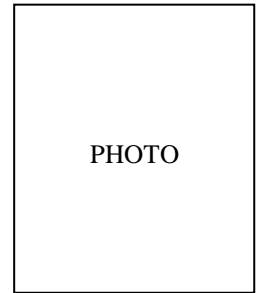


## Student Enrolment Form (International)

### 国际学生入学申请表



**INSTRUCTION**

1. The enrolment form should be type written or hand-written in **BLOCK LETTERS**.  
此表格需要用大写英文字体填写。
2. Please refer to the terms & conditions in our brochures prior to filling up this form.  
请参考课程宣传单的条款后填写此表格。
4. Registration will only be confirmed upon receipt of payment, on a first-come-first-served basis.  
课程申请将在收到报名费后视为确定。
5. TMIS reserves the right to cancel the course and fully refund the applicants, should unforeseen circumstances warrant it. Every effort will be made to inform applicants of any changes.  
如有任何未知情况，TMIS 有权取消课程及退还申请者所有费用。

Please tick (v) the appropriate box 请在下列格子里打钩，并填写相关信息:

- NEW INTERNATIONAL STUDENT 新学生**  
Overseas applications applying for the first time
- EXISTING INTERNATIONAL STUDENT\* 在读/转学的学生**  
Student pass holder from TMIS/ other PEI/ IHL

**TMIS Programme:** \_\_\_\_\_

**Intake:** \_\_\_\_\_

**PART A - PARTICULARS OF APPLICANT 申请者个人资料**

|   |                                  |
|---|----------------------------------|
| Full Name (As in NRIC/Passport)姓名 ( 根据护照 ) :  |                                  |
| Date of Birth (DD/MM/YYYY)出生日期:   | Birth Certificate Number 出生证明号码: |
| Gender 性别: <input type="checkbox"/> Male 男 <input type="checkbox"/> Female 女  | Country of Birth 出生国家:           |
| Marital Status: <input type="checkbox"/> Single <input type="checkbox"/> Married <input type="checkbox"/> Divorced<br>婚姻状况 单身 已婚 离异 |                                  |
| Nationality 国籍:   | Race 种族:                         |
| Religion 宗教信仰:  | Passport Number 护照号码:            |
| Passport Issue date 护照颁发日期:   | Passport Expiry date 护照截止日期:     |
| Country of Issue of Travel Document 护照颁发国家:   | Email Address 电邮地址:              |
| Contact Number 联系号码 :   |                                  |

|  |   |                         |                            |
|--|---|-------------------------|----------------------------|
| _____ (Mobile 手机)  |   | _____ (Home 住宅)         |                            |
| Home Country Address :<br>住宅地址                                   |   |                         |                            |
| Singapore Address:<br>新加坡地址                                      |   |                         |                            |
| Name of Emergency Contact Person :<br>紧急联系人                      |   | Relationship :<br>关系    | Contact Number:<br>联系号码    |
| Full Name of Guardian(For students below 18 years old):<br>监护人姓名 | NRIC/Passport/Fin of Guardian:<br>监护人身份号码 | Contact Number:<br>联系号码 | Email of Guardian:<br>电邮地址 |

**How did you get to know TMIS? (Please Tick v) 通过什么途径了解 TMIS? (请打钩)**

报纸 Advertisement  亲友推荐 Friends/relatives  网际网络 Internet

TMIS 宣传册 Brochures  杂志 Magazine

传媒/媒体 Media : \_\_\_\_\_ 教育展/招生会 Edu Fair : \_\_\_\_\_

招生中介推荐 Agent : \_\_\_\_\_

为何选择 TMIS, Why TMIS?: \_\_\_\_\_

**PART B – ADDITIONAL INFORMATION OF APPLICANT**

**1. Parents' Residential Status in Singapore (If Applicable) 如父母长期居住新加坡须填写**

|                                   |                         |
|-----------------------------------|-------------------------|
| Father's NRIC/ FIN No:<br>父亲身份证号码 | Contact Number:<br>联系号码 |
| Mother's NRIC/FIN No:<br>母亲身份证号码  | Contact Number:<br>联系号码 |
| Address in Singapore 新加坡地址:       |                         |

