

KIMARIE

HAIR TRAINING CENTRE

Student Handbook

TPhb Ver 2 2/04/10

Acknowledgement Form

I,..... of

.....

Fin No./Passport No..... hereby acknowledged
that I have received a copy of the Student Handbook..

Signature:

Date:

OUR VISION

To be the trend setter in hairstyling and a leading hairstyling educational institution both in Singapore and the Asia Pacific region, with excellent service and total commitment to customer's requirement.

OUR MISSION

To provide credible training in hairstyling so that skills and knowledge of graduants of the Centre are respected locally and internationally and their employability enhanced.

OUR VALUES

Maintaining a Customer satisfaction focus –

We value each student & strive to exceed his expectation

Promoting Integrity & ethical practice –

We earn & uphold the trust & confidence of the training industry & public towards us

Establishing a sense of Belonging –

We work as a team to secure mutual trust and move ahead.

Encouraging an innovation approach –

We constantly pursue new ideas & creative solutions

Pursuing Excellence always –

We take pride in what we do & strive for excellence

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Our Motto:
BE A WORLD CLASS HAIRSTYLIST

1. Corporate Profile

1.1. Introduction

Kimarie has a long reputable history in Training and Education regionally and internationally. It was founded in 1979 with the initial founding mission ad motto: “ **You no longer need to fly to Europe / London or leave your job to be an internationally recognized Professional Hairstylist**” by bringing the world’s best skill & expertise, voice and hands- on techniques to you, here in Singapore, through our School .

We have initial vision: to make **Singapore The Training Education Hub for Hairstyling for this side of the world**. This is to bring students from all around the region to have an internationally recognized Training diploma in Hairstyling

In support to our Mission & Vision, to date we have successfully organized training courses endorsed by the Institute of Technical Education and Ministry of Education, Singapore.

Branches are set up in Singapore and Malaysia to provide in-salon attachment and employment for graduating students.

We have successfully conducted courses with internationally renowned hair training centres like Vidal Sassoon (London), Alan’ D (London), Gary Gerald International (USA), L’oreal International (Paris) and Kojak Creative (Hamburg-Germany)

We hold records for the highest successful students graduates -19856 over 30 years of track record.

1.2. Accreditation Body and Examination Board

1.2.1. VICTORIA UNIVERSITY, MELBOURNE, AUSTRALIA – Professional Diploma in hairstyling programmes

1.2.2. INSTITUTE OF TECHNICAL EDUCATION – National ITE Certificate (NITEC) in Hair Fashion & Design

The Institute of Technical Education (ITE) was established on 1 April 1992. It is a statutory board under the Ministry of Education, Singapore. ITE is an established post-secondary institution with a vision to be a world-class technical education institution for a Knowledge-Based Economy (KBE). It aims to create opportunities for school leavers and adult learners to acquire skills, knowledge

and values for lifelong learning. ITE offers a wide range of engineering, technical, business studies and services-related courses from which students can acquire high-level skills. These courses are carefully designed and developed to meet the needs of the industry. The courses are also career-oriented, preparing graduates to work in challenging jobs in a Knowledge-Based Economy, with bright career and advancement prospects.

1.3 Code of Practice

1.3.1 Integrity and Honesty Dealing

- We believe in our responsibility to our shareholder, management, employees (who work with us) and our customers (who pay for our services).
- We are responsible to our community where we live and work, and the world at large; social concern and environment effort is always part of our goal.

1.4 Achievements and Awards

The School is:

- approved training centre for ITE- NITEC hairstyling programmes;
- approved assessment centre for ITE Examination in hairstyling;
- approved training centre for ITE Traineeship Training ;
- certified ITE Traineeship On-the-Job Training Centre;
- offshore agent of Victoria University, Melbourne;
- commended for outstanding training and development – National Training Award, PSB

2. General Administrative Information

2.1 Enrolment of Course

- 2.1.1 Local student - Register at least 2 weeks before commencement date. Otherwise, acceptance of enrolment subject to approval by management.
- 2.1.2 International student– Register at least 2 months before commencement date. Otherwise, acceptance of enrolment subject to approval by management.

