Responsibility)
<p>1. Execution of Student Contract</p> <p>1.1 Students are informed of the details and clauses of the Standard Student Contract (“Student Contract”) through the various stages. They are as such: -</p> <ul style="list-style-type: none"> • Pre-application stage • Pre-course counselling stage • Acceptance and admission stages • Post-enrolment stage <p>1.2 The various platforms / materials or documents that should capture information on the Student Contract are as such (not limited to): -</p> <ul style="list-style-type: none"> • School’s Official Website <p>1.3 All original copies of the Student Contracts must be kept in the School’s Google Drive record which are archived for a minimum of 5 Years.</p> <p>1.4 The signed Student Contract is a legal document that will be used as the basis in the event of any disputes / conflicts.</p> <p>1.5 During pre-application stage, please refer to section 2 of the procedure.</p> <p>1.6 The terms and conditions of the Student Contract is listed as one of the checklist items under the pre-course counselling checklist on the Application form. The prospective student’s parent is to indicate on the same form to confirm that they have fully understood the terms and conditions provided.</p> <p>1.7 Upon the School’s approval of the prospective student and the student’s acceptance of offer, the Admissions Department will proceed to send the Form 12 – Student Advisory Note, Standard PEI-Student Contract and Terms and Conditions document to the parent via DocuSign for their signature.</p> <p>1.8 The Admissions Department must also check / ensure the following as part of the procedures for executing the Student Contract:</p> <ul style="list-style-type: none"> • Each student has an individual Student Contract for the course they are admitted to • Each Student Contract sign is meant for admission to one course only • That any amendments made in the Student Contract are executed in the form of an addendum and acknowledged by both parties. • Explaining to parents of students that there is a cooling off period where a maximum refund (less any non-refundable fees) is allowed within 7 working days after signing the Student Contract – Refer to C4.3 Student Refund manual for more details. 	<p>Student Contract (Admissions Department)</p> <p>School’s Official Website (Communications Department)</p> <p>Google Drive (Admissions Department)</p> <p>Application Form (Admissions Department)</p> <p>Form 12- Student Advisory Note / Standard PEI-Student Contract / Terms and Conditions (Admissions Department)</p>

<ul style="list-style-type: none"> • Payment due dates are not earlier than the contract sign date and that no payments (including issuing of invoice) are to be collected prior to signing of the Student Contract. • Students are to sign on the Form 12— Student Advisory Note to document that they have fully understood the Student Contract. • A parent / guardian is required to sign on the Student Contract for students below the age of 18. • Any discounts given to student must be clearly documented in the Student Contract. • Students who enrolled after the course has already commenced is required to sign the Late Enrolment Declaration Letter <p>1.9 The Admissions Department is required to check that all forms and contracts are duly completed. Documents with incomplete information should be sent back to the student’s parent before they can be further processed.</p> <p>1.10 The Admissions Department is to keep the duly executed original copy of the Form 12 – Student Advisory Note, Student Contract and Terms and Conditions document in the students’ Google Drive record.</p>	<p>Late Enrolment Declaration Letter (Admissions Department)</p>
<p>2. Availability of Student Contract to prospective students</p> <p>2.1 During pre-application stage, prospective parents of students can refer to the School’s official website for a copy of the school’s Student Contract.</p> <p>2.2 The School’s website also provides a link to CPE’s website to find out more details of the Student Contract.</p>	<p>School’s Official Website (Communications Department)</p>
<p>3. Review of Student Contract execution procedure for continual improvement</p> <p>3.1 The Student Contract execution procedure would be reviewed through the following platforms: -</p> <ul style="list-style-type: none"> • Internal review by respective process owners using the Internal Review Form • Internal assessment by QA Department using the Internal Assessment Report <p>3.2 The evaluation of the effectiveness process would be based on the outcomes stated under the Systems and Review section of this manual.</p>	<p>Internal Review Form/ Internal Assessment Report (QA Department)</p>

SYSTEMS & REVIEW

S/N	<u>SYSTEMS</u> (Desired outcomes for integrated processes)	<u>REVIEW</u> (Outcome indicators for evaluation of effectiveness of related Approach, Process and System)	Related processes that are integrated that leads to a desired outcome.
1	Ensure that all students that are enrolled in CPE registered courses have a duly executed Student Contract.	a. % of students enrolled in CPE registered Courses have a duly executed contract* * Data collected is based on a sampling size. For example, if there are 500 students, and a sampling size of 50 (i.e. 10%) is chosen, if the audit shows that 5 out of 50 of the students do not have a duly executed contract, the results would be 10% (i.e. 5 / 50).	<ul style="list-style-type: none"> • Process on Student Contract • Process on Internal Assessment