



1<sup>st</sup> July 2016

Dear DCIS Parents and Guardians,

**RE: DCIS STUDENT CONTRACT COMPLETION AND RENEWAL for 2016-2017**

Please find attached your child's (a) Student Contract, (b) Advisory Note to Students (known as Form 12), (c) Student Contract Checklist and (d) the Parent Handbook for the 2016-2017 academic year. In accordance with the Private Education Act and the rules of our regulator, the Council for Private Education (CPE), DCIS is required to ensure that a Student Contract and Form 12 are executed prior to a student being enrolled in the School and annually with returning students.

DCIS has two different types of Student Contract:

1. Student Contract 2016-2017 (for all mainstream and ESL students)
2. Department of Supportive Education Contract 2016-2017 (for all students in the DSE programme)

The Student Contract is an important legally-binding agreement between DCIS and you, the Parent. Students are not considered fully enrolled at DCIS until an executed Student Contract, Form 12 and Student Contract Checklist are returned by the Parent to the School. You are required to sign 2 sets of these documents, one of which you must return to DCIS and the other copy should be kept for your own records. We have attached the documents; however, we also have copies available from the School Reception for parents to collect and complete.

We need to ask you to read these documents carefully and complete **ALL highlighted fields**, specifically:

Advisory Note to Students (Form 12) - **Page 2 of 2**

Student Contract or Department of Supportive Education Student Contract - **Pages 1, 15 and 16**

If these highlighted sections are **left incomplete or entered incorrectly, then the contract will not be valid and, under CPE rules, your child will not be allowed to attend school**. Note that your child's name must be entered as it is listed on their NRIC for Singapore Citizens and Permanent Residents or as in the passport ID page for international students.

We are aware that this process will require some time and repetition of information. Please deliver the completed and executed copy to the School Reception (no scanned or faxed copies can be accepted) by no later than 9am on Monday, 22 August 2016 because possession by the School of these documents is, under CPE rules, a pre-condition for your child being allowed to start school.

The DCIS Admissions Office and other school personnel will be available to assist you over the summer and at Orientation with the process of completing the Student Contract and Form 12. Please do not hesitate to contact the DCIS Admissions Office at +65 6775 7664 or [studentcontracts@dovercourt.edu.sg](mailto:studentcontracts@dovercourt.edu.sg) should you require any additional information.

Best regards,

Bronwyn Thorburn  
Director of Admissions and Marketing

**FORM 12  
PRIVATE EDUCATION ACT  
(No. 21 of 2009)**

**PRIVATE EDUCATION REGULATIONS  
ADVISORY NOTE TO STUDENTS**

This note is for a prospective student.

You are strongly encouraged to thoroughly research on the private education institution (PEI) conducting the course before signing up for any course. You should consider, for example, the reputation of the PEI, the teacher-student ratio of its courses, the qualifications of the teaching staff, and the course materials provided by the PEI.

By signing and returning the Student Contract (the 'Contract'), you agree to the terms and conditions which will bind you and the PEI, if you accept the PEI's offer of a place in a course of study offered or provided by the PEI.

You should ask the PEI to allow you to read a copy of the Contract (with all blanks filled in and options selected) in both English and the official language of your home country, if necessary. For your own protection, you should review all the PEI's policies, and check carefully that you agree to all the terms of the Contract, including the details relating to each of the following sections, before signing the Contract.

- a. The duration of the course, including holidays and examination schedules, and contact hours by days and week;
- b. The total fees payable, including course fees and other related costs;
- c. Dates when respective payments are due;
- d. The refund policy in the event of voluntary withdrawal (by you) or enforced dismissal from the course of programme (by PEI);
- e. The Life Protection Scheme you are subscribed to and its coverage;
- f. The dispute resolution methods available; and
- g. Information about the PEI's policies on academic and disciplinary matters.

- h. The degree or diploma or qualification which will be awarded to you upon successful completion of the course.

If you have any doubt about the contents of the Contract, or if the terms are different from what the agent or the PEI have informed you previously, or advertised, you should always seek advice and/or clarification before signing the Contract.

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*This portion below is to be completed by the signatory of the Student Contract, i.e. either the student, or if the student is below the age of 18, his parent or guardian.*

I, \_\_\_\_\_, NRIC/Passport number \_\_\_\_\_,  
*(name of student/parent/guardian) (parent NRIC/passport no.)*

have read and understood this advisory note before signing the Student Contract for myself / my ward  
\*\*( \_\_\_\_\_ (NRIC/passport) \_\_\_\_\_ )  
*(name of child/ward) (child NRIC/passport no.)*

with Dover Court International School.  
*(name of PEI)*

\_\_\_\_\_  
*(signature of student / parent / guardian)*

Date : \_\_\_\_\_

*\*Please delete whichever is inapplicable.*



**DOVER COURT  
INTERNATIONAL SCHOOL  
SINGAPORE**  
A NORD ANGLIA EDUCATION SCHOOL

## STUDENT CONTRACT

This Contract binds both Dover Court International School (Pte.) Ltd. (“DCIS” or “School”) and the Parent once both parties sign this Contract. References to “Parent” in this contract include legal guardians. Any act taken or required to be taken by the Parent under this Contract shall be deemed to have been performed by both parents of the Student although performed by one parent only; and notices including withdrawal notices shall be deemed to have been duly delivered to the Parent or duly submitted by the Parent if delivered to or submitted by one parent only.

This Contract is made between:

- (1) Registered Name of PEI : Dover Court International School (Pte.) Ltd.  
 Registration Number : 19710313E
- (2) Full Name of Student : [Redacted]  
*Please complete full name as in passport for international students or NRIC for Singapore Citizen (SC) and Permanent Resident (PR)\**  
 NRIC Number (for SC/PR)\* : [Redacted]  
 Passport Number (for international student)\* : [Redacted]
- FIN Number (on Dependent’s Pass)** : [Redacted]  
 DCIS Year Group of Student : [Redacted]
- (3) Full Name of Parent/Legal Guardian\* : [Redacted]  
 NRIC/Passport Number\* : [Redacted]

### 1. COURSE INFORMATION AND FEES

- 1.1** DCIS will deliver the Course as set out in Schedule A to the Student, towards conferment of the stated qualification upon successful Course completion.
- 1.2** DCIS confirms that the Course has been permitted by the Council for Private Education (“CPE”) and no amendments have been made to the Course as set out in Schedule A, unless otherwise permitted by CPE.
- 1.3** The Course Fees payable are set out in Schedule B and the Miscellaneous Fees in Schedule C.

