



June's Beauty School

貴夫人美容學校

Leader In Beauty And Hair Education Since 1973

Student Handbook

Name of Student: _____

Course: _____

June's Beauty School

12 Prince Edward Road #06-01 Bestway Building Podium A Singapore 079212

Tel: (65) 6337 3307 Fax: (65) 6338 8348 Email: junesbsch@singnet.com.sg Website: www.juneliew.com.sg

UEN: 200604452H

Registration Period: 14 September 2010 to 13 December 2011

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MESSAGE FROM THE PRINCIPAL

On behalf of the management team, I sincerely welcome all of you to join the big family at June's Beauty School. I would like to take this opportunity to thank you for trusting us with the solemn duty of educating you and preparing you to face the challenging world ahead. June's Beauty School was registered and set up in Singapore in 1973. It was one of earliest private schools in Singapore providing courses in beauty and hair with a systematic and methodical approach.

Over the years, many students have walked through our school doors and gone on to be very successful in their respective fields, working as consultants, trainers, beauticians, hair stylists, and even as entrepreneurs and owners of their own salons and schools.

In our thirty seven years of teaching, we have never stopped improving; developing course content and content delivery methods to suit the times. Even as knowledge in skin care and hair care has grown, and fashionable styles in make-up and hair design have come and gone, some things remain constant. At June's Beauty School, we constantly emphasize good service, passion and dedication to the profession of beauty and hair styling and the willingness to constantly upgrade one's skill and knowledge.

The proof of our service quality is shown in our achievement of CaseTrust certification in 2006. Our school has also been registered under the Enhanced Registration Framework in 2010 and is currently in the process of applying for EduTrust certification (to replace CaseTrust which will no longer be recognized under the new administration of Council for Private Education). Even as we apply for EduTrust certification, we will adhere to the guideline stipulated under EduTrust Certification Scheme, especially with regards to protecting your fees under FPS, and your health under the medical insurance scheme.

We sincerely hope you will feel at home at June's Beauty School, especially for those of you who hail from overseas. At June's Beauty School, we are always willing to lend a hand or a listening ear, so please, do not hesitate to ask for assistance. Finally I would like to wish all of you the best in your studies here with us. To those of you who come from abroad, do have a fruitful and enjoyable time in Singapore.

OUR VISION, MISSION & CORE VALUES

Vision

Creating Beautiful People

Mission

To deliver quality beauty care programmes to equip socially responsible students to attain the highest standard of proficiency.

Where

- Deliver quality refers to June's Beauty School commitment to ensure top quality delivery of programmes to students enrolled in the school
- Beauty care programmes refer to June's Beauty School's certificate and diploma as well as British accredited programmes that enable students to assimilate the essential knowledge in hair and beauty care
- Equip socially responsible students refer to the intensive training and exposure to beauty industry standards to ensure that students that graduated from the institute will be equipped with the essential skill to deliver and communicate the services in order to raise the standards in the industry
- Attain the highest standard of proficiency is a promise by the school that all students graduating from the institute shall attain the highest standard required by the industry

Core Values

Judicious- To inculcate students with the mind to make the right decisions

Beauty –Embrace vision and sense that create all things beautiful

Socially Responsible - Dedicating the above value to the well-being of the society.

WHY STUDY AT JUNE'S BEAUTY SCHOOL?

June's Beauty School was established in 1973 by our Founder and Principal Ms June Liew. Over the years she has earned respect and trust from both the beauty and hair industry. However, it is in the field of beauty education that she is most well-known, having contributed her knowledge and skills to many generations of successful and highly competent beauticians and hairstylists worldwide. Many of our students are successful in the industry as professional hairstylists, beauticians and owners of hair, beauty and spa salons and schools.

June's Beauty School is conveniently located at High Street Centre, Singapore and is easily accessible by bus and MRT. We have facilities that support Hair, Face and Body courses. Our school has the relevant educational tools and equipment exclusive to our students for all courses available.

