

Student Handbook

The management and staff of Boston Business Management School extend a warm welcome to you.

We sincerely hope that your time at Boston Business Management School is a memorable, enriching and productive learning experience.

1 About Us

Boston Business Management School (BBMS) is a highly qualified institution fully registered with the Ministry of Education in Singapore. We are committed to provide world-class educational services in the disciplines of Professional Business, Management, Information Technology and vocational learning.

With our many years of experience in training, we are dedicated towards grooming and empowering tomorrow's leaders to excel in today's dynamic economy and the rapidly ever-changing professional environment.

2 Our Vision

Be among the leading education providers in Asia.

3 Our Mission

To provide quality education and promotes entrepreneurship and industry collaboration, Steep in ideals, passion, creativity and entrepreneurship

4 School's Objectives

- Continuous improvement of our education and professional standards meeting the needs of the industry.
- Imparts general and specialist knowledge to allow graduates to quickly assimilate information and utilising scarce resources and make informed decisions in today's dynamic knowledge-based economy.
- Empowers the graduate with leadership and entrepreneurship to face and manage changes confidently.

5 Refund policies

5.1 Withdrawal for Cause: Subject to *Force Majeure*, the Student shall be entitled to immediately withdraw from the Course by giving written notice to BBMS of his/her intention to do so under the following circumstances:

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

5.2 Refunds for Withdrawal for Cause: BBMS shall, as soon as practicable after receiving the Student's notice of withdrawal under clause 5.1 (and in any event not more than fourteen (14) days after receiving such notice) refund to the Student:

- the entire amount of the Tuition Fees and Deposit; and
- the Non-Tuition Fees and/or Additional Fees.

5.3 Withdrawal Without Cause and Refunds: Where the Student withdraws from the Course for any reason other than those set out in Clause 5.1 or *Force Majeure*, BBMS shall, subject to Clause 5.4, as soon as practicable after receiving the Student's written notice of withdrawal (and in any event no more than fourteen (14) working days after receiving such notice) refund to the Student the entire amount (100%) of the Deposit (less all such deductions which BBMS is entitled to make in accordance with Clause 7) together with the following sums (less any applicable bank administrative charges properly paid/payable under Student Protection Scheme):

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

5.4 **No Double Claim:** For the avoidance of doubt, if the Student and/or his/her parent/guardian receives any payment from BBMS or the Escrow Bank pursuant to a provision of this Agreement or the Master Escrow Agreement in respect of any matter or damage, then the Student and his/her parent/guardian shall not be entitled to claim against BBMS or the Escrow Bank for the same payment in respect of the same matter or damage pursuant to any other provision of this Agreement or the Master Escrow Agreement.

6 Transfer/withdrawal policy

6.1 A Student who transfers from the Course to another course with BBMS shall, for the purposes of this Clause 5, be deemed to have withdrawn from the Course and the provisions of Clause 5.3 shall apply save as otherwise agreed between BBMS and the Student. New student pass application to ICA is require prior to transfer of course.

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

7 Payment and return of deposit

7.1 The deposit shall be payable on or before the date of commencement as security for the due performance and observance of the Student's obligations to BBMS.

7.2 For the avoidance of doubt, the Deposit does not include any deposit require to be paid to the Immigration & Checkpoints Authority (the "ICA").

7.3 Subject to Clauses 5.1 and 5.2, the Deposit shall, within fourteen (14) days of the Completion Date or earlier termination of the Student's enrolment at BBMS, be repaid in full (without interest) to the Student Provided however that BBMS shall be entitled to deduct all or a part thereof to set off any payment then owing by the Student to BBMS and/or to recover any monies which are properly determined by BBMS to be due and payable to BBMS.

8 Pre-requisites and requirements for various courses

The pre-requisites and requirements for courses are clearly defined in the Standard Student Contract and communication material.

9 Standard student contract

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

10 Student protection scheme

BBMS hereby confirms and undertakes to the Student that it has in place a Student Protection Scheme as stipulated by the Consumers Association of Singapore (CASE) (the "SPS") by way of a Student Tuition Fee Account (Escrow) pursuant to the terms and conditions of the CASE-BBMS Agreement dated 10 January 2005 made between CASE and BBMS.

