

Message from CEO

As a premier Spa Educator in Singapore, we are part of the growing team of quality Spa Therapists since our establishment in 2005. Our various Local and International accredited Spa courses covers a wide spectrum of Beauty, Nail and Body. It is our desire to assist and support all ProTherapist Graduates in their endeavours in the flourishing Spa Industry.

We do our best to provide a holistic learning experience in ProTherapist Academy and help everyone involved grow as a Holistic Therapist in this caring industry.

Mission

Protherapist Academy supports all Spa & Wellness Therapists by committing ourselves to provide comprehensive, affordable and practical training courses. Delivered by our dedication and passion, we strive to continue providing quality service that will suit the capability and maximize the skills of our trainees.

Quality Service Guaranteed

ProTherapist Academy (PTA) guarantees top quality products and services that will meet, if not exceed, the expectation, requirements and needs of our accreditation boards and trainees respectively.

All the information about the courses are easily accessible on the school's website and communication materials. The Syllabus, Course Handout and Training Facilities are available for viewing when required to assist in making an informed decision to study and learn in PTA. The school exerts all its efforts to make sure that the potential trainees are aware of PTA's policies.

Size and Number of Classroom: 4 classrooms, Max 14 to each room

Student-Teacher ratio : 14:1

No of Full Time Instructors: 3

Total Learning Capacity: 150

Refund/Transfer/Withdrawal Policies

In accordance with the Refund Policy as stated in the Standard Student Contract between ProTherapist Academy (PTA) and the Student, the Student shall be entitled to immediately withdraw from the course or ask for refund by giving written notice to PTA of his/her intention to do so under Clause 2.1 – 2.4

Course transfers are subject to approval from PTA or otherwise agreed between PTA and the Student (2.4)

There shall be no refund for PTA Sponsored Students.

All application and administration fees paid to PTA are non-refundable. Only the paid course fees are refundable on the following conditions:

2.1 Withdrawal for Cause:

Subject to Clause 7, the Student shall be entitled to immediately withdraw from the Course by giving written notice to PTA of his/her intention to do so under the following circumstances:

- (i) PTA fails, for any reason, to commence the Course on the Commencement Date;
- (ii) PTA fails, for any reason, to complete the Course by the Completion Date;
- (iii) PTA terminates the Course for any reason prior to the completion of the Course; or
- (iv) PTA is in material breach of its obligations under this Agreement.

2.2 Refund for Withdrawal for Cause:

PTA shall, as soon as practicable after receiving the Student's notice of withdrawal under Clause 2.1 (and in any event no more than fourteen (14) days after receiving such notice) refund to the Student:

- (i) The entire amount of the Tuition Fees and Deposit; and
- (ii) The Non-Tuition Fees and/or Additional Fees

2.3 Withdrawal Without Cause and Refunds:

Where the Student withdraws from the Course for any reason other than those set out in Clause 2.1 or Clause 7, PTA shall, subject to Clause 3.4, as soon as practicable after receiving the Student's written notice of withdrawal (and in any event no more than fourteen (14) working days after receiving such notice) refund to the Student the entire amount (100%) of the Deposit (less all such deductions which PTA is entitled to make in accordance with Clause 1.9) together with the following sums (less any applicable bank administrative charges properly paid/payable under Clause 3):

% of [the aggregate amount of the Course Fees and Additional Fees paid under Clause 1.7 and 1.10]	If <u>Student's written notice of withdrawal</u> is received
100%	More than 30 days before the Commencement Date
50%	Before, between 15 to 30 days before the Commencement Date
20%	Before course commences, less than 14 days after the Commencement Date
0%	Once the course commences

2.4 Deemed Withdrawal:

A student who transfers from the Course to another course with PTA shall, for the purposes of this Clause 2, be deemed to have withdrawn from the Course and the provisions of Clause 2.3 shall apply save as otherwise agreed between PTA and the Student.