**2. List countries where the applicant has resided for a year or more during the last five years.  
列出近五年内所有居住超过一年的国家及地区**

| Country 国家 | Address 地址 | Period of Stay 居住时间<br>(From MMY to MMY) |
|------------|------------|--|
|            |            |  |
|            |            |  |

**Declaration by Applicant:**

1. Have you ever been refused entry into or deported from any country, including Singapore? YES / NO  
是否被任何国家拒绝过或驱逐出境，包括新加坡？
2. Have you ever been convicted in a court of law in any country, including Singapore? YES / NO  
是否在任何国家触犯法律，包括新加坡？
3. Have you ever been prohibited from entering Singapore? YES / NO  
是否曾经被禁止进入新加坡？
4. Have you ever entered Singapore using a different Passport or Name? YES / NO  
是否曾经用不同名字的护照进入新加坡？

If any of the answer is “YES”, please furnish details on a separate paper  
如有任何回复是“YES”，请给予具体表述。

**3. APPLICANT’S PARENTS AND/OR STEP PARENTS 申请者父母或/和继父继母**

| Full Name (As in passport)<br>姓名(根据护照) | Relationship to Applicant<br>与申请者关系 | Date of Birth<br>出生日期 | Nationality<br>国籍 | Residential Status in Singapore<br>是否居住新加坡 | Occupation<br>职业 |
|--|-------------------------------------|-----------------------|-------------------|--|------------------|
|  |                                     |                       |                   |  |                  |
|  |                                     |                       |                   |  |                  |
|  |                                     |                       |                   |  |                  |
|  |                                     |                       |                   |  |                  |

**4. APPLICANT’S SPOUSE (IF APPLICABLE) 申请者配偶**

| Full Name (As in passport)<br>姓名(根据护照) | Relationship to Applicant<br>与申请者关系 | Date of Birth<br>出生日期 | Nationality<br>国籍 | Residential Status in Singapore<br>是否居住新加坡 | Occupation<br>职业 |
|--|-------------------------------------|-----------------------|-------------------|--|------------------|
|  |                                     |                       |                   |  |                  |

**5. APPLICANT’S SIBLINGS (IF APPLICABLE) 申请者兄弟姐妹**

| Full Name (As in passport)<br>姓名(根据护照) | Relationship to Applicant<br>与申请者关系 | Date of Birth<br>出生日期 | Nationality<br>国籍 | Residential Status in Singapore<br>是否居住新加坡 | Occupation<br>职业 |
|--|-------------------------------------|-----------------------|-------------------|--|------------------|
|  |                                     |                       |                   |  |                  |
|  |                                     |                       |                   |  |                  |
|  |                                     |                       |                   |  |                  |
|  |                                     |                       |                   |  |                  |

**6. APPLICANT'S EMPLOYMENT HISTORY/OTHER ACTIVITIES (INCLUDE PRACTICAL TRAINING, INDUSTRIAL ATTACHMENT AND INTERNSHIP IN SINGAPORE) – IF APPLICABLE 申请者就业经验 (包括实习)**

| NAME OF COMPANIES<br>公司名称      | COUNTRY<br>国家 | PERIOD OF WORKING<br>(From MMY to MMY)<br>工作时长 | POSITION HELD<br>职位 | NATURE OF DUTIES<br>工作主要范围 |
|--------------------------------|---------------|--|---------------------|----------------------------|
|                                |               |  |                     |                            |
|                                |               |  |                     |                            |
|                                |               |  |                     |                            |
|                                |               |  |                     |                            |
| REMARKS/EXPLANATION (IF ANY)备注 |               |  |                     |                            |

