

# Enrolment Form for International Students

**CONFIDENTIAL**

Please (√) the appropriate box

- NEW INTERNATIONAL STUDENT**  
Overseas applications applying for the first time
  
- EXISTING INTERNATIONAL STUDENT**  
Student pass holder from other PEI/ IHL

Attach one photo here

Fin No  Student pass expiry date

Programme Enrolled: \_\_\_\_\_

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

**PART A - PARTICULARS OF APPLICANT**

Name (As in passport)

Date of Birth  Birth Certificate

Fin No  Gender  Male  Female

Country of Birth

Nationality

Passport No

Passport Issue date  Marital Status  Single  Married  
 Separated  Divorced  Widowed

Passport Expiry date

E-mail Address

**Parents' Residential Status in Singapore**

Father's NRIC/ FIN No

Mother's NRIC/ FIN No

Address in Singapore

Contact No



## 5. APPLICANT'S EDUCATIONAL BACKGROUND

IMPORTANT: Certified true copies of supporting documents must be attached.

<b>DEGREE</b>	
LOCATION	
INSTITUTION	
LANGUAGE OF INSTRUCTION	
DEGREE TITLE	
CERTIFICATE NO	
PERIOD OF STUDY	FROM: _____ TO: _____

<b>DIPLOMA</b>	
LOCATION	
INSTITUTION	
LANGUAGE OF INSTRUCTION	
DIPLOMA TITLE	
CERTIFICATE NO	
PERIOD OF STUDY	FROM: _____ TO: _____

<b>OTHER QUALIFICATIONS</b>	
LOCATION	
INSTITUTION	
LANGUAGE OF INSTRUCTION	
TITLE	
CERTIFICATE NO	
PERIOD OF STUDY	FROM: _____ TO: _____

<b>OTHER QUALIFICATIONS</b>	
LOCATION	
INSTITUTION	
LANGUAGE OF INSTRUCTION	

TITLE	
CERTIFICATE NO	
PERIOD OF STUDY	FROM: _____ TO: _____

<b>OTHER QUALIFICATIONS</b>	
LOCATION	
INSTITUTION	
LANGUAGE OF INSTRUCTION	
TITLE	
CERTIFICATE NO	
PERIOD OF STUDY	FROM: _____ TO: _____

**6. APPLICANT'S FINANCIAL SUPPORT (TO BE COMPLETED FROM VISA-REQUIRED COUNTRIES)**

Applicant	Average Monthly Income for past 6 months	SGD
	Current Saving	SGD
Applicant's Father	Average Monthly Income for past 6 months	SGD
	Current Saving	SGD
Applicant's Mother	Average Monthly Income for past 6 months	SGD
	Current Saving	SGD
Applicant's Spouse	Average Monthly Income for past 6 months	SGD
	Current Saving	SGD
Other financial support (e.g. Study loan, funds from relatives)		

**7. ADDITIONAL INFORMATION ON APPLICANT'S SINGAPORE CITIZEN/PERMANENT RESIDENT PARENTS/STEP PARENTS**

Additional Information of Applicant's Parents/Step Parents

Full Name (as in passport)	Relationship to Applicant	Marital Status	Marriage Certificate No.	Marriage Date	Divorce Certificate No.	Divorce Date	Custody of Applicant

Educational Details of Applicant's Parents/Step Parents

Full Name (as in passport)	Relationship to Applicant	Name of School/College/University	Country	Highest Educational Qualification	Educational Certificate No

Employment Details of Applicant's Parents/Step Parents

Full Name (as in passport)	Relationship to Applicant	Name of Company	Monthly Income (SGD)	Annual Income for the Past 1 year (SGD)	Average monthly CPF contribution for the past 1 year (SGD)

**8. ADDITIONAL INFORMATION ON APPLICANT'S SINGAPORE CITIZEN/PERMANENT RESIDENT SPOUSE**

Marriage Certificate No.           Date of Marriage

Spouse's Highest Educational Details

Name of School/College/University	Country	Highest Educational Qualification	Educational Certificate No

Spouse's Current Employment Details

Name of Company	Monthly Income (SGD)	Annual Income for the Past 1 year (SGD)	Average monthly CPF contribution for the past 1 year (SGD)

**APPLICANT'S DECLARATION**

I, \_\_\_\_\_ (name of the applicant),

holder of Passport No: \_\_\_\_\_ applying for a Student Pass to study in TMIS make the following

declarations:

- I hereby declare that all the particulars and information given in this application for a Student Pass is true and correct. Should there be any misrepresentation or omission, TMIS reserves the right to reject my application.
- I will attend classes ONLY after the Immigration & Checkpoints Authority (ICA) has approved my student pass.
- I will refrain from engaging in any form of employment, whether paid or unpaid, business, profession or occupation or any activity which, in the opinion of the Controller of Immigration, is detrimental to the security, reputation and well-being of Singapore during the validity of my Student Pass.
- I shall not indulge in any activities which are inconsistent with the purpose for which the Student Pass has been issued.
- I shall not be involved in any criminal offences in Singapore.

