

ADMISSION DETAILS FOR STUDENTS
(ANNEX TO FULL-TIME PROGRAMME BROCHURES)

1. FULL-TIME PROGRAMME INFORMATION - ENTRY REQUIREMENTS

WSQ Programmes	Entry Requirements		English Proficiency Requirements
	Singaporean/ Singapore PR Applicant	International Applicant	
WSQ Diploma in Food Services (Culinary Arts) Duration: 18 months	<ul style="list-style-type: none"> Minimum 2 GCE 'N' Level / Any WSQ Certificate level full qualification in Food Services (Culinary Arts)^{1.1} / Qualifications of equivalent standard Successful interview² 		<ul style="list-style-type: none"> At least one of the following proficiency levels in English³: <ul style="list-style-type: none"> Pass in GCE 'N' or 'O' Level English Band 5.0 in IELTS Minimum score of 61 points (internet-based total) in TOEFL Pass in SHATEC English Test Pass in Certificate in Basic and Hospitality English / Certificate in Hospitality English
WSQ Diploma in Food Services (Pastry and Baking) Duration: 18 months	<ul style="list-style-type: none"> Minimum 2 GCE 'N' Level / Any WSQ Certificate level full qualification in Food Services (Pastry and Baking)^{1.2} / Qualifications of equivalent standard Successful interview² 		
WSQ Diploma in Hotel and Accommodation Services Duration: 18 months	<ul style="list-style-type: none"> Minimum 5 GCE 'N' Level / 3 GCE 'O' Level / Any WSQ Certificate level full qualification in Hotel and Accommodation Services^{1.3} / Qualifications of equivalent standard Successful interview² 		

^{1.1} Applicants who have successfully completed a preceding course in WSQ Certificate / Higher Certificate / Advanced Certificate in Food Services (Culinary Arts) may be eligible for exemptions in relevant subjects and as such complete the institutional training in less than 12 months.

^{1.2} Applicants who have successfully completed a preceding course in WSQ Certificate / Higher Certificate / Advanced Certificate in Food Services (Pastry and Baking) may be eligible for exemptions in relevant subjects and as such complete the institutional training in less than 12 months.

^{1.3} Applicants who have successfully completed a preceding course in WSQ Certificate / Higher Certificate / Advanced Certificate in Hotel and Accommodation Services may be eligible for exemptions in relevant subjects and as such complete the institutional training in less than 12 months.

² Interview may be waived for applicants who have successfully completed any preceding WSQ Certificate level(s).

³ A pass in any preceding WSQ Certificate level(s) will also be recognized as fulfilment of English proficiency requirements.

1. FULL-TIME PROGRAMME INFORMATION - ENTRY REQUIREMENTS (contd)

SHATEC Programmes	Entry Requirements	
	Singaporean / Singapore PR Applicant	International Applicant
<p>Certificate in Basic and Hospitality English</p> <p>Duration: 12 months</p>	<ul style="list-style-type: none"> • Successfully completed minimum 10 years of formal education • Pass SHATEC selection interview 	
<p>Certificate in Hospitality English</p> <p>Duration: 6 months</p>	<ul style="list-style-type: none"> • Successfully completed minimum 10 years of formal education • Pass SHATEC selection interview • At least one of the following proficiency in English: <ul style="list-style-type: none"> ○ Band 4.0 in IELTS ○ Score of at least 36% in SHATEC English Test 	

2. FULL-TIME PROGRAMME INFORMATION – COURSE FEES

SHATEC Programmes	Total Course Fee Payable*	
	Singaporean / Singapore PR (Including GST)	International (Including GST)
Diploma in Hotel Management (Full Time) (DHMU) (with approved exemptions)	\$8,198.80	\$12,529.00
Diploma in Culinary Skills (Full Time) (DCSU) (with approved exemptions)	\$3,440.00	\$5,456.00
Diploma in Pastry and Baking (Full Time) (DPBU) (with approved exemptions)	\$2,600.10	\$5,456.00
Certificate in Hospitality English (Full Time)	\$6,000.00	\$6,000.00
Certificate in Basic and Hospitality English (Full Time)	\$10,000.00	\$10,000.00

*Total course fee payable is inclusive of essential training items.