\* Delete as appropriate by striking through.  
 Where non-applicable, put “N.A.”. Leave no fields blank.  
 State all dates in the format of DD/MM/YYYY.

- 1.4** The Terms and Conditions governing enrolment and admission to DCIS (“Terms and Conditions”) set out in Schedule E form an integral part of this Contract and the Parent and the Student shall comply with these Terms and Conditions.

## **2. REFUND POLICY**

### **Refund for Withdrawal Due to Non-Delivery of Course:**

- 2.1** DCIS will notify the Parent and Student within three (3) working days upon knowledge of any of the following:<sup>1</sup>
- (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) It has not ensured that the Student meets the course entry or matriculation requirements set by the organisation stated in Schedule A within any stipulated timeline set by CPE; or
  - (vi) The Parent fails to obtain any approvals from any other governmental organisations including but not limited to the Ministry of Education (MOE), which approvals are necessary for the Student to attend the Course.

The Parent should be informed in writing of alternative study arrangements, and also be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid should the Parent decide to withdraw the Student within seven (7) working days of receiving the above notice.

### **Refund for Withdrawal Due to Other Reasons:**

- 2.2** If the Parent withdraws the Student from the Course for any reason other than those stated in Clause 2.1, DCIS will, within seven (7) working days of receiving the Parent’s written notice of withdrawal, refund to the Parent an amount based on Schedule D less any applicable bank and administration charges properly paid/payable.
- 2.3 Refund During Cooling-Off Period**  
DCIS will provide the Parent with a cooling-off period of seven (7) working days after the date that the Contract has been signed by both parties. The Parent will be refunded the highest percentage (stated in Schedule D) of the Course Fees already paid if the Parent submits a written notice of withdrawal to DCIS within the cooling-off period.

## **3. ADDITIONAL INFORMATION**

- 3.1** The laws of Singapore will apply and how this Contract will be read and to the rights the parties have under this Contract.
- 3.2** If any part of this Contract is invalid for any reason under the laws of Singapore, this will not affect any other part of the Contract.
- 3.3** If the Parent and DCIS cannot settle a dispute in the manner arranged by DCIS, the Parent and DCIS may refer the dispute to the CPE Mediation-Arbitration Scheme ([www.cpe.gov.sg](http://www.cpe.gov.sg)).
- 3.4** All information given by the Parent to DCIS will not be given by DCIS to anyone else, unless the Parent agrees in writing that he/she permits such disclosure or unless DCIS is allowed to give the information by law.
- 3.5** Any agreement other than this Contract is invalid if it is administered without the written permission of

<sup>1</sup> Non-fulfilment of minimum class-size required or the non-availability of planning resources may give rise to the circumstances listed in 2.1(i) to (iv).

CPE. If there is any other agreement between DCIS and the Parent that is different from the terms in this Contract, then the terms in this Contract will apply.

- 3.6** If the Parent or DCIS does not exercise or delays exercising any right granted by this Contract, the Parent and DCIS will still be able to exercise the same type of right under this Contract during the rest of the time the Contract continues.
- 3.7** If this Contract is also signed or translated in any language other than English and there is a difference from the English language copy of this Contract, the English language copy will apply.

### **SCHEDULE A** **COURSE DETAILS**

1) Course Title	English National Curriculum - All students study the English National Curriculum in the Mainstream, English as a Second Language and Department of Supportive Education programmes at DCIS.
2) Course Duration (in months)	10 months
3) Full-time or Part-time Course	Full-time = 8.30am – 5.00pm Part-time Nursery class = 8.30am – 11.30am
4) Course Commencement Date	22 <sup>nd</sup> August 2016
5) Course Completion Date	6 <sup>th</sup> July 2017
6) Date of Commencement of Studies <i>(Date on which Student starts attending Course, if different from Course Commencement Date)</i>	22 <sup>nd</sup> August 2016 <sup>2</sup>
7) Qualification <i>(Name of award to be conferred on the Student upon successful Course completion)</i>	Not Applicable
8) Organisation which develops the Course	British Government
9) Organisation which awards/ confers the qualification	Excel AQA
<sup>2</sup> Or as otherwise agreed in writing between DCIS and the Parent.	
10) Course entry requirement(s)	<p><b>Age Requirements</b></p> <p>All students must meet the minimum entry age requirement for the relevant year level. These ages are outlined on the school website: <a href="http://www.nordangliaeducation.com/our-schools/singapore/admissions/the-application-process">http://www.nordangliaeducation.com/our-schools/singapore/admissions/the-application-process</a></p> <p><b>Documentation</b></p> <p>New DCIS students must provide the relevant official documents to verify their prior schooling, if applicable, at the time of admission.</p>