Our school's goal is to give our students an excellent and holistic learning experience with integrity an essential aspect of their education.

FEES

Course Fees

Course Fees comprise Tuition and other mandatory Course-related Fees.

Course Fee details can be found in Schedule 2.1 of the Standard PEI-Student Contract.

It is important to note that Course Fees can ONLY be paid to the **"June's Beauty School STFA (Escrow)"** Account.

Important Note: All Course Fees shall be remitted into the **"June's Beauty School STFA (Escrow)"** Account in Singapore Dollars via Telegraphic Transfer or by Bank Demand Draft in Singapore Dollars.

The Course Fees are protected by the Escrow Bank (DBS Bank Ltd) in case of the PEI's Liquidation or Regulatory Closure or Malpractices. The Course Fees would be disbursed to June's Beauty School Pte Ltd at pre-determined Time-Line as established by DBS Student Tuition Fee Account (Escrow) – Standard Operating Procedure.

Miscellaneous Fees

Miscellaneous Fees comprise of ad hoc costs incurred by students arising from the Course which cannot be determined upfront.

Miscellaneous Fees are clearly tabulated in Schedule 2.2 of the Standard PEI-Student Contract.

PAYMENT OF APPLICATION FEE & MISCELLANEOUS FEES

Types of Application Fee

Local Students (Singapore Citizens, SPR, International Students that do not require Student Pass)	SGD120
International Students	SGD470

Modes of Payment

CASH/NETS:

Payment must be made in Singapore Dollars at June's Beauty School.

BANK DRAFT:

Payment made through Bank Draft must be made payable to "**June's Beauty School Pte Ltd**" and sent to June's Beauty School together with the Application. Payment currency must be in Singapore Dollars. On the reverse side of the Bank Draft, the Student is requested to include:

1. Student's Full Name
2. Student's NRIC/ Passport No.
3. Course Title
4. Course Code

MAILING ADDRESS:

June's Beauty School Pte Ltd
(Ref. Student Enrolment)
12 Prince Edward Road
#06-01 Podium A Bestway Building
Singapore 079212

TELEGRAPHIC TRANSFER / WIRE TRANSFER:

Details for payment by telegraphic transfer/ wire transfer are as follows:

Bank Name:	DBS Bank Ltd
Bank Address:	6 Shenton Way DBS Building Singapore 068809
Country:	Singapore
Bank Code:	7171
Branch Code:	001
Account Name:	June's Beauty School Pte Ltd
Bank Account Number:	0019032350
SWIFT Code:	DBSSSGSG
Reference:	Student Full Name Student Passport Number Course Title Course Code - Indicate as appropriate.

For further assistance on payment related matters, please do not hesitate to contact, Mr. Yap Chun Kiat at Tel: (+65) 6337 3307 or email: junesbsch@singnet.com.sg

PAYMENT OF COURSE FEES

Fee Payment Structure

- Students must pay their fees punctually as outlined in the schedule of payment.
- Escrow Account Fees should be made payable to:
 - Escrow Account Name: **June's Beauty School STFA (Escrow)**
 - Escrow Account Number: **003-902110-0**.
- A notice of payment will be sent to all students informing them of the fees due 2 weeks prior to the due date of payment.
- A late payment interest of 2.5% or S\$15.00 (whichever is higher) per month from due date will be charged for late payment of more than 1 week.
- Students are advised to keep their receipt(s) for future reference. An administrative fee of S\$5.00 will be charged for each request for a duplicate receipt.
- Students who have outstanding fees of more than 30 days will be suspended from attending Course.

Compensation

- Students who are being subsidized by SDF (Skills Development Fund) are required to meet the requirements laid down by SDF in order to enjoy the funding. That is students must achieve minimum 90% attendance, and sit for all examinations (ie theory and practical) conducted by June's Beauty School Pte Ltd.
- Should the student not fulfilling any of the requirements laid down by SDF and subsequently results in the School not being able to claim the unsupported amount of school fees from SDF, the Student is liable to pay the school, the unsupported amount of school fees.