- 2.4.6 All Student Pass holders, according to Immigration Act (Chapter 133), Regulation 21, must not be absent for a continuous period of seven days or more, without valid reasons. The percentage of attendance for the course in any of the month should be 90% or more, otherwise, the student would have to surrender the Student Pass for cancellation.
- 2.4.7 Students who are unable to attend classes due to foreseeable and valid reasons are required to inform, in writing, together with supporting documents to the Principal.
- 2.4.8 Students who are absent due to medical reasons, are required to submit their Medical Certifications to the Principal.
- 2.4.9 Students have to complete the training within the period stipulated for the training programme. Make-up lessons for absentees have to be approved by the Principal.

2.5 Confidentiality Policy

- 2.5.1 The school is committed to maintaining the confidentiality of the student's personal information and undertakes not to divulge any of the Student's personal information to any third party, except required by regulatory bodies, without the prior consent of the student.
- 2.5.2 If student is below 16, the written consent by the parent/guardian is required.

2.6 Change of Student Particulars

- 2.6.1 Should there be any change of Name, NRIC no/Passport no, Address, Contact no, students are required to inform the administration office.

2.7 Course Fee

No	Course Title	Course Fee S(\$) exclude GST
1	National ITE Certificate in Hair Fashion & Design	12,800
2	Professional Diploma in Hairstyling	12,800
3	Professional Diploma in Hairstyling Level 2	6,800
4	Professional Diploma in Hairstyling Level 1	4,800
5	Academy Course	3,200
6	Classic Course	2,000
7	Advanced Haircutting Course	1,500

8	Professional Haircutting course	1,000
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2.8 Payment Policy

2.8.1 Payment Scheme

- Local Student – They are advised to make a full payment of course fee for courses with duration of less than 6 months.
- International Student – They are advised to make payment of course fee when their courses commence, according to their course payment schedule.

2.8.2 Payment Mode

- Payments by cash, NETS, Visa or cheques.
- Cheques must be crossed and made payable to “KIMARIE HAIR & BEAUTY TRAINING CENTRE PTE LTD “.

2.8.3 Student Pass Fee

- International student – S\$100.00 of student pass fee is chargeable to each student’s pass application.
- Administration fee is non-refundable.

2.8.4 Fee Protection Scheme

- Students whose course duration is more than 1 month or 50 hours are required to be covered under FPS by Edutrust, are required to be insured by PEI-appointed insurance provider: LONPAC INSURANCE BHD at a chargeable rate of S\$500.00.
- FPS fee is non-refundable.

2.8.5 Medical Insurance Scheme

- Medical insurance fee is chargeable at \$80.00
- Only SC/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 the PEI.
- Medical insurance is non-refundable.

2.8.6 Tools and Equipment

Students must have a personal set of tools and equipment.
Toolkit – S\$600.00.

2.8.7 Late Payment Fee

If payment is not made within 7 days after the due date, a late payment fee of 3% of the amount due will be charged.

2.8.8 Examination Fee

- Internal Examination - S \$ 50 per course
- NITEC Examination - S \$150 per module
- Overseas Examination – the fee to be advised by the respective institutions and payable at least 3 months before the examination date.
- Examination fees are neither refundable nor transferable.

2.9 Transfer Policy

Students are required to seek the school's approval for transfer to another training programme. No refund of fees will be given if the student chooses to transfer to a course with a lower course fees. Student will have to top up the difference in course fees if he/ she chooses to transfer to a course with higher course fees.

To apply for transfer, student has to write to the Principal stating reason/s for transfer. Copies of all receipts of school fees paid have to be attached.

Application for transfer has to be made within 15 days of the commencement date of the initial registered training programme.

An appointment with the Principal, for the change of training programme, will be made within 7 days after receipt of the student's application.

2.10 Deferment Policy

2.10.1 Local Student must seek the School for approval to defer the commencement and completion date of the course. For sponsored students, permission has to be sought from their respective sponsoring agencies before the school's approval.

2.10.2 The maximum period for deferment of commencement and completion date is 60 days. International students have to seek permission from Immigration & Checkpoints Authority, Singapore for deferment of commencement and completion date of the course.

2.10.3 To apply for deferment, student has to write to the Principal stating reason/s for deferment and attaching relevant supporting documents.