**PART C: APPLICANT'S EDUCATIONAL BACKGROUND 申请者学历背景**

**IMPORTANT: Certified true copies of proof (native and English translated) must be attached.**

**学历证书副本(母语以及英语翻译)必须呈交**

|  |  |                                 |
|--|--|---------------------------------|
| Name of School<br>院校   |  |                                 |
| Country<br>国家  | State of Province<br>省                           | Language of Instruction<br>授课语言 |
| Qualification( Academic/Professional )Obtained<br>学历 ( 学术/专业 ) |  |                                 |
| Educational Certificate No.<br>证书号码                            | PERIOD OF STUDY: (From DDMMYY to DDMMYY)<br>学习时长 |                                 |
| Name of School<br>院校   |  |                                 |
| Country<br>国家  | State of Province<br>省                           | Language of Instruction<br>授课语言 |
| Qualification( Academic/Professional )Obtained<br>学历 ( 学术/专业 ) |  |                                 |
| Educational Certificate No.<br>证书号码                            | PERIOD OF STUDY: (From DDMMYY to DDMMYY)<br>学习时长 |                                 |
| Name of School<br>院校   |  |                                 |
| Country<br>国家  | State of Province<br>省                           | Language of Instruction<br>授课语言 |
| Qualification( Academic/Professional )Obtained<br>学历 ( 学术/专业 ) |  |                                 |
| Educational Certificate No.<br>证书号码                            | PERIOD OF STUDY: (From DDMMYY to DDMMYY)<br>学习时长 |                                 |
| Name of School<br>院校   |  |                                 |
| Country<br>国家  | State of Province<br>省                           | Language of Instruction<br>授课语言 |
| Qualification( Academic/Professional )Obtained<br>学历 ( 学术/专业 ) |  |                                 |
| Educational Certificate No.<br>证书号码                            | PERIOD OF STUDY: (From DDMMYY to DDMMYY)<br>学习时长 |                                 |
| Name of School<br>院校   |  |                                 |
| Country<br>国家  | State of Province<br>省                           | Language of Instruction<br>授课语言 |
| Qualification( Academic/Professional )Obtained<br>学历 ( 学术/专业 ) |  |                                 |
| Educational Certificate No.<br>证书号码                            | PERIOD OF STUDY: (From DDMMYY to DDMMYY)<br>学习时长 |                                 |

### APPLICANT'S FINANCIAL SUPPORT (TO BE COMPLETED FROM VISA-REQUIRED COUNTRIES)

#### 申请者财政证明 (需签证国家必须填写)

|  |   |                                    |   |
|--|---|------------------------------------|---|
| <b>Applicant</b><br>申请者  | Average Monthly Income for past 6 months<br>近六个月，每月平均薪水 | <b>Applicant's Spouse</b><br>申请者配偶 | Average Monthly Income for past 6 months<br>近六个月，每月平均薪水 |
|  | Current Saving<br>目前存款                                  |                                    | Current Saving<br>目前存款                                  |
| <b>Applicant's Father</b><br>申请者父亲   | Average Monthly Income for past 6 months<br>近六个月，每月平均薪水 | <b>Applicant's Mother</b><br>申请者母亲 | Average Monthly Income for past 6 months<br>近六个月，每月平均薪水 |
|  | Current Saving<br>目前存款                                  |                                    | Current Saving<br>目前存款                                  |
| Other financial support (e.g. Scholarship, Study loan, funds from relatives)其他财政证明 (如：奖学金、亲属资助) :<br>If yes, please furnish details (e.g. Amount in Singapore Dollars) 如有，请填写细节 (如：新币金额) |   |                                    |   |

#### APPLICANT'S DECLARATION 申请者声明

I, \_\_\_\_\_ (name of the applicant), and holder of  
Passport No: \_\_\_\_\_ applying for a Student Pass to study in **TMIS** make the following declarations:

本人，\_\_\_\_\_ (姓名)，持有护照号码：\_\_\_\_\_ 申请 TMIS 课程的学生准证并做以下声明：

- 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.  
本人承认以上的资料完全属实，我同意有任何与事实不符，学院有权拒绝我的申请。
- I will attend classes ONLY after the Immigration & Checkpoints Authority (ICA) has approved my student pass.  
本人只被允许在学生准证得到新加坡移民与关卡局 (ICA) 批准后到校上课。
- 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.  
本人在持有学生准证期间，不得在新加坡进行任何形式的商业活动和受雇于任何商业机构 (带薪/不带薪)。
- I shall not indulge in any activities which are inconsistent with the purpose for which the Student Pass has been issued.  
本人不得参与任何与持有学生准证不符合的活动。
- I shall not be involved in any criminal offences in Singapore.  
本人不可在新加坡参与任何违法行为。

#### Personal Data Protection Act (PDPA)

I **agreed /do not agreed** to allow TMIS to collect, use and disclose my personal data or otherwise as permitted by the PDPA( and such other applicable laws or regulations) and for any other legal purpose(s) in order to enable TMIS to provide the desired service, information or assistance.

我**同意/不同意** TMIS 可以收取、运用及公开我的个人信息或者由个人信息保护条例 PDPA ( 以及其他法律条规 ) 批准，进行合法的用途如提供服务、信息和协助。

I hereby understand and agree: 本人清楚并同意：

- TMIS's Course Conditions for FPS/Enrolment/Deferment/Transfer/Withdrawal Refund Policy and procedures.  
TMIS 的课程附加条件如学费保障计划/入学条件/课程延期/转学/退学退款和程序等。

---

**Date**

**日期**

---

**Name and Signature of Applicant**

**学生签名**



## **ANNEX A**

### **a) APPLICATION POLICIES (FOR ALL STUDENTS) 申请条规**

#### **1. Mode of Payment 付款方式**

##### **1.1 Telegraphic Transfer (TT) 电汇**

- Please contact TMIS for the necessary details. 请联系 TMIS。

##### **1.2 Cheque or Bank Draft\* 支票或银行汇票**

- All cheque should be crossed and made payable to “**Tourism Management Institute of Singapore Pte Ltd**”. 所有支票划线支付给“**Tourism Management Institute of Singapore Pte Ltd**”。
- Post-dated cheques are not acceptable. 不接受远期支票
- Cheques will be processed within 5 working days. 支票须在 5 个工作日内处理
- Please indicate applicant’s name, passport number and contact number behind the cheque. 请注明申请者姓名，护照号码和联系方式在支票的背面

##### **1.3 Cash/ NETS \* 现金/NETS**

- \*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. 支付现金及 NETS 需要在 TMIS 的柜台付款，时间为周一至周五 9 点至 6 点，节假日除外。

#### **2. EduTrust Scheme and Standard Student Contract 学费保障计划**

In accordance to Council for Private Education (CPE) regulations, students are required to be covered under the Fee Protection Scheme (FPS) insurance to protect their fees. FPS is payable by students and will amount to 1% of total fees payable (excluding application fee, agent commission fee if applicable, miscellaneous fee-non-compulsory and non-standard fee paid only when necessary or where applicable, for example, the re-exam fee or charges for credit card payment, etc; and GST). FPS 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 will also be bought and covered 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 and abide.