Modes of Payment

If you have a DBS or POSB account, electronic payment is the most convenient method for you:

DBS iBanking (personal internet banking) DBS Cashline DBS Credit Card DBS Savings/Current POSB Savings/Current DBS & POSB ATM DBS Savings/Current POSB Savings/Current	INSTRUCTIONS: <ul style="list-style-type: none"> • Select Bill Payment • Look for Student Fees Escrow A/c from the payee list • Enter your 10-digit Bill Reference No. (omit the dashes)
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If you do not have a DBS or POSB account, we have these convenient payment channels for you:

Cash at any DBS Branch Cheques (include Cashier's Order/Draft & Money Order) <ul style="list-style-type: none"> • Mail to P.O. Box 125 Singpost Centre <u>or</u> • Drop it at any DBS or POSB Quick Cheque Deposit Box 	INSTRUCTIONS: On the cash deposit slip or behind the cheque <ul style="list-style-type: none"> • Write your 10-digit Bill Reference No. (omit the dashes) • Write June's Beauty School's Escrow account name & number <ul style="list-style-type: none"> ○ <u>June's Beauty School STFA (Escrow)</u> ○ <u>003-902110-0</u>
If you are paying from overseas by Telegraphic Transfer <div> <div> Beneficiary Bank Details Beneficiary's Bank: DBS Bank Ltd SWIFT BIC Code: DBSSSGSG Beneficiary Name: <u>June's Beauty School STFA (Escrow)</u> Beneficiary Account No: <u>003-902110-0</u> </div> <div> Remittance Details Course ID Course Name 10-digit Bill Reference Number Student Name </div> </div>	

For further assistance on payment related matters, please do not hesitate to contact, Mr. Christopher Ng at Tel: (+65) 6337 0363 or email: junesbsch@singnet.com.sg

****IMPORTANT NOTE**

Please ensure that the Bill Reference Number is the one assigned to your particular payment as shown on the Payment Voucher. DO NOT use any other Bill Reference Numbers. DBS Bank Ltd shall not be liable for any loss suffered by you should you use the wrong Bill Reference Number.

FEE PROTECTION SCHEME (FPS)

Undertaking By June's Beauty School

June's Beauty School hereby confirms and undertakes to the Student that it has in place a Fee Protection Scheme as stipulated by the Council for Private Education (CPE) (the "FPS") by way of an escrow account.

Our appointed FPS provider: **DBS BANK LTD**

June's Beauty School hereby undertakes to the Student that as stipulated under the FPS, June's Beauty School shall collect fees in equal instalment amounts from the Student with each collection not exceeding the collection cap calculated according to the following formula*:

(i) EduTrust-certified PEI (12-month)	$X/Z \times 12 =$ (_____)
(ii) Non-EduTrust-certified PEI (6-month) (PEI is a member of the industry-wide course fee protection scheme under Enhanced Registration Framework)	$Y/Z \times 6 =$ (_____)

where X is the total amount of the payable Course Fees set out in Schedule 2.1; Y is the course fees under the Enhanced Registration Framework; and Z is the total duration of Course (in months) as stipulated in Clause 1.4.

FPS in the Form of Escrow Account

June's Beauty School's FPS is in the form of **escrow account**: A copy of the master escrow agreement between CPE and DBS Bank Ltd (the "Master Escrow Agreement") and acceded to by the PEI on [22nd December 2009] is available on the school website for reference.

The Master Escrow Agreement sets out, among other things, the details upon which the PEI shall establish an escrow account with either DBS Bank Ltd, Hong Kong and Shanghai Banking Corporation Limited or Standard Chartered Bank (the "Escrow Account" with the "Escrow Bank") for the purposes of receiving payment of the Student's Fees and the circumstances in which the amounts in the Escrow Account shall be payable to June's Beauty School and/or the Student. June's Beauty School and the Student hereby agree that:

1. The Student shall execute a student escrow confirmation in a form acceptable to the Escrow Bank (the "Student Escrow Confirmation") within 3 working days of the date of this Agreement and deliver a copy of the same to the Escrow Bank within three (3) working days of it being so executed;
2. The Student shall pay the Course Fees directly into the Escrow Account on or before the dates specified in Schedule 2.1.

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

TRANSFER/WITHDRAWAL POLICY

Request for Transfer/Withdrawal

June's Beauty School only permit students who satisfy relevant entry requirements for specific courses to transfer from one course of study to another. June's Beauty School will only consider applications for course transfer where the student submits the Course Transfer Form accompanied by the reasons for transfer and a written letter of support from parents/guardians.

Likewise, June's Beauty School will only consider applications for withdrawal when the student submits the Course Withdrawal Form accompanied by the reasons for withdrawal and a written letter of support from parents/guardians.

The forms should be submitted to the General Office either personally, through postal mail or fax. The forms may also be scanned and submitted via email, but it should be followed by delivering the original form to the General Office within seven working days.

Both forms are available at the General Office.

Withdrawal from a Course

Students are entitled to immediately withdraw from the course (termed as "Withdrawal from Course for Cause") whereby June's Beauty School, for any reason, under the following conditions:

- Breaches any obligations under the Student Contract signed between the student and the School;
- Fails, for any reason, to commence the course on the Course Commencement Date;
- Terminates the course for any reason prior to the Course Commencement Date of the Course;
- Fails for any reason, to complete the course by the Course Completion Date;
- Terminates the course for any reason prior to the Course Completion Date;

Deemed Withdrawal – Transfer

June's Beauty School deems any student who transfers from one course to another within the School as withdrawn from one course and enrolled into another. A New Standard PEI-Student Contract needs to be signed between the student and June's Beauty School for the new course that the student transfers to.

REFUND POLICY

Request for Refund of Course Fees

June's Beauty School only considers requests for refunds where the student submits the Student Refund Request Form to the General Office. June's Beauty School may arrange for an interview with the student if more information is required to make a decision.

June's Beauty School will send a formal Refund Request Reply to the student within 7 working days, notifying the student if the refund request is approved.

For positive refund outcomes, the money will be transferred within 14 working days of the Refund Request Reply.

For negative refund outcomes, the student may seek advice from Student Support and has up to 28 working days to lodge an appeal with new information to strengthen their case.

Withdrawals and Refunds

Students withdrawing from the course for any reason other than these may apply for a refund of paid tuition fees if their withdrawal is a result of the following circumstances:

- Events beyond the student's control such as pandemics and natural disasters;
- Onset of severe illnesses for the student;
- Family and personal circumstances;
- Worldwide crisis – such as economic/banking crisis.

There is also seven (7) working days of cooling-off period from the date of signing the Standard PEI-Student Contract Agreement which will allow for a Maximum Refund should students decide to withdraw within this period.

Where the Student withdraws from the course for any reason other than those stated above, June's Beauty School shall, 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 sum of :

% of the aggregate amount of the fees paid	If Student's written notice of withdrawal is received
100%	('Maximum refund') More than 30 days before the Course Commencement Date
50%	Before, but not more than 21 days before, the Course Commencement Date
30%	After, but not more than 3 days after the Course Commencement Date
20%	More than 3 days after the Course Commencement Date, but not more than 7 days after the Course Commencement Date
0%	More than 7 days after the Course Commencement Date

No Refund of Course Fees Under the Following Circumstances

The School shall not refund course fees if student withdrawal is due to any of the following reasons on the part of the Student:

- Failure to maintain minimum attendance.
- Failure to pay course fees (especially for instalments).
- Failure to maintain satisfactory course progress.
- Misbehaviour that is not in accordance to that demanded by the School.

Payment of Approved Refund of Course Fees

- The School shall only make refunds in Singapore dollars.
- The School shall send refund payments to the applicant's home country unless otherwise stated in writing.
- The School shall pay refunds only to the student or the person as specified in the Student Refund Request Form. An Authorisation Letter, stating the full name, NRIC number and bank account details of the receiver and signed by the student is required if student is not the receiver of refund. The Authorisation Letter should additionally be signed by the student's parent or legal guardian if the student is under eighteen (18) years of age.
- The School shall notify the student within 14 working days of completion of the refund.

MEDICAL INSURANCE SCHEME

Undertaking to Provide Medical Insurance Coverage

June's Beauty School hereby confirms and undertakes to the Student that it has in place a medical insurance scheme for all its students as required by CPE under EduTrust certification scheme. This medical insurance scheme shall minimally provide for an annual coverage limit of not less than S\$20,000 per student, at least B2 ward in government and restructured hospitals and 24 hours coverage in Singapore and overseas (if student is involved in school-related activities) throughout the course duration, and the Student is encouraged to seek advice on whether more comprehensive insurance cover is required or desired.

Our appointed medical insurance provider:

American International Assurance Company, Limited (AIA)

Opt Out

A Singapore Citizen, Singapore PR or a non-Student's Pass international student who is protected by his own medical insurance coverage in Singapore can opt out from the medical insurance scheme arranged for by June's Beauty School.

STUDENT CODE OF CONDUCT

- Foreign students such as those with valid Student Pass, Dependent Pass or Tourist Visa are not allowed to do work in any field or related field while taking our courses in our school.
- Any students who do not adhere to our rules and regulations and those who are caught working without valid permit will be dealt with in accordance with the Law of Singapore under the Immigration Act.
- Students should maintain professional and desirable work habits and attitudes with fellow students, teachers and administrative staff, failing which, disciplinary action may be taken.
- Profanity, vulgarity, violence or the threat of physical harm will not be tolerated on the school premises. Offenders will be referred to the Police and may be expelled.
- To maintain a clean and professional environment for all, there is to be no eating, drinking, smoking, consumption of drugs, alcohol or chewing gun, or reading of newspapers or magazines on the school premises.
- Mobile phones and such must be switched off or on silent mode when on school premises. Students must not make or receive calls in class or from the salon floor. They should excuse themselves and take the call in private outside the classroom. Offenders will have their devices confiscated.
- Students are not permitted to make or receive personal calls through the office telephone lines. Messages will be taken only in cases of an emergency and the student will be duly informed.
- Students are not allowed to audio/ video record, take photographs of classroom activities, works and skill demonstrations unless permission has been granted from the Principal.
- Students cannot choose or refuse any assignment for case studies. Students also cannot perform a case study without permission. No personal services can be given by a student without supervision or written permission from the instructors or principal.
- Any student found guilty of wilful defacement, destruction or theft of school property will be referred to the Police and face expulsion from the school.
- Illegal photocopying, distribution or sale of June's Beauty School's text and materials are an infringement of the International copyright laws. Offenders will face legal action by June's Beauty School Pte Ltd.
- Students are encouraged to use their own products bought in the school for the purpose of training and for hygiene reasons. Students must possess their own equipment and are responsible for their own belongings. June's Beauty School will

not be held liable for the loss, theft or destruction of a student's personal belongings or equipment.

- Students are responsible for the security of their lockers and keys. A request to open a locker requires proof of occupancy and is subject to S\$5.00 charge. Replacement for a lost locker key costs S\$10.00.
- Students are not allowed to leave personal belongings unattended within the school premises. All student belongings should be kept inside their personal lockers.
- In order to upkeep a safe and conducive environment for all, students must keep their stations, equipment and school premises clean at all times.
- Students must be in uniform at all times. Alterations of any kind to the June's Beauty School uniform are not allowed.
- Students should be dressed presentably. No slippers are allowed.
- Any student not in proper uniform can choose to be fined S\$5.00 or have the attendance struck off for the day.
- Students' particulars are strictly for the purpose of completing course submission, and for other legitimate purposes made known to the student prior to obtaining such particulars.
- The School is committed to maintaining the confidentiality of the Students' personal information and undertake not to divulge any information to any third party without prior written consent of the students.

STUDENT PASS APPLICATION

The School undertakes to use its best efforts to assist the Student if he/she requires a Student's Pass from the ICA. This includes, without limitation, providing the Student with advice on obtaining such pass, verifying the Student's enrolment and immigration status, and doing all such things as may be necessary to procure the Student's Pass on behalf of the Student.

The Student's Pass issued is **not transferable** and will expire upon the Student ceasing to be a Student of the School. The School is under obligation to inform the ICA of the Student's withdrawal from, or on completion of his/her course of study at our school. The Student shall deliver to the School, within 5 days of the Student ceasing to be a student of the School, their Student's Pass for cancellation of the said Pass.

STUDENT ATTENDANCE REQUIREMENT

To graduate and receive June's Beauty School Certificate / Diploma, students must achieve the skills standard set down by the school. The School reserves the right to award the June's Beauty School Certificate / Diploma to students who meet the requirements as stated.

- Students are expected to attend School daily. The School will not tolerate chronic absences, class cuts and lateness.
- Students must register their attendance within half an hour of the commencement of class. Thereafter, the attendance sheet will be closed and they will be considered as absent for the day.
- Students are not allowed to leave the School or class without the permission of their teachers.
- Students must call in by 10.30 am to inform the School if they are sick and unable to attend class. A Medical Certificate must be submitted upon return to class.
- If a student is delayed due to an emergency or unforeseen circumstance, the School must be informed immediately.

The School is obliged to report to the Immigration and Checkpoints Authority (ICA) on any foreign student who:

- Fails to attend classes for a continuous period of 7 days or more without a valid reason.
- Does not attend classes regularly, i.e.: Where the percentage attendance in any month of the course is lower than 90% for no valid reason.

STUDENT LEAVE APPLICATION

Students shall apply for student leave of absence two weeks prior to intended absence.

The School shall give a grace period of three days for student submission of Student Leave of Absence Forms under the following circumstances:

- Medical Leave;
- Compassionate Leave.

If the duration of the leave applied for is longer than a week, the student is required to submit Student Leave of Absence Form at least four weeks prior to the commencement of applied leave.

PRACTICAL EXAMINATION RULES & REGULATIONS

- Students are advised to arrive at the examination venue 30 minutes before the commencement of the examination;
- Students will be given 15 minutes prior to the examination to set up equipment and prepare necessary materials;
- Students are required to bring their own models for practical examinations;
- All examination candidates are required to identify themselves with their student identification card or passport. Only candidates whose names are on the examination list will be allowed into the examination venue;
 - Candidates who arrive more than 15 minutes after the commencement of the exam will not be allowed to take the examination.
- Any candidate who has left the venue without the invigilators' authority shall not be allowed to re-enter it during the examination;
- Candidates are not allowed to leave the examination hall until 20 minutes after the commencement of the examination;
- Candidates may take into the examination venue only materials which have been expressly indicated by instructors;
- Candidates are generally not permitted to carry the following items into the examination venue:
 - Mobile phones, pagers or any other communication device;
 - Laptops, mobile dictionaries;
 - Material with markings or notes on them.
- Candidates suspected of engaging in unfair examination practices will be reported;
- Failure by an invigilator to warn a candidate at the time of examination shall not prejudice subsequent investigation by the School of any allegation made against a candidate.

Invigilators who witness an examination candidate cheating is authorised by the School to confiscate and retain evidence relating to the alleged unfair practice.

WRITTEN EXAMINATION RULES & REGULATIONS

- Students are advised to arrive at the examination venue 15 minutes before the commencement of the examination
- All examination candidates are required to identify themselves with their student identification card or passport. Only candidates whose names are on the examination list will be allowed into the examination venue;
 - Candidates who arrive more than 15 minutes after the commencement of the exam will not be allowed to take the examination.
- Any candidate who has left the venue without the invigilators' authority shall not be allowed to re-enter it during the examination;
- Candidates are not allowed to leave the examination hall until 20 minutes after the commencement of the examination;
- Candidates are not permitted to flip through the examination paper until instructed by the invigilator to do so;
- No candidate shall be allowed to bring out any copy of an examination paper from the examination venue;
- Candidates may take into the examination venue only material which have been expressly indicated by instructors;
- Candidates are generally not permitted to carry the following items into the examination venue:
 - Mobile phones, pagers or any other communication device;
 - Laptops, mobile dictionaries;
 - Material with markings or notes on them.
- Candidates suspected of engaging in unfair examination practices will be reported;
- Failure by an invigilator to warn a candidate at the time of examination shall not prejudice subsequent investigation by the School of any allegation made against a candidate.

Invigilators who witness an examination candidate cheating is authorised by the School to confiscate and retain evidence relating to the alleged unfair practice.

STUDENT APPEAL POLICY

June's Beauty School only considers appeals where the student submits the Student Appeal Form to the General Office. JBS may arrange for an interview with the student if more information is required to make a decision.

The School shall allow students to submit only one appeal for a relook at their overall results.

The School may take mitigating circumstances such as the following into account:

1. Ill-health – physical or mental;
2. Emotional/personal difficulties – e.g. bereavement, severe financial hardship;
3. Disabled Students – e.g. where the student's disability comes to light for the first time at assessment;
4. Unavoidable absence from domicile - e.g. eviction;
5. Other serious circumstances which could not be foreseen by the student;

Examples in these regulations are not intended to be definitive or exhaustive.

Students will be notified of the deadlines by which applications for Student Appeal must be made.

Mitigating circumstances submitted after the cut off date will receive consideration only if the applicant was unable to submit by an earlier date and appropriate evidence is supplied to support the statement of inability to submit. Late submissions, which do not provide sufficient evidence, will be dismissed.

Decisions made by the Examination Board regarding student appeals are final.

For more details, please refer to miscellaneous course fees list.

STUDENT FEEDBACK PROCEDURE

Students may submit feedback to the school at any time. Feedback Forms are available at the General Office and should be submitted to the Office Manager.

STUDENT COMPLAINT/GRIEVANCE HANDLING PROCEDURE

June's Beauty School has a formal procedure to investigate and record Student's complaint(s) or grievance(s). All efforts shall be made to examine all the facts comprehensively. Students' complaint(s) or grievance(s) shall be treated with strict confidentiality.

Student's complaint(s) or grievance(s) must be submitted on a duly-filled Student Complaint Form, signed and personally hand-delivered to the General Office. The form is obtainable from the General Office.

The Student may be invited for face-to-face interview for clarifications.

The Operation Manager shall acknowledge all Student Complaint(s)/ Grievance(s) in writing within 2 working days of receipt of the Student's Complaint(s)/ Grievance(s) submission by hand and shall advise the aggrieved student of the possible time frame for resolution.

Every effort shall be made to expedite the investigation. After the Complaint(s)/ Grievance(s) has been investigated, the outcome of the investigation and redress options, if applicable, shall be immediately communicated in writing to the student and not later than 16 working days from the registered date the Student's submission of the Complaint(s)/ Grievance(s).

If the student is not satisfied with the proposed resolution, the Student has recourse to bring the matter to the attention of the Principal for mediation. Resolution shall be provided no later than 20 working days from the registration date of the Student complaint/ grievance.

In instances where the student is still not satisfied with the proposed resolution by the Principal, the Student shall have further recourse to refer the Complaint(s)/ Grievance(s) to the Council for Private Education (CPE) for third party mediation.

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How To CONTACT US

The School is open Monday through Sunday, except National Day, Labour Day and Christmas Eve and Chinese New Year. Notice of closure will be given from time to time.

School's opening hours:

Monday, Wednesday & Friday : 10.00am - 8.30pm

Tuesday, Thursday & Saturday : 10.00am - 7.00pm

Sunday & Public Holiday : 10.00am - 5.00pm

Lunch hours are from 1.00pm - 2.00pm, depending on class schedules. There will also be an approximate of 15 minutes break for each session.

Staff of June's Beauty School can be contacted in the following ways:

Via Phone +65 6337 3307

Via Fax +65 6338 8348

Via Email junesbsch@singnet.com.sg

Via Website www.juneliew.com.sg

Via Mail or personally at June's Beauty School Pte Ltd
12 Prince Edward Road #06-01
Bestway Building Podium A
Singapore 079212

GETTING HERE

Bus Services 70, 75, 106, 107, 128, 130, 133, 162, 167, 186, 196, 400, 402, 530, 531, 546, 587, 588, 590, 598, 599, 700, 970 (Opp MAS Building)

10, 57, 97, 100, 10E, 131, 530, 531, 546, 587, 588, 590, 598, 599, 97E, 971E

SMRT Stations Tanjong Pagar MRT (EW15) Exit D

EMERGENCY CONTACTS

June's Beauty School	Phone: +65 6337 3307
Police Emergency	Phone: 999
Fire Department	Phone: 995
Ambulance	Phone: 995 (Emergency) / 1777 (Non-Emergency)
CPE Student Services Centre	Address: 1 Orchard Road (YMCA Building) Singapore 238836 Phone: +65 6592 2108 Fax: +65 6337 1584 Website: www.cpe.gov.sg Email: CPE_CONTACT@cpe.gov.sg Office Hours: Monday to Friday : 9.30am - 6.00pm Closed on Saturdays, Sundays and public holidays Nearest Mrt: Dhoby Ghaut (Exit A)
Chinese Embassy in Singapore	Address: 150 Tanglin Road Singapore 247969 Phone: +65 6418 0252 / +65 6734 4737 Fax: +65 6479 3250 / +65 6479 5910 / +65 6479 2353 Website: http://www.chinaembassy.org.sg Email: chinaemb_sg@mfa.gov.cn
Indonesian Embassy in Singapore	Address: 7 Chatsworth Road Singapore 249761 Phone: +65 6737 7422 Fax: +65 6737 5037 / +65 6235 5783 Website: http://www.kbrisingapura.com Email: info@kbrisingapura.com Office Hours: Monday to Thursday : 9.00am - 1.00pm; 2.00pm - 5.00pm Friday : 9.00am - 12.30pm; 2.30pm - 5.00pm
High Commission of Malaysia in Singapore	301, Jervois Road Singapore 249 077 Phone: 02 6235 0111 Fax: 02 6733 6135 Web Site: http://www.kln.gov.my/perwakilan/singapore Email: mwspore@singnet.com.sg Office Hours: Monday – Friday : 8.00am - 5.15pm

Embassy of Myanmar in Singapore	15, St Martin's Drive Singapore 257996 Phone: (0065) 7350209 Fax: (0065) 7356236 Web Site: http://www.mesingapore.org.sg/ Email: ambassador@mesingapore.org.sg Office Hours: Monday to Friday : 9.30am - 12.30pm; 2.00pm - 5.00pm
Vietnam Embassy in Singapore	Address: Chancery: 10 Leedon Park Singapore 267887 Singapore 267887 Phone: +65 6462 5938 / +65 6462 5994 Fax: +65 6468 9863 / +65 6462 5936 Website: http://www.vietnamembassy-singapore.org/en/ Email: vntrade@singnet.com.sg Office Hours: Monday to Friday : 8.30am - 12.00pm; 2.30pm - 5.30pm Visa Hours: Monday to Friday : 9.00am - 12.00noon Other Consular Service (Passport, Certification, Legalization & Marriage) Monday, Wednesday and Friday : 3.00pm - 5.00pm National Day: 2nd September

For other embassy contact information, please visit :
<http://embassy.goabroad.com/embassies-in/Singapore>