The school will inform local student of the outcome of his application within 7 days, from the receipt of the student's application for deferment. Immigration & Checkpoints Authority will inform International student of the outcome of the application

2.11 Refund Policy

The refund policy is applicable to Local and International students.

2.11.1 Withdrawal for Cause:

The Student shall be entitled to withdraw from the Course by giving written notice to the School of his/her intention to do so under the following circumstances:

- Kimarie fails, for any reason, to commence the Course on the Commencement Date;
- Kimarie fails, for any reason, to complete the Course by the Completion Date;
- Kimarie terminates the Course for any reason prior to the completion of the course.

2.11.2 Refund for withdrawal for cause:

Kimarie shall, as soon as practicable after receiving the student's notice of withdrawal under clause 2.11.1, 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.

2.11.3 Withdrawal without cause and Refunds :

Student has to write to the School, with reasons for refund, for acceptance by the School.

When the student withdraws from the course for any reason other than those set out in clause 2.11.1 , Kimarie shall as soon as

practicable after receiving the student's notice of withdrawal and in any event not more than fourteen (14) days after receiving such notice, refund to the student the entire amount (100%) of the Deposit less all deductions which Kimarie is entitled to deduct all or a part thereof to set off any payment then owing by the student to Kimarie and/or to recover any monies which are properly determined by Kimarie and payable to Kimarie; together with the following sums less any applicable charges under the Fee Protection scheme.

% of [the total tuition course fees & additional fees]	If student written notice of withdrawal is received
100%	More than 60 days before course commencement
75%	Before, but not more than 30 days before the commencement date
50%	After, but not more than 7 days after the commencement date
25%	More than 7 days but less than 14 days after the commencement date
0%	More than 15 days after the commencement date

Cooling-Off Period

The PEI shall provide the Student with a cooling-off period of [7] working days <at least seven (7) working days> after signing this Agreement. Within these [7] days and regardless whether the Course Commencement Date has passed, the Student can submit written notice of withdrawal to the PEI and receive the Maximum Refund amount stipulated by the PEI under Clause 2.4 (less any Course Fees consumed by the Student if the withdrawal date is later than the Course Commencement Date and the Student has started the Course, any PEI administrative charges which are stipulated in the Miscellaneous Fees and any applicable bank administrative charges properly paid/payable under Clause 3). Any dispute in respect of how much Course Fees have been consumed

pursuant to this clause shall be referred to mediation at the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through the CPE Student Services Centre pursuant to Clause 5.4, and only in respect of such decision, the decision of the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) shall be final and binding on all parties.

- 2.11.3 International student has to surrender his Student's Pass and passport to the Principal for cancellation within three (3) days of the student ceasing to be a student of the school.
The school is under an obligation to inform ICA of the student's withdrawal from, or completion of his course of study at the school.

2.12 Grievance Policy

2.12.1 General Feedback

For students who wish to provide feedback on their training, they can use the "Student's Feedback Form" which has been given to them when they commence training and hand it to the reception counter for onward transmission to the Principal.

Alternatively, the students could talk or write to the course co-ordinator or Principal. They could also e-mail their feedback to: kimarie@pacific.net.sg

2.12.2 Redress Policy

It is the policy of the school to acknowledge student's feedback within three (3) working days and resolve any problems within fourteen (14) days.

2.12.3 Third Party Mediation

In the event that the student and the school are unable to resolve a dispute; the student and the school could refer the dispute to the CASE Mediation Centre for mediation prior to instituting any legal action or proceedings.

2.13 Expulsion Policy

2.13.1 Students found guilty of any of the followings will be expelled:

- cheating during examination
- misconduct causing nuisance, danger and disruption to the learning by other students
- Student 's Pass being cancelled for whatever reason/s by Immigration & Checkpoints Authority.

