

# THE ICRI AGENT HAND BOOK

ICRI Global research-Singapore Campus is a pioneer in the educational field of Clinical Research and Healthcare Education in Singapore. ICRI Global offers post graduate full-time courses in the field of Clinical Research and Healthcare management. ICRI has state-of-the-art campuses across the globe in UK, USA, India and Singapore.

To take this quest of quality education ahead and to ensure that maximum number of students benefit from these professional and highly beneficial courses.

Singapore campus is among the newest branch of the ICRI Global Research, our office and campus are located in

**231 Mountbatten Road, Guillemard Crescent Entrance. Block D, #01-03. Singapore 397999.**

We are only a few steps away from Geylang Street for great food and interesting night scenes ambiences. There are 2 MRT Train station close to our campus. Mountbatten Station and Kallang Station. And doorsteps with several public buses traveling to huge shopping malls and town within 10min.

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## **STUDYING AT ICRI, SINGAPORE**

Singapore has already established itself as an attractive overseas education destination especially for Asian students. Each year, ICRI welcomes talented students from all over the globe seeking a supportive learning environment to help them nurture and achieve their personal and professional goals.

### **1.1 | WHY STUDY AT ICRI?**

Here are a few reasons why many students choose to study at ICRI:

Quality Education is assured.

At ICRI, you will discover a diverse range of high quality courses intended to maximize your choices in a rapidly changing world. Our courses are approved by Singapore's Ministry of Education and Registered with Council of Private Education.

#### **Courses that we offer include:**

Master of Science in Clinical Research

Master in Health Administration

## **AN INSPIRING & STIMULATING ENVIRONMENT**

ICRI's Campus is in 10min travel distance to the town area, and is a stone's throw from Suntec City Mall, Geylang and Kallang Leisure World, a home to a colorful kaleidoscope of hip entertainment, dining outlets, wine bars and retail shops. It is also just around 15min via a taxi distance from many historic, cultural and entertainment areas such as Fullerton Hotel, Padang, and Esplanade –Theatre on the Bay, Robertson Quay and Chinatown. The School is also easily accessible by public transport, being just across the road from the Mountbatten Station and Kallang Station Mass Rapid Transport (MRT) station and steps away from the public bus stops.

## **LECTURE CLASSROOMS SIZE**

One of the benefits of studying at ICRI is its small class sizes. Lecture classes have a maximum of 28 students and are complemented by small group tutorial so students are assured of a superior level of academic contact and support.

## **STRONG INDUSTRY FOCUS**

ICRI has forged close links and built strong relationships with business, clinical professional industry and the community of professions. It is through these alliances and links that ICRI remains in touch, enabling it to continually renew its focus to ensure its courses remain contemporary and meet the changing needs of both students and partners. Some of our graduates excel in organizations such as: Teaching excellence ICRI has always placed high emphasis on the quality of its teaching and learning and on the use of highly innovative teaching and delivery methods. Its reputation for excellent teaching and innovative course delivery has been recognized through the many awards and highest ratings in surveys of graduate satisfaction. We also have one of the highest students to faculty ratio in the industry.

ICRI – a valued partner of MUSC - **Medical University of South Carolina, USA**

ICRI has developed a close and mutually beneficial relationship with MUSC. Student has the option to complete their Foundation Year 1 in Singapore, UK or in India; Year 2 will be delivered by MUSC material from Singapore, UK, and MUSC in USA.

## 1.2 | SCHOOL FACILITIES

The teaching facilities include computer lab in our Knowledge Centre. All classrooms are fully equipped with overhead projector, 46" LCD TV, high resolution web camera for "live-class" delivery by overseas professional faculty members and visiting faculty from the clinical or health industry professional level. A high speed computer unit for teaching lecturer, ceiling-mounted air-conditioning (AC). Students are given a login ID and password to access to the Knowledge Centre computer unit. Students are freely able to tag on the Free Wi-Fi internet access for them to interact with online resources and course information.

Students are encouraged to interact socially and discuss material informally among peers as part of the learning process. Often this takes place in student lounge area, conference room or classrooms.

ICRI has a cold drinking vending machine and lounge area for student to interact with each other. Knowledge centre books are also available for ICRI student to borrow.

## 1.3 | FREQUENTLY ASKED QUESTIONS

### 1.3.0 INTERNATIONAL STUDENT ATTENDANCE REQUIREMENTS BY ICA

According to the Immigration Act (Chapter 133), Regulations 21, international students must not be absent from class for more than five (5) continuous days or the percentage of attendance for the course is 90% or below without valid reasons. ICA reserves the right to cancel the Student Pass if students fail to attend class without any valid reason.

ICRI has student attendance policy, whereby the student has to fill up the leave application form and write in formally to provide the reason of leave application to the school office.

### 1.3.1 WHAT ARE THE COURSE FEES?

Total Course Fee is S\$18,000 excluding 7% GST Tax for Singapore Campus  
ICRI engaged an agency in Singapore to process student visa application which cost S\$500. The cost of S\$500 is inclusive of \$90.00 ICA student card issuance and Multiple Entry Visa.  
Which is not inclusive the S\$18,000 course fee.

However, International Student has the free option to source their personal visa agent for Singapore ICA student pass application.

The course fee is subject to amendments and changes.

Student has to pay MUSC via credit card on the MUSC web. The fee is US95 and US485.

### 1.3.2 WHAT IS THE COURSE DURATION?

There are several courses offered at ICRI. Foundation year is approx. 12 months offered by ICRI, Year 2 is offered by MUSC/ICRI for approx. 12 months. Thus, the course duration is approx. 24 months  
However for specific details, please contact ICRI Singapore at +65 6293 6294 or email: [singapore@icriglobal-research.com](mailto:singapore@icriglobal-research.com) for further assistance and clarification.

### 1.3.3 CAN I PAY THE COURSE FEES IN INSTALMENTS OR BANK ASSISTANCES?

Yes. As of now, ICRI Centre is not yet EduTrust Certified by CPE. Students are required to pay their Course fee by 2 (two) installment term basis.

Otherwise, the payment has to be making in 1 time payment. However, if you face some difficulties with paying for your course fees in full, Students may seek local bank in their home countries for financial education / study loan.

