

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

Established since 2002, BBMS is wholly committed to empowering you to define your future. Learning today has to go beyond books, lectures and tutorials. The buzzwords are the integration and interaction of knowledge. This is very much evident in BBMS through our well-designed courses and our highly qualified, experienced lecturers who not only teach but also mentor to help you realise your potential.

2 Our Vision

A world-class education service provider offering complete tertiary education pathways.

3 Our Mission

- Provide clear education pathways for school leavers across Asia to achieve world-class tertiary education;
- Continuous development, acquisition and offering of education programmes leading to tertiary qualifications in various disciplines;
- To collaborate with reputable international universities to offer their tertiary programmes.

4 Our Values

- Believe - We believe learning is a lifelong process and tertiary education be accessible to all;
- Best - We provide the best education pathways to every one of our students;
- Management excellence - Our organization embraces Management Excellence in every aspect of our business;
- Service excellence - We live and breathe the highest standards of service to all our customers and stakeholders.

5 Refund policies

Notice of withdrawal must be given in writing and will be based on the date the written notice is received by BBMS office. Verbal and e-mail requests will not be considered. Electronic mails shall not be considered as valid notice.

The commencing date of the course shall be the first date where the student is required to have started the course and deferments or postponement of dates shall not be considered under such refunds. Refund payment will be made to the student strictly when a photocopy of his passport with stamps for departure and arrival at his or her home country is received by BBMS office. Refunds will usually take 4 weeks for processing.

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*.

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- 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.

% Of [the aggregate amount of the Course Fees and Additional Fees paid under Clause 1.7 and 1.10]	If Student's written notice of withdrawal is received
30%	More than 14 days before Commencement Date
No refund	On and less than 14 days before the Commencement Date
No refund	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.
- 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.

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.

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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 168, Jalan Bukit Merah
Tower 3, #04-07A/B
Singapore 150168**
Telephone: **(65) 6276 0272**
Fax: **(65) 6274 8173**
Email: **inquiry@bbms.edu.sg**

16 Self-declaration by CEO

Our CEO declares the important information:

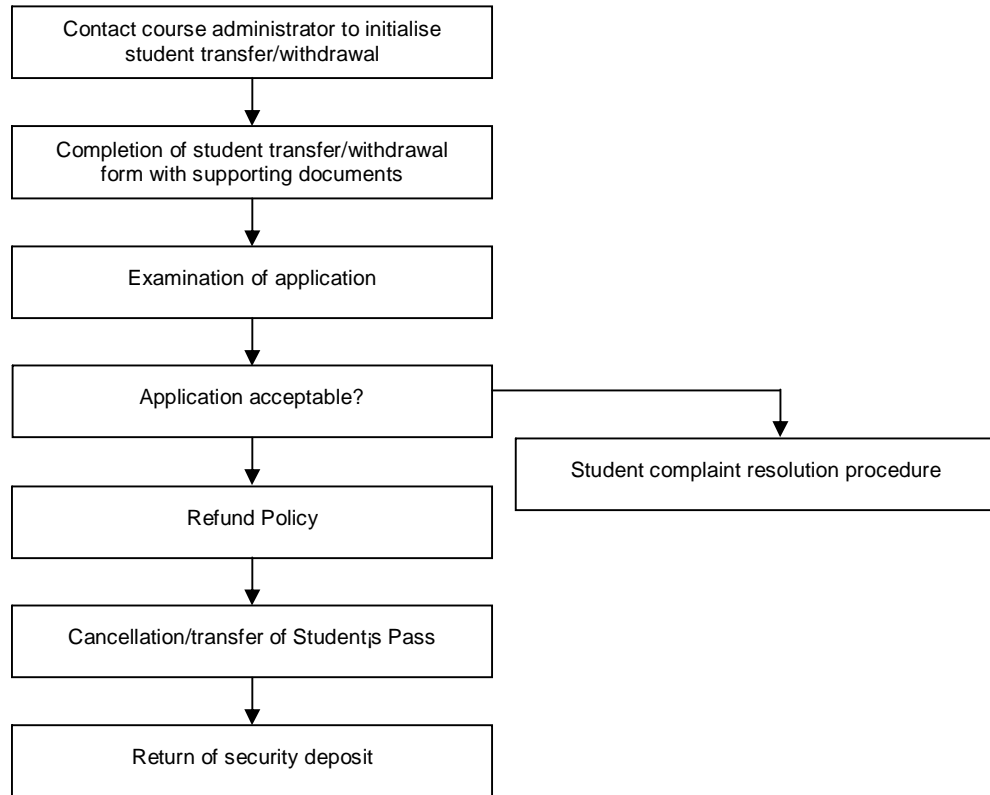
- Student-teacher ratio for lecture - 40: 1 (Maximum)
- Student-teacher ratio for tutorial - 20: 1 (Maximum)
- Student redress policies - student complaint resolution procedure
- Capacity ~ 173 (Per session, up to three sessions per day)
- Size and number of classrooms:

Main:	Room 1 - 37	Branch:	Room 1 - 24
	Room 2 - 23		Room 2 - 19
	Room 3 - 20		Room 3 - 14
	Room 4 - 36		

- All types of fee payable in enrolment and course:
 - Application Fee
 - International Student Pass Processing Fee
 - Escrow Account Administration
 - Course material fee (book excluded)
 - Security Deposit
- Number of full-time teachers: 4
- Number of contract teachers: 3

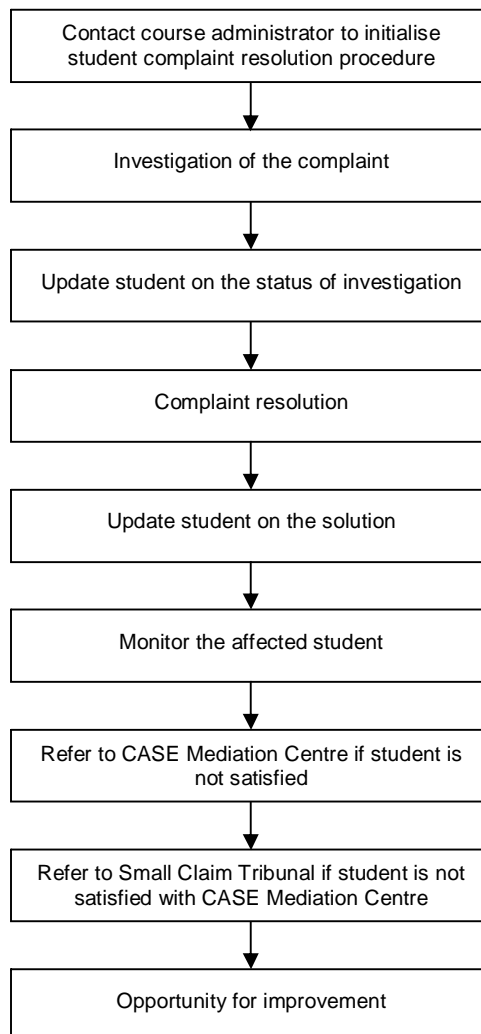
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17 Transfer/withdrawal/refund application procedure



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18 Student complaint resolution procedure



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 nor recommend any accommodation arrangement.

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.

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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: -

Tuition Fee Only

1. Issue SGD Crossed Cheque / SGD Cashier's Order / SGD Bank Draft in favour of:
Boston Business Management School STFA (Escrow)
2. Please indicate the following details on the reverse side of the cheque/cashiers order / bank draft:-
 - o Bill Reference Number: (As shown on the payment voucher)
 - o Name of Student
 - o Student ID:(As shown on the payment voucher)
 - o Name of PEO: Boston Business Management School
 - o Escrow Account Number: 003-901403-1

You can mail the cheque/cashiers order/ bank draft along with the payment voucher directly to the school, who will forward them to DBS Bank Ltd on your behalf.

For all Other Fees Only

1. Issue SGD Crossed Cheque / SGD Cashier's Order / SGD Bank Draft in favour of:
Boston Business Management School Pte Ltd
2. Please indicate the following details on the reverse side of the cheque/cashiers order / bank draft: -
 - o Name of Student
 - o Student ID:(As shown on the payment voucher)
 - o Name of PEO: Boston Business Management School Pte Ltd
3. You can mail the cheque/cashiers order/ bankdraft directly to the school or Telegraphic Transfer to: -

Bank Account Name: Boston Business Management School Pte Ltd

Bank Account Number: 003-901407-4

SWIFT Address: DBSSSGSG

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

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