I hereby understand and agree:

- The TMIS's Course Conditions for FPS/Enrolment/Deferment/Transfer/Withdrawal Refund Policy and procedures.

.....  
**Date**

.....  
**Name and Signature of Applicant**

## PROCEDURES ON APPLICATION OF STUDENT PASS

All applications must be accompanied by payment of the application fee and necessary documents which should reach TMIS at least 4 weeks and not more than 3 months before the course commencement date. Applicants are not required to be present in Singapore while the applications are in process.

Basic Documents required for all applicants:

- TMIS Application Form (Duly completed and signed)
- TMIS Application Fee for new student (non-refundable) : S\$214 for Application fees upon registration and S\$535 upon student pass approval
- TMIS Application Fee for existing student (non-refundable) : S\$214 for application fees upon registration and S\$214 upon student pass approval
- Applicant's travel document pages showing full particulars and travel document's date of expiry\* (Photocopy)
- Applicant's birth certificate\* (Photocopy)
- Applicant's Highest Educational Certificates\* (Photocopy)
- Applicant's Highest Educational Transcripts\* (Photocopy)
- Applicant's employment proof if applicable\* (Photocopy)
- Applicant's identify card\* (Photocopy)
- 2 recent passport sized photographs of applicant
  - The photograph image must be taken within the last three months;
  - The photograph should be colour and must be taken against a white background with a matt or semi-matt finish
  - The photograph image must show the full face and without headgear (headgear worn in accordance with religious or racial customs is acceptable but must not hide the facial features)

The following Additional Documents are required to be submitted if:

### Applicant is a national from the visa-required countries

- Applicant's or parents documentary proof of financial ability in the form of bank statements/fixed deposit accounts/saving account, minimum USD\$20,000 for at least six months – applicable for visa-required countries\*
- Applicant's parents (both) employment and salary proof – applicable for visa-required countries\*

### One of the applicant's parents/step parents is a Singapore Citizen/Singapore Permanent Resident

- Parents'/Step parent's Marriage Certificate/Divorce Certificate and applicant's Custody Paper\* (Photocopy)
- Parents'/Step parent's highest educational certificate\* (Photocopy)
- Parents'/Step parent's letter of employment or Business Registration Certificate if parents/step parents are self-employed. These documents should not be issued more than 1 month ago\* (Photocopy)
- Parents'/Step parent's monthly CPF contribution statement for the past 12 months\* (Photocopy)
- Parents'/Step parent's Income Tax-Assessment Notices for the past 3 years\* (Photocopy)

### Applicant's Spouse is a Singapore Citizen/Singapore Permanent Resident

- Spouse's Official Marriage Certificate/Divorce Certificate\* (Photocopy)
- Spouse's highest educational certificate\* (Photocopy)
- Spouse's letter of employment or Business Registration Certificate if spouse is self-employed. These documents should not be issued more than 1 month ago\* (Photocopy)
- Spouse's monthly CPF statement for the last 12 months\* (Photocopy)
- Spouse's Income Tax-Assessment Notices for the last 3 years\* (Photocopy)

\* All photocopied documents mentioned above must be certified true copy by the local relevant authority. Non-English documents are required to be translated and notarized. Successful applicants are required to produce all original copies of their supporting documents for verification when reporting to TMIS.

# APPLICATION OF STUDENT PASS POLICIES

## 1. Mode of Payment

### 1.1 Telegraphic Transfer (TT)

Please contact TMIS for the necessary details.

### 1.2 Cheque or Bank Draft\*

- All cheque should be crossed and made payable to "TMIS" or "Tourism Management Institute of Singapore"
- Post-dated cheques are not acceptable
- Cheques will be processed within 5 working days
- Please indicate write applicant's name, passport number and contact number behind the cheque.

### 1.3 Cash\*

\*These payments are accepted at TMIS reception counter during office hours: Monday – Friday 9am to 6pm. The reception counter is closed on weekends and Public Holidays.

## 2. EduTrust Scheme and Standard Student Contract

As part of the Fee Protection Scheme (FPS), TMIS offers insurance protection to students who study at our Institute. Our insurance protects the insured student against loss of tuition fees paid in advance by the insured student to TMIS and not refunded, if the student cannot start or complete his course as a result of TMIS becoming insolvent or being required by the Singapore authorities to stop operations.

Medical insurance is also bought for all our international students. This insurance will cover compensation to the insured person for bodily injuries caused solely and directly by violent accidental external and visible means which results in Death or Permanent Disablement, including Medical Expenses, subject to policy terms conditions provision and exclusions.