11) Course schedule with modules and/or subjects	<p>Students take the following subjects at their relevant year level in the English National Curriculum:</p> <ol style="list-style-type: none"> <li><b>1. Early Years Foundation Stage (Nursery and Reception Subjects:</b> Communication and Language, Physical Development, Personal, Social and Emotional Development, Literacy, Mathematics, Understanding the World, Expressive Arts and Design, Mandarin, Music, Physical Education, Computing</li> <li><b>2. Key Stage 1 and Key Stage 2 (Year 1 to Year 6) Subjects:</b> English, Mathematics, Science, History, Geography, Mandarin, Art and Design, Music, Physical Education, Computing</li> <li><b>3. Key Stage 3 (Year 7 to Year 9) Subjects:</b> English, Mathematics, Science, History, Geography, Design Technology, Mandarin, French, Art and Design, Music, Computing, Physical Education, Drama, Personal, Social and Health Education (PSHE)</li> <li><b>4. Key Stage 4 (Year 10 to Year 11) Subjects:</b> English, Mathematics, Science, History, Geography, Business Studies, Design Technology, Mandarin, French, Art and Graphic Design, Leisure and Sports, Global Citizenship, Music, Computing, Information and Communications Technology (ICT), Physical Education, Drama</li> </ol>
12) Scheduled holidays (public and school) and term breaks for course	<p><b>Term 1: 22<sup>nd</sup> August to 16<sup>th</sup> December 2016</b>  Scheduled holidays:  12<sup>th</sup> September (Public Holiday)  17<sup>th</sup> – 28<sup>th</sup> October (Half-Term)  10<sup>th</sup> November (Public Holiday)  1<sup>st</sup> December – 1<sup>st</sup> January (End of Term 1 Break)</p> <p><b>Term 2: 15<sup>th</sup> January to 7<sup>th</sup> April 2017</b>  Scheduled holidays:  30<sup>th</sup> – 31<sup>st</sup> January (Public Holiday)  20<sup>th</sup> – 24<sup>th</sup> February (Half-Term)  10<sup>th</sup> – 11<sup>th</sup> April (End of Term 2 Break)</p> <p><b>Term 3: 24<sup>th</sup> April to 6<sup>th</sup> July 2017</b>  Scheduled holidays:  1<sup>st</sup> May (Public Holiday)  1<sup>st</sup> – 2<sup>nd</sup> May (Public Holiday)  29<sup>th</sup> May – 2<sup>nd</sup> June (Half-Term)  26<sup>th</sup> June (Public Holiday)  6<sup>th</sup> July (End of Academic Year)</p>
13) Examination and/or other assessment period	Year 11 takes IGCSE examinations or equivalent in May and June 2017
14) Expected examination results release date	IGCSE examinations results are published in August 2017

**SCHEDULE B  
COURSE FEES**

<b>Tuition Fees Breakdown</b>	<b>1<sup>st</sup> Tuition Fee Instalment (For Term 1: 22<sup>nd</sup> August to 16<sup>th</sup> December 2016)</b>	<b>2<sup>nd</sup> Tuition Fee Instalment (For Term 2: 9<sup>th</sup> January to 7<sup>th</sup> April 2017)</b>	<b>3<sup>rd</sup> Tuition Fee Instalment (For Term 3: 24<sup>th</sup> April to 6<sup>th</sup> July 2017)</b>	<b>Total Annual Tuition Fees Payable (including GST)</b>
<b>Nursery Tuition Fee Part-time Course</b>	S\$4,510	S\$4,510	S\$4,510	<b>S\$13,530</b>
<b>Nursery Tuition Fee Full-time Course</b>	S\$6,160	S\$6,160	S\$6,160	<b>S\$18,480</b>
<b>Reception to Year 2 Tuition Fee Full-time Course</b>	S\$7,410	S\$7,410	S\$7,410	<b>S\$22,230</b>
<b>Year 3 to Year 6 Tuition Fee Full-time Course</b>	S\$7,925	S\$7,925	S\$7,925	<b>S\$23,775</b>
<b>Year 7 to Year 8 Tuition Fee Full-time Course</b>	S\$8,675	S\$8,675	S\$8,675	<b>S\$26,025</b>
<b>Year 9 to Year 11 Tuition Fee Full-time Course</b>	S\$9,070	S\$9,070	S\$9,070	<b>S\$27,210</b>

**INSTALLMENT SCHEDULE**

<b>Instalment Schedule Full-time Course</b>	<b>Date Due</b>
1 <sup>st</sup> Tuition Fee Instalment (For Term 1: 22 <sup>nd</sup> August to 16 <sup>th</sup> December 2016)	1 <sup>st</sup> July 2016
2 <sup>nd</sup> Tuition Fee Instalment (For Term 2: 9 <sup>th</sup> January to 7 <sup>th</sup> April 2017)	1 <sup>st</sup> December 2016
3 <sup>rd</sup> Tuition Fee Instalment (For Term 3: 24 <sup>th</sup> April to 6 <sup>th</sup> July 2017)	1 <sup>st</sup> April 2017

**SCHEDULE C  
MISCELLANEOUS FEES**

<b>Purpose of Fee</b>	<b>Amount (including GST)</b>
Registration Fee Note: This is a non-refundable fee payable when you join DCIS for the first time as a new student. This fee is not deductible against tuition fees.	\$2,800



DSE Admissions Assessment Fee (deducted from the Registration Fee)	\$535
Building Fund Fee (invoiced termly)	\$500 (per term)
English as a Second Language Fee (invoiced termly)	\$1,100 (per term)
Examination Fees	\$130 to \$300 (per external examination)
Field/Residential/Sports Trips	\$10 to \$3,500 (depends on destination)
Extra-Curricular Activities – fees only for externally provided activities	\$100 to \$600 (per term)
Textbook Replacement	Current Market Value
Library Book Replacement	Current Market Value
Learning Support or Therapy Session Fee – depends on type of individual or group support	\$50 to \$140.5 (per session)
Cognitive Assessment – including comprehensive written report and consultation with parents	\$65.50
School Uniform	\$5.00 to \$59 (per item from external provider)
Sports Team Kit	\$10 to \$80 (per item from School Reception)
School Lunches	\$2.00 to \$6.00 (per snack or cafeteria meal)
School Yearbook	\$10.00 to \$20.00 (per book)
Bus Transport	\$400 to \$1,200 (per term and depends on location and 1 or 2 way transport from external provider)
Administrative Fee for Visa/MasterCard Payment	Only Visa or MasterCard issued cards are acceptable for payment. A 3% administrative fee is charged to the payer for each transaction
Late Payment Fee	\$200 (per late payment reminder notice issued by the DCIS Finance Office)
Late Payment Fee Interest Charge	
If full payment is made 15-30 days after the due date	2% on total outstanding amount
If full payment is made more than 30 days after the due date	5% on total outstanding amount

**SCHEDULE D  
REFUND TABLE**

% of Course Fees payable under Schedule B that are refunded	If written notice of withdrawal is received by DCIS:
100%	Within the 7 working days 'cooling off' period upon signing of the Contract and before the Course Commencement Date, 100% of course fees less administrative charges, bank charges and the registration fee will be refunded.