根据私立教育理事会(CPE)相关法规，为保障学生缴付的学费，所有学生必须参加学费保障计划(FPS)保险。FPS 保险费须由学生支付，金额为应付学费总额（不包括申请费、代理机构佣金（若适用）、杂费（指在必要时或适当的时候支付的非强制性和非标准费用，例如补考费或信用卡付款手续费等）和消费税）的 1%。

如果由于新加坡旅游管理学院 ( TMIS ) 破产或者新加坡相关主管部门要求其停止运营，导致投保学生无法开始或完成课程，FPS 将保障和赔偿投保学生已向 TMIS 预付但未予退款的学费损失。

作为(TMIS)的学生，您可以登陆私立教育理事会(CPE)网站，通过学生“快捷链接”项下的“我的学费是否受保障？”查询和确认您已参加学费保障计划(FPS)保险。

请注意，受新加坡劳动力发展局(WDA)资助的申请者不参加学费保障计划(FPS)。

我们为所有学生购买医疗保险。在适用保单各项条款、条件、规定和除外事项的前提下，受益人如果完全和直接因暴力、意外、外部和可见方式而死亡或永久残疾而遭受的人身损害，包括医疗费。

### 3. **Transfer Policy 转课政策**

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/Withdrawal/Deferment & Refund Form”** available at the reception and hand the completed form back to the receptionist. A transfer fee of \$214.00 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.

若学生希望从 TMIS 内部的一门课程转入另一门课程，则适用转课政策。

希望转课的学生需要填写招生办提供的“学生转课/退学/延期和退费申请表”，并将已填写的申请表交回招生办工作人员。转课费为 214 新元 ( 含 7%消费税 )。

转课申请由 TMIS 审批，学生将于七(7)个工作日内获知审批结果。若申请得到批准，学生需要支付已完成的课程费用，剩余课时费将转入新课程。

### 4. **Deferment Policy 延期政策**

Students who wish to defer are required to fill in the **“Student Transfer/Withdrawal/Deferment & Refund Form”** available at the reception and hand the completed form back to the receptionist. There is a deferment fee of S\$214.00.

All deferments 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 deferment period. No further requests for deferment will be entertained, and there will be no refund of fees.

学生如欲延期则需要填写招生办提供的“学生转课/退学/延期和退费申请表”，并将以填写的申请表交回招生办工作人员。延期费为 214 新元 ( 含 7%消费税 )。

延期申请由 TMIS 根据课程配置情况进行审批。学生将于七(7)个工作日内获知审批结果。

学生可提出最长不超过 6 个月的延期申请。此后不得提交延期申请。

## 5. **Withdrawal/Refund Policy 退学/ 退费政策**

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.

TMIS 致力于提供旅游行业高品质培训课程，我们向学生保证：学校已建立完善的管理制度，可以保障 TMIS 在校就读学生的福利。我们始终努力保持高水准的业务运营。

### **Refund Request 退费申请**

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

- (i) It fails to continue business due to insolvency and / or regulatory closure and / or non-conformance during service delivery;
- (ii) It fails to commence the Course on the Course Commencement Date due to insufficient numbers to form a viable class cohort, or for any unforeseen circumstances;
- (iii) It terminates the Course, for any reason, prior to the Course Commencement Date;
- (iv) It fails, for any reason, to complete the Course by the Course Completion Date;
- (v) It terminates the Course, for any reason, prior to Course Completion Date; or
- (vi) The Student's Pass application is rejected by Immigration and Checkpoint Authority (ICA).

TMIS 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.

All application fees paid to TMIS are non-refundable. All other fees paid are refundable based on our refund policy as follows:

| <b>% of Refundable Fee</b>                        | <b>If Student's written notice of withdrawal is received</b> |
|---|--|
| 100% of fee paid (except application fee, if any) | Within 7 working days after signing the student contract     |
| 100% of fee paid (except application fee, if any) | 30 days or more before the Commencement Date                 |
| 50% of fee paid (except application fee, if any)  | Less than 30 days before the Commencement Date               |
| No Refund   | After the Commencement Date                                  |

#### **Note:**

- Students, who wish to do a withdrawal or request for refund, please fill in the Student Transfer/Deferment/Refund Form available at the reception and hand the completed form back to the receptionist.
- TMIS will review requests for refund based on compassionate reason(s) if any on a case by case basis.
- All refunds will be made in Singapore Dollars within seven (7) working days after receiving the written notice.