All students are required to enter into a Student Standard Contract, which specifies important issues that both school and students are to observe.

## 3. Transfer Policy

Transfer policy is applicable for students who wish to transfer from one course to another within TMIS.

Students who wish to transfer are required to fill in the "Student Transfer Form" available at the reception and hand the completed form back to the receptionist. A transfer fee of \$214 (inclusive of 7% GST) will be chargeable.

The application for transfer is subjected to TMIS' approval and students will be informed of the outcome within seven (7) working days. Upon approval, the students will be charged for all modules consumed and the balance will be transferred to the new course.

## 4. Deferral Policy

Students who wish to defer are required to fill in the "Student Deferral Form" available at the reception and hand the completed form back to the receptionist. There is a deferral fee of S\$214 (inclusive of 7% GST).

All deferrals are subjected to TMIS' approval, depending on the availability of placement. Students will be informed of the outcome within seven (7) working days.

Students are allowed up to maximum of 6 months deferral period based on the prevailing course fees charged on the new commencement date. Should students decide to withdraw at the end of the 6 months, the refund policy will apply. No further requests for deferral will be entertained.

## 5. Withdrawal/Refund Policy

TMIS is committed in providing quality training for the travel and tourism industry. We assure our students that we have put in place a good system to look after the welfare of our students studying in TMIS. We strive constantly to maintain a high level of good business practices.

## **Refund Request**

a) TMS will refund in full to protect students who immediately withdraw from the course in the event of any of the following:

- (i) It fails, for any reason, to commence the Course on the Course Commencement Date;
- (ii) It terminates the Course, for any reason, prior to the Course Commencement Date;
- (iii) It fails, for any reason, to complete the Course by the Course Completion Date;
- (iv) It terminates the Course, for any reason, prior to Course Completion Date; or
- (v) The Student's Pass application is rejected by Immigration and Checkpoint Authority (ICA).

TMS shall, within seven (7) working days of notifying the Student in writing of above circumstances (i) to (v), 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.

b) Our refund policy for students who wishes to withdraw from the program is as follows:

<b>% of Refundable Course Fee</b>	<b>If student's written notice of withdrawal is received</b>
100% of total tuition fee (except for Application Fee if any)	Within 7 days after signing the student contract
100% of total course fee (except for Application Fee, if any)	30 days or more before the Commencement Date
50% of total course fee (except for Application Fee, if any)	Less than 30 days before the Commencement Date
No refund	After the commencement date

### Note:

1. Students, who wish to do a withdrawal, please fill in the Student Transfer/Withdrawal form available at the reception and hand the completed form back to the receptionist.
2. TMS will review requests for refund based on compassionate reason(s) if any on a case by case basis.
3. All refunds will be made in Singapore Dollars within seven (7) days after receiving the written notice.
4. Any bank charges incurred during the course of refund will be borne by the student.
5. International students must maintain a minimum of 90% attendance as stipulated by ICA. Breach of regulatory requirement will render cancellation of student pass and no refund of fees will be made.

## **6. Confidentiality**

TMS is committed to maintaining the confidentiality of the applicant's personal information and undertakes not to divulge any of the applicant's personal information to any third party other than relevant Government Authorities without the prior written consent of the student.

## **7. Service Guarantees**

TMS will refund in full should we be unable to continue business due to insolvency and / or regulatory closure and / or termination of course before completion date, or non-conformance during service delivery.

## **8. Customer Service Statement**

As our valued customers and students, you will experience the services of our dedicated staff who are caring, efficient, professional and reliable. Our objective is to maximize your potential and help you achieve your desired goals.

## **9. Student Enrolment and Admission**

TMS screens all applications to ensure all admission criteria are met (qualifications and exam results).

## 10. Student Advisory Services and Counseling

Students are advised on all application procedures, terms & conditions and course information by our trained staff upon registration. Students will be counseled should there be concerns arising before or during their course of study.

## 11. Student Redress, Feedback and All Grievances Process

In order to serve you better, we truly value your feedback. We will make every effort to address your feedback and revert to you as soon as possible.

Upon receipt of your feedback, we will take the following actions:

- i. Acknowledge feedback within **24 hours**
- ii. Initiate our investigation and conduct interviews for verifications if necessary within **7 working days**
- iii. Resolve complaints within a maximum of **21 working days** upon receipt of the complaint

In the event that you are not satisfied with our response, you can make an appointment to meet our senior management. For cases, whereby the resolution by the senior management is not acceptable to you, you may bring the issue up to the attention of **Council for Private Education (CPE)** (website: <http://www.cpe.gov.sg>).

Official Use Only

Signed By Agent		Checked by IR sales personnel	
Date		Date	
Vetted by T&C (if applicable)		Approved by IR HOD	
Date		Date	

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