#### **1.3.4 ARE THE CERTIFICATES ISSUED BY ICRI RECOGNISED INTERNATIONALLY?**

The 2 Master courses are registered with the Ministry of Education, Singapore and Council of Private Education, Singapore. Therefore, the School is fully committed to offer high quality courses as well as maintain high academic standards. On successful completion of the Master courses, Student proceed to workforces for job seeking, it will then depend on individual employer on the recognition of the certificates. Medical University of South Carolina is ranked top 10 in the world. In health professional industry MUSC is well-known.

#### **1.3.5 WHAT IS THE SCHOOL REFUND POLICY?**

The School Refund Policy is available in the Standard Student Contract, ICRI Student Handbook, and on the school website [www.icrisingapore.com](http://www.icrisingapore.com)

#### **1.3.6 WILL MY TUITION FEES BE REFUNDED IF MY STUDENT PASS IS REJECTED BY ICA?**

If your first Student Pass application is rejected by the Singapore Immigration & Checkpoint Authority (ICA), any tuition fees received will be refunded to you within fourteen (14) working days by cheque drawn in a Singapore bank only. Application and Student-Pass Application fees are non-refundable.

If you are a progressing student and your Student Pass application is rejected by the Singapore Immigration & Checkpoint Authority (ICA), any tuition fees that are for courses yet to be commenced will be refunded accordingly. Application and Student-Pass Application fees are non-refundable.

#### **1.3.7 AS A FOREIGN STUDENT, CAN I WORK IN SINGAPORE?**

All international students issued with a valid Student Pass must adhere to the rules and regulations set by Singapore Immigration and Checkpoints Authority (ICA) for full time study in a recognized education provider. Students issued with a Student Pass are not permitted to engage work-related activities for the duration of their stay in Singapore unless otherwise stated or authorized by Government regulations. Whether the students get paid or not paid in any form of employment is not allowed as well.

#### **1.3.8 WHAT DOCUMENTS ARE REQUIRED FOR THE APPLICATION OF THE STUDENT'S PASS?**

1. The following documents are required:
2. Duly completed Student Pass Application Form 16, V36A
3. Applicant's birth certificate
4. Applicant's highest academic qualification and result transcripts
5. Photocopy of applicant's valid passport showing his/her full particulars and date of expiry
6. Applicant and/or Parent's letter of employment (in English translation)
7. Applicant study plan and resume
8. Three (3) passport-sized photographs (white background as per ICA requirement)
9. Photocopy of local sponsor's Singapore identity card, if applicable
10. Documentary proof of financial ability in the form of bank statement/fixed deposit accounts/savings account

#### **1.3.9 EDUTRUST, FEE PROTECTION SCHEME AND MEDICAL INSURANCE SCHEME**

##### **What is EduTrust?**

EduTrust is a voluntary certification scheme for private education institutions (PEIs) in Singapore. A private education institution is awarded EduTrust certification if it has achieved the stipulated standards in the areas of:

- Management of the school;

- Provision of educational services; and
- Financial health.

### **Who Administers EduTrust?**

The EduTrust certification scheme is administered by the Council for Private Education (CPE), a statutory board that was formed in 2009 to regulate, develop and raise quality standards in the private education sector.

### **What is Fee Protection Scheme?**

ICRI plays a complementary role to our public education sector in developing human capital and supports Singapore's position as a global education hub. In addition, the Council for Private Education (CPE), a statutory board under Ministry of Education (MOE), Singapore, has been set up in 2009 to ensure a Balanced and holistic approach in regulating the private education sector under a new regulatory regime, promoting greater public and consumer awareness, and facilitating the development of the sector. ICRI Institute will honor this approach to benefit the local and international students and raise standards in The industry over time.

Also as required by CPE, we have in placed a Fee Protection Scheme (FPS). The Fee Protection Scheme (FPS) serves to protect students' fees in the event ICRI is unable to continue operating due to insolvency, and/or regulatory closure. The Fee Protection Scheme also protects students if ICRI fails to pay penalties or return fees to the students arising from judgment made against it by the Singapore courts. This scheme is compulsory for all students. For more information on this scheme, please visit [www.ICRI.edu.sg/fps.php](http://www.ICRI.edu.sg/fps.php). More details can be found from Council for Private Education official website at [www.cpe.gov.sg](http://www.cpe.gov.sg)

### **What is Medical Insurance Scheme?**

ICRI 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.

### **ICRI's Medical Insurance Provider: AXA Insurance Singapore**

#### **1.3.10 HOW LONG DOES IT TAKE TO PROCESS THE STUDENT'S PASSES APPLICATION?**

The application process will normally takes 4 to 6 weeks.

#### **1.3.11 WHY IS THERE A NEED TO TRANSLATE ALL THE DOCUMENTS INTO ENGLISH?**

English is widely regarded as the main language of instruction and business language in Singapore. Thus, any supporting documents required by ICA in the application of Student Pass such as birth certificate, academic qualifications etc. must be translated into English language. ICRI Centre for Life Sciences and Professional Management Pte Ltd reserves the right to reject any submitted documentation in any language other than English.

### **ICRI'S COMMITMENT TO SUPPORT & CARE FOR INTERNATIONAL STUDENTS**

We provide a strong pastoral care programme and support to international students as they relocate To study in Singapore. International students are supported throughout their course by a team of dedicate and experienced staff who are trained to assist and support international students with their academic and personal

needs. The Academic Counseling Department will provide the support and care for students to cope with adjustments in settling into their new environment, course selection, student visa applications, health care etc.

## **2.1 | A FULL ORIENTATION SERVICE**

At the beginning of the Course term, an orientation programme will be conducted for new students. The orientation programme aims to welcome new students to their new environment and introduce them to the important aspects of ICRI operations and academic processes. It includes a tour of the campus, an introduction to the courses, including the support services available to students. The orientation program is also a good opportunity to meet fellow students and Faculty staff of the School. International students are **HIGHLY recommended to arrive in Singapore ONE WEEK before the start** of the term to benefit from the full orientation programme.

## **2.2 | CARE, SUPPORT & ADVICE**

International students are provided with services such as translation, English language support, and academic counseling. Should they need any other support, they can approach Student Services.

## **2.3 | LEARNING SUPPORT**

Learning support provide students with study assistance beyond the scheduled classes. Students who are experiencing difficulties with their course work can approach their tutor or the Academic Counselor for learning support advice and assistance on learning strategies such as report writing, examination techniques etc.

## **2.4 | SUPPORT IN ENHANCING YOUR EMPLOYABILITY SKILLS**

If you are a final year student seeking help with job search, you may approach the teaching staff who will readily offer guidance and support with developing your employability skills such as preparing for interview, presentation skills, writing your resume, etc.

## **ENTRY REQUIREMENTS**

### **3.1 | ENGLISH LANGUAGE REQUIREMENTS**

International students are required to be able to understand and converse in English prior to the commencement of an academic course of study. It is essential for a student to be able to participate in class discussions as well as group projects, presentations and report writing. The education system in Singapore typically requires all international students to have a TOFEL or IELTS (International English Language Testing System)

### **3.2 | MINIMUM ENTRY REQUIREMENTS**

#### **MASTERS APPLICANTS**

Before commencement of such courses, all students must attain a TOFEL >80 or IELTS >6.0 IBT or completed the Bachelor Degree level in English Language for Singapore/SPR citizen and meet at least one of the following academic requirements:

#### **Qualification Minimum Grade**

MBBS Pass / BDS Pass / BSc (Hons) in relevant discipline

Lower second class

MSc in relevant discipline

Pass Professional qualification equivalent to any of the above Pass

*Relevant discipline for these courses includes but is not limited to:*

With minimum 55% aggregate

Applied Biology, Graduates / final year graduation students in Life Science, Pharmacy, Medicine, Dentistry, Paramedical Science, Allied Health Science and Biotechnology, Biology, Biochemistry, Biomedical Sciences, Chemistry, Dentistry, Medicine, Medicinal Chemistry, Nursing, Pharmacy/Pharmacology, Pharmaceutical Chemistry.

English Language Proficiency  
TOEFL >80  
IELTS >6.0 IBT

### **TUITION COURSE FEES & OTHER COURSE RELATED FEES**

The courses are offered as full-fee courses. Students pay the full course tuition and non-tuition fees before or upon commencement of each Course. All fees are subject to the prevailing Goods Services Tax (GST). The fees quoted in this guide may be subject to change and are indicative only. Applicants should check the fee with ICRI Administrator.

### **HOW TO APPLY**

Note: All prices quoted are subject to 7% GST. All fees are subject to change.

### **TEXTBOOKS AND MISCELLANEOUS COSTS**

The payment of tuition fees entitles students to receive the essential course materials required to complete the course. However, in some modules, students may be required to purchase textbooks and/or suggested reading materials at their own cost.

### **5.1 | APPLYING FOR A COURSE AT ICRI**

International students, who are interested to pursue any course in ICRI, must submit a copy of the completed Application for Admission Form with:

1. Two passport sized photographs
2. Certified true copies of certificates and transcripts/English Language test results (if applicable)
3. One copy of the page of the passport with applicant's personal details
4. Documents that reflect applicant's academic and employment history
5. Completed Singapore Immigration & Checkpoints Authority Form 16 and Form V36 (Available at ICA website <http://www.ica.gov.sg>)
6. Application Submission Fee of S\$200 + GST (Singapore Two Hundred Dollars + prevailing GST charges)

#### **Please Note:**

- i) Applicants are encouraged to submit their application to ICRI at least two (2) months before the commencement of the course of study.
- ii) The processing time for a student pass application normally takes four (4) to six (6) weeks upon receipt of the application documents.
- iii) All original documents must be presented for verification. Official translation of the documents is required if they are not in the English language. Please note that applications not supported by officially certified documents will not be processed.

### **5.3 | LETTER OF OFFER**

If students meet the entry requirements for their chosen course, ICRI will notify either the student or the appointed agent, in writing by email or post. Subsequently, a formal Letter of Offer with the conditions of enrolment will be sent.

#### **5.4 | SCHEDULE OF FEE PAYMENT**

All international students are required to pay their course tuition and non-tuition fee in full before commencement of their course unless otherwise stated. Fees are payable in Singapore currency. Any charges incurred in the payment of fees such as bank fees will be borne by the applicant.

#### **6.1 | PAYMENT METHODS**

All fee payment can be made via the following modes:

- 1) Cash Payment
- 2) Bank Chq (Chq Crossed & made payable to ICRI Current Account)  
ICRI Centre for Life Sciences and Professional Management Pte Ltd
- 3) Credit Cards: Not available at the moment
- 4) TT mode
- 5) Bank draft/Demand Draft  
Note: Any chq are presented for payment of fees and dishonored by the Bank will incur an administrative fee of S\$20.00. All course tuition fees for the school "ICRI Centre for Life Sciences and Professional Management Pte Ltd" should be remitted by telegraphic transfer to the following bank account in Singapore Dollars:

#### **ICRI Banking Details (Fee Protection Scheme)**

##### **ICRI Centre's Escrow Account Details**

Escrow Account Name: ICRI Ctr For LSPM Pte Ltd STFA (Escrow)  
Escrow account No.: 003-910513-4

##### **ICRI Centre's Current Account Details**

Name of the Bank: DBS Bank Ltd  
Name of the Account: ICRI Centre for Life Sciences and Professional Management Pte Ltd."  
Account No: 003-910547-9  
Address of the Bank: 6, Shenton Way, DBS Building, Singapore-068809  
SWIFT Code: DBSSSGSG  
CHIPS UID Code: 034675  
Telex No.: RS 24455

All banking charges, if any, are to be borne by the sender. Students are required to quote the student's name and course details in the remittance document as the remittance message for verification.

#### **7 | CONTACTING US - CAMPUS DETAILS**

ICRI Centre for Life Sciences & Professional Management  
231 Mountbatten Road, Guillemard Crescent Entrance, Mountbatten Centre  
Block D, #01-03 to 05, Singapore 397999  
Hotline: (+65) 6293 6294

Fax: (+65) 6247 6292

Email: [singapore@icriglobal-research.com](mailto:singapore@icriglobal-research.com) Website: [www.icrisingapore.sg](http://www.icrisingapore.sg)

PROGRAM / COURSE ENQUIRIES – Dr. Reza Anari / Dr. Balbir Singh

GENERAL STUDENT ENQUIRIES / INTERNATIONAL ENQUIRIES & FEEDBACK – Ms. Evon Kung

### **8.1 | STUDENT VISA/PASS**

A student visa/pass allows a foreign student to remain in Singapore for the purpose of full-time study with a recognized education provider. A foreign student is required to apply for a Student Pass if he/she has been accepted by an education institution to pursue full time studies in Singapore.

### **8.2 | APPLYING FOR A STUDENT VISA/PASS**

Once students have been informed by ICRI of a place, and made the required course and insurance (travel and medical) payments to ICRI, students will be issued with a Letter of Offer. The Letter of Offer is required document for the application of their Student Pass. Once their student pass application is approved by the Singapore immigration authorities (ICA), ICA will send an (IPA) in-principal approval letter to ICRI. A one-time entry visa will be automatically included in the approval letter.

After students arrive in Singapore, students will need to visit in person the ICA office to complete the student pass formalities. The student pass will normally be ready for collection within three working days from the date of submission. ICA charges an annual fee for issuing a student visa pass.

### **8.3 | FAMILY MEMBERS**

Each family member (spouse and/or children) must apply for their own visa (visitor, working or student) if they wish to stay in Singapore with you. Your spouse may be issued with a spousal visa when accompanying a student on a student visa.

## **WITHDRAWAL & FUND POLICIES FOR INTERNATIONAL STUDENTS**

ICRI has been awarded the CaseTrust Accreditation. Students who wish to withdraw from their Course of Study must do so on prescribed form, in writing to the Student Services. Any verbal notice given will not be entertained. The refund to international students will be processed upon cancellation of their Student Pass.

### **9.1 | POLICIES FOR INTERNATIONAL STUDENTS**

As per stated in the student contract, the student shall be entitled to immediately withdraw from the Course of Study and a full refund by giving written notice of his/her intention to do so under the following circumstances:

- ICRI fails, for any reason, to commence the Course on the Commencement Date;
- ICRI fails, for any reason, to complete the Course by the Completion Date;
- ICRI is in material breach of its obligations under the Student Contract; or
- ICRI terminates the Course prior to the completion of the Course

(For unconsumed portion of term fees)

Where the student withdraws from the Course of Study other than those conditions set out above, ICRI shall refund to the student in accordance to this Schedule:

Full-Time Students are not allowed to defer a Term or a Course.

% of [the aggregate amount of the fees paid under Clause 1.11 and 1.12]	If Student’s written notice of withdrawal is received
50%	(“Maximum Refund”) More than 30 days before the Course Commencement Date
10%	Before, but not more than 14 days before the Course Commencement Date
0%	Before, but not more than 7 days before the Course Commencement Date

**CODE OF PRACTICE**

The Council for Private Education is a statutory board empowered with the legislative power to regulate the private education sector, established under the Private Education Act, In addition to its role as the sector regulator of private education institutions, the Council facilitates capability development efforts to uplift standards in the local private education industry. ICRI has established Clear course fee policies Well defined student redress practices and systems Disclosure of commitment to quality An assurance of well trained academic and administrative personnel.

**10.1 | WHAT CAN EDUTRUST DO?**

Quality Assurance in an EduTrust-certified Private Education Institution An EduTrust-certified private education institution is one that has been assessed by the Council for Private Education and found to have attained the stipulated standards for the following criteria:

**Academic Processes**

- The private education institution has processes in place to ensure that the courses it offers are of high quality, and meets the needs and expectations of its students and the industry.

**Assessment of Students**

- The private education institution monitors the progress of its students by using the most appropriate methods of assessment to achieve the desired course outcomes.

**Recruitment of Teaching Staff**

- The private education institution selects and recruits the most appropriate teaching staff to deliver the courses

**Student Welfare and Support Services**

The private education institution:

- Provides support services to meet the needs of its students;
- Creates a conducive environment for students to focus on their academic studies; and

- Provides compulsory medical insurance coverage to cover all the students for hospitalization throughout their course duration.

#### Resources and Facilities

- The private education institution manages its resources, facilities, infrastructure and environment optimally to support its educational goals and provide for continual improvement and growth.

#### Selection, Management and Monitoring of Agents

The private education institution:

- Selects, manages and monitors its local and overseas external recruitment agents effectively to ensure that the agents continue to deliver quality and ethical services, and
- Ensures that its agents do not engage in any misrepresentation and unethical practices.

#### Student Protection

The private education institution:

- Provides student protection through clear and transparent contracts between the private education institution and the student;
- Sets clear and fair refund policies for transfers and withdrawals; and
- Provides for the protection of students' fees through the Fee Protection Scheme (Escrow bank account)

#### Financial Health

- The private education institution maintains a reasonable financial health and credit rating.

#### **CPE CONTACT DETAILS**

**Council for Private Education**

**2 Bukit Merah Central #05-00**

**SPRING Singapore Building**

**Singapore 159835**

**Tel: (65) 6499 0300**

**Fax: (65) 6275 1396**

**E-mail: [CPE\\_CONTACT@cpe.gov.sg](mailto:CPE_CONTACT@cpe.gov.sg)**

**Website: [www.cpe.gov.sg](http://www.cpe.gov.sg)**

## **TERMS OF ENGAGEMENT OF RECRUITING AGENT CODE OF CONDUCT FOR THE AGENTS**

### **11.1 | AGENT ENGAGEMENT TERMS**

11.1 ICRI wishes to recruit international students for courses offered by ICRI. The Agent has agreed to act as a recruiter for the recruitment of international students.

11.2 ICRI will engage the agent as one of its representative to recruit prospective students to study at ICRI in the assigned territory for the term.

11.3 This is a non-exclusive agreement. ICRI may appoint other Agents in the assigned territory.

11.4 The Agent shall not promote ICRI or recruit prospective students beyond the assigned territory without prior written consent from ICRI.