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11 Payment method and channels

a. Tuition fee

Payment of tuition fee is to escrow account by cheque or TT in Singapore dollar. For cheque payment, pre-paid envelope will be provided. A receipt will be issued for the amount paid.

b. Non-tuition fees

Payment of non-tuition fees is to BBMS at the reception in the form of cash, NETS or cheque in Singapore dollar. A receipt will be issued for the amount paid.

12 Over or under-charging

BBMS is committed to avoidance of over or undercharging.

List of course fees used are clear and legible, reflecting the total amount payable and its breakdown exclusive of GST.

The total amount of course fees payable and the breakdown are clearly defined in the Standard Student Contract, payment schedules, payment vouchers and communication materials.

13 Non-tuition fees incurred

BBMS clearly states non-tuition fees incurred.

The non-tuition fees and its breakdown are prominently displayed in the reception and clearly defined in the Standard Student Contract, payment schedules, payment vouchers and communication materials.

14 Confidentiality of student data

BBMS is committed to maintaining the confidentiality of the Student's personal information and undertakes not to divulge any of the Student's personal information to any third party without the prior written consent of the Student except for the use of registering the student with relevant authority and academic qualification body.

15 Modes of communication

Student can get in touch with the School via the following ways:

Mail: **Block 164, #04-3657
Bukit Merah Central
Singapore 150164**
Telephone: **(65) 6278 0686**
Fax: **(65) 6278 0687**
Email: **inquiry@bbms.edu.sg**

16 Self-declaration by CEO

Our CEO declares the important information:

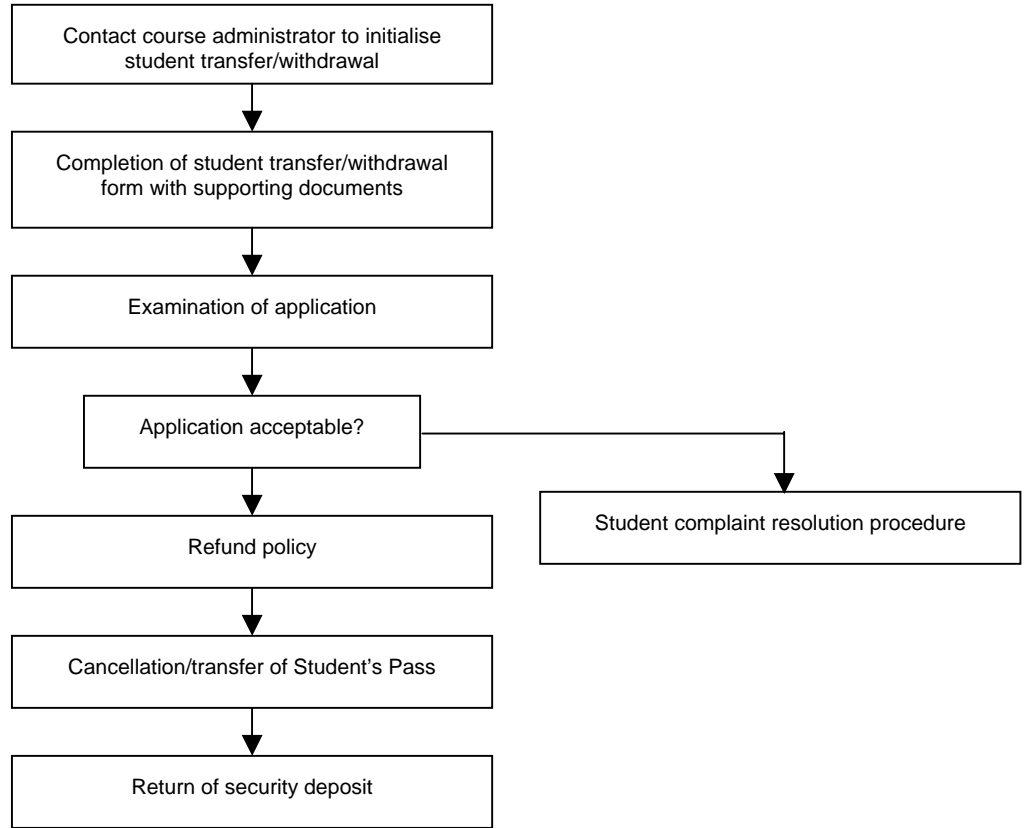
- Student-teacher ratio: 30:1
- Student redress policies: student complaint resolution procedure
- Capacity: 120
- Size and number of classrooms: 2 classrooms of size 19 & 24 respectively
- All types of fee payable in enrolment and course:

Entrance Test & Application Package
International Student Application Handling
Student Pass and Sponsorship
Escrow Account Administration
Course material fee (book excluded)
School Internal Security Deposit (refundable)
ICA Security Deposit (if require, refundable)

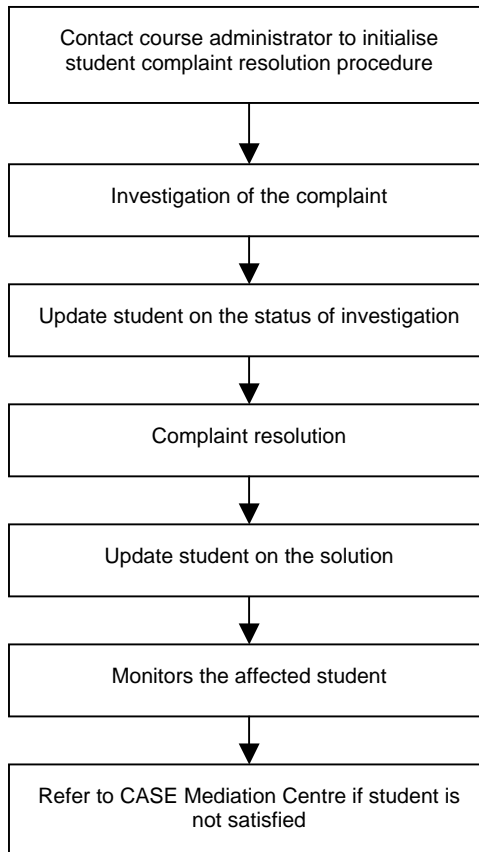
- Number of full-time teachers: 1
- Number of contract teachers: 4

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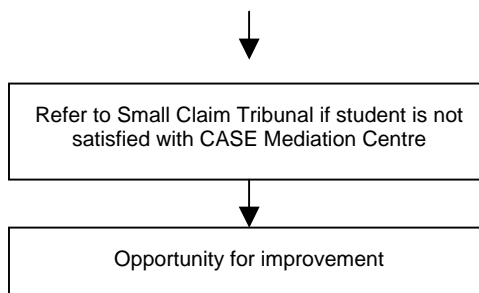
17 Transfer/withdrawal/refund application procedure



18 Student complaint resolution procedure



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19 Orientation programme

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

20 Assistance to students

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

21 Accommodation

BBMS does not provide accommodation but will assist or recommend any accommodation arrangement should the student require.

22 Post-graduation opportunities

BBMS provides advice on courses and post-graduation opportunities. Please contact our course administrator if you need any assistance.

23 Mode of notification of changes

In the event of any changes that affect the student, BBMS will inform the student in writing.

24 Mode of Payment

Made payment of course fees to School at least 2 weeks prior to course commencement through either of the following forms:-

- a. Cash payment at School
- b. Cheque payment to "Boston Business Management School Pte. Ltd."
- c. Telegraphic Transfer to:-

Bank Account Name: Boston Business Management School Pte. Ltd.
Block 164, Bukit Merah Central,
#04-3657, Singapore (150164).

Bank Account Number: 003-901407-4

Bank / Branch: DBS Bank Ltd (Shenton Way Branch)
6, Shenton Way,
DBS Building Tower 2, Basement,
Singapore (068809)

All payment to be in Singapore Dollar only.

25 Service Guarantee

We guarantee our services and course delivery are suitable, adequate and effective.

To all students, do feel at ease to contact any of our friendly staff should you need assistance at any time. We will be please to assist at any time.

End Of Handbook