

BAC College Singapore (Fee Protection Scheme)

- i) Prospective students are briefed about the FPS during the pre-enrolment period. This is done by:
 - a) All prospective students are briefed about the FPS during Information Talks conducted at BAC by the designated staff conducting the Information Talk; and/or
 - b) All prospective students are to acknowledge the Course Counselling Checklist FRM016 and Acknowledgement Form for Medical Insurance and Fee Protection Scheme FRM016A as evidence that briefing on the FPS has been conducted during the pre-enrolment stage. This is administered by the Course Consultant and is filed by the Records Manager in the Student's Personal File.
- ii) In addition, recruited students are also briefed about the FPS framework during the student orientation day by the designated staff (for instance the Director of Studies or the Deputy Principal).
- iii) BAC has appointed Etiqa Insurance as the providers for the insurance scheme to provide fee protection for all students. The insurance coverage with Etiqa Insurance applies to students enrolled with BAC from February 2015 onwards.
- iv) BAC ensures purchases and cancellation of Fee Protection Scheme (FPS) Insurance are done in a prompt and timely manner i.e. within 7 days of the receipt of payment of fees and where e-banking is concerned within 7 days after the money is credited into BAC's bank account.
- v) BAC ensures that all staff handling FPS, including but not limited to, the Finance Executive and Records Manager are adequately trained by the Management Representative to implement and execute the necessary FPS processes.
- vi) During the pre-course counselling, the Course Consultants will:
 - a) Provide and explain the detailed breakdown of fees payable by student and payment schedule;
 - b) Clearly state any miscellaneous fees chargeable;
 - c) Explain about FPS and assure the student that 100% of the course fees will be protected under the scheme and render an explanation of the instalment scheme and the protection of the monthly instalments under the FPS;
 - d) Address all other queries relating to FPS that the student might have;
 - e) Provide CPE website address to prospective students for more details of the FPS where applicable.
- vii) Other than these, details of the FPS adopted are readily available at BAC's official website and student handbook.
- viii) Prior to the execution of the Student Contract, the Course Consultant shall go through the Course Counseling checklist FRM-016 to explain on critical course information including the FPS scheme. After the explanation, the student will acknowledge that he/she understands the information provided. The student further signs a specific acknowledgement on the Acknowledgement Form for Medical Insurance and FPS scheme FRM-016A. These forms are filed in the respective student files of each student.
- ix) During the student orientation, students are again briefed on the operational details of the FPS. BAC will:
 - a) Reiterate the information shared during the student's pre-course counselling;
 - b) State the FPS scheme that has been adopted and explains the FPS scheme in detail;
 - c) Explain the procedures that the student should adhere to, and the official

- documents that the student should expect to receive under the adopted FPS scheme
- d) Advise the student on the payment schedule and the total chargeable fees;
 - e) Will Inform students on how they can check CPE's website for more information on the FPS scheme.
 - f) Orientation Slides are uploaded into the learning management system (LMS) for future reference by students.
- x) A survey in New Student Survey Questionnaire FRM-002A is conducted after Orientation to gather feedback on whether students have an adequate understanding of the Fee Protection Scheme among other matters
- xi) Finance Executive shall be responsible to update the Operations Manager on any changes/updates from Etiqa with regard to coverage of the FPS scheme to be published or notified to students.

FPS Implementation Procedures (Process)

- i) Under the FPS process, BAC:
- a) will advise the student of the insurance coverage that is meant for the fees amount paid as stipulated in the contract until the next payment is received
 - b) will ensure that all amounts paid by the students, as stated in the contract are insured and clearly stated on the Certificate of Insurance (COI)
 - c) will ensure that the course fee component payable is not lower than 70% of total fee payable
 - d) will ensure that course fee discounts given (where applicable) are clearly indicated in the contract
 - e) will adopt an approach where insurance coverage period commences from the fee payment date (and not the course commencement date).
 - f) will issue students with original receipts to acknowledge payment for all fees. These receipts are issued when cheque payments have cleared. These receipts may be matched to the FPS for checking purposes, taking due account of monies that do not require to be fee protected (e.g. FPS insurance or GST).
 - g) shall, through the Finance Executive purchase insurance within 7 days of the receipt of payment.
 - h) shall, through the Finance Executive prepare the insurance application/renewal on the prescribed format given by Etiqa Insurance. Before the online application to Etiqa Insurance is submitted, the accuracy of critical information such as course fees, start of course and end of course dates according to student contract signed are thoroughly checked by the Finance Executive.
 - i) Etiqa Insurance shall email to students the original COI to the student email address provided.
 - j) Will retain in the student file, the FPS data (i.e. insurance certificate) that is relevant to each individual student who is covered under the FPS. The updates to student files is ensured by the Records Manager.