11.5 However, if the Agent intends to expand the recruitment of prospective students beyond the assigned territory, the Agent must make a written submission to ICRI no later than thirty (30) days before the Agent initiate the recruitment of prospective students. ICRI is under no obligation to accept or Make any offers to applications for enrolment of prospective students referred by the Agent.

### **12.1 | AGENT RESPONSIBILITIES**

In performing the services under this Agreement, the Agent must

- 12.1 Promote ICRI and the programme in the assigned territory.

- 12.2 Recruit and assist in the recruitment of prospective students in accordance with ICRI policy and procedures.

- 12.3 Provide prospective students and parents with full understanding and information about the courses, ICRI facilities and services before committing them to enrolment.

- 12.4 Provide advice and assist prospective students on the documents required for the application and ensure these documents are either original or certified true copies of the original document.

- 12.5 Arrange for English language placement test as needed.

- 12.6 Perform any other services and provide any reports or information requested by ICRI or required by our agreement.

- 12.7 Provide students with information on ICA regulation and related student pass matters

- 12.8 All agents must fully understand all terms stated in the ICRI student contact before they explain to students

### **13 | AGENT OBLIGATIONS**

In performing the services under this Agreement, the Agent must:

- 13.1 Promote the courses with integrity, diligence and professionalism.

- 13.2 Provide prospective students with accurate and up-to-date information on the courses, entry requirements, the minimum level of English Language proficiency requirements, etc in accordance with the information provided in the marketing materials provided by ICRI.

- 13.3 Uphold and maintain the academic standards and reputation of ICRI and the Singapore international education sector.

- 13.4 Take reasonable steps to ensure the information provided by prospective students in the application form is correct as well as the authenticity of the documents submitted in support of the students' application.

- 13.5 Ensure that application form is properly filled in, the required documents to support the application are either original or certified true copies of the original document and the application form is duly signed before submission to ICRI.

- 13.6 Ensure that the School promptly receives the tuition and any other fees in accordance with the Fee Schedule and mode of payment.
- 13.7 Assist prospective students with their required travel and visa applications.
- 13.8 Within 48 hours of the receipt of the Letter of Offer from ICRI, ensure the successful student is informed and receives his/her Letter of Offer.
- 13.9 Provide ICRI with market intelligence relating to activities of actual or potential competitors, development in the area of education or any other information requested by ICRI.
- 13.10 Assist and co-ordinate promotional and marketing activities approved by ICRI.
- 13.11 Act and comply with all business practices, policies and procedures in accordance with ICRI policies, procedures and directions given by ICRI.

### **13.1 | ACCURACY OF INFORMATION**

Before the prospective students complete an application to ICRI, the Agent must take reasonable steps to provide accurate and up-to-date information on

- 13.1.1 ICRI services, facilities, equipment and learning resources.
- 13.1.2 The programmes, including course content and duration, qualifications, entry requirements, course fees, modes of study.
- 13.1.3 The minimum level of English language proficiency and entry requirements into the courses.
- 13.1.4 Visa requirements.
- 13.1.5 The course fees and refund policy.
- 13.1.6 Cost and living conditions in Singapore.
- 13.1.7 Provide accurate information on the student contract to the student

### **13.2 | WORK/EMPLOYMENT PROHIBITION**

The Agent must advise prospective students that:

International students are issued with a student visa for the primary purpose of full time study in Singapore. Students are not permitted to engage in any work or work-related activities for the duration of their study in Singapore.

### **13.3 | AGENT POLICY AGREEMENT**

The Agent must not:

- 13.3.1 Engage in any dishonest practices, including suggesting to prospective students that they may come to Singapore on a student visa with a primary purpose other than full time study.
- 13.3.2 Facilitate the enrolment of prospective students whom the Agent believes will not comply with the conditions with visa requirements.
- 13.3.3 Give prospective students inaccurate content of information about the institution and its courses.
- 13.3.4 Receive or bank the course fee payable to ICRI by prospective students or deduct any amount from the course fee payable by the prospective students.
- 13.3.5 Make any representations or offer any guarantee to prospective students about the likelihood of obtaining a student visa.
- 13.3.6 Engage in false or misleading advertisement or recruitment practices.
- 13.3.7 Make any false or misleading comments or comparisons with other education providers or their programmes or make any inaccurate claims regarding any association between ICRI and other education providers.
- 13.3.8 Undertake any advertising or promotional activities about the programmes or ICRI without prior written consent of ICRI.
- 13.3.9 Commit ICRI to accept any prospective students into the programme of study.
- 13.3.10 Use ICRI's registered or unregistered Marks without the prior written permission of ICRI.

13.3.11 actively recruit or attempt to recruit prospective students that are in discussion or have initiated discussions with another official representative of ICRI.

13.3.12 Sign or encourage or permit anyone other than the prospective student to sign on official documents such as application form. The signature that is signed on the official documents must correspond to the signature the prospective student signed on the ICRI enrolment form.

13.3.13 Develop advertising and promotional materials or undertake promotional activities without prior written approval of ICRI. The Agent will bear the costs or expenses incurred unless these costs or expenses have been agreed in writing to be borne or shared by both parties.

13.3.14 Proceed to enroll prospective students into a course of study if the Agent becomes aware of, or reasonably suspect there are dishonest practices, or where there are conflicts with policies and procedures outlined under Case Trust for Education requirements, ICA policies and procedures or the Education Agent Code of Conduct or any of the other dishonest practices. The Agent should immediately terminate any agreement with the prospective students.