3 Course Programme

3.1 Course Available

No	Course Title
1	National ITE Certificate in Hair Fashion & Design
2	Professional Diploma in Hairstyling
3	Professional Diploma in Hairstyling Level 2
4	Professional Diploma in Hairstyling Level 1
5	Academy Course
6	Classic Course
7	Advanced Haircutting Course
8	Professional Haircutting Course

3.2 Course Pre-requisition

No	Course Title	Pre-requisite
1	National ITE programme	'N' Level or equivalent
2	Diploma programme	'N' Level or equivalent
3	Academy Course & Classic Course	Basic Hairdressing
4	Advanced Haircutting & Professional Haircutting	Experienced Hairstylist with 3 years of work experience

3.3 Course Orientation

Orientation will be held to enable students to familiarize the school environment and course details.

The table below shows a checklist for course orientation:

No	Descriptions	Check <input type="checkbox"/>
1.	Our School History, Achievements, Awards	
2.	Training Associations	
3.	Courses Available	
4.	Objectives	
5.	Durations	
6.	Daily Attendance	
7.	Absent from Classes	
8.	Merging into other Classes	
9.	Defer and Transfer	
10.	Logbook/Lesson Plan	
11.	Assignments	
12.	Examination date/ registration	
13.	SDF/SRP Funding or others (if applicable)	
14.	Student Pass (if applicable)	
15.	School Fees – Payment Date, Payment Scheme, Payment Mode, Late Charges, Administrative Fee and others	
16.	Feedback Channels	
17.	Accessories/Tools	
18.	Safety precaution	
19.	Course syllabus	
20.	Food, Toilet	
21.	MRT , BUS	
22.	Emergency Procedures	

3.4 General Rules and Regulations

- 3.4.1 Students are advised not to use the phones at the school reception counter. Telephone messages for students through the school reception are discouraged unless it is an emergency.
- 3.4.2 The School is not responsible for any injuries or accidents in the college due to student negligence.
- 3.4.3 Students are not allowed to audio/ video record, take photographs of classroom activities, works and skill demonstrations unless with the permission from the Principal.
- 3.4.4 Classrooms are to be kept tidy and neat at all times. No food and drinks to be consumed in the classrooms. Smoking and playing of hand-held electronic/ non- electronic games in the classrooms are strictly disallowed.
- 3.4.5 Students are advised to look after their own belongings. The School will not responsible for any losses incurred.

- 3.4.6 When practicing on live 'models', students must not chat, listen to portable music, answer phone calls. Full attention must be given to the 'models'.
- 3.4.7 The choice of 'models' and hairstyles to be learnt is to be determined by the trainers according to the training programme and competence of the student.
- 3.4.8 Students should be appropriately attired without causing embarrassment to the school and clients.
- 3.4.9 Students should seek permission from their trainer if they want to use the facilities in the school. Students are not allowed to provide FREE services to their friends and relatives and take home hair products and tools that belong to the school.
- 3.4.10 Cat-napping (short sleep) is strictly disallowed in the wash basin areas and inside the school premises.

3.5 Medium of Courses

- 3.5.1 Training in Kimarie is conducted in English or Chinese. The school will make adjustment to the mode of instruction for those students who are not comfortable with these 2 languages. Such adjustment would involve more use of "Show" than "Tell". Special tutorials will be arranged for such students.

3.6 Student : Tutor Ratio

Practical Training:	10: 1
Stage demonstration:	20: 1
Classroom lesson:	30: 1

3.7 Examination Policy

3.7.1 Eligibility

- Attained at least 75% of course attendance.
- To register for examination at least 3 months before examination series. Currently, the examination series for the National Certificate in Hairstyling is in May/Jun and Nov/Dec.
- International students to have valid student's Pass/ Work Permit

Or any residential passes approved by Singapore Immigrations & Checkpoints Authority covering period of examination.
Local student to have Singapore Identity Card or Passport.

- The school reserved all rights to disqualify any students from the examination if he/she does not meet the examination requirements.

3.7.2 Examination Registration

- Payment to be made upon registration. The fee of different examination varies. The Entry Proof for the Examination issued by the relevant Examination Departments is the official receipt for payment.
- The examination fees and registration is not transferable, refundable and deferred.

3.7.3 Examination Schedule

- The relevant Examination Department will release the examination schedule to the students.
- The schedule is final and no changes will be allowed.

3.7.4 Examination Results

- Statement of Results will be released through the School in about 2 months after the last day of the Examination series.
- Successful candidates will be informed of the date to collect their certificates in the Statement slip.
- Students appealing to review examination results have to submit their application, within the period stipulated in the Statement slip, to the relevant Examination Department.