0%	After the 7 working days 'cooling off' period or after the Course Commencement Date (whichever is earlier)
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Refunds of Course Fees (if applicable) will be paid within 7 working days of receipt of the notice of withdrawal. Miscellaneous Fees listed in Schedule C may or may not be refunded. Please review the terms of refund at the point of purchase or payment.

### **NOTICE OF WITHDRAWAL**

Where a student is withdrawn from DCIS, notice must be given by completing the DCIS Notification of Withdrawal Form and submitting the Form to the Admissions Office. If the DCIS Notification of Withdrawal Form is received after the deadlines specified below, then the Parent will be charged a term's fee in lieu of the correct notice. The withdrawal deadlines are as follows:

1. For students not returning for Term 2 (9<sup>th</sup> January to 7<sup>th</sup> April 2017), the deadline for withdrawal is **1<sup>st</sup> November 2016**. One instalment of Full-time Course Fee or Part-time Course Fee will be charged for withdrawal notifications received **after** this deadline.
2. For students not returning for Term 3 (24<sup>th</sup> April to 6<sup>th</sup> July 2017), the deadline for withdrawal is **1<sup>st</sup> February 2017**. One instalment of Full-time Course Fee or Part-time Course Fee will be charged for withdrawal notifications received **after** this deadline.
3. For students not returning for Term 1 in the new academic year 2017-2018, the deadline for withdrawal is **1<sup>st</sup> May 2017**. One instalment of Full-time Course Fee or Part-time Course Fee will be charged for withdrawal notifications received **after** this deadline.

### **THE FEE** **TERMS AND CONDITIONS**

The Parent (in their own right and on behalf of the Student) hereby agrees with the School, and acknowledges, as follows:

#### **Terms & Conditions**

##### **A Introduction**

1 These Terms and Conditions, together with the letter of offer, (Form 12) Advisory to Students, Student Contract, Parent Handbook, Medical Form and Schedule of Fees and Payment form the basis of a legal contract for educational services. Parents agree to adhere to and be bound by the terms and conditions set out in these documents. The Terms and Conditions are intended to promote the education and welfare of each student and the stability, forward-planning, proper sourcing and development of the School. Our prospectus and School website and other information pages are not contractual documents.

##### **B Terminology**

2 "The School"/"We" means Dover Court International School, Dover Court International School is owned by Dover Court International School (Pty) Ltd.

3 "The Principal" is responsible for the day-to-day running of the School and that expression includes those to whom any duties of the Principal have been delegated.

4 "The Parent"/"You" means any person who has signed the Student Contract and/or who has accepted responsibility for a child's attendance at this School. Parents are legally responsible, individually and jointly, for complying with their obligations under these Terms and Conditions.

5 Parental Responsibility: Those who have "parental responsibility" (i.e. legal responsibility for the child) are entitled to receive relevant information concerning the child unless a court order has been made to the contrary,

or there are other reasons which justify withholding information to safeguard the welfare and best interests of the child.

6 "The Student" is the child named on the Application Form. The name of the Student in the School's official documentation and student records shall be the name reflected in the Student's passport. Any change of name must be communicated to the School and must be accompanied by supporting documents such as a deed poll.

### **C Personal Information Collection Policy**

7 Personal Data Collection: The personal data collected from students and parents will be handled by our staff, kept confidential and used by Dover Court International School (Pte) Ltd for lawful and relevant purposes including but not limited to: assessing the suitability of students admission to the School; processing applications for admission; verification of students' examination results, academic records and other information; School administration and operation after admission; sending communications to parents and students including but not limited to newsletters and information about events and extra-curricular activities provided by the School or third party providers; statistical or research purposes; other School-related purposes; and alumni activities. If any communications constitute direct marketing, the School will separately seek Parent consent where required by law.

8 Disclosure to Third Parties: The School may disclose some of the data to third parties such as agencies (including the Singapore Government), service providers and contractors (whether within or outside Singapore) appointed by the School to undertake some academic, pastoral and administrative functions. This includes transferring data between affiliates. The School will not disclose any personal data to any external bodies or organisations unless such disclosure is expressly provided under this Statement; the School is permitted to do so by the Student or Parent, and/or disclosure is permitted or required by law.

9 Data Storage: Personal data may be stored in Nord Anglia Education database systems (which may be located within or outside Singapore) and online portals and where the student application is successful, such personal data will form part of the Student's official records. It may also be stored in online student resources such as the global classroom. Where such personal data is not required to be retained by law, such personal data will be destroyed no later than 2 months (or earlier, if required or permitted by law) following rejection of the application.

10 Parent Teacher Association: The School may provide such personal data to the relevant PTA for inclusion in the PTA directory and other PTA activities. If a Student or Parent does not wish for such data to be included in the PTA directory, the Parent will inform the Principal in writing.

11 The School may place a student's photo, video footage, name or school work in our or our affiliates' website, social media, marketing materials, corporate communications (including annual reports) or publications. Parents who do not want their child's photograph or image to appear in any of the School's promotional material must make sure their child knows this and make their wishes clear by writing to the Principal.

12 In the event that a student already has a sibling at the School, the records of such sibling will be updated according to the information provided on the new student's enrolment form where relevant.

13 All practical steps will be taken to ensure that personal data held by the School is accurate. The School will take all practicable and reasonable steps to ensure security of the personal data and to avoid unauthorised or accidental access, collection, use, disclosure, copying, modification, disposal, erasure or other use.

14 Access to Information: Students and their parents/guardians have the right to access or correct personal data held by the School. Requests for access and correction should be addressed in writing to the Principal (addressed to the School). We may levy a charge for accessing the information.

15 Privacy Policy: The terms of the School's privacy policy can be found in the Parent Handbook and at <http://www.nordangliaeducation.com/our-schools/singapore/privacy-policy>

16 Personal Data Use: The School intends to use parent or guardian's personal data (such as name and contact details) to send information related to school/PTA activities, extra-curricular activities, products or services that are relevant to Parents and Students and may constitute direct marketing under data

protection laws. For example, this could include (but is not limited to) information relating to extra-curricular activities and school shows, concerts or fairs. Parent consent is required before the School sends you this information, therefore the Parent must register online at <http://news.dovercourt.edu.sg>. If the Parent chooses not to receive this information, the Student and Parent may miss important information related to School activities that may affect the Student and Parent's participation in the School community.