- Any bank charges incurred during the course of refund will be borne by the student.
- 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.

如果学生因以下任一事件立即退学，TMIS 将全额退费以保障学生权益：

- i. 由于学校破产和/或监管部门责令关闭和/或服务过程中有不合规行为导致学校无法继续运营；
- ii. 由于班级招生人数不足或者任何无法预见情形，导致预定课程开始日期时无法正常开课；
- iii. 因任何原因导致学校在课程开始日期前终止课程；
- iv. 因任何原因导致学校无法在课程结束日期前完成课程；
- v. 因任何原因导致学校在课程结束日期前终止课程；或者
- vi. 学生签证申请被新加坡移民与关卡局 (ICA) 拒绝。

TMIS 应当在七(7)个工作日内以书面方式向学生告知上述第(i)项至第(vi)项所述情形，向学生提供已确认的替代课程安排信息及细节，以使学生对替代课程安排做出及时、合适的决定。

向 TMIS 支付的所有申请费不予退款。所有其费用可按照以下退费政策予以退款：

| 可退金额的百分比%               | 收到学生书面退学通知的时间     |
|-------------------------|-------------------|
| 已付费用的 100% ( 申请费除外，若有 ) | 学生合同签署之日起 7 个工作日内 |
| 已付费用的 100% ( 申请费除外，若有 ) | 开学日期前 30 天以上      |
| 已付费用的 50% ( 申请费除外，若有 )  | 开学日期前 30 天以内      |
| 无退费                     | 开学日期后             |

注：

1. 希望退学或申请退费的学生需要填写招生办提供的“ 学生转课/退学/延期和退费申请表” ，并将已填写的申请表交回招生办工作人员。
2. TMIS 将根据合理的理由对退费申请实施个案审查。
3. 所有退费将于收到书面通知后七(7)个工作日内以新加坡元支付。
4. 退费过程中产生的银行收费应由学生承担。
5. 国际学生必须遵守新加坡移民与关卡局(ICA)规定的最低 90%出勤率。违反法规要求将导致学生签证被注销，学校在此情况下不予退费。

## 6. Confidentiality 保密

TMIS 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.

TMIS 将致力于维护对学生个人资料信息的保密承诺，并在未征得学生同意的情况下，不得将学生的个人资料透露给除政府机构以外的任何第三方。

## 7. Service Guarantees 服务保障

TMIS 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.

由于学校破产和/或监管部门责令关闭和/或服务过程中有不合规行为导致学校无法继续运营，TMIS 将退以学生全额费用。

**8. Customer Service Statement 客户服务声明**

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.

我们尊重所有的客户和学生，我们的员工队伍将给予客户/学生关怀、有效率、专业及可靠的服务。我们的宗旨为最有效的帮助您达成目标。

**9. Student Enrolment and Admission 学生入学**

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

TMIS 将审核所有申请者以确保符合学校的入学标准（学历和考试成绩）。

**10. Student Advisory Services and Counseling 学生咨询和顾问服务**

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.

当学生提交申请时，我们经过专门培训的工作人员将向学生提供关于申请程序、条款细则及课程等方面的所有信息。

如果学生在开学前或学习过程中有任何疑问，我们将向学生提供咨询顾问服务。

**11. Student Redress, Feedback and All Grievances Process 学生赔偿/反馈及任何投诉程序**

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>).

为了确保我们的服务品质，我们珍惜每位学员的反馈，并尽责的及时给予回复。

当收到您的反馈，我们将实施以下行动：

- i. 24 小时内给予回执
- ii. 7 个工作日内将审核并面试检定（如需要）

iii. 在收到投诉后 21 个工作日内解决问题。

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**For Official Use Only:**

|                                  |                     |   |
|----------------------------------|---------------------|---|
| <b>Receipt No. (by Finance):</b> | <b>Amount Paid:</b> | <b>Received by/ Date<br/>(Finance):</b> |
|----------------------------------|---------------------|---|