2. FULL-TIME PROGRAMME INFORMATION – COURSE FEES (contd)

WSQ Diploma Programmes	WSQ Diploma in Food Services (Culinary Arts)		WSQ Diploma in Food Services (Pastry and Baking)		WSQ Diploma in Hotel and Accommodation Services	
	Singaporean / Singapore PR	International	Singaporean / Singapore PR	International	Singaporean / Singapore PR	International
Full Course Fee (Before GST)	\$19,938.00	\$19,938.00	\$20,226.00	\$20,226.00	\$14,918.00	\$14,918.00
SSG Grant¹	\$16,768.20	NA	\$17,027.40	NA	\$12,466.20	NA
Nett Course Fee (Before GST)	\$3,169.80	\$19,938.00	\$3,198.60	\$20,226.00	\$2,451.80	\$14,918.00
7% GST on Nett Course Fee	\$221.89	\$1,395.66	\$223.90	\$1,415.82	\$171.63	\$1,044.26
Total Course Fee Payable² (Including GST)	\$3,391.69	\$21,333.66	\$3,422.50	\$21,641.82	\$2,623.43	\$15,962.26
Additional Funding if eligible under Mid-career Enhanced Subsidy (MES) ³	\$1,176.00	NA	\$1,176.00	NA	\$960.00	NA
Total Nett Course Fee Payable including GST, after additional funding from MES	\$2,215.69	NA	\$2,246.50	NA	\$1,663.43	NA
Additional Funding if eligible under Workfare Training Support (WTS) ³	\$2,172.90	NA	\$2,187.30	NA	\$1,705.90	NA
Total Nett Course Fee Payable, Including GST, after additional funding from WTS	\$1,218.79	NA	\$1,235.20	NA	\$917.53	NA

¹ Singaporeans and Singapore PRs will be eligible for up to 70% SSG funding for all WSQ Diploma level programmes. Funding is subjected to SSG's prevailing corporate policies and final approval

² Singaporeans may also utilize available funds within their Post-Secondary Education Account (PSEA) or SkillsFuture Credits (where applicable) to offset total net course fee payable. All Singaporeans aged 25 and above can use their S\$500.00 SkillsFuture Credit from the government to pay for a wide range of approved skills-related courses. Visit the SkillsFuture Credit website at www.skillsfuture.sg/credit to choose from the courses available on the SkillsFuture Credit course directory.

³ Singaporeans who are eligible for additional subsidies such as Workfare Training Support (WTS), SkillsFuture Mid-Career Enhanced Subsidy (MES) etc may refer to the website www.shatec.sg for more information.

3. FULL-TIME PROGRAMME INFORMATION – MISCELLANEOUS FEES^a

Description	When Payable	Amount ^c (Including GST)		Programme
		Singaporean/ Singapore PR	International	
Application Fees	Upon application (Non-refundable)	130.00	350.00	Where applicable for all full-time programmes
iPASS	Upon admission (Non-refundable)	NA	400.00	
SHATEC English Test ^b	Upon admission (if applicable)	60.00		
Re-Admission Fees	Upon admission (if applicable)	60.00		
Re-Examination (per WSQ module or) SHATEC theory subject)	Upon registration of Re-Exam	107.00		
Re-Examination (per SHATEC practical subject)		214.00		
Re-Examination with Tutorial (minimum of 2 hours)		214.00 for first 2 hour block 107.00/subsequent hour or part thereof		
Kitchen Based Practical Practice (fees do not include ingredients)	Upon registration of Practical Practice	53.50 for first 4 hour block 16.05/ subsequent hour or part thereof		Where applicable for Culinary and Pastry course.
Computer Lab / Mock-up Guest Room Based Practical Practice		26.75 for first 2 hour block 16.05/ subsequent hour or part thereof		Where applicable for Hotel and Tourism course.
Review / Remarking of Examination Paper (per theory subject)	Upon registration for review / remarking	53.50		Where applicable for all full-time programmes
Late Payment Fee	Upon exceeding the instalment due date	1% per month on amount outstanding, payable together with the amount outstanding		
Replacement of Student ID	Upon provision of service	5.35		
Replacement of Practicum / Industrial Attachment Log Book		10.70		

^aMiscellaneous fees refer to any non-compulsory and non-standard fees which the student will pay only where applicable. Miscellaneous fees are generally out of pocket expenses which cannot be offset by PSEA or SkillsFuture Credits.

