

# Perfect Image Beauty & Cosmetology Academy

## Contents

Academy’s Philosophy, Mission and Commitment	
Values .....	2
Message from the Manager.....	3
About Us.....	4
Facts about Singapore.....	5
Entry Requirements for Courses.....	6
Modes of Payment / Installment Plans.....	7
Refund / Withdrawal Policies and Procedures.....	8 - 11
Grievance Procedure .....	12
Flowchart .....	13
Other Information .....	14 - 16
Estimated Cost of Living in Singapore .....	17
Useful Contact Number .....	18
Map to Perfect Image Beauty & Cosmetology Academy.....	19

## OUR ACADEMY'S PHILOSOPHY

“**PIBCA** aims to foster a harmonious training atmosphere for our trainees to learn, while maintaining the environment conducive for study. Trainees are also always welcome to express initiative and creativity in their work.”

## OUR ACADEMY'S MISSION

“Our academy seeks to establish **Perfect Image Beauty & Cosmetology Academy (PIBCA)** as a leading training provider in the region.”

## OUR ACADEMY'S COMMITMENT

“Our courses are tailored through flexible learning periods (contact times) and counseling hours (additional hours) for trainees from all walks of life. Full-Time and Part-Time Courses are made to meet trainee's needs with different learning objectives. Our course fees are also reasonably priced and installment fee payments are available upon request from budget conscious trainees.”

## MESSAGE FROM THE MANAGER

Welcome to **Perfect Image Beauty & Cosmetology Academy**.

PIBCA in the 21<sup>st</sup> Century is moving towards becoming a global beauty education provider. PIBCA was established in 2005 and aims to foster a harmonious training atmosphere for our trainees to learn; while maintaining the environment conducive for study. Trainees are also always welcome to express imitative and creativity in their work.”

PIBCA strives to be visionary and academically driven to achieve our goals. We place great emphasis and focus on our students and endeavor in providing a transparent refund/withdrawal, redress and grievances procedures for our students.

PIBCA upholds the service guarantee for our courses and commits in bringing total quality education and support to all our students.

Our subsidiaries have achieved the Quality Management System (ISO9001:2000) denoting that our delivery in operations, services and marketing are of the highest standard. PIBCA subscribe to The Industry-Wide Course Fee Protection Insurance Scheme. Through this scheme, students’ course fees are protected in accordance with CPE’s requirements.

Our student handbook serves to inform our students of the guidelines, procedures and policies that they need to follow.



Zhang Min  
Perfect Image Beauty & Cosmetology Academy

## ABOUT US

**Perfect Image Beauty & Cosmetology Academy (PIBCA)** is a well-known institute in Beauty and Cosmetology industry since its inception in year 2005.

We are dedicated to our industry and committed to providing high quality education. We are internationally accredited to ensure we meet high standards and are members of professional organization to remain on top of the latest industry and professional trends.

And to ensure that our students are able to take advantage of the booming Day Beauty and Spa businesses, we offer highly specialized and advanced courses in therapy, aesthetics, manicure & pedicure, nail art, make-up and etc.

We provide you with the training you need to achieve a glamorous career in less than a year!

## FACTS ABOUT SINGAPORE

Land Area	685 sq km (265 sq mi)
Temperature(Average)	27.2 ° C (81 ° F)
Language(Official)	English, Malay, Mandarin, Tamil
Religion	Christianity, Islam, Buddhism, Hinduism
Currency	Singapore Dollar
Public Transportation	Bus, Taxi, MRT, LRT

<b>Public Holidays in Singapore</b>	
New Year	1 January
Chinese New Year	Date varies, based on Lunar Calendar
Good Friday	Date varies, this is the Friday before Easter Sun
Labour Day	1 May
Vesak Day	Date varies, based on Buddhist Calendar
National Day	9 August
Hari Raya Puasa	Date varies, based on Islamic Calendar
Deepavali	Date varies, based on Hindu Calendar
Hari Raya Haji	Date varies, based on Islamic Calendar
Christmas	25 December

- Singapore –Where a Public Holiday falls on a Sunday, the subsequent Monday will be substituted as a Public Holiday.

## **ENTRY REQUIREMENTS FOR COURSES**

Applicants must have:

- Possessed at least 6 years of Primary Education Level
- Mature candidates 16 years of age, and able to demonstrate proficiency in Mandarin language.
- Otherwise, applicants should sit for PIBCA Entrance Evaluation Test to show proficiency in Chinese languages.

