



Fee Protection Scheme (FPS) Policy

1. Purpose of Policy

The purpose of this policy is to provide the guidelines for full compliance on the implementation of the Fee Protection Scheme (FPS) which is an insurance scheme that protects students' course fees in the event of insolvency and/or regulatory closure.

2. Scope

With the introduction of the Private Education Act, course fees must be insured under the fee protection scheme (FPS). Dulwich College (Singapore) (DCSG) has appointed LONPAC Insurance Bhd as our FPS provider, and pays the FPS insurance premiums on each student's behalf. Do note that FPS providers may change from time to time.

3. Policy Details

DCSG will purchase FPS for all paying students. FPS will be strictly administered to comply with the requirements established by the Committee for Private Education (CPE) and stipulated in the FPS instruction manual. The College Leadership Team / Director of Business Administration & Bursar will review the policy and procedures regarding fee protection once every two years or as and when necessary for continual improvement.



4. Implementation Details

FPS Purchase Guidance and Procedure

FPS is purchased based on course fees payable and capital levy stated in a duly signed student contract.

A. Capital Levy

Capital levy is a one-off payment to cover the additional costs and activities to register new students to the college's various online platforms, performed and rendered to the students generally within the first 2 months of their enrolment dates.

B. Discounts

i. Staff Discount

Staff discounts on course fees are stipulated within the eligible staff members' employment contracts and clearly stated within their children's student contracts. The FPS shall be purchased based on the discounted course fees that they pay. DCSG will not purchase FPS for fully discounted course fees (100%), as no fees are paid to the College. The list of eligible staff discounts is maintained by the Human Resource department.

ii. Siblings Discount

Siblings discount applies to course fees for a family who has 3 or more children enrolled with DCSG. The FPS shall be purchased based on the discounted course fees. The course fees net of siblings discounts will be reflected in the Student Contract.

iii. Financial Aid

At the discretion of the Bursar, financial aid may be extended to an enrolled student. The FPS shall be purchased based on the course fees before applying the discretionary financial aid, which is consistent with the course fees stipulated in the student contract.



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Period of Registration: 09 January 2020 to 08 January 2024

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C. Annual FPS Bulk Purchase

Annual FPS bulk purchase will be activated prior to the start of each academic year, after parents duly sign the relevant annual student contracts. Primary data from the Student Information Management system (SIMs) will be used to generate the list of on roll and accepted new students.

The accuracy of primary data will be verified by the respective Campus Administrator of each school for on roll students, and by the Head of Admissions for new students.

The protection start date of the FPS will be the day of FPS purchase date. The FPS is purchased for the full-coverage of course fees stated in the student contract, regardless of the number of course fees' installments. The end date is based on the last day of the course.

Course fees of not more than 12 months can be collected subject to the formula of:

$$\frac{\text{Total Course Fees payable set out in Student Contract}}{\text{Course duration set out in Student Contract}} \times n$$

'n' is the course duration in months as stipulated in the student contract or, in the event that the Course Duration is more than twelve months, equivalent to a value of 12

D. Ad hoc weekly FPS Purchase

After the annual sending of student contracts and the annual FPS bulk purchase, a weekly list of signed ad hoc student contracts will be generated by the Data team for purchasing the ad hoc weekly FPS.

E. Change of Course

If there is any amendment to an enrolled course after the signing of the student contract, an addendum to reflect the amendment of the enrolled course and course fees will be sent to the parents as supplementary to the original student contract.

After the addendum is duly signed, a new FPS coverage will be purchased based on the course indicated in the student contract's addendum before the initial FPS is cancelled.



F. Monitoring of FPS Purchase and File 1

All FPS processed data will be downloaded and recorded. This will form the basis for File 1 records for submission to CPE. *File 1* data are for active students. *File 1* may be requested as and when required by CPE.

There are several stages of monitoring for FPS purchase in the College. They are as follows: -

- **Daily:** reconciliation by the Accounts Receivable Assistant against course fees receipts to ensure all the receipts are covered by FPS.
- **Weekly:** reconciliation of FPS to be purchased by the Accounts Receivable Assistant based on the completed student contract report for the week, to be checked and reviewed by the Assistant Accountant and Deputy Head of Finance.
- **Monthly:** reconciliation by the Accountant Receivable Assistant against the FPS provider's detail invoices and credit notes, checked and reviewed by the Deputy Head of Finance, Head of Finance and Quality Assurance Manager to ascertain accuracy and payment.
- **Termly:** reconciliation by Assistant Accountant-on the number of issued invoices against enrolling students for the next school term's invoice issuance, checked and reviewed by Deputy Head of Finance and Head of Finance.

G. Cancellation of FPS Coverage

FPS for students who withdraw from the course will be cancelled within 7 working days of the last date of the student's enrolment at DCSG.

H. Communication of FPS to Parents

Information pertaining to FPS will be published through different communication platforms for parents to understand. Information on FPS is published on the [College website](#) stating the College's FPS Policy as well as master FPS certificate.

I. Certificate of Insurance

As DCSG is under the Fee Protection Scheme (Group), Certificates of Insurance will not be sent to parents. The College's Finance department will keep the soft copies of the certificates that are available for print out as and when required. Parents may extract a copy of the Group Certificate of Insurance on the [College Website](#).



J. Administration

The College will keep an accurate data of FPS purchased. In the administrative process of FPS purchase the following documents are expected to be well documented:

- fee collection records
- fee coverage records
- database
- course fees breakdown

DCSG will ensure that the data for FPS purchase is accurate. *File 1* is required to be submitted to CPE for verification upon their request.

More information can be obtained from the CPE site on the [Fee Protection Instruction Manual](#).

K. Claim Process

The insured student needs to produce his/her identification documents, student contract, original course fees receipts and the College's FPS Policy Number when submitting a claim under FPS insurance. The FPS providers will notify all insured students of the relevant claim procedures that must be followed.

In the event that a student and/or parent (on a student's behalf) needs to make a claim, CPE (or any Singapore Government Authority) will take charge, inform all affected parties, and organise the claim pay-out if necessary.

Affected students and/or their parents will be advised of the steps they would need to follow in order to file an FPS claim during the claim process.

Documents to submit in the event of a FPS Claim:

- a) Valid student contract;
- b) Receipts of all invoices and bills related to their studies as per the student contract;
- c) Identity card, passport and other proof of identity;
- d) College FPS Policy Number (Refer to FPS Certificate uploaded on [College Website](#))