17 Consent: In signing the Student Contract, the Parent consents to the collection, use, disclosure, processing and transfer of the Student and Parent personal data as set out in the Personal Information Collection Statement above.

#### **D Admission and Entry to the School**

18 Registration and Admission: Applicants will be considered as candidates for admission and entry to the School when the Application Form and all other required information has been completed and returned to the Admissions Office. Students are classified strictly according to chronological age. September 1st is the cut-off date as shown on the Application Form and in the Parent Handbook. Admission will be subject to the availability of a place and the Student and Parent satisfying the admission requirements at the time. "Admission" occurs when an offer has been made and the non-refundable and non-deductible Registration Fee has been paid in full; *for Singapore citizen students*, approval from the Ministry of Education has been granted; and the Student Contract and Advisory Note to Students (Form 12) and Medical Form have been signed and returned to the Admissions Office. "Commencement" occurs on the date when the Student attends the School for the first time under this contract.

19 Admissions Disclosure: Parents certify that the information provided during the application process to DCIS is complete and accurate and that no information has been withheld, including any prior academic, medical, behavioural, educational, emotional, or psychological testing, results, history or support. Any special social, medical, dietary, psychological, or educational needs must be noted in the Admissions application, with supporting information or documentation attached. Additionally if the Student has been tested for any educational, social, emotional, or psychological purposes, the test results must be submitted as part of the application. Parents further understand that if complete and accurate information has not been provided, DCIS may withdraw an offer of admission, or exclude or dismiss the Student from DCIS with immediate effect.

20 Offer of a Place and Registration Fee: A Registration Fee as shown on the Schedule of Fees and Payment for the relevant year will be payable when the Parent accepts the offer of a place. The Registration Fee will be non-refundable in any circumstances.

21 Disclosure of nationality/citizenship/residence/marital status by Parents: Parents undertake to make full disclosure as to the Student's and Parents' nationality, citizenship and/or residency status and provide supporting documents requested by the School to prove the same. Such supporting documents must include but is not limited to copies of the Student's and Parents' passports and the Student's immigration pass. Parents warrant that all documents submitted in respect of their status are true and accurate. Parents understand and agree that the School reserves the right to dismiss, at any time, a student who does not possess valid immigration status.

22 Changes to nationality/citizenship/residency/marital status: Any changes in nationality, citizenship and/or residency status or any event which might affect the same (e.g. becoming a Permanent Resident or a Singapore citizen, or loss of employment pass, or change of employment pass) must be communicated to the School and must be accompanied by supporting documents. The marital status of Parents shall be disclosed to the School at the point of application. Any change must be communicated to the School and shall be accompanied by supporting documents such as a Court Order issued by the Singapore Courts. Parents acknowledge that it is their responsibility to notify the School of changes in their marital status or family circumstances and that in the absence of any notification by parents, the School shall be entitled to rely on the information reflected in the Application Form. If it subsequently becomes apparent after admission that any of the above information has been withheld or falsified, the School is entitled to ask Parents to withdraw the Student.

#### **E Pastoral Care**

23 Meaning: Pastoral care is a thread that runs throughout all aspects of life at the School and is directed towards the happiness, success, safety and welfare of each student and the integrity of the School community.

24 Our Commitment: The School will do all that is reasonable to safeguard and promote the Student's welfare and to provide pastoral care to at least the standard required by law in the particular circumstances and often to a much higher standard. The School will respect the Student's human rights and freedoms which must, however, be balanced with the lawful needs and rules of our School community and the rights and freedoms of others.

25 Complaints: Any question, concern or complaint about the pastoral care or safety of a Student, any education issue or other matter connected to the School must be notified to the School as soon as practicable. If the Parent has specific requirements or concerns about any aspect of the Student's education or progress, they should contact the Student's class or form teacher, or any other appropriate member of staff, as soon as possible, or contact the Principal in the case of a serious concern.

26 Student Records and Official Documents: The name of the Student in the School's official documentation and student records shall be the name reflected in the Student's passport. Any change of name must be communicated to the School and must be accompanied by supporting documents such as a deed poll.

27 Principal's Authority: The Parents authorise the Principal to take and/or authorise in good faith all decisions which the Principal considers on proper grounds will safeguard and promote the Student's welfare.

28 Ethos: The ethos of this School is to foster good relationships between members of the staff, the students themselves and between members of the staff and students. Bullying, harassment, victimisation and discrimination will not be tolerated. The School and its staff will act fairly in relation to the Student and Parents and the School expects the same of the Student and Parents in relation to the School. Parents may be excluded from School premises if the Principal, acting in a proper manner, considers such exclusion to be in the best interests of the Student or any other member of the School community.

29 Disclosures: Any changes to the Student's details, health or circumstances shall be advised to the School in writing. Parents must disclose to the School in confidence any known medical condition, health problem or allergy affecting the Student, any learning difficulties on the part of the Student or any member of his/her immediate family, or any disability, special educational needs, or any emotional and behavioural difficulty on the part of the Student; or any family circumstances or court order which might affect the Student's welfare or happiness; or any concerns about the Student's safety.

30 Contact Details: Parents authorise the School to contact them using the contact details the Parent has provided to update them on school activities for general information and for emergency purposes. Any change of address or contact details shall be advised to the Admissions Office of the School in writing.

31 Confidentiality: The Parents authorise the Principal to override their own and (so far as they are entitled to do so) the Student's rights of confidentiality, and to impart confidential information on a "need-to-know" basis where necessary to safeguard or promote the Student's welfare or to avert a perceived risk of serious harm to the Student or to another person at the School. In some cases, teachers and other employees of the School may need to be informed of any particular vulnerability the Student may have. The School reserves the right to monitor the Student's communications and internet use.

32 Special Precautions: The Principal needs to be aware of any matters that are relevant to the Student's safety and security. The Principal must therefore be notified in writing immediately of any expulsions, court orders or situations of risk relating to the Student for whom any special safety precautions may be needed.

