



# IIHM EDUCATION PTE LTD

## **Commitment towards protection of the Students' Fee for the duration of the Course including the Industrial Agreement, which is a part of the Curriculum**

This is to confirm that IIHM Education Pte Ltd (UEN: 202134816G) is committed to protect the fees paid by the students for the duration of the course, including the period of Industrial Agreement during which tenure, the student will be training with some of the most renowned hospitality and Food & Dining spaces in Singapore.

IIHM Education Pte Ltd is a private company limited by shares that offers the following courses –

- Diploma in Hospitality & Tourism Management (1 year)
- Diploma in Culinary Arts (6 months)
- Certificate in Hospitality Skills [E-Learning] (3 months)

We have applied for registration with the Committee for Private Education (CPE) under the Enhanced Registration Framework (ERF) and we comply with the Private Education Act and Regulations.

As part of our commitment to protect the students' fees, we have put in place the following measures:

- We have compulsorily ensured that we will not collect fee overshooting the value of course fee of 2 months, at a given point in time. All Course fee will be collected in instalments which has been clearly defined in the Standard Student Contract.
- We have adopted the Standard Student Contract as stipulated by CPE. The Standard Student Contract is a legally binding contract between us and the student that sets out the important terms and conditions governing the relationship between both parties. The contract covers areas such as course information, course duration, course fees, refund policy, dispute resolution mechanism and other essential information. We ensure that every student signs the Standard Student Contract before commencing their course with us and we provide them with a copy of the contract for their reference.
- We have also established a clear and fair refund policy that is aligned with CPE's requirements. The refund policy outlines the circumstances under which we will provide a refund to the student, the amount of refund payable and the time frame for processing the refund. The refund policy is stated in the Standard Student Contract and on our website. We ensure that every student is aware of and agrees to our refund policy before enrolling with us.
- We have also ensured that our Industrial Agreement partners are reputable and reliable organizations that can provide quality training and exposure to our students. The Industrial Agreement is an arrangement between us and our



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partners whereby our students will undergo a period of industrial attachment or internship at their premises as part of their course curriculum. The Industrial Agreement partners are responsible for providing a conducive learning environment, adequate supervision and guidance, relevant tasks and assignments, and fair remuneration to our students. We monitor and evaluate our students' performance and feedback during their industrial attachment or internship and we intervene if there are any issues or concerns.

We hope that this notice assures you of our commitment to protect your fees and interests as a student of IIHM Education Pte Ltd.

Sincerely,

Debashish Chakraborty  
PEI Manager  
IIHM Education Pte Ltd.