### **Student Card**

Upon initial registration, each student is issued a student card. This card serves as the Student Identification card. The card's validity will be based on the duration of each course that the student enrolled and it is the property of the school. The student is required to produce his/her student card upon the request of the school.

## **Modes of Payment**

- Cash, Nets or Credit Cards
- All transactions must be in Singapore Dollars ONLY.

## **Installment Plans**

Process Order Criteria:

### **Category A – Student's age below 21 years old**

- Photocopy of I/C and work permit (other identification card or documents).
- Reference's particulars.
- Guarantor (LOG – Letter of Guarantee).
- Full particulars of the guarantors (are required to fill in 2 LOG forms).
- All Guarantors must provide office telephone numbers (and either residential telephone no. or mobile phone no. or pager no.). As for Malaysian, residential telephone is a MUST.
- Salary must be above S\$750.00(applicable in Singapore) and RM800.00 (applicable in Malaysia).
- Guarantor's photocopy of ICs / Work Permits / Passports.
- Unless holding work permit, the guarantors must produce a letter from company (as prove of place of employment).

### **Category B – Students of ages above 21 years old**

- Photocopy of I/C and Work Permit or Passport.
- Must provide referee's particulars (minimum of 2 contact number's).
- Personal and office particulars (e.g. company's name, address, telephone no., occupation, salary).
- Unless holding work permit, students must produce a letter from company (as prove of place of employment).
- If students are engaged in outdoor job, he/she must provide a guarantor who does not involve in outdoor job.

### **Category C – Students Unemployed**

- Students who are not working (e.g. housewives, retirees and students) or particulars not complete must provide a guarantor.
- Guarantor's photocopy of IC/Work Permit / Passport.
- Unless holding work permit, the guarantor must produce a letter from company (as prove of employment).
- Students holding student' visas also need to provide guarantors.

## **REFUND / WITHDRAWAL POLICIES AND PROCEDURES**

### **2.1 Notification and Arrangement**

In accordance with the refund policy as stated in the “Standard PEI - Student Contract” between the School and the Student, the School shall inform the Student immediately within three (3) working days if:

- I. School fails, for any reason, to commence the course on the stipulated commencement date;
- II. School terminates the course for any reason prior to the course commencement date
- III. School fails, for any reason, to complete the course by the course completion date
- IV. School terminates the course, for any reason, prior to course completion date or
- V. The student pass application is rejected by Immigration and Checkpoint Authority (ICA)

There shall be no refund for PIBCA sponsored students.

The school 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.

### **2.2 Withdrawal for a Cause:**

Subject to clause 2.2 of the “Standard PEI - Student Contract”, A student shall be entitled to immediate withdraw from their course by giving written notice to the school of his /her intention to do so if the School is in breach of any of its obligations under the agreement or fails to perform its obligation(s) under the circumstances in clause 2.1 (I) to (IV).

### **2.3 Refunds for Withdrawal for Cause:**

For circumstances under Clause 2.1, the School, shall within seven (7) working days after notifying the student, refund to the student:

- The entire amount of the course fees and
- The Miscellaneous Fees

The School shall also, as soon as practicable after receiving the student's notice of withdrawal under 2.2 of "Standard PEI - Student Contract" (and in any event no later than seven (7) working days after receiving such notice) refund to the student the amounts stated in clause 2.3 of the "standard student contract"

### **2.4 Refunds for Withdrawal without Cause:**

When a student withdraws from a course for any reason other than those set out in clause 2.2 or clause 9, the School shall, subject to clause 3.5, as soon as practicable, after receiving the student's written notice of withdrawal (and in any event no more than seven (7) working days after receiving such notice) refund to the student the following sums (less any applicable bank administration charges properly paid / payable under clause 3).

<b>Refund Policy</b>	
<b>% of [the aggregate amount of the fees]</b>	<b>If Student's written notice of withdrawal is received</b>
100%	(Maximum Refund) More than 14 days before the Course Commencement Date.
70%	Before, but not more than 14 days before the Course Commencement Date.
50%	After, but not more than 7 days after the Course Commencement Date.
20%	More than 7 days after the Course Commencement Date, but not more than 14 days after the Course Commencement Date
0%	More than 14 days after the Course Commencement Date

### **2.5 Cooling-Off Period:**

1. There will be a 7 working-days Cooling-off Period from the date of signing of the Student Contract which will allow for a Maximum Refund should the students decide to withdraw within this Period.
2. Refunds will be made to students within 7 working days upon receipt of written notice and complete submission of all required documents.
3. Refund Processing Administrative charges apply. In addition, bank charges will be borne by the student.
4. If the course applied for is cancelled by Perfect Image Beauty and Cosmetology Academy, the students may:
  - Defer the course to the next in-take without any additional charge
  - Withdraw from the course and obtain full refund of all fees paid (and without need to pay the Refund Processing Administrative Fee)

### **2.6 Deemed Withdrawal:**

A student who transfers from one course to another course within the school shall, for the purposes of this clause 2, be deemed to have withdrawal from the course, and the provisions of clause 2.4 Contract' shall apply save as otherwise agreed between the school and the student.

### **2.7 Change of Course:**

Further to clause 2.6 a fresh PEI-Student Contract under this format shall be executed between the PEI and the student for any changes of course, whether with the same school or otherwise.

### **2.8 Force Majeure:**

In the event that any party shall be rendered unable to carry out the whole or any part of its obligation under this Agreement for any reason beyond the control of that party, including but not limited to acts of God, force majeure, strikes, war, riot and any other causes of such nature, the performance of the obligations hereunder of the party or all the parties as the case may be and as they are affected by such cause shall be excused during the continuance of any inability so caused, but such inability shall as far as possible be remedied with all reasonable dispatch. For the avoidance of doubt, this Clause shall not apply to cases where:

- The PEO is declared to be insolvent and/or a winding-up order made or bankruptcy issued by the Singapore court against the PEI (or, any partner of the PEI if the PEI is a partnership); and
- The relevant authority (ies) issue(s) an order to cease and/or terminate the operations of the PEI, or the happening of anything of a similar nature under the laws of Singapore.

## **2.9 No Double Claim**

For the avoidance of doubt, if the student and/or his/her parent/guardian receives any payment from the school or the Escrow Bank pursuant to a provision of his Agreement or the Master Escrow Agreement in respect of any matter or damage, then the student and his/her parent/guardian shall not be entitled to claim against the school or the Escrow Bank for the same payment in respect of the same matter or damage pursuant to any other provision of this Agreement or the Master Escrow Agreement.

## **FEE PROTECTION SCHEME (FPS) APPLICATION**

### **PEI'S undertaking to have FPS:**

The school hereby confirms and undertakes to all the students that it has in place a Fee Protection Scheme as stipulated by the Council for Private Education (CPE) (the FPS) by way of an insurance facility.

PEI appointed FPS provided: LONPAC INSURANCE BHD

## **GRIEVANCES PROCEDURES AND FLOWCHART**

To ensure that students understand how to pursue appropriately a grievance. Although a student may seek such advice from any teacher, lecturer or staff member, the school has customer service officers, administrators and education consultants trained to assist students who have grievances. Students are encouraged to seek assistance from the Administration Office in pursuance of any type of grievances.

Procedures:

### **Step1**

If a complainant feels that he/she has been discriminated against, the student must first bring the problems to the attention of the school within five (7) school days of the knowledge or alleged cause for occurrence of grievances.

### **Step2**

The complainant, coordinator, and other involved parties will work informally to negotiate a solution within seven (7) school days or a total of ten (10) school days from the day the grievances were reported.

### **Step3**

If the grievances cannot be satisfactorily resolved informally, the student may want to proceed to file a formal grievance to the Management within seven (7) school days or a total of fifteen (15) school days from filing the grievances of the complainant within twenty-one (21) school days time frame. In the event that the student and the Management are unable to resolve a dispute in accordance with the grievances procedures within the given time frame, the dispute will be referred to 3<sup>rd</sup> Party for mediation as stipulated under clause 4.3 in the "Standard Student Contract".

### **Step4**

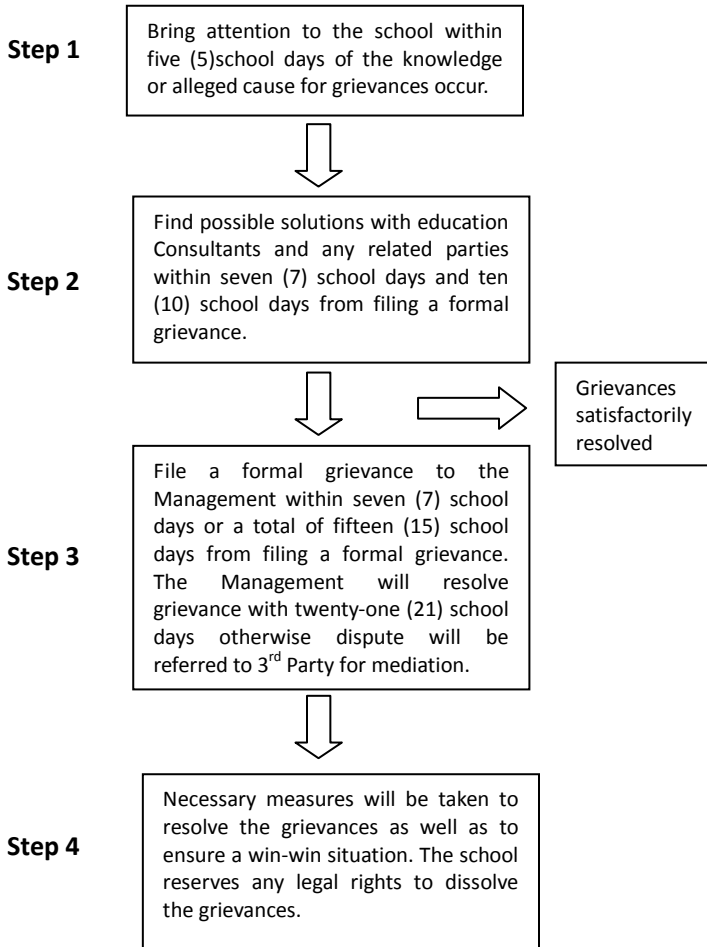
Personal counseling services are provided for students and teachers/lecturers. The Management reserves any legal rights to resolve the above matters.

Note: Days given are to keep the process moving and can be changed with the agreement of all parties.

## Flowchart

For students who wish to file a formal grievance with the school, the flowchart summarizes the procedures:

### FLOWCHART



## **OTHER INFORMATION**

### **Accommodation**

Private accommodation is available in single/double rooms or apartments. More information on student accommodation can be obtained from the Education Consultants.

### **Students' Attire**

This is NO dress code for students while in attending lessons in classrooms or auditoriums. Nonetheless, students are expected to dress appropriately. Should you be dressed inappropriately [e.g. singlet, athletic shorts, clothes with indecent words or pictures], you can be asked to return only when appropriately attired.

### **Smoke-Free**

The Smoking (Prohibition in Certain Places) (Amendment) Notification of 1997 came into operation on 15 August 1997. With the prohibition, smoking will not be allowed in the entire compound of the school. This is a directive from the Ministry of Education, Singapore.

### **Student Orientation**

Student Orientation will be conducted for new students go get acquainted with the school environment and to meet the teachers. The orientation is to prepare the new student emotionally for the commencement of classes.

### **Student's Activities**

Learning experience should not just revolve around attending lectures and attaining good grades. Much learning takes place outside the classroom and in informal situations. Being involved in extra-curricular activities such as karaoke session, essay writing competition, picnic etc is one way to balance one's education and get the most out of school life.

## Attendance

Attendance is compulsory and students are required to attend a minimum of 75% of total lessons for the qualification of examination. In event of absenteeism due to unforeseen or medical reasons, a letter from the parent/guardian or a doctor's medical certificate or an excuse letter must be submitted to the School on the following day.

Students must be attentive in class and all assignments must be handed in on time and must be adequately prepared for their lessons. No student may leave a lesson without the prior permission of the teacher-in-charge.

Students are required to be punctual for classes. The class schedule is given at the commencement of each term/level. Any changes thereafter, the student will be notified by the school through notices, and any other means available at the time. Students are given 30minutes break daily for full-time classes.

## EXAMINATION SCHEDULES

The dates and times of the examinations are determined by the school. A notification will also be issued one month prior to the examination. Examination dates cannot be changed to cater to individual requests.

EXAMINATION SCHEDULES	
EXAMINATION	DATE
Diploma In Professional Beauty Therapy	March, June, September, December
Diploma In Professional Body Therapy	May, November
Diploma In Professional Make Up	January, April, July, November
Diploma In Professional Nail Art	January, April, July, November

## **STUDENT FEEDBACK**

Evaluations will be conducted periodically to evaluate the effectiveness of the teachers/lecturers and the course coverage and to gather the students' feedback on other aspects of the course. Students may also channel their feedback on the course or the services provided by contacting the management or filling up the Feedback Form obtained at the counter stand. Students' feedback is valuable as such information will be used to help the school to improve its courses and services. All evaluation and feedback will be treated in strictest confidence.