## **14.1 | ICRI OBLIGATIONS**

ICRI must Endeavour to: Provide the Agent with complete and up-to-date information on the School with regards to the courses, schedules, admission policies and other pertinent aspect as to enable the Agent to recruit prospective students and Respond to queries promptly and make arrangements to provide marketing collaterals, brochures etc and related documents requested by the Agent via the most efficient means. ICRI is under no obligation to make any offers to applications referred by the Agent and shall be entitled to reject any of the applications. ICRI will immediately take corrective action or terminate the Agreement with the Agent if it becomes aware of the Agent is negligent, careless or incompetent or being engaged in false, misleading or unethical advertising and recruitment practices, including practices that could harm the integrity of ICRI and the Singapore education sector. ICRI will terminate the Agreement with the Agent if it becomes aware of, or reasonably suspects dishonest practices, including the deliberation attempt to recruit a student where this clearly conflicts with the obligations under Case Trust for Education requirements, ICA policies and procedures or the Education Agent Code of Conduct or any of the other dishonest practices. ICRI has a monitoring process which allows the School to evaluate the activities of the Agent. The monitoring process may include one or more of the following:

Training of education agency staff on EduTrust or Case Trust for Education requirements, ICA policies and procedures and product knowledge information regular face-to-face meetings telephone/teleconferencing meetings regular reports from Agents surveys of students recruited surveys of parents of student recruited performance benchmarks included in Agreement spot checks by ICRI personnel to observe Agent at work during educational fairs.

## **CONFIDENTIALITY COMMISSION TERMINATION OF AGENT AGREEMENT**

### **15.1 | LEGAL CONFIDENTIALITY**

The Agent agrees that at all times during the term of this Agreement/ to treat all service information, description, fees, and methods of operations, terms and conditions as strictly confidential information and not disclose such information without the prior written consent of ICRI. Keep confidential, and will not use than strictly for the purpose of this Agreement, and will not without prior written consent of ICRI disclose to any other third party any confidential information. Ensure that its employees comply with the above.

### **16.1 | TERMS OF CONDITIONS**

Subject to the other provisions of this clause, ICRI shall pay commission to the Agent. For each successful student recruited Student has completed the enrolment into a course of study Student has fully paid course fees Student has commenced the course and Student has not, subsequent to commencing the course, received full refund of his/her course fees Under this Agreement, the Agent is deemed to have successfully

recruited a student when the Agent submits the student application for enrolment and that application also bears the Agent's name and company stamp. A commission is not paid where the student applies directly to enroll with ICRI. The commission is payable to the Agent on the invoice in a form approved by ICRI. A commission is payable only in the name of the Agent name which appears in this Agreement. Payment will not be made to a third party's name or deposited in a third party's bank account. ICRI shall Endeavour to pay the commission to the Agent within thirty (30) working days from the receipt of the approved invoice.

#### **17.1 | TERMINATION OF AGENT AGREEMENT**

Either party may terminate this Agreement at any time giving the other party one month's written notice. If the Agent breaches any provision of this Agreement at any time and with immediate effect by giving written notice to the Agent. On termination of this Agreement, the Agent must submit all applications and fees from prospective students received up to the termination date immediately cease recruiting students Cease using any advertising, promotional or other material provided by ICRI and return these materials to ICRI by registered mail or through a reputable international courier. The termination of this Agreement by either party does not affect any accrued rights or remedies of either party.

#### **17.2 | ASSIGNMENT & SUBCONTRACTING**

This Agreement may not be assigned or subcontract or transferred any right or obligation by the Agent without the prior written consent of ICRI. The Agent must terminate any agreement with a sub-contractor if the Agent becomes aware of, or reasonably suspect dishonest practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations under EduTrust for Education requirements, ICA policies and procedures or the Education Agent Code of Conduct or any of the other dishonest practices.

#### **17.3 | SERVICE OF NOTICE**

A notice under this Agreement must be in writing and sent by prepaid airmail, facsimile, or electronic mail to the party at the address set out in Item 5 of Schedule 1, or the address notified under this clause. The party changing its address, facsimile number or electronic mail address must give notice of that change to the other party.

#### **17.4 | ENTIRE AGREEMENT**

This Agreement and its schedules constitutes the entire Agreement and understanding between the parties and no variation of it shall be effective unless in writing signed by or on behalf of both parties.

#### **17.5 | GOVERNING LAW**

This Agreement is governed by and construed in accordance with the law in force in the Republic of Singapore.

#### **GETTING TO ICRI CAMPUS**

##### **BY TRAIN**

Mountbatten MRT Station (walking distance to campus) Exit A – Enter from Mountbatten Centre Back Gate  
Kallang MRT Station Turn Right and transfer to Bus Numbers 7 and 197 - 3<sup>rd</sup> bus stop alight

##### **BY BUSES**

Bus Numbers: 7, 70, 70M 197

ICRI Campus is directly opposite Chen Li Presbyterian Church at Guillemard Crescent.

##### **BY TAXI**

Guillemard Crescent Entrance - Former Badminton Association Entrance  
We are at Block D, #01-03 to 05. Or get the driver to call us at 6293 6294

