

**Press Release**  
**13 April 2005**

## **UPDATE ON STUDENT PROTECTION SCHEME AND IMPLEMENTATION OF ALL REQUIREMENTS OF CASETRUST FOR EDUCATION**

### **Positive Adoption Rate by Industry**

1 238 Private Education Organisations (PEOs) have attained the CASE-endorsed Student Protection Scheme (SPS) as of 31 March 2005.

2 The SPS serves to protect students' fees in the event a PEO is unable to continue operations due to insolvency and/or regulatory closure. It also protects the students if the PEO fails to pay penalties or to return fees to students arising from judgements made against it by the Singapore courts. PEOs can choose from two arrangements under SPS - the Student Tuition Fee Account (Escrow) or the Student Tuition Fee Insurance.

3 Among these 238 PEOs, more than 38 PEOs have applied for assessment under the CaseTrust for Education scheme. To-date, the following 11 PEOs have successfully obtained the CaseTrust for Education status:-

- ? Goro Language School
- ? Linguaphone School of Languages
- ? Marketing Institute of Singapore
- ? PY-Micro Computer Training Centre
- ? Raffles Campus Pte Ltd
- ? Singapore Accountancy Academy
- ? Singapore Institute of Materials Management
- ? SSTC Education Centre
- ? St Francis Methodist School
- ? TeleLingua Education Centre Pte Ltd
- ? Washington Commercial & Language School

4 CaseTrusted PEOs have given positive feedback on the scheme. Mr Peter Fong, President of the Raffles Campus Pte Ltd, comments, "The process of applying for CaseTrust for Education membership was instrumental in helping us to ensure that we have not overlooked any opportunities to provide students with consistent and easy to access programme information."

5 Marketing Institute of Singapore is another PEO that has obtained CaseTrust award. Their Executive Director, Mr Yeo Siew Siang commented, "Obtaining the CaseTrust award has been the best thing that happened to MIS recently. Better-qualified candidates are also showing interest. The effort has been worth it and we strongly recommend other PEOs to work towards getting this recognition."

### **Launch of CaseTrust for Education in 2004**

6 CaseTrust for Education was launched in 9 September 2004 as an initiative under the Education Excellence Framework<sup>[1]</sup>. It is to be implemented in two phases:-

- (i) From 1 December 2004, all Private Education Organisations (PEOs) would need to have a CASE-endorsed Student Protection Scheme (SPS) to offer school placement for international students;
- (ii) From 1 September 2005, if PEOs intend to continue bringing in international students, they must achieve all requirements of CaseTrust for Education, in addition to SPS, failing which these PEOs will not be able offer placement for international students in their programmes in Singapore.

### **CaseTrust For Education**

7 The CaseTrust for Education scheme serves to boost Singapore's reputation as a trusted education hub and is a positive step towards making Singapore a Global Schoolhouse. CASE has specially customised the CaseTