

Service Commitment Policy



AN INTRODUCTION TO SIMM

The Singapore Institute of Materials Management (SIMM) was incorporated in 1980 as a non-profit and self-supporting independent educational institution, with quality as its corporate emphasis. SIMM has since grown to be a premier institution offering Logistics, Supply Chain Management and E-commerce education for the industry, training professionals and assisting also in the conversion of manpower for personnel not in the Logistics and Procurement field or industry.

The primary objective of the Institute is to establish and to maintain a high standard of knowledge and excellence in the field of Logistics and Procurement. The secondary objective is to promote and foster the study, research and development on Logistics and Materials Management on all aspects from Purchasing and Supply Chain Management to applying latest E-commerce technology and practices to the field of Logistics and Purchasing.

Besides conducting various diploma and certificate courses, SIMM is also actively providing practical training through workshops, in-house programs and seminars to upgrade professional knowledge and experience of members and corporate company's staff. SIMM also organizes regional Conference such as the Asia Pacific Logistics Conference (APLF) and is also a representative lead organizer for the Procurement Event for the bi-annual Globaltronics International Electronics gathering.

SIMM is a member of the International Federation of Purchasing and Materials Management (IFPMM). SIMM also works with the authorities and various government bodies such as IE (International Enterprise) Singapore and Economic Development Board (EDB) Singapore in various projects in the areas of Logistics and Procurement to further advance the interests of the industry and country development.

A) Our Mission

To establish and maintain a High Standard of Knowledge and Expertise in the study, research and development of Logistics and Supply Chain Management.

B) Our Vision

To be a Leading Professional Institution in the global field of Logistics and Supply Chain Management

C) Our Values

- To build Team Spirit
- To achieve On-going improvement in organizational excellence
- To be Performance oriented and results driven
- To Adopt creative and innovative culture

1. Service Commitment

We are committed to nurturing Logistics and Supply Chain Professionals

SIMM's proprietary academic courses are registered with the Council for Private Education (CPE), Singapore. Course Brochures and other publicity materials are regularly updated to reflect accurate information.

Consistent information is shown in brochures, website and relevant publicity materials.

2. Refund Policies

Students must pay their fees due as laid out in the respective Standard PEI-Student Contracts and by the date(s) stipulated in the offer letter(s) and payment reminder(s).

The complete Refund policies relating to both Withdrawal for Cause and Withdrawal without Cause are governed by the Standard PEI-Student Contract entered into between SIMM and the student.

Terms and Condition of Refund

Refund policies stated here refers to SIMM Proprietary Courses only.

Any request for refund of Course Fee paid before or after commencement of the course shall be made as per the following:

- 100% refund (maximum refund) of Course Fees if the applicant's written notice of withdrawal is received more than **60 days** before the commencement date.

- 30% refund of Course Fees if the applicant's written notice of withdrawal is received before but not more than **60 days** before the commencement date.
- 15% refund of Course Fees if the applicant's written notice of withdrawal is received after but not more than **1 day** after the commencement date.
- 10% refund of Course Fees if the applicant's written notice of withdrawal is received more than **1 day** after but not more than **3 days** after the commencement date.
- 0% refund of Course Fees if the applicant's written notice of withdrawal is received more than **3 days** after the commencement date.

Any request for refund of Course Fees **3 days after commencement date** arising from unforeseen circumstances would be subject to management review and based on sole discretion of the management.

The terms and conditions relating to refunds for withdrawals 3 days after the commencement date can be found in **Section 3** of this Policy. There is a Withdrawal Administrative Fee levied for withdrawal request.

Commencement date refers to the date when the Course starts for the individual student as given by the School.

a. "Others" Fee Refund Policy

Other Fee comprises **Application Fee, SIMM Membership and other fees, and these are non refundable. There will be no refund of Other Fees for the current month or part thereof that has already been utilised.**

b. Miscellaneous Fees Refund Policy

Miscellaneous Fees are generally ad-hoc fees and are not refundable once service has been rendered.

Miscellaneous Fee is defined as a fee that is paid by the student directly to the School or paid to government authority (or other external parties, as the case may be) but indirectly through the School. For the latter, any refund on these fees should be resolved between the relevant parties concerned.

c. Refund Policy for Course Cancelled by SIMM

If the course is cancelled by SIMM (due to any unexpected or uncontrollable circumstances), the course fee and miscellaneous fee paid will be 100% refunded to student.

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Delay/Change of course commencement date shall not be considered as course cancellation, thus this policy is not applicable for such condition.

d. Refund Timeframe

In accordance with the Standard PEI-Student Contract, it takes maximum 7 working days for the refund process to be completed. (Maximum 7 working days after SIMM receive student's formal withdrawal/refund request in writing, SIMM will not accept verbal notice given by the Student.) All requests pertaining to refund matters are to be submitted to the Program Consultant.

3. Transfer, Withdrawal and Deferment Policies

a. Transfers To SIMM From Other Schools

A Student who has previously enrolled in another institution in Singapore and applies for a transfer to SIMM is deemed to have withdrawn from the previous School and needs to reapply anew at SIMM.

As a policy, we also allow an internal transfer that is i.e. transferring from one Course to another. In the Standard PEI-Student Contract, this is referred to as "Deemed Withdrawal".

b. Withdrawals (or Termination)

A Student who withdraws from SIMM to enroll with another school or to return to his or her native country or for whatever other reasons shall be deemed to have terminated from the course and withdrawn from our school. Specifically, a withdrawal is defined as:

- i. Withdrawing from the SIMM Course (completed or partial) and applying for transfer to another Course within SIMM.
- ii. Withdrawing from the SIMM course (completed or partial) and applying to another institution in Singapore.
- iii. Withdrawing from the SIMM course (completed or incomplete) and returning to his/her native country.

Withdrawal 3 days after Commencement Date and the Refund Policy

If a student withdraws anytime 3 days after the date of Course commencement, the following conditions must be fulfilled for refund of the Course Fee, if any, is to be considered:

- i. Students who wish to withdraw (or terminate) from the course after commencement must request in writing.

ii. Students withdrawing after the commencement date of the course are liable to pay the unpaid course fee due to SIMM.

iii. Students with genuine financial difficulties must support their claims with documentary evidence to the institute for consideration and any decision made by the Director shall be final. Upon which, the Student concerned shall be informed in writing of the Institute's decision.

iv. All requests pertaining to withdrawal matters are to be submitted to the Program Consultant.

v. Any decision relating to refund of Course Fee arising from withdrawal shall be made at the sole discretion of the Principal and that shall be final. Upon which, the student concerned shall be informed in writing of the Institute's decision.

vi. A Student seeking a review of a decision regarding an application for a refund should apply in writing to the Principal.

Withdrawal within the Cooling Off Period of 7 days

If a Student withdraws anytime within 7 days upon signing of the Standard PEI-Student Contract the Student shall be entitled to full refund of the Total Course Fee and Miscellaneous Fee less any fees that have already been consumed.

General Policies for Withdrawal

In the case of any withdrawal, a counselling session will be held between the student and the School's staff to understand the reasons for withdrawal and where appropriate to offer alternative Courses to the student. The Student makes the final decision on whether to remain in the School or to proceed with the withdrawal or transfer.

It takes approximately 7 working days from date of notice to process a withdrawal request

c. Deferment

A deferment refers to a Student who wishes to delay his study of the Course and to carry forward his paid fees to a later period. Deferment may arise due to factors such as the need to serve in the military service or for any other valid reason(s) such as: Medical Grounds, Official Overseas Arrangements, Bereavement of Parents, Spouse, Children.

As a policy, deferment is generally not encouraged unless on compassionate grounds and approval granted at the sole discretion of the Principal. All deferment requests must be supported by official documentary evidence.

All outstanding fees shall be settled by the Student before applying for the deferment. A written notice must also be submitted **at least 14 working days** prior to semester commencement as we shall not accept any verbal notice.

A Student is allowed to defer a **maximum of 2 modules per Course**. If the request for deferment is not successful, then the Student is required to re-enroll for the module concerned. Deferment fees per module will be applicable.

4. Course Enrolment – Prerequisites and Requirements

We have a policy clearly stating the prerequisites and requirements (such as academic qualification, age as well as work experience requirements) pertaining to the enrolment of the various courses.

The prerequisites and requirements for the courses are clearly and prominently displayed in our Institution premises, Standard PEI-Student Contract and in communication materials.

Course Enrolment – Information Dissemination

SIMM provides clear, accurate information in brochures on its institute and courses offered to assist Students and their guardian(s) to make informed decisions.

In addition to providing information relating to the organization's profile, prerequisites and requirements for course programs as well as fees payable, SIMM also provides other relevant information including:

- a. Details of orientation and support programs.
- b. Students' feedback procedures.
- c. Student withdrawal and non-attendance policy as stated in the Student Handbook.
- d. School Refund Policy on terms and conditions of course fee and deposit refunds due to course termination by the school.
- e. Mode of notification will be by telephone, email, letter and face-to-face meeting in the event of any changes.

The respective Program Consultants will speak and counsel students to inform them of any changes should the need arises.

5. PEI-Student Contract

It is our standard operating procedure to enter into a Standard PEI-Student

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Contract with both International and Local Students prior to confirmation of enrolment and this policy is communicated to the student through our various communication channels, including our website (www.simm.org.sg) and also CPE's website (www.cpe.gov.sg).

6. Fee Protection Scheme

We have put in place an Industry Wide Course (IWC) Fee Protection Scheme (FPS) with Lonpac Insurance Bhd as stipulated by CPE in the form of insurance facility (www.cpe.gov.sg)

An extract of the FPS Insurance Policy is also available on our website at www.simm.org.sg. Students could also access more information on the FPS through CPE's website (www.cpe.gov.sg).

7. Pricing Policies

Pricing Policy Relating To Promotions

It is SIMM's policy not to accord discounts or any other form of promotional pricing.

Payment Scheme

Payment can be made in full or by instalments according to a predetermined plan. We also do not require Students to pay any deposit or initial down payment for enrolment of Courses.

Payment Mode

We offer various payment methods and channels. Payments by students may be made either in full or by instalments via:

- Cash
- NETS
- Credit Cards
- Cheque
- Wire Transfer to SIMM bank account, payee: "Singapore Institute of Materials Management"
- Cashier Order

Currency: All payments must be made in Singapore Dollars.

Pricing Accuracy

We are committed to the avoidance of over or undercharging. To ensure accuracy of charging, it is our policy to list clearly all course fees including total amount payable and its breakdown before and after the inclusion of the Goods and Services Tax (GST).

Receipts

Receipts issued by SIMM to you to acknowledge payment made shall contain but not limited to the following information:

- Student's Name
- Student Identification Number
- Payment Intention

- Amount Paid
- Payment Breakdown
- Date of Payment
- Course Name
- Course Identification Number

8. Course Fees

"Course fees" mean the fees paid by or on behalf of the Student to SIMM for a given Course.

"Total Course Fees" are categorized into **Course Fee and Other Fees**

(i) Other Fees comprises:

- Application Fee
- Membership Fees
- Main examination administration,
- Course Materials if applicable

Apart from the Course Fees and Other Fees, there are Miscellaneous Fees which a Student may incur from time to time incur.

(ii) Miscellaneous Fees comprises:

- Supplementary Examination Fees
- Re-module Fee
- Late Payment Fee
- English Subject Fee (if applicable)
- Exam Review Fee
- Deferment Fee (when the Student wants to postpone the Course)
- Application Fee for exemption of the subjects
- Administration Fee for instalments
- Course Transfer Administration Fee
- Replacement of duplicated result statement/ transcript
- Replacement Fee for lost Student ID cards
- Letter Issue Fee

Confidentiality of Student Data

We will safeguard, according to strict standards of security and confidentiality, any information our students share with us. We will limit the collection and use of student information to the minimum required to deliver superior service to our students, which includes advising our students about our academic services and other opportunities. Every effort shall be made to ensure that the integrity of the Student personal particulars and confidential information entrusted to us are not compromised unless required to by law.

We also undertake not to divulge any of the student's personal information to any unauthorized third party without the prior written consent of the Student.

9. Attendance Policies

Attendance will be taken at every training session. Student's attendance record will

determine his or her eligibility for examinations.

For every module/subject, all students must have at least 75% attendance to be eligible for examination.

Students who are late for class or leave early for three consecutive times will be considered as absent for one time.

For any leave application, student must submit the Leave Application Form to Program Consultant and get approval from Academic Director.

The student must produce the Medical certificate if applying for Medical Leave.

If the student applies leave to go back to home country, he/she must get the leave approval before buying the air ticket; and he/she must show the air ticket to Program Consultant before leaving Singapore.

All un-approved leave will be treated as absent.

10. Marketing Communications

In respect of Marketing Communications, we ensure that our Course brochures provide detailed information on the following:

- Terms of Courses – Course Fee, Other Fees, Miscellaneous Fees, course availability, duration of courses, course structure, course outcome, pre-requisites and course requirements.
- Assurance of quality of Courses.
- Contact Details – School Address, Facsimile Numbers, Names of Contact Persons, Telephone Numbers, Email Addresses and Payment Details.

Course Brochures and Fee List are also accessible to students prior to signing up.

11. Feedback Mechanism

Our feedback channels include:

- Face-to-face feedback with program consultants
- Telephone communication with program consultants
- Written feedback by filling up Student Feedback/Complaint Resolution form
- Written feedback via email to our email address Email: info@simm.org.sg
- Fax in of requests, opinions, or comments Fax: 6337 7794
- Written communication via post Address:

Corporate Office:

133 Middle Road, #04-01, BOC Plaza, Singapore 188974

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Campus Operations

45 Middle Road, #06-00 Foo Ann Building,
Singapore 188954

Our operation hours are from Mondays to Fridays from 9.00am to 7.00pm, Saturdays from 9.00am to 2.00pm. The School is closed on Sundays and Public Holidays.

12. Dispute Resolution Policy

The Dispute Resolution Policy provides a clear guideline to fulfill the school's aim of reaching a fair and amicable solution for any cases of dispute with the students.

- a. Any complaints raised will first be handled as part of the Feedback or Complaint Management Process. In which, depending on the complexity of the case, SIMM will respond to the complainant between 7 and 14 working days.
- b. If the complainant is dissatisfied with the proposed resolution, a case of dispute is determined. The Dispute Resolution Policy will kick in.
- c. Program consultant will inform student on the CPE Mediation-Arbitration Scheme found at www.cpe.gov.sg.
- d. Program consultant will provide contact information of the CPE Student Services Centre.

13. Grievances & Complaints

- a. Student can fill up the Student Feedback/Complaint form and submit to Program Consultant for evaluation.
- b. SIMM will investigate and act to resolve areas of concerns. Our interim response is within 2 working days.
- c. The management will meet up with the Student, whenever necessary for further inputs.
- d. Depending on the complexity of the case, our resolution time is within 14 working days.
- e. If the School is unable to solve the complaint amicably, SIMM's Dispute Resolution Policy will kick in.

14. Student Help Line

Students can seek advice from any of our Program Consultants. Alternatively, Students with problems or concerns may wish to contact **Ms. Kathy Fang, SIMM's In-house Counsellor, mobile: +65 90170023.**

15. Use of Policy

This Service Commitment Policy complements the Student Handbook,

16. Miscellaneous

SIMM reserves the right, where appropriate, to include, delete or change any of the above-mentioned policies.