33 Communication with Parents: With the exception of communication regarding cancellation, withdrawal and notice of withdrawal, the School will (unless otherwise notified) treat any communication from any person with parental responsibility as having been given on behalf of each such person unless other arrangements are made and any communication from the School to any such person as having been made to each of them.

34 Absence of Parents: When both Parents will be absent from the Student's home overnight or for a twenty-four hour period or longer during term time, the School must be told in writing the name, address and telephone number for twenty-four hour contact with the adult who will have the care of the Student.

35 Transport: The Parents consent to the Student travelling by any form of public transport and/or in a motor vehicle driven by a responsible adult who is duly licenced and insured to drive a vehicle of that type. Parents who

do not want their child to travel in School-approved transport must make sure their child knows this and must make their wishes clear by writing to the Principal.

**36 Student's Personal Property:** Students are responsible for the security and safe use of all their personal property including money, mobile phones, locker keys, watches, computers, calculators, musical instruments and sports equipment, and for property lent to them by the School. Parents are responsible for insurance of the Student's personal property whilst at School or on the way to and from School or any School-sponsored activity away from School premises.

**37 Attendance:** Unless prevented by sickness or other reasons satisfactory to the School, the Student will regularly attend the School and strictly conform to the rules and regulations, policies and instructions of the School and its staff.

**38 Liability:** Parents agree that the Student attends the School at their own risk. The School shall not be liable whether in contract, tort or otherwise for any injury that may occur to the Student whilst attending the School or whilst travelling to and from the School, or for any loss or damage to the Student's personal belongings, unless the injury, loss or damage results entirely from negligence of the School or its employees.

#### **F Health and Medical Matters**

**39 Medical Declaration:** Parents shall complete a Medical Form concerning the Student's health by the Course Commencement Date and at any time required by the School. Parents must inform the School in writing of any material change in the Student's medical condition or medication schedule and update the Student's medical information promptly to reflect any new changes in Student's immunization records, medical conditions and medical administration.

**40 Immunisation:** It is compulsory that the Student be vaccinated as per the prevailing Singapore National Childhood Immunisation Schedule prior to, and where applicable, during enrolment. In the event the Student has failed to obtain necessary vaccinations, the Student shall have 30 (thirty) days to procure the same, failing which the Student will be refused enrolment or required to withdraw unless the Student is able to provide evidence of any waivers and/or exemptions from the Director or any officer of the Health Promotion Board as defined under the Singapore Infectious Diseases Act (Cap 137).

**41 Emergency Medical Treatment:** The Parents authorise the Principal to consent on behalf of the Parents to the Student receiving emergency medical care treatment if the Parents cannot be contacted at the time consent is required. Parents will be financially responsible for any costs and expenses arising from or in connection with such emergency medical care and treatment.

**42 Banned or Controlled Substances:** The School has a zero tolerance for possession, use or trafficking of controlled substances by Students. Appropriate action will be taken by the Principal if any Student is found to be in possession of, using, or selling any drugs or controlled substances. This action may result in expulsion and the relevant authorities being notified. Controlled substances are as defined in Singapore Misuse of Drugs Act (Cap 185).

**43 Banned or Controlled Substance Testing:** If the School deems it appropriate, the Student may be required to complete a drug test. If the drug test results from a laboratory test conclusively show that the Student has used any form of Controlled substance, appropriate action will be taken by the Principal. Refusal to provide the necessary sample for laboratory analysis may result in expulsion and the relevant authorities being notified. Students who are expelled due to a positive drug test will not be considered for re-admission into the School.

#### **G Educational Matters**

**44 Organisation:** The School reserves the right to organise the curriculum and its delivery in a way which, in the professional judgement of the Principal, is most appropriate to the School community as a whole. In signing this contract, Parents are agreeing that they are aware of the structure and organisation of the School and that the School operates a program with the academic year running from August to July of the following year.

**45 Class Placement:** Class placement, setting and class sizes may change from year to year and from time to time and will depend mainly on the mixture of abilities and aptitudes among the students and may take into account management of friendship groups. The School reserves the right to assign, and has the final responsibility for

assigning, Students to programmes and classes. Changes to individual student programmes and classes can also be made throughout the academic year to ensure Students are placed in an appropriate learning environment.

46 Moving up the School: It is assumed that each student who satisfies the relevant criteria at the time will progress through the School. Parents will be consulted if there appears to be any reason why the Student may be refused a place at the next stage of the School.

47 Reports and References: Information supplied to Parents and others concerning the progress and character of the Student, and about examinations and any references, will be given conscientiously and with all due care and skill but otherwise without liability on the part of the School.

48 Learning Support: Parents warrant and declare that all information regarding any learning support, special needs and/or all other learning needs of the Student were declared and made known to the School during the application process or before the Student was admitted to the School and during their enrolment. Parents have disclosed and provided copies of all psychological reports, assessments and diagnoses of special education needs relating to the Student. If it subsequently becomes apparent after admission of the Student that information regarding learning support, special needs and/or other learning and behavioural issues of the Student have been withheld or falsified during the application process, or information relevant to the extent of the Student's educational, behavioural, emotional, social or health needs has not been made apparent to the School, and the School is unable, in the School's sole discretion, to meet the needs of the Student, the School reserves the right to change the Student's class or educational programme or request for the immediate withdrawal of the Student.

49 Screening for Learning Difficulties: Parents understand that children entering the Department of Supportive Education above the age of 5 years will undergo a full psychological assessment. This assessment may be carried out before or after entry depending on each individual case and will be charged separately at the prevailing scale of charges. If a member of the School staff has concerns about the progress of the Student, the School is entitled to arrange for an assessment by the School's learning support and therapy specialists to see whether learning support is needed. Parents shall be notified of the outcome of the assessment and the appropriate learning support shall be provided by the School's learning support and therapy specialists at an additional fee. If it appears that further learning support is necessary, a further assessment by an educational psychologist is required or the Student is falling behind with their studies, the School may notify the Parent and the Parent agrees that further assessments may be arranged at the Parent's expense. The Parents acknowledge that the staff at the School are not qualified to make a clinical diagnosis of conditions such as those commonly referred to as dyslexia, dyspraxia, ADHD or other learning difficulties. The School shall also request the withdrawal of the Student if the School considers in its sole discretion that it cannot provide for the Student's special education needs.