Course Pre-Requisites and Requirements

The entry requirement(s) for the Course(s) is/are as set in Schedule 1 as stated in the Standard Student Contract between ProTherapist Academy (PTA) and the Student. PTA must also confirm that it has verified that the Student has met such entry requirements.

All candidates must fulfill the pre-requisites for the courses they want to enroll for. At the same time, candidates are required to attend an interview with our consultants. They are to demonstrate their enthusiasm and passions for the course enrolled and to ensure that the individual is suitable for the course.

High standards are set for our Students as to ensure that they are well qualified with a level of professionalism upon graduation.

Payment Method and Channels

ProTherapist Academy accepts all payment by cash, cheques, TT or bankdraft in Singapore Dollars only. All cheques have to be made payable to "ProTherapist Academy".

A receipt will be issued for the amount paid.

There is no GST charge.

Privacy and Confidentiality

ProTherapist Academy is committed to protecting the Student's privacy and to maintain confidence that any information provided to the Academy is managed professionally and with the utmost respect and care.

PTA's privacy policy ensures that whatever information collected from the Student such as names, addresses, telephone numbers and e-mail addresses of students are solely used for the purpose, which varies or based upon student's enquiry and include:

- * Processing of application, registration and enquiry;
- * Updating of records on PTA databases;
- * Planning educational courses;
- * Monitoring and improving the provision of educational courses;
- * Keeping the student posted of new courses and latest events;
- * Helping PTA to serve you better;
- * Purposes incidental to each or all of the above.

PTA will not sell for profit or gain or furnish under any type of reciprocal information sharing arrangement, through electronic means or otherwise, student's information to others.

PTA will not reveal student's information to any external organization unless required by law.

Standard Student Contract

ProTherapist Academy clearly states that the prospective student will enter into the Standard Student Contract.

This information is advised to the student upon confirmation of enrolment. Further to that, it will form part of the Enrolment Form and highlighted to student during their registration.

Student Protection Scheme

ProTherapist Academy (PTA) hereby confirms and undertakes to the Student that it has in place a Student Protection Scheme as stipulated by the Consumers Association of Singapore (CASE) by way of a Student Tuition Fee Insurance pursuant to the terms and conditions made between CASE and PTA.

A copy of the Master Insurance Policy dated 1st March 2008 issued by NTUC Income Insurance Cooperative Limited taken up by PTA for the purpose of insuring, among other things, the Student is available on PTA's website: www.pta.com.sg

The Master Insurance Policy sets out, among other things, the events under which NTUC Income Insurance Cooperative Limited shall indemnify the Student for Tuition Fees paid to ProTherapist Academy.

The Student acknowledges that he/she has read and understood the terms and conditions of the Master Insurance Policy and hereby agrees to the terms and conditions therein.

ProTherapist Academy hereby undertakes to procure that the cover under the Master Insurance Policy shall be extended to the Student and PTA shall, within 7 days of the date of this Agreement, deliver to the Student the certificate of student insurance.

Consultation and Orientation Programme

ProTherapist Academy (PTA) ensures that students are provided with all the necessary information prior to the beginning of the course. In the event where the information are changed, PTA ensures that the students are promptly notified and sufficient time is given to students to prepare for these changes.

PTA Course Consultation Services includes but not limited to:

- Review of course fees, schedules, pre-requisites (if any), duration of course, payment methods, application process
- Introduction of various courses and training facilities to students
- Assistance to Foreign Students for application of Student's Pass
- Assistance in accommodation options for Foreign Students
- Grievance procedures and actions
- Advice on procedures and implications of student's withdrawal from course, non-attendance, termination of course by PTA and refund policies.
- Advice on Student's Protection Scheme
- Immediate notification for any changes and revisions
- Students who change their particulars must inform school in writing

Student Redress Policies:

We endeavour to provide quality training to all students. All feedback is taken very seriously. Students are required to complete a Student Complaint Form in writing and submit to the course consultant. PTA will investigate and update student on status. We want to resolve any complaints within 7 working days and monitor the affected students. Our objective is to achieve a mutually agreeable solution and continuously improve our processes and system.