^bSHATEC English Test is only registered where the student does not fulfil the English requirements required by SHATEC during application.

^cAll prices quoted are accurate at time of print but may be subjected to changes without notice.

4. THE COMMITTEE FOR PRIVATE EDUCATION AND EDUTRUST CERTIFICATION

Committee of Private Education is part of SkillsFuture Singapore (SSG)

The Committee for Private Education (CPE) was appointed by SkillsFuture Singapore (SSG) Board in October 2016 to carry out its functions and powers relating to private education under the Private Education Act. The CPE is supported by a team of dedicated staff from SSG to regulate the sector, provide student services, consumer education and facilitate capability development efforts to uplift standards in the local private education industry.

SHATEC is registered with the Committee for Private Education as a Private Education Institution (PEI). Registration period is valid from 16 July 2018 to 15 July 2022. (Reg.No: 198301550C).

EduTrust Certification

The EduTrust Certification Scheme (EduTrust) is a quality assurance scheme administered by CPE for PEIs in Singapore. It aims to distinguish private schools that are able to consistently maintain a high standard of quality in the overall provision of education services and make continual improvements that lead to positive student outcomes.

SHATEC has attained the EduTrust Award, valid from 03 April 2018 to 02 April 2022. (Cert. No: EDU-2-2051)

PEI-Student Contract

CPE requires all PEIs and their students to sign a student contract for any course that is longer than two months. The student contract sets out the contractual commitments of both the student and the private school. Once signed, both parties will be contractually bound to the agreed terms and conditions stated in the document. This is stipulated with the aim of enhancing the confidence of students and their parents in the quality of education in Singapore.

Upon enrolment into a programme, SHATEC students will receive an official letter of offer and a copy of the Standard PEI-Student Contract. In this set of documents, students will be informed of the terms and conditions of acceptance and the amount of fees they are required to pay to secure the placement offered. The contract lays out the important terms and conditions governing the relationship between the student and SHATEC. SHATEC will honour all terms and conditions spelt out in the contract and in all communication materials.

5. STUDENT PROTECTION

Fee Protection Scheme

EduTrust - certified private education institutions are required to adopt the Fee Protection Scheme to provide full protection to all fees paid by their students. All fees refer to all monies paid by the students to be enrolled in a private education institution, excluding the course application fee, agent commission fee (if applicable), miscellaneous fees (non-compulsory and non-standard fee paid only when necessary or where applicable, for example, the referral exam fee or charges for credit card payment etc,) and GST.

The Fee Protection Scheme (FPS) is applicable to Singaporean students as well as International students and serves to protect students' fees in the event a private education institution is unable to continue operating due to insolvency, and/or regulatory closure. The Fee Protection Scheme also protects students if the private education institution fails to pay penalties or return fees to the students arising from judgement made against it by the Singapore courts.

SHATEC adopts the Fee Protection Scheme provided by Lonpac Insurance Bhd. The actual premium amount to be paid for both international and local students will be calculated from the day the first instalment payment is made by the student.

5. STUDENT PROTECTION (contd)

Master Policy No.: Z/16/BM00/000578

Period of Insurance: 13 December 2016 to 12 December 2019

In October 2013, SHATEC was granted waiver (CPE ref: R 02-01-030-V2/12101306) for Fee Protection Scheme (FPS) by the Committee for Private Education (CPE) for students enrolled in the following government-funded (SSG) courses:

- (i) WSQ Higher Certificate in Culinary Arts
- (ii) WSQ Higher Certificate in Pastry and Bakery
- (iii) WSQ Advanced Certificate in Food and Beverage Supervision
- (iv) WSQ Advanced Certificate in Hotel and Accommodation Services
- (v) WSQ Advanced Certificate in MICE and Events
- (vi) WSQ Diploma in Culinary Arts
- (vii) WSQ Diploma in Pastry and Bakery
- (viii) WSQ Diploma in Tourism

Consequently with effect from 2014 intakes, Singaporean/Singapore PR students who enroll for the abovementioned programmes under SSG funding will not be included in the Fee Protection Scheme (FPS).

Medical Insurance Scheme

SHATEC has in place a group medical insurance scheme for all its students (local and international) for the entire course duration, including Industrial Attachment.

Insurance provider : AXA Insurance Singapore Pte Ltd
Type of Coverage : Group Student Medical Insurance
Group Personal Accident Insurance

Coverage for Student Medical Insurance:

- B1 ward (in government and restructured hospitals)
- Annual overall limit of S\$20,000 per student
- 24-hour coverage in Singapore and overseas (if student is involved in school-related activities)

Policy No.: Q0046841

Period of Insurance: 15 March 2018 to 14 March 2019

6. REFUND, WITHDRAWAL, TRANSFER / DEFERMENT PROCESS

Refund Policy and Procedure

Refund for Withdrawal Due to Non-Delivery of Course

SHATEC shall inform the student within 3 working days upon knowledge of any of the following:

- (i) It does not commence the course on the course commencement date
- (ii) It terminates the course before the course commencement date
- (iii) It does not complete the course by the course completion date
- (iv) It terminates the course before the course completion date
- (v) The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA)
- (vi) It has not ensured that the student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A of the SHATEC -Student Contract within any stipulated timeline set by CPE
- (vii) The student's request for NS deferment is rejected by MINDEF

6. REFUND, WITHDRAWAL, TRANSFER / DEFERMENT PROCESS (contd)

SHATEC shall, within seven (7) working days of notifying the student in writing of above circumstances, 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.

The student will be entitled to immediately withdraw from the course by giving written notice with a duly completed Pre/Post - Course Commencement Withdrawal Form. SHATEC shall within seven (7) working days after notifying the student, refund to the student the entire amount of the course fee paid.

Refunds for Withdrawal due to Other Reasons

Where the student withdraws from the Course for any reason other than those listed under (i) – (vii), SHATEC shall, within seven (7) working days of receiving the student’s written notice of withdrawal by completing the Pre/Post - Course Commencement Withdrawal Form, refund to the student an amount based on the table below:

% of [the amount of fees paid under Schedule B and C of the SHATEC-student contract]	If student’s written notice of withdrawal is received
[80%]	more than [60] days before the course commencement date
[20%]	before, but not more than [60] days before the course commencement date
[0%]	upon course commencement

Refunds are in Singapore Dollars and SHATEC shall refund the fees paid to the student or the payee as authorised by the student. Any bank charges applicable for refund made via transfer will be borne by the student.

In instances where course fee payment is made via Post-Secondary Education Account (PSEA), processing period may take up to 4 to 6 weeks from date of submission of the “Adhoc Application for use of PSEA Form” by student/parent before outcome of funds withdrawal for course fee is provided by Ministry of Education (MOE). In such cases, the refund shall be made within seven (7) working days from date, to MOE, when actual course fee payment had been successfully drawn down by SHATEC from MOE to avoid overpayment. This is applicable in any situation where refund is to be made for any fees paid via PSEA.

Cooling Off Period

All new applicants for new programme will be provided with a cooling-off period of seven (7) working days after the date that the SHATEC-student contract has been signed between the school and the applicant. Students will be refunded the highest percentage (as stated in table above) of the course fee already paid if the student submits a written notice by completing the Pre/Post - Course Commencement Withdrawal Form, within the cooling-off period, regardless of whether the student has started the course or not.

SkillsFuture Credit Policies and Procedures

Individuals who claimed SkillsFuture Credit for payment of course fee and who wish to withdraw from the course are allowed to cancel his/her SkillsFuture Credit claim via the SkillsFuture Credit Portal on or before the course start date. SHATEC is not allowed to refund the SkillsFuture Credit in cash to the individual under any circumstances.

6. REFUND, WITHDRAWAL, TRANSFER / DEFERMENT PROCESS (contd)

Withdrawal Policy and Procedure

SHATEC shall only accept withdrawal requests from students via the completion of the Pre/Post-Course Commencement Withdrawal Form. A formal written reply shall be made to the student by SHATEC within 4 weeks.

Pre-course commencement withdrawal –

SHATEC's refund policy shall apply and any refunds (if applicable) will be made to the student within 7 working days of receipt of the withdrawal request.

Post-course commencement withdrawal –

Barring withdrawal requests within cooling-off period and/or due to Clause 2.1 of the student contract, all refund requests will fall outside of the refund policy. Any refunds will only be made based on goodwill and/or extenuating circumstances, subjected to the approval of the Chief Executive. In such events, SHATEC will make refunds (if any) within seven (7) working days upon Chief Executive's approval or within seven (7) working days from successful draw-down where payment is made via PSEA, whichever is applicable.

For students below 18 years of age, SHATEC will seek parental/guardian approval prior to processing the request for withdrawal

Transfer / Deferment Policy and Procedure

A student who transfers from one course to another or who defers course start date to another intake with SHATEC shall be deemed to have withdrawn from the original course. SHATEC shall abide by the refund policy stated in the SHATEC-student contract under "Withdrawal due to Other Reasons".

The provisions of signing up for a new course (including a student contract and purchase of FPS) shall apply. Student shall be required to pay the fees for the "new course" that student wishes to transfer as well as administrative fee applicable for processing of re-admission.

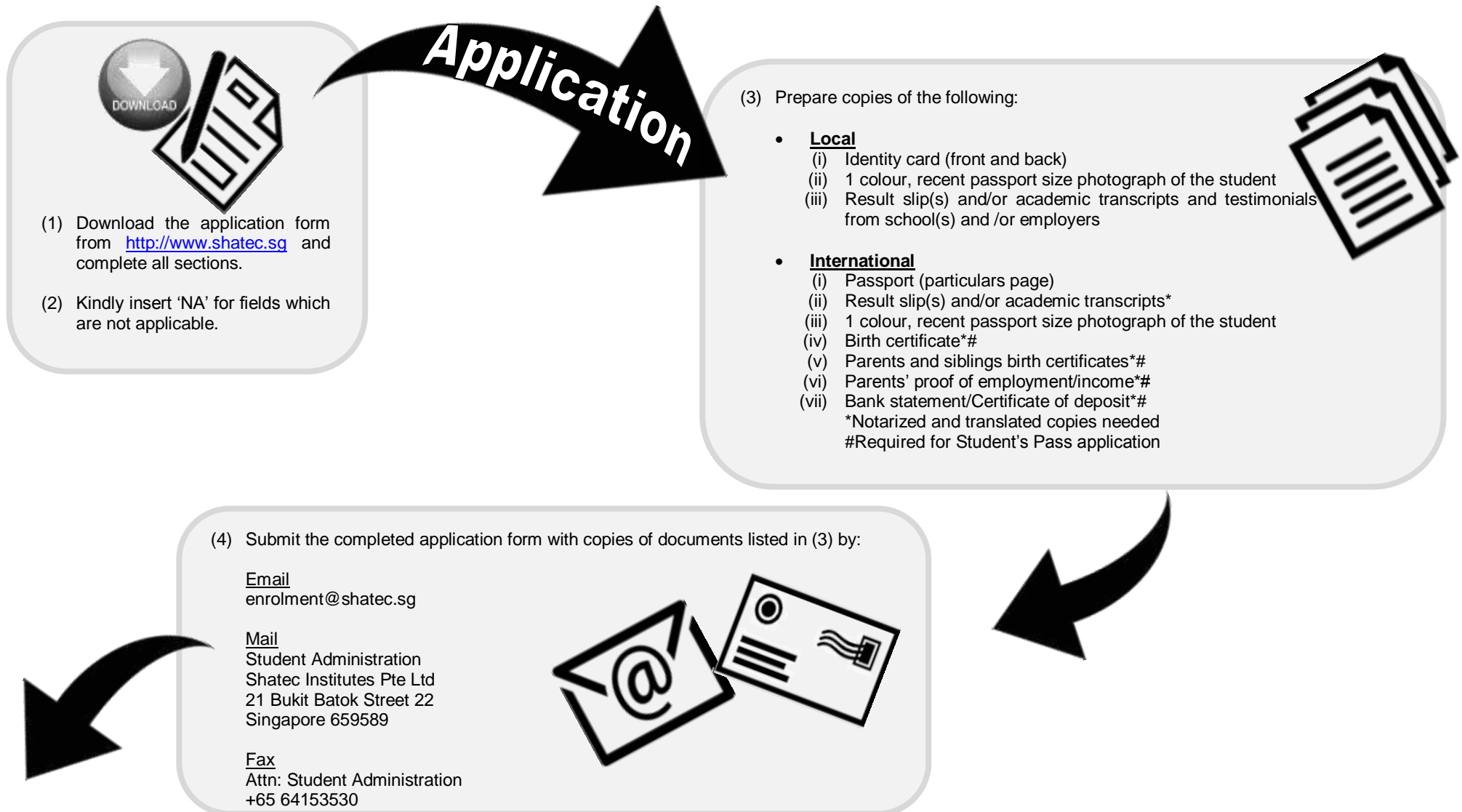
Under circumstances where a student's request entails deferring remaining term(s) of study to a later date, stipulations of the deferment which may differ from the original SHATEC-student contract (i.e. term start date, revised course fee schedule) can be clearly spelt out in the formal written reply issued by SHATEC, in lieu of executing a fresh new contract.