50 The appropriate learning support and therapy shall be provided to the Student through the Learning Support and Therapy programme. Such programme is mandatory if after student assessment, the School determines that the Student requires learning support. The cost of such programme shall be borne by the Parent. Where individual therapy sessions are required for students in the Department of Supportive Education, these will be charged at the prevailing rates in addition to the Course Fee. Billing will be on a monthly basis.

51 The School retains the discretion to determine the level of support required by the Student, on a case by case basis, as well as the fees to be charged for the level of support required. Parents agree that they will bear the fees for the learning support and therapy programmes provided to the Student.

52 School's Intellectual Property: The School is authorized to use any work of the Student in conjunction with any member of staff and/or other Students at the School for a purpose associated with the School. The School will acknowledge and allow to be acknowledged the Student's role in creation/development of intellectual property.

53 Educational Visits: A variety of educational visits will be provided for the Student while enrolled. The cost of some educational visits will be charged as an extra. Parents' prior consent will be sought. Educational visits abroad or those in Singapore involving an overnight stay will be the subject of a separate agreement with Parents. The cost of the trip will be payable in advance. The Student is subject to School discipline in all respects whilst engaged in a School trip. All additional costs of special measures (such as medical costs, taxis, air fares, or

professional advice) necessary to protect the Student's safety and welfare, or to respond to breaches of discipline, will be added to the bill.

### **H Behaviour and Discipline**

54 School Regime: The Parents accept that the School will be run in accordance with the authorities of the Principal. The Principal is entitled to exercise a wide discretion in relation to the School's policies, rules and regime and will exercise those discretions in a reasonable and lawful manner, and with procedural fairness when the status of the Student is at issue.

55 Conduct and Attendance: The School attaches importance to courtesy, integrity, good manners, good discipline and respect for the needs of others. Parents warrant that the Student will take a full part in the activities of the School, will attend each School day, will be punctual, will work hard, will be well-behaved and will comply with the Behaviour Policy.

56 School Discipline: The Parents hereby confirm that they accept the authority of the Principal and of other members of staff on the Principal's behalf to take all reasonable disciplinary or preventative action necessary to safeguard and promote the welfare of each student and the School community as a whole. The School's Behaviour Policy applies to all students when they are on School premises, or in the care of the School, or wearing School uniform, or otherwise representing or associated with the School, away from School premises, or outside School hours.

57 Investigative Action: A complaint or rumour of misconduct will be investigated. The Student may be questioned and his/her belongings may be searched in appropriate circumstances. Reasonable care will be taken to protect the Student's human rights and freedoms, and to ensure that his/her Parents are informed as soon as reasonably practicable after it becomes clear that the Student may face formal disciplinary action, and also to make arrangements for the Student to be accompanied and assisted by a Parent, education guardian or a teacher of the Student's choice.

58 Procedural Fairness: Investigation of a complaint which could lead to expulsion, removal or withdrawal of the Student shall be carried out in a fair and unbiased manner. All reasonable efforts will be made to notify the Parents or education guardian so that they can attend a meeting with the Principal before a decision is taken in such a case. In the absence of a Parent or an education guardian, the Student will be assisted by an adult (usually a teacher) of his/her choice.

59 Divulging Information: Except as required by law, the School and its staff shall not be required to divulge to Parents or others any confidential information or the identities of students or others who have given information which has led to the complaint or which the Principal has acquired during an investigation.

60 Expulsion: The School may at its absolute discretion require the removal of a Student without notice if he or she has engaged in serious misconduct or behavior which has proven to be an unsatisfactory member of the School community in a way which is deemed inappropriate and could endanger the safety of others in the School. If, in the School's judgement, a student's conduct on or away from campus indicates that he or she is consistently out of sympathy with the ideals, objectives and programme of the School, parents will be required to withdraw the student at once or face expulsion, even though there may have been no infraction of a specific rule. In this event, no claim shall arise for the refund (or repayment) of any portion of any fees already paid (or payable) to the School.

61 Removal in other Circumstances: Parents may be required, during or at the end of a term, to remove the Student, temporarily or permanently, from the School, if, after consultation with the Student and/or Parent, the Principal is of the opinion that by reason of the Student's conduct, behaviour or progress, the Student is unwilling or unable to benefit sufficiently from the educational opportunities and/or the community life offered by the School, or if a Parent has treated the School or members of its staff unreasonably. In these circumstances, Parents may be permitted to withdraw the Student as an alternative to removal being required. The Principal shall act with procedural fairness in all such cases, and shall have regard to the interests of the Student and Parents as well as those of the School.

### **I Provisions about Withdrawal Notice**

62 Withdrawal Notice: Parents must give notice of withdrawal in accordance with clause 2.4 and Schedule D of this Contract if the Student is to be withdrawn from the School. Parents acknowledge that failure to give the



required notice of withdrawal will result in a late withdrawal for which the Parent will be liable for fees as set out in Schedule D. Withdrawal Notification is given by completing the DCIS Notification of Withdrawal Form and submitting the Form to the Admissions Office. Verbal, e-mail and provisional withdrawals will not be accepted.

### **J Fees**

63 Payment: The Parents undertake to pay the Fees and charges according to the DCIS Schedule of Fees and Payment, Terms and Conditions and Student Contract. All fees and charges must be paid in advance of starting the term, and DCIS reserves the right to exclude a student from classes, and to refuse to release transcripts, references, transfers or other records, if fees or charges are overdue. If fees or charges remain overdue and there are no reasonable prospects of payment by the parent, DCIS also reserves the right to remove the student from the School.

64 Refund/Waiver: Fees will not be refunded or waived for absence through sickness; or if term is shortened or a vacation extended; or if a Student is released home before the normal end of term; or for any cause other than exceptionally and at the sole discretion of the Principal in a case of genuine hardship or where there is a legal liability under a court order or under the provisions of this contract to make a refund. This rule is necessary so that the School can properly budget for its own expenditure and to ensure that the cost of a financial default does not fall on other Parents.