## Flag of Singapore



## Information About Singapore

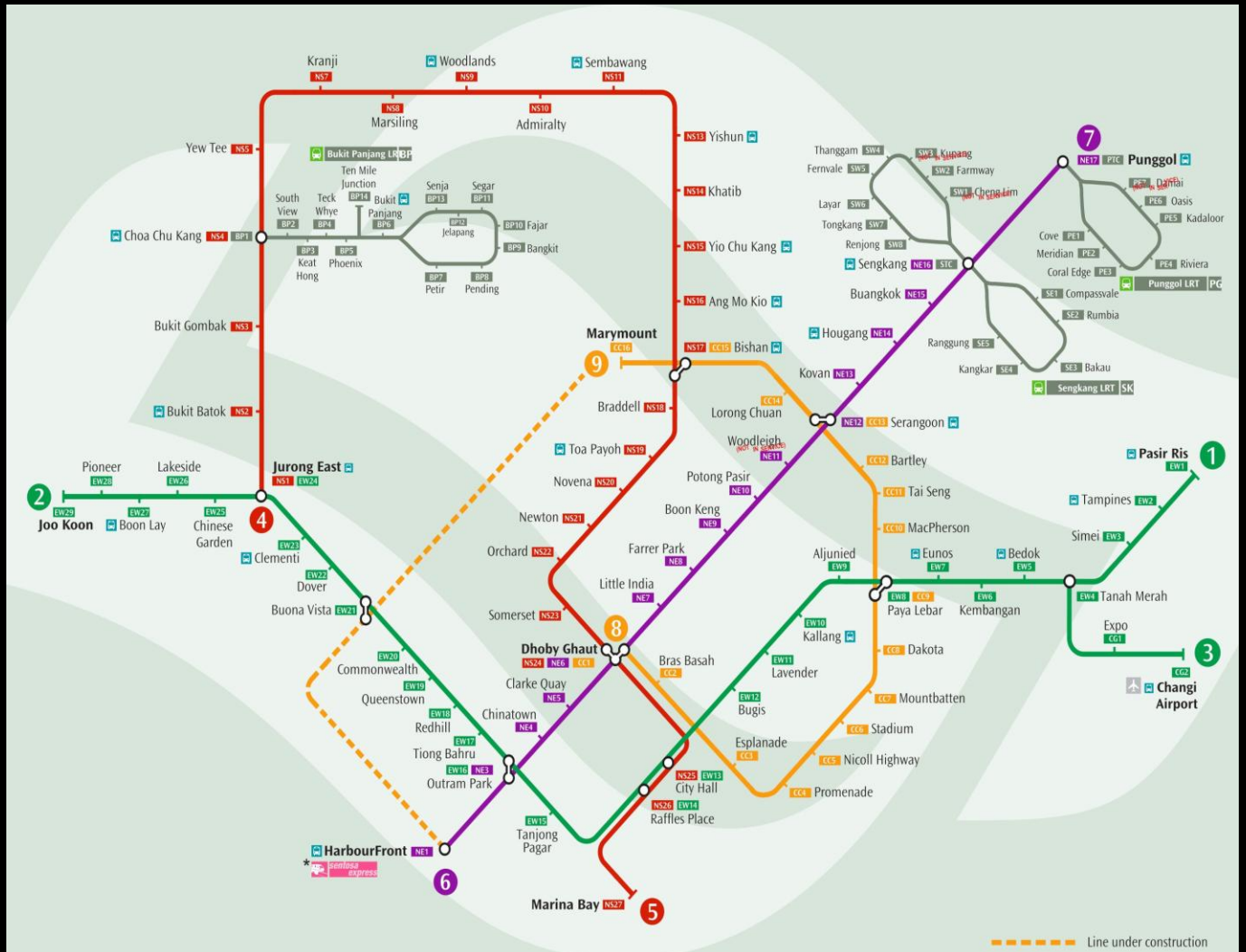
- Singapore consists of 63 islands, including mainland Singapore. There are two man-made connections to Johor, Malaysia.
- Singapore's land area 271.8 sqmil. Our population rate is 5 million including non-resident.
- Singapore climate with no distinctive seasons. Temperatures range from 22 °C to 34 °C
- Singapore safety and security is calm and the island remains one of the safest in the world to visit and live.
- Singapore is fast positioning itself as a medical tourism hub — about 200,000 foreigners seek medical care in the country each year and Singapore medical services aim to serve one million foreign patients annually by 2012 and generate USD 3 billion in revenue.
- Singapore is a popular travel destination, making tourism one of its largest industries. About 7.8 million and 10.2 million tourists visited Singapore in 2006 and 2007.
- Orchard Road, Suntec City, Sentosa island, Universal-Studio Theme Park, Singapore Zoo, Night Safari, Esplanade, Marina Bay etc. Are of Singapore's most well-known and popular tourist draws.
- Singapore largest populations is the Chinese (72.4%), followed by Malay (13.4%), Indian (9.2%) and Eurasians and Others (3.2%). Our official languages are English, Chinese, Malay and Tamil.
- The local currency is Singapore dollars and cents.
- Notes come in denominations of SGD 2, SGD 5, SGD 10, SGD 20, SGD 50, SGD 100, SGD 500, SGD 1,000, and SGD 10,000.
- Coins come in denominations of 1, 5, 10, 20 and 50 cents and SGD 1.

## How much does it cost an international student to live in Singapore?

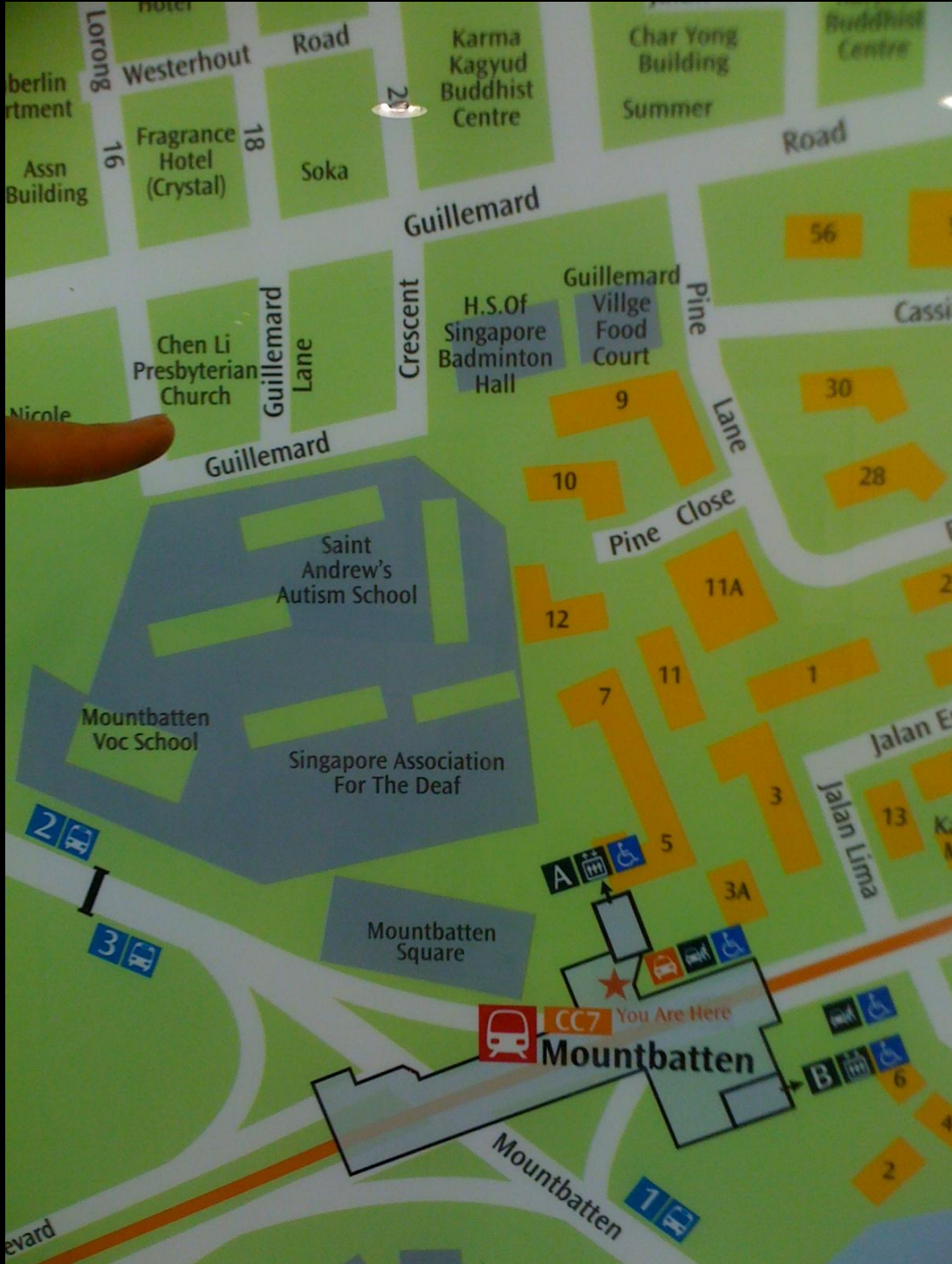
- Accommodation S\$300 to S\$1,500 (rental rate varies with geographical area, type of accommodation, demand, facilities provided and the number of people sharing)
- Security deposit and agent commission is approx. 1-2 months rental rate.
- Utilities S\$100-S\$200
- USB Mobile internet service S\$30 - S\$80 (varies with usage or package plan)
- Public transport S\$50-S\$100
- Telecommunications S\$40-S\$50 (varies with usage and package)
- Books & Stationery S\$30-S\$200 (varies with courses)
- Food S\$300-S\$450
- Personal expenses S\$100-S\$200 (varies with individuals activities)  
ie. A movie ticket cost S\$8.00 - S\$10.00
- Estimated as low as \$750, \$1,200 - \$2,000

<u>Accommodation Type</u>	<u>Estimated Cost per month</u>
Private Hostel	\$400 - \$750 (sharing / single room)
Room in HDB Flat housing	\$300 - \$600
Whole unit in HDB Flat housing	from S\$1,500 - S\$3,000
Room in private housing/Condominium	S\$800 - S\$1,200
Whole unit in private housing/Condominium	From \$2,000 onwards

# Singapore Transportation Network: Mass Rapid Train “MRT”



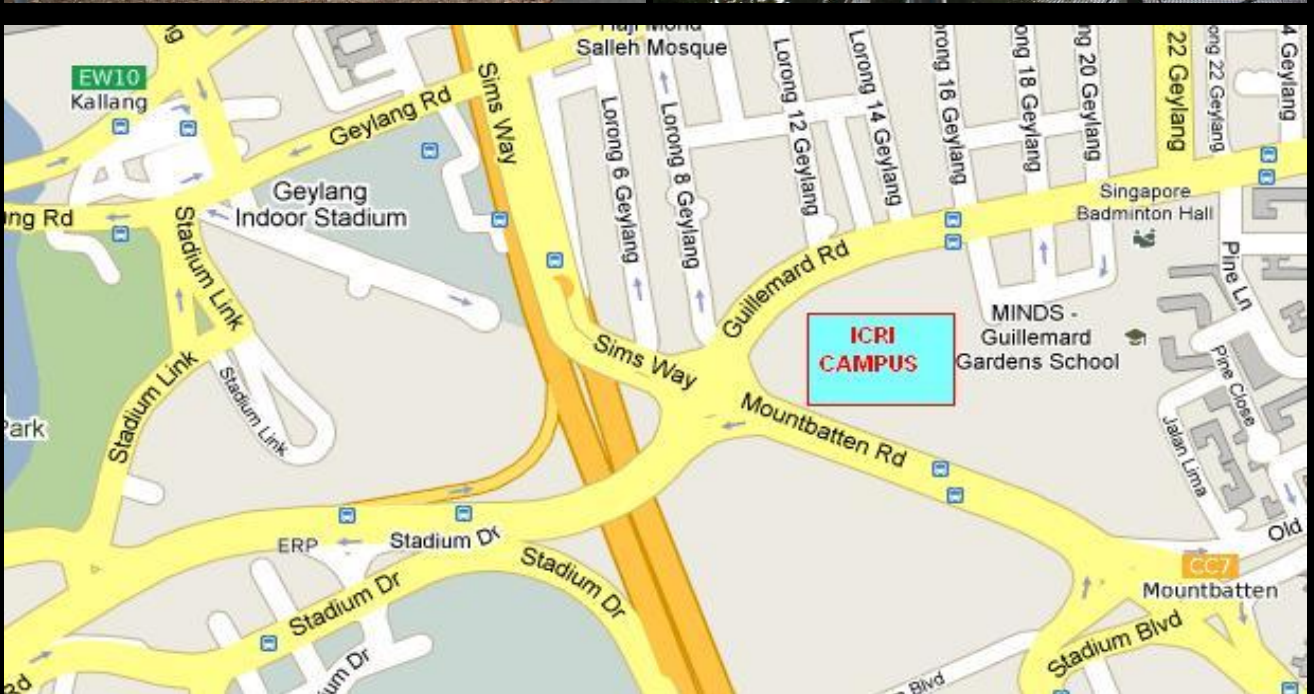
## Map of ICRI Singapore Campus Location



Picture of ICRI Singapore Campus Main Entrance



## Surroundings Outlook near ICRI



## ICRI outlook







ICRI Centre for Life Sciences and Professional Management

The information provided in this Agent's Handbook addresses the roles and responsibilities of ICRI and the Agent in the recruitment of international students for courses at ICRI.

The Agent Handbook aims to be as comprehensive as possible. However, if we have missed a question or there is a need for clarification, kindly address your questions and concerns to

[Singapore@icriglobal-research.com](mailto:Singapore@icriglobal-research.com)