In general, except where cooling-off period is applicable, there shall be no refund of fees that have been consumed/expended by student prior to the transfer/deferment request.

Any student who wishes to apply for transfer of course must submit request in writing together with a duly completed Pre / Post-Course Commencement Withdrawal Form, with parental/guardian consent (where applicable). The request is to be submitted to SHATEC. SHATEC shall within 4 weeks of receipt of the Pre/Post - Course Commencement Withdrawal Form, inform student of the outcome.

7. ADMISSION PROCEDURE

(Note: Illustration is simplified for quick understanding and may not include specific administrative details. Kindly refer to your course consultant for a full elaboration.)



7. ADMISSION PROCEDURE (contd)



(5) Upon receipt of your application, our course consultant will contact you for an appointment.



On day of appointment,

- (6) A non-refundable application fee will be collected:
- Local - \$130.00 (incl GST)
 - International - \$350.00 (incl GST)
- (7) Pre-enrolment counselling will be provided.
- (8) Admission interview will be conducted

Qualifying



(9) You will be notified of the outcome of your application within 4 weeks.

(10) If your application is successful, you will receive the letter of offer via email with an invitation to sign the student contract officially.

To confirm your placement,

- (11) Two original copies of the student contract will be executed
- (12) First installment of course fee will be collected **after** execution of student contract.
- Payment modes accepted:
- Cash
 - Cashier's order (payable to "Shatec Institutes Pte Ltd")
 - Cheque (payable to "Shatec Institutes Pte Ltd")
 - NETS
 - Credit Card (Visa or Master)
 - Internet banking
 - PayPal
 - PSEA (only for WSQ Courses)
 - SkillsFuture Credit (only for WSQ Courses)



Acceptance

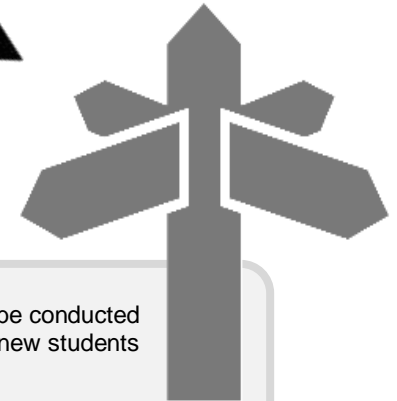
7. ADMISSION PROCEDURE (contd)

(13) Before course commencement, information will be provided for

- Matriculation and Orientation Day
- Order of uniforms
- Medical checkup
- Processing of Student's Pass for international students (Subjected to approval by Immigration and Checkpoints Authority)
- Deferment of National Service for Singaporean males (Subjected to approval by Ministry of Defence)



Matriculation



(14) A two-day Matriculation & Orientation programme will be conducted on the week before course commencement to induct new students to their new learning environment.

- Issuance of course schedule, booklists etc
- Meeting with trainers and Faculty



Course Commencement