65 Late Payment: If fees or charges are not paid in full by the due date, a charge of S\$200 will be imposed for each late payment reminder notice issued by the DCIS Finance Office until the amount is settled. Interest charges will also be levied in accordance with Schedule C of this Contract. Books and other instruments delivered at any time after the first day of term will be presented immediately and will not be considered as payment until cleared. The Parents shall also be liable to pay all costs, fees and charges reasonably incurred by the School in the recovery of any unpaid Fees.

66 Appropriation: The Parents agree that a payment made in respect of one child may be appropriated by the School to the unpaid account of any other child of whose Parents they are.

67 Payment of Fees by a Third Party: A Letter of Guarantee must be completed by any third party employer responsible for any fee payment. An agreement with a third party (such as the Parent's employer) to pay the Fees or any other sum due to the School does not release the Parents from liability if the third party defaults and does not affect the operation of any other of these Terms and Conditions unless an express release has been given in writing, signed by the Principal. The School reserves the right to refuse a payment from a third party.

68 Fee Protection Scheme (FPS): DCIS has opted to purchase FPS Insurance as its FPS for all Students and will purchase and pay for FPS Insurance on Students' behalf. FPS Insurance offers insured Students protection against the loss of Tuition Fees, Building and Faculty Fees and Support Programme Fees (if applicable) paid in advance by the insured Students to DCIS and not refunded, if the Student cannot start or complete his/her course as a result of DCIS becoming insolvent or being required by the Singapore authorities to stop operations. DCIS has appointed Impact Insurance Ltd to be the FPS provider for our Students. A copy of the master insurance certificate is held at the DCIS Admissions Office.

69 Payment Plan: Parents can apply to the Finance Office for a payment plan. The Finance Office will consider the application and may, at its sole discretion, offer the Parent a payment plan. Payment plans are only available to families enrolled for the full academic year. Where there are inconsistencies between these Terms and Conditions and those of any instalment agreement or invoice issues by the School to the Parents (as applicable), the terms and conditions of the instalment agreement or invoice shall prevail.

70 Fee Increases: All fees and charges are reviewed annually and are subject to increase from time to time.

71 Information about Fees: The Parents consent to the School making enquiries of the Student's previous schools for confirmation that all sums due and owing to such schools have been paid. The Parents also consent to the School informing any other school or educational establishment to which the Student is to be transferred if any fees of this School are unpaid.

### **K Events beyond the control of the Parties**

72 Force Majeure: An event beyond the reasonable control of the parties to this agreement is referred to below as a "Force Majeure Event" and shall include such events as an act of God, fire, flood, storm, war, riot, civil unrest, act

of terrorism, strikes, industrial disputes, outbreak of epidemic or pandemic of disease, failure of utility service or transportation.

73 Notification: If either party to this Contract is prevented from or delayed in carrying out its obligations under this Agreement by a Force Majeure Event, that party shall immediately notify the other in writing and shall be excused from performing those obligations while the Force Majeure Event continues.

74 Continued Force Majeure: If a Force Majeure Event continues for a period greater than 90 days, the party who has provided notification under clause 73 above shall notify the other of the steps to be taken to ensure performance of this Contract.

**L General Contractual Matters**

75 Management: It is the School's intention that the Terms and Conditions shall always be operated so as to achieve a balance of fairness between the rights and needs of parents and students, and those of the School community as a whole. The School aims to ensure that its culture, ethos and resources are properly managed so that the School, its services and facilities can develop. The School also aims to promote good order and discipline throughout the School community and to ensure compliance with the law.

76 Legal Contract: The offer of a place and its acceptance by the Parents give rise to a legally binding agreement on the terms of this Contract. The School shall not be held responsible for any consequences resulting from a failure of the Parent to comply with the clauses in this Contract.

77 Data Protection: By signing this Contract the Parents on behalf of themselves and, so far as they are able, on behalf of the Student, authorise the School to process personal information, including financial and sensitive personal information as is deemed necessary for the legitimate purposes of the School. Parents agree and accept the terms and conditions set out in the website, brochure, handbooks, and the accompanying documents and consent to the collection, use, disclosure, processing and transfer of their personal data, and the personal data of their child and other family members, as set out in the Personal Information Collection Statement.

78 Third Party Rights: Only the School and the Parents are parties to this Contract. Neither the Student nor any third party is a party to it. The acts and omissions of Parents are binding on the Student and vice versa as to any matter of behaviour, discipline and Fees. All requests and authorities by the Parents are treated as being made on behalf of the Student and vice versa.

79 Interpretation: These Terms and Conditions supersede those previously in force and will be construed as a whole. Examples given in these Terms and Conditions are by way of illustration only and are not exhaustive.

The parties hereby acknowledge and agree to the terms stated in this Contract.

**SIGNED by Dover Court International School (Pte.) Ltd**

Authorised Signatory of the DCIS:

Name: Mr. Christopher Short, Principal

Seal of DCIS:

Date: 1<sup>st</sup> July 2016



**SIGNED by Parent or Legal Guardian:**

Parent Signature:

Name of Parent:

Date:

Yellow rectangular area for parent signature, name, and date.

State all dates in the format of DD/MM/YYYY

## DCIS Student Contract Checklist

I have been informed on and read the following:	Yes/No (circle choice)	Remarks
<b>Form 12 – Student Advisory Note</b>	Yes/No	
<b>DCIS Student Contract including:</b>	Yes/No	
Course Information and Duration	Yes/No	
Course Fee and Payment Schedule	Yes/No	
Refund Policy	Yes/No	
Withdrawal Policy	Yes/No	
Cooling Off Period	Yes/No	
DCIS Terms and Conditions	Yes/No	
<b>DCIS Parent Handbook including:</b>	Yes/No	
Fee Protection Scheme (FPS)	Yes/No	
Personal Information Collection Statement	Yes/No	
<b>CPE Website <a href="http://www.cpe.gov.sg">www.cpe.gov.sg</a></b>	Yes/No	

**I have been informed by Dover Coast International School on information pertaining to the above.**

Student Name: \_\_\_\_\_

Parent/Legal Guardian's Signature: \_\_\_\_\_

Parent/Legal Guardian's Name: \_\_\_\_\_

Date: \_\_\_\_\_