3.7.5 Registration for Re- Examination (Failures)

- Students seeking retest need to register through the school within 7 days after the release of the examination results. Examination fee for re-examination applies.
- The relevant Examination Department will notify students of the examination dates.
- Students may enroll for remedial classes .Tuition fee applies.

3.8 Training Advancement

- 3.8.1 Our School provides a wide range of advance training courses for those who wish to keep themselves abreast of trends and techniques. For any further information, please consult the course co-ordinator.

4 International Students

4.1 Fee Protection Scheme

The Fee Protection Scheme (FPS) serves to protect the students' fees in the event a Private Education Institution (PEI) is unable to continue operations due to insolvency, and /or regulatory closure. Furthermore, the FPS protects the student if the PEI fails to pay penalties or return fees to the student arising from judgements made against it by the Singapore courts. There are two schemes under FPS - Student Tuition Fee Account (Escrow) or Student Tuition Fee Insurance (STFI).

Kimarie has chosen the Student Tuition Fee Insurance scheme.

The Fee Protection Scheme is compulsory for all students. Only students under government funded programs or courses with duration less than 30 days or 50 hours may opt out.

4.2 Student Contract

With effect from 1 May 2010, a standard contract is compulsory for international student and local students. This is part of the requirements of EDUTRUST.

4.3 Student Pass Application

International students need to apply for a student's pass in order to stay in Singapore for the entire duration of their training. The student's pass is subject to the approval of the Singapore Immigration & Checkpoints Authority.

Documents needed for the application of student's pass is:

- 2 copies of Form 16, Form V36 and Form 39S (Immigration forms)
Duly completed and signed by applicant and local sponsor at the relevant sections.

- 2 recent passport-sized photographs
- Applicant's official Birth Certificate (English version)
- Applicant's highest educational certificates (English version)
- Applicant's travel document
- Local sponsor's identity card
- **For visa-required countries-** Documentary proof of financial ability in the form of bank statements/ fixed deposit account. Saving accounts.

5 Government Subsidy/Funding

5.1 Skill Development Fund (SDF)

SDF subsidy is available for Singaporean citizen or Permanent Resident, who is working in related field and sponsored by company.

The SDF offers assistance as an incentive to companies to upgrade their employees.

Incentives are offered on the basis of a cost-sharing principle and the training must be relevant to the economic development of Singapore.

6 Others

6.1 Student Support

Students are encouraged to seek assistance if encounter any problems in the training. Student can raise their difficulties with the Head of Training, Course co-ordinator or Principal.

6.2 Accommodation

International students seeking accommodation may contact the course co-ordinator at Tel: 62224520 for assistance and details of accommodation.

Alternatively, student may contact the following hostels, which offer accommodation to students.

- | | |
|--|-------------------|
| o International Student Hostel Pte Ltd | Tel: +65 65320209 |
| o Balestier Hostel | Tel: +65 62518588 |
| o St Patrick's House | Tel: +65 63455929 |
| o Winfield Hall | Tel: +65 63831500 |

6.3 Facilities

6.3.1 Study Area

The study area at our 4th level allows our students to have group discussion and self-study.

6.2.2 Resource

Videotapes, VCD and DVD of style collections, hairstyling techniques and processes are available to students to further their exposure in skills and knowledge of hairstyling. Hairdressing journals and magazines are also available in the resource collection at the 4th level of the School.

6.2.3 Career Opportunities

Those students seeking employment at the end of the training may approach the school administration office for employment guidance opportunities.

Graduated students may choose to work in KIMARIE salons in Singapore and Malaysia, run a small business or take up a KIMARIE franchise.

6.4 School Information

- **Operating Hours:**

Monday , Wednesday , Friday
10.00am – 9.00pm

Tuesday, Thursday, Saturday
10.00am – 5.00pm

Sunday and Public Holidays
Closed

- Address: Kimarie Hair & Beauty Training Centre
95 Tanjong Pagar Road
Singapore 088516

Tel: +65 - 62224446

Fax: +65 - 62224447

Email: kimarie@pacific.net.sg

Website: www.kimarie.com.sg