## **CONFIDENTIALITY AND SECRECY POLICY**

All personal information collected will be used mainly for evaluating an application, for internal business and administrative purposes which includes billing, program and service offerings, updating of records, notifying of upcoming events and customer service. Our school will restrict access for personal information to authorized personnel and/or partner Universities and/or Colleges and external agencies on a need to know basis according to what school's administrative office determines to be official and educational interest. Personal Information means personally identifiable student information received from the student or arising in the course of the student's time in our school.

Our school will disclose personal information to external parties in the following cases:

- Council for Private Education requests of information;
- Data sharing with Government agencies or statutory bodies or non-government agencies authorized to carry out specific Government services, in order to provide more effective and efficient services to a student;
- When it is customary to release or publish information by Universities or Colleges or other educational Institutions, including but not limited to prizes, medals, scholarships, classes of honors and other marks of distinction, and student or graduation status;

Besides official and educational interest, when the school wishes to use student's particulars for purposes other than internal marketing and billing, we make this known to the student before obtaining their particulars and obtain the consent of the student using Consent Form for Using Students' Particulars.

## **ESTIMATED COSTS OF LIVING IN SINGAPORE**

These figures are based on the average spending by students. The actual cost will depend on the life style that the student wishes to enjoy.

It is our advice that students should have additional funds at their disposal in case of emergency.

Students should also not expect to get any funds from employment in Singapore. Working in Singapore is illegal while on a “student visa” and will result in prosecution as well as deportment. Students are advised not to depend on their immigration Security Deposits for travel return tickets and should have sufficient additional funds.

<b>Type of Expenses</b>	<b>Per Month</b>	<b>Per Year</b>
Housing *	S\$500	S\$6,000
Transport #	S\$150	S\$1,800
Food	S\$300	S\$3,600
Others	S\$50	S\$600
<b>Total</b>	<b>S\$1,000</b>	<b>S\$12,000</b>

\* Twin Sharing basis (common room / central area)

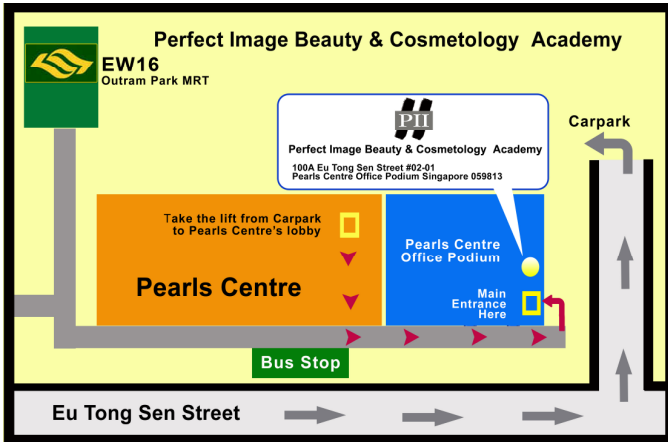
# Bus/MRT Train (public transport)

## USEFUL CONTACT NUMBERS

<b>DURING SCHOOL OPERATING HOURS</b> (10.00AM TO 10.00PM-MONDAY TO FRIDAY EXCEPT PUBLIC HOLIDAYS) (10.00AM TO 9.00PM-SATURDAY EXCEPT PUBLIC HOLIDAYS) (10.00AM TO 8.30PM-SUNDAY EXCEPT PUBLIC HOLIDAYS)	
<b>Perfect Image Beauty &amp; Cosmetology Academy</b>	<b>Contact Number</b>
Head of Department	(65) 6223 7073
Administrator	(65) 6223 7073

<b>AFTER SCHOOL OPERATING HOURS</b> (10.00PM TO 10.00AM- MONDAY TO SUNDAY AND PUBLIC HOLIDAYS)	
Police(Toll - Free)	999
Fire & Ambulance (Toll- Free)	995
International Calls Operator	104
Weather Forecast	(65) 6542 7788
Samaritans of Singapore (SOS)	1800-221 4444
Residential Telephone Enquiries	1609
Raffles Hospital – 24 Hours	(65) 6311 1555
Emergency Assistance	

## MAP TO



### SMRT / SBS BUS NUMBERS

54,124,143,147,166,190,851,970,CT8,CT18,CT28