



Important Admission & Enrolment Information

2024 - 2025

IMPORTANT INFORMATION REGARDING ADMISSION AND ENROLMENT TO XCL WORLD ACADEMY

1. Committee for Private Education Regulations

The [Committee for Private Education \(CPE\)](#) was appointed by the SkillsFuture Singapore (SSG) Board in October 2016 to carry out its functions and powers relating to private education under the Private Education Act. Under the act, schools are referred to as Private Education Institutions (PEIs). All PEIs must comply with all Private Education Act regulations to operate.

The School is registered as a Private Education Institute by the Committee for Private Education:

CPE Registration Number: 200803726H

Period of Registration: 19 March 2021 to 18 March 2025

The School has been granted the EduTrust (four-year) award:

EduTrust Certificate No: EDU-2-2082

Validity Dates: 27 October 2020 - 26 October 2024

For more information regarding the Committee for Private Education, details regarding the Private Education Act, and additional clarity on the EduTrust Certification, please visit [this link](#).

2. Student Contract

The Student Contract is an important document that binds the school and the student. This legal document protects the rights and conditions of the Student whilst enrolled at a Private Education Institution (PEI), in this case, The School. It is a legal requirement from the CPE that all students must enter into the Student Contract prior to commencing at The School. This contract ensures that there is a transparent arrangement in place between the student, their legal guardians, and the PEI.

The Student Contract will be issued following the acceptance of the placement offer and the meeting of the relevant statutory requirements. Invoicing for the appropriate school fees occurs once the Student Contract has been signed.

[Click here](#) to view a sample of the AY 2024-2025 XCL World Academy's Student Contract.

3. Fee Protection Scheme

The Fee Protection Scheme (FPS) serves to protect students' fees in the event The School 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 judgments made against it by the Singapore courts.

The FPS is a prerequisite that PEIs have to meet to apply for EduTrust certification. It provides fee protection for each and every student studying in EduTrust-certified PEIs. FPS is compulsory for both local and international students studying at the school except for short courses with a waiver granted by CPE.

The School has adopted the FPS insurance scheme with Lonpac Insurance BHD.

Tuition fees are protected from the date they are paid. For a copy of the Certificate of Insurance for the purchase of the FPS Insurance, please contact our Finance Department at finance@xwa.edu.sg.

[Click here](#) to view the Lonpac Insurance Certificate.

4. Medical Insurance

The School has in place a medical insurance scheme for the Students.

This medical insurance scheme provides an annual coverage limit of S\$20,000 per Student, at least B2 ward in government and restructured hospitals and 24-hour coverage in Singapore and overseas (if a student is involved in school-related activities) throughout the course duration.

The School has appointed Income Insurance Limited as the Students' medical insurance provider.

[Click here](#) to view the certificate.

5. Course Fee Payment

Parents/guardians are required to follow the amount payable due as stated in the Student Contract to pay the course fees directly to the school by the expected payment date stated. Payment of course fees should only be made after signing the Student Contract.

Parents/guardians whose payments have not been received after the scheduled due dates may be considered for withdrawal from the course until outstanding accounts are fully paid. If any amount remains due upon withdrawal of a student from The School for any reason, no transcripts, transfers, or other records will be released until full payment is received.

Non-payment of any fees may result in the withholding of the school reports, references and/or examination results and temporary or permanent exclusion from The School.

6. Payment Modes

Students are required to make their course fee instalments and all other miscellaneous payments via any of the following methods:

- PayNow: UEN 200803726H123
- Bank/wire transfer
- Cash (the school discourages cash payments and cash is only accepted in exceptional circumstances)
- Credit card
- Online portal. Links for payment and your login details will be shared by the Registrar Department upon confirmation of enrolment.
- Cheque (drawn in favour of XCL WORLD ACADEMY PTE. LTD.),
- Child Development Account (CDA) fund (for Singapore Citizens only)

Bank/Wire Transfer Details

For SG dollar remittances:

- Bank account name: XCL WORLD ACADEMY PTE. LTD.
- Account number: 686441635001
- Bank: OCBC Bank
- Bank code: 7339
- Branch code: 686
- Swift code/IBAN: OCBCSGSG (required¹ for TT)
- Bank charges: The remitter shall bear all bank charges from the Telegraphic Transfer.

For US dollar remittances:

- Bank account name: XCL WORLD ACADEMY PTE. LTD.
- Account number: 686441635001
- Bank: OCBC Bank
- Bank code: 7339
- Branch code: 686
- Swift code/IBAN: OCBCSGSG
- Intermediate bank Swift code/IBAN: CHASUS33
- Bank charges: The remitter shall bear all bank charges from Telegraphic Transfers.

Note: We encourage you to add the student's full name in the remittance advice for tracing purposes. Please remember to add the service fee for the wire transfer to transfer the full amount that is due to The School.

7. Refund Policy

The School will ensure a fair and reasonable refund policy is detailed for any payments made. Time taken to process all refund requests will be done within seven (7) working days.

Should the request be submitted after 3:00 pm, it will be considered as received on the next working day.

Computation of the refund amount is to be communicated to the parents/guardians/students.

The School adopts the refund policy as per the Standard Student Contract as set out by CPE.

This policy will act as a framework for guiding the implementation of detailed refund processes and procedures in the following areas:

- Cooling-off period
- Refund for withdrawal due to non-delivery of the course
- Refund for withdrawal due to other reasons.

Cooling-off period

Refunds are based on the following terms and conditions:

[please refer to the table on page 4]

% of [the amount of fees paid under student contract Schedule B]	If the student's written notice of withdrawal is received
90%	Within seven (7) working days 'cooling-off' period after the date the contract has been signed by both parties and regardless of whether withdrawal occurs before or after the Course Commencement Date, less any consumed tuition fees if a student has started to attend class.
75%	On or before 1st June in relation to students due to commence during Semester 1 (August to December); OR on or before 1st December for students due to commence in Semester 2 (January to June).
0%	<ul style="list-style-type: none"> After 1st June in relation to students due to commence during Semester 1 (August to December); OR after 1st December for students due to commence in Semester 2 (January to June). After the commencement of a semester. If a student has attended school during Semester 1 or Semester 2, there will be no refund of tuition fees for early withdrawal regardless of when notice of withdrawal is given (unless during the 'cooling-off' period).

Refund for withdrawal due to non-delivery of the course

The PEI will notify the student within three (3) working days upon knowledge of any of the following:

- It does not commence the course on the course commencement date
- It terminates the course before the course commencement date
- It does not complete the course by the course completion date
- It terminates the course before the course completion date
- It has not ensured that the student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A of the Student Contract within any stipulated timeline set by the CPE, or
- The Immigration and Checkpoints Authority (ICA) rejected the Student's Pass application.

In writing, the student should be informed of alternative study arrangements (if any) and be entitled to a refund of the entire course fees and miscellaneous fees already paid should the student decide to withdraw within seven (7) working days of the above notice.

Refund for withdrawal due to other reasons

If the student withdraws from the course for any reason other than those stated above, the PEI will, within seven (7) working days of receiving the student's written notice of withdrawal, refund the student an amount based on the table in Schedule D of the Student Contract.

Refund during the cooling-off period

The PEI will provide the student with a cooling-off period of seven (7) working days after the date that the contract has been signed by both parties. The student will be refunded the highest percentage of the fees already paid if the student submits a written notice of withdrawal to the PEI within the cooling-off period, regardless of whether the student has started the course or not.

Non-refundable fees

- Application Fee
- Enrolment Fee
- Miscellaneous Fee.

Refund procedure

1. A written request for a refund (stating reasons and supporting documents) must be submitted to the Finance Department.
2. Within three (3) working days of receipt of the request, the Finance Department will issue an acknowledgement. Should the request be submitted AFTER 3:00 pm (SGT), it will be considered as received on the NEXT working day.
3. The Refund Policy, as stated in the Student Contract, will apply to all refunds, and all eligible refunds will be disbursed within seven (7) working days of the receipt of the request.
4. The Finance Department will inform the parent/guardian of the refund amount, including the computation of the refund amount. If the refund request does not qualify for a refund amount, the Finance Department will inform the parent of the outcome.
5. For a parent/guardian who wishes to make an appeal against the decision for a refund, an official letter stating reasons for the appeal must be submitted to the Finance Director, who will make a final decision. All appeals must be submitted within seven (7) working days upon notification of the refund request outcome.

8. Student Transfer Policy

This policy applies when a student changes the course of his/her study but remains a student of The School. The School will take up to four (4) weeks to review a transfer application.

The School will allow students to transfer a course (where availability of places permits) only when:

- A Student fulfils the admissions criteria of the new course,
- And The School assesses that the student is more suited academically and emotionally to that grade.

Transfer Terms & Conditions

- Should the request be submitted AFTER 3:00 pm (SGT), it will be considered as received on the NEXT working day.
- Course fees paid for the current course may be transferable to the new course subject to The School's approval.
- Any transfer of fees will be prorated on the unconsumed fees.
- The School reserves the right to not grant transfer for course fees.
- The refund policy shall apply for qualified cases unless otherwise agreed between the school and the parent. Parents are to refer to The School's refund policy and the Standard Student Contract for further details.

- Students under the age of 18 years old who wish to transfer a course must have written consent from their parents/guardians.
- Should the final outcome not be in favour of the applicant, the respective staff member will handle each situation according to the school's dispute resolution policy.

Transfer procedure

- Any student who wishes to transfer from the current grade level/programme to another grade level/programme shall submit a Transfer Request Form to the relevant school office as well as necessary supporting documents (if applicable). Verbal notice/request will not be accepted.
- Should the child transfer to another grade level, a family meeting may be scheduled with the Academic Team to ensure that the student meets all minimum entry requirements of the new grade and that the parent has been informed of the critical information of the new grade level/programme (pre-course counselling).
- Transfer requests will be reviewed and approved by the Divisional Principal and/or Head of School.
- Upon approval, the relevant school office will send a notification to the parent/guardian to inform them of the outcome.
- The parent/guardian will be required to sign a new Student Contract/Addendum after the transfer has been approved. Where applicable, the Refund policy and procedure will be started once the Student Contract/Addendum has been signed.
- The existing Student Contract will be voided upon signing of the new Student Contract, or the Addendum will supersede the relevant terms of the existing Student Contract.
- If the new course fee is more than the current course fee, the Finance Department will purchase FPS in the following month of the payment made.

Student Pass Status

When a Student's Pass holder transfers a course at The School, the existing Student Pass remains valid.

9. Student Withdrawal Procedure

A student who withdraws from The School (i.e. discontinues all its courses with the school) shall be deemed to have withdrawn from The School, and the refund policy and procedures will apply.

When a Student's Pass holder withdraws from The School, the Registrar Department must lodge an e-cancellation with the ICA (Immigration & Checkpoints Authority) within seven (7) working days of the student's final day at The School.

Withdrawal Terms & Conditions

- All outstanding fees must be settled prior to a request for transfer and/or withdrawal.
- The parent/guardian is required to inform the Registrar Department in writing thirty (30) days prior to the intended withdrawal date. Verbal notice/request will not be accepted.
- Should the request be submitted AFTER 3:00 pm (SGT), it will be considered as received on the NEXT working day.
- Students under the age of 18 years old who wish to withdraw must have written consent from their parents/guardians.
- The refund policy shall apply for qualified cases unless otherwise agreed between the school and the parent/guardian. Parents are to refer to the school's Refund Policy and the Standard Student Contract for further details.

Withdrawal procedure

- The parent/guardian is required to inform the Registrar Department in writing, sixty (60) days prior to the intended withdrawal date. Supporting documents can also be provided (if applicable). Verbal notice/request will not be accepted.
- The Registrar Department will refer to the Student Contract and Refund Policy to establish if the parent is eligible for any refund. If the parent/guardian is eligible for a refund, the refund process will be executed by the Finance Department within seven (7) working days from the date of the withdrawal request.
- The Registrar Department will inform the parent on the following:
 - The School will cancel the Student Pass within seven (7) working days of the student's final day at school (for Student Pass holders);
 - Refund process (if applicable).
- The Registrar Department will notify the parent upon successful withdrawal from The School.

10. Dispute Resolution Process

The School aims to provide an exceptional school environment where learning can take place in a safe and secure atmosphere.

The School uses a closed-loop feedback and complaint management system to gather and address all feedback and /or complaints received from stakeholders (students, parents and external parties). In this definition, external parties refer to parents, the public and suppliers.

Within the school environment, various forms of feedback are encouraged, and we uphold the longstanding open-door policy that has been a tradition at The School.

You can submit your feedback/complaint via the following channels:

- Face-to-face communication
- Telephone
- Email from students/parents/guardians/agents/external partners/staff or the general public.

