



## GEOS Language Centre

MOE Registered No: 3050  
Co. Reg. No: 199706081 Z

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# STUDENT HANDBOOK

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## GEOS Language Centre Pte Ltd

30 Bideford Road THONG SIA Building #05-00.

Singapore 229921

Tel: 65-6734 6833/ 6734 7556

Fax: 65-6738 6819

Co. Reg. No: 199706081 Z

### CEO Declaration – Our Commitment to YOU

A warm welcome to GEOS Language Centre!

GEOS Language Centre Singapore is part of an international network of schools stretching across more than 15 countries.

As an established education provider, we are fully committed to our service policy and mission - to provide quality language courses, as well as to promote international understanding and cross-cultural communications.

We are committed to providing excellent student care.

Our professional counsellors are there to help students living and studying in Singapore.

We can provide advice and assistance in accommodation, student visa application and post-graduation opportunities etc.

Our teachers are experienced and helpful. They are always ready to provide high-quality language programmes to help students achieve their language dreams.

Our school prides itself on its cosy and caring environment, where students will feel “at home” and our class sizes are small enough to ensure each student can learn effectively.

Teacher- student ratio can be at 1:6 (SPRINT), 1:8 (ACTIVE) and maximum 1:16 (INTENSIVE) for the different courses offered at our language centre.

You can now enjoy our new facilities at THONG SIA Building (level 5). The classrooms are well-equipped and comfortable, and there are internet and email facilities to allow students to stay in touch with their families and loved ones while they are studying abroad.

We look forward to every new student joining our school and trust that their study experience with us in Singapore will be a truly memorable one.

Thank you.

Yours faithfully

Mr. Daisuke Yamamoto  
Chief Executive Officer  
G-Communication Ltd

GEOS Language Centre



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### ABOUT GEOS

GEOS Language Centre was established in 1997 with the goal of furthering international communication through English language education. The name GEOS embodies this ideal: Global Educational Opportunities and Services.

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### SCHOOL OPERATING HOURS, DISCIPLINE, ATTENDANCE & ADMINISTRATION

#### Korean Students Enquires

30 Bideford Road THONG SIA Building Level #05-00 Singapore 229922

Phone: (65) 6734 6833

Fax: (65) 6738 6819

(Korean Students) email: [jihye@geosing.com.sg](mailto:jihye@geosing.com.sg)

#### Japanese and International Students Enquires

30 Bideford Road THONG SIA Building Level #05-00 Singapore 229922

Phone: (65) 6734 7556

Fax: (65) 6738 6819

(Japanese Students) email: [yuki@geosing.com.sg](mailto:yuki@geosing.com.sg)

(Japanese Students) email: [chihiro@geosing.com.sg](mailto:chihiro@geosing.com.sg)

(Int'l Students) email: [soryeong@geosing.com.sg](mailto:soryeong@geosing.com.sg)

#### Operating hours:

Monday to Friday 9.30 am to 6.30 pm

Saturday 10 am to 6 pm

Public Holiday Closed



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### SERVICE GUARANTEES

- Low student to teacher ratio for better interaction and learning
- Lessons conducted by experienced and qualified native-speaking teachers
- All teachers are registered with Ministry Of Education (MOE)
- Certificate of completion will be awarded to those who pass prescribed examinations and have good attendance record
- Any course postponement will be notified 7 days in advance or more
- Total hours of learning are in accordance with the course schedule.
- Adequate facilities for a conducive and quality learning environment

### REFUND POLICY

Refunds to the students will be processed within thirty (30) days' after receipt of the student's written notice of withdrawal or transfer.

#### Tuition Fees

- If written cancellation or withdrawal is received 28 days or more prior to course commencement, 100% refund of tuition fees will be made.
- If written cancellation of the enrolment is received less than 7 days prior to commencement of the course, a refund of 75% of tuition fees will be made.
- There will be no refunds once course commences.
- However if the student's pass application is rejected by ICA, a pro-rated refund of tuition fees will be made, less 20% for administrative charges.

#### Other Fees

Fees	Refund Policy
Registration Fee	Non-refundable
Accommodation Placement Fee	Non-refundable
Homestay Fee	Full refund for withdrawal before commencing stay
Hostel Fee	Subject to hostel's terms and conditions



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Textbook Fee	Full refund before course commences
Airport Greeting	Full refund if notice given at least 3 days before pick-up
Remittance Fees & Other Bank Charges	Non-refundable
<b>Student's Pass Processing Package</b>	
Before submission of documents to ICA	100% refund
After submission of documents to ICA	Non-refundable
Student's Pass not approved	Refund of approval fee only

### **POLICIES AND PROCEDURES - TRANSFER, WITHDRAWAL, DEFERMENT ETC.**

A student who wishes to transfer, withdraw and defer from a particular course has to submit the request *in writing* to the Admin Officer during school hours stating reasons for it. Where possible, documentary evidence supporting the request is to be produced.

The request for transfer, withdrawal will be considered as terminating the current course of study. Our refund policy will apply if the request is granted.

In the case of deferment (postponement) of course being approved, we will issue notice of deferment to the student to commence at a later date. No refund will apply since there is no termination involved.

A student who ceases the studies or withdraws from the course shall surrender his/her passport, Student Pass for cancellation as required by the Immigration & Checkpoints Authority. Students are advised that the Student Pass is not transferable.

For any information, clarification of the above, feel free to seek advice from our Admin Officer.  
(Tel: 6734 7556, 6734 6833)

### **PRE-PLACEMENT FOR ENGLISH COURSES**

All students will have to undergo the Placement Test (written and spoken tests) conducted by GEOS Language Centre prior to the class level assignment.



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### STUDENT GRIEVANCE PROCEDURE

Please tell us when you are not happy or when you are not satisfied with something, no matter how small it may seem. We are here to look after you and ensure you get a wonderful English learning experience in every way possible. We want to help you, and we want to improve, but we cannot do that if you do not tell us where we have gone wrong. You can refer any matter to your teacher, councilor or manager. Our doors and ears are always open.

We understand at times talking may not be the best method of communicating. You can fill up the feedback form located at the reception and pass it to any of us. You can also write, email or fax to us at the contact details below, about what is on your mind.

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Tel: (65) 6734 7556/ 6734 6833

Fax: (65) 6738 6819

Email: [yuki@geosing.com.sg](mailto:yuki@geosing.com.sg) (Japanese)

Email: [chihiro@geosing.com.sg](mailto:chihiro@geosing.com.sg) (Japanese)

Email: [soryeong@geosing.com.sg](mailto:soryeong@geosing.com.sg) (International)

Email: [jihye@geosing.com.sg](mailto:jihye@geosing.com.sg) (Korean)

We promise to respond to you within 3 days, and to work together with you to resolve the issues within 14 days.

Sometimes though, two parties do not always agree – we will have our own opinions and interests that we may find hard to reach an agreement. CASE Mediation Centre will be there for us to air our views in a third-party environment and seek resolution.

### PROCEDURES AND IMPLICATION OF STUDENTS' WITHDRAWAL FROM COURSE, NON-ATTENDANCE, TERMINATION OF COURSE BY PEOS

Students who wish to withdraw from their course must give written notice of their attention stating the reason for their withdrawal. As a general rule, the notice of withdrawal should be given as early as possible as it impacts on the amount of refund payable to them. The details of the percentage of refund and the required number of days' written notice to be given by the student is clearly stipulated under our refund policy reflected in the student's handbook, communication materials and in our website: <http://www.geosing.com.sg>



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A student must have at least attained **90%** of classroom attendance as a condition of the Immigration & Checkpoints Authority (ICA) for the issue of student pass. For other students, course attendance must be at least **80%**. It is thus important that the student must adhere to this ruling since the implication of this is the loss of the student pass status. Our Academy/Centre/School takes a serious view of a student's non-attendance. In all cases, a student must have a valid reason for not attending class and must produce documentary evidence (e.g. medical certificate from a registered practitioner, exam attendance, etc.) to account for the absence.

A student who did not attend for three consecutive days of classroom lessons without valid reasons may be treated as having withdrawn from the course. This will have an adverse impact on the student pass since we will notify the ICA of the student's study status that may lead to the cancellation of the student pass.

In the event of any non commencement, termination of the course by us without good reason, we will undertake to make a full refund of the course fee paid by student as per our Refund Policy which is prominently display in our premises and in our communication materials.

### **2010 STUDENT CONTRACT & INDUSTRY-WIDE COURSE FEE PROTECTION**

All students must enter into the student contract, as part of the requirement by Council for Private Education (CPE) for Private Education Organisations in Singapore. All schools would have in place proper systems and practices to look after the welfare and interest of international/local students in Singapore.

Under the new requirement, schools must implement the Course Fee Protection (CFP) that serves to protect the students' fees in the event that a private school is unable to continue operations due to insolvency, and/or regulatory closure.

#### **Industry-Wide Course Fee Protection**

**PEI:** GEOS Language Centre Pte Ltd

**Policy Number:** Z/10/BM01/000042

**Account Number:** Z10017

**Period of Indemnity:** 01 April 2010 to 31 March 2011

All international/Local students must be covered by the IWC Course Fee Protection.



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### STANDARD STUDENT CONTRACT

All prospective local and international students are required to enter into the Standard Student Contract on confirmation of their course admission.

### PAYMENT METHOD

Payment by Cash / Cheque / Credit Card is accepted in Singapore currency only. Payment is inclusive of GST: 7%

#### Telegraphic Transfer in other currency (If applicable)

Exchange Rate in Singapore currency to one unit of foreign currency

US\$: Base on our daily MIZUHO Bank rate

EUR\$: Base on our daily MIZUHO Bank rate

### CONFIDENTIALITY CLAUSE DECLARATION

The PEO is committed to maintaining the confidentiality of the Student's personal information and undertakes not to divulge any of the Student's personal information to any third party without the prior written consent of the Student