



<b>Policy Name: Execution of Student Contract</b>
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Policy number: DCSG-PM-ADM-01	Version number: 08	
Developed by: Admissions	Approved by: CLT	Approval Date: 28 October 2024
Date last reviewed: 25 October 2024	Reviewed by: Piers Matthews, Director of Admissions and Marketing	Date of next review: 25 October 2026
Policy Location: <a href="#">Staff</a> <a href="#">Parents</a> Public: <a href="https://singapore.dulwich.org/admissions">https://singapore.dulwich.org/admissions</a>		

## 1. Purpose of Policy

This policy provides the guidelines on how Dulwich College (Singapore) executes its student contract for every enrolment.

## 2. Scope

This policy applies to all student contracts executed under Dulwich College (Singapore).

## 3. Policy Details

Dulwich College (Singapore) will comply to the requirements of executing student contracts for enrolment under the Guidance Document by adopting the Standard Private Education Institute (PEI) Contract. A sample of DCSG student contract is available on the College's public [website](#).

### A. Standard PEI Contract

The standard contract must indicate the detailed breakdown of total fees payable by the student together with payment schedule in Schedule B of the Student Contract. Fee payment date is indicated as 14 days from invoice date. Course details, commencement date and the important calendar dates must be recorded under Schedule A of the Student Contract

The student contract will indicate discounts, such as sibling discount, if this is applicable. If amendments are to be made, this will be executed in the form of an addendum and acknowledged by both parties. The maximum refund allowed within 10 calendar days 'cooling-off' period after the signing of the contract will be stipulated in the student contract.



A student contract is valid for each academic year only and for the relevant course for that year. For students retaining or repeating their current year level course, a new student contract must be signed.

### **B. Administering the Student Contract**

Admissions will communicate to a parent when a student is successful in their application. The electronic student contract will be emailed to the parent via DocuSign with instructions on how to fill in the student contract. Once completed and submitted online, an automatic copy will be generated and sent to the parent and the College's email account. Once verified complete, the student contract will be filed online on DocuSign.

### **C. Sending of Student Contract for new Academic Year**

Primary data from the College's Student Management System will be extracted to prepare student contracts for sending. In this administration, Student contracts will be sent out for new joiners and on roll students for parents to sign online. Finance will then consolidate the list of students with signed contracts and proceed on with Bulk FPS purchase and invoicing.

Any changes to the course or course fees must be supplemented with an Addendum which reflect the changes made. The Addendum will be considered part and parcel of the Student Contract.

### **D. Change in Student Contract**

In the event of any changes and amendments to the standard Student Contract, the College must justify the changes and obtain approval from SkillsFuture Singapore (SSG) before using the amended student contract. These changes are required to be approved by the College legal department before submission to SSG. Implementation will only be upon SSG's approval.

### **E. Review of Execution of Student Contract Policy**

The Admissions Department will review the policy and procedures regarding the execution of student contracts once every two years or as and when necessary for continual improvement.



## 4. Implementation Details

### A. Preparation and Sending of Annual Student Contract

The Annual Student Contract will be drafted by Admissions with the new academic year details:

- Course Title
- Commencement Date
- Course Details
- Important Calendar Dates
- Course Fees

Admissions will ensure that students sign a new student contract for each academic year, and for the relevant course for the year. For students retaining or repeating their current year level course, a new student contract will be signed.

The list of on-roll students must be generated from primary data for student contract sending. The list will then be directed to Finance for bulk FPS purchase and invoicing. Campus Administrators must inform parents to return their signed contracts before or together with payment of course fees in compliance with EduTrust requirements. The administration processes for new student enrolment Student Contracts are similar to that of on-roll students.

### B. Administering of Student Contract

When an applicant meets the assessment criteria for enrolment, an offer will be made.

Once the offer has been accepted, the Student Contract will be sent to the parent. Relevant student information will be sent to the Finance department for invoicing and proceed with the necessary FPS procedures once student contract has been signed.

Instructions on how to complete the Student Contract will be communicated in the Welcome Message of the DocuSign electronic student contract.

Advisory Note 12 will be shown to the Parent, to ensure that the parent has read all clauses pertaining to the Student Contract including other terms and conditions that are appended as a separate document from the Student Contract.