Dispute resolution process

Step 1 - Go to the source by contacting our staff in person (arranging a time to talk in advance) or by phone or email

- Response time is two (2) working days from the date of receiving feedback/complaint
- If the issue is resolved, the case is closed
- If no resolution is drawn, the case is referred to the respective Division Secretary to schedule an appointment with the Divisional Principal.

Step 2 - Discussion for Resolution by the Divisional Principal

- Response time is seven (7) working days from the date of receiving feedback/complaint
- If the issue is resolved, the case is closed
- If no resolution is drawn, the case is referred to the Head of School.

Step 3 - Discussion for Resolution by the Head of School

- Response time is ten (10) working days from the date of receiving feedback/complaint
- If the issue is resolved, the case is closed. If no resolution is drawn, the parents/guardians/agents/external partners/staff or the general public could approach the Committee for Private Education (CPE) for advice.

The School will respond/acknowledge all feedback and complaints within two (2) working days and will aim to resolve the issue within twenty-one (21) working days.

Mediation process

If the case remains unresolved or the aggrieved is dissatisfied with the outcome of the process, the case will be referred to a third-party organisation for mediation:

- For clear-cut fee refund issues of less than SGD\$10,000.00, the case can be lodged with the Small Claim Tribunal (SCT)
- For cases of other nature, the case can be referred to CPE's appointed Dispute Resolution Scheme
- For stage 1 - mediation, the case can be referred to the Singapore Mediation Centre (SMC) for mediation. If there is no settlement reached through mediation, the case can be referred to the Singapore Institute of Arbitration (SIA) for arbitration. Once a settlement is reached, The School will take necessary actions in accordance with the mediation/arbitration instructions.

Useful links

Third-party organisations for mediation:

- [Singapore Mediation Centre](#)
- [Singapore Institute of Arbitrators](#)

11. Appeal Process

Internal Examinations

- Upon the release of internal examination results, students who are dissatisfied with the outcome may submit an Appeal Request to their Teachers, who will then pass it on to the Divisional Principal. This is to be done within seven (7) working days of the release of examination results.
- The Subject Leader is to acknowledge the receipt of the Appeal Request within three (3) working days and proceed to submit the appeal to the Curriculum Coordinator.
- The Curriculum Coordinator is to review the appeal request and decide if it is a valid appeal. Based on the inputs from the Subject Leader and Curriculum Coordinator, if the paper is not standardised, the Divisional Principal will decide if there is a need for standardisation. All decisions made by the Examination Board are final.

External Examinations

For external examinations, appeals will follow the examination body's appeal procedure.

12. Student Support Services

This comprehensive list of student support services is not meant to be exhaustive. The school undertakes the responsibility to continually improve on ensuring that all students' welfare and needs are well taken care of and will do so by school-student engagements through the various student touch points as listed.

- Orientation
- Fee Protection Scheme (FPS)
- Medical Insurance
- English as an Additional Language (EAL) 1
- Bilingual Programme
- Sports Programme
- Arts Programme (Visual Art, Music, Drama)
- Extra-Curricular Activities (ECA)
- University & Career Guidance
- Counsellors
- Learning Support
- Field Trips / Excursions
- Feedback & Complaint
- Health Office
- Bus Transport (by 3rd party provider)
- School Canteen (by 3rd party provider)
- Parent Portal
- Student-Parent-Teacher Conference

13. Scholarships

XCL World Academy strives to identify the most talented students worldwide. Students in Grades 6 – 11 with exceptional potential are encouraged to apply for scholarships in their area of excellence. Our scholarship offering spans academics, specialisation (arts, sports, academic achievements) and community service. Only new joiners may apply for scholarships. Existing scholars are reviewed annually to ensure they are meeting scholarship criteria for the award of the scholarship in the subsequent year.

All applications go through a rigorous selection process. In order to apply for a scholarship, students must also submit an application for a specific type of scholarship together with a personal statement that describes their accomplishments and goals and is accompanied by other evidence of excelling in the chosen scholarship area.

If the applicant is considered potentially eligible for scholarship consideration, the applicant will be invited to complete a CAT-4 assessment and, if relevant, a WIDA English language proficiency test. The scholarship committee reviews the strength of each application against a set of criteria, and shortlisted applicants are invited for a personal interview with the scholarship committee. For more information on XWA scholarships, please [click here](#).