If a student starts later than the course commencement date, the start date must be indicated on the student contract. The 'cooling off' period of 10 calendar days for withdrawal and refund will come into effect upon the signing of the contract as specified in Schedule D of the Student Contract.

Withdrawal after the cooling off period must be submitted in writing and any refund is subject to the discretion of the College. When accepted payment for refund will be administered within



7 days from the date of receiving the notification, and subject to the terms of withdrawal as in Schedule D of the Student Contract.

Completed Student Contract will be filed online on DocuSign and the College's Student Management System will be updated for new joiners or withdrawals by the Admissions Department. Student records will be kept on the College's Student Management System.

### **C. Changes after signing of Student Contract**

In the event if a parent changes decision on the course e.g. from Nursery Half Day to Full Day, an addendum will be used to reflect the change. The addendum should reflect the course fee that is required to be paid for the change. The parent must sign on the addendum which will be considered supplementary to the main Student Contract. Respective changes will be reflected in the Addendum. This will be collected and put together with the Student Contract. FPS will then be adjusted by the Finance Department to reflect the change.



**5. Other related policies and procedures**

Documents related to this policy	
Related policies	DCSG Admissions Policy DCSG Admissions Procedures Student Selection Policy DCSG Fee Collection Policy Fee Protection Scheme Policy
Forms or other organisational documents	Standard Student Contract Student P-File (OpenApply)

**6. Review processes**

Policy review frequency: Once every two academic years or as and when necessary for continual improvement	Responsibility for review: Head of Admissions / Director of Admissions and Marketing
Review process: i) Head of Admissions / Director of Admissions and Marketing to conduct review of policy. ii) Modification will be made where appropriate. iii) Submit for review and approval by the CLT via the DBA.	

**7. Approval Details**

Approved by: Paola Morris

28 October 2023

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 Signature and Date  
*Signed only required in hardcopy*



## 8. Revision History

Revision Table:		
Date	Version	Review Description
05 May 2016	1	Initial Release
04 September 2017	2	<p>Inclusion on process on checks and monitoring</p> <p>Added: Bulk send to current and new starters from DocuSign. Individual sending to those who do not fall into bulk send.</p> <p>2.2 Added: Instructions on how to complete the Student Contract will be communicated in the Welcome Message of the DocuSign electronic student contract:</p> <p>2.2.4 Added: Student Contract Checklist – boxes 1 to 16 and sign</p> <p>4. Added: One parent is required to sign on the Student Contract, however, if there is joint custody of the child, then both parents will sign.</p> <p>8. Added: Completed Student Contract will be filed online on DocuSign.</p>
28 May 2019	3	Revamped Manual
29 August 2019	4	<ol style="list-style-type: none"> <li>Added Section 2. Scope</li> <li>Added Section 3. E. Review of Execution of Student Contract Policy</li> <li>Changed the policy review frequency from 'annually' to 'once every two years' under Section 6. Review Processes</li> </ol>
18 January 2021	5	<ol style="list-style-type: none"> <li>Changed Policy Number from 'DCSG_ADM_4.2.1' to 'DCSG-PM-ADM-01'.</li> <li>Replaced 'Director of AMC – Lucinda Semark' to 'Director of Admissions and Marketing: Jason Hoppner' in Reviewed by section.</li> <li>Added DCSG Student Selection Policy and (OpenApply) under section 5 Other related policies and procedures</li> <li>Changed SIMs to the College's Student Management System</li> </ol>



		<ol style="list-style-type: none"> <li>5. Removed instance of bulk sending of student contract under Section 3C, and indicated that student contract will be signed online</li> <li>6. Under section 3, changed DCSG to Dulwich College (Singapore) and PEI to Private Education Institute</li> <li>7. Under section 3A, amended writeup on schedule A and B 'of the student contract'</li> </ol>
6 October 2022	06	<ol style="list-style-type: none"> <li>1. Reviewed by section – updated the new Head of Admissions.</li> <li>2. Under Section 4B – Amended the process on storage of Student records. 'Student records will be kept on the College's Student Management System.'</li> </ol>
23 October 2023	07	<ol style="list-style-type: none"> <li>1. Under Policy Details D. Change in Student Contract, amended "CPE" to "Committee for Private Education (CPE)".</li> </ol>
25 October 2024	08	<ol style="list-style-type: none"> <li>1. Updated the cooling off period from 7 working days to 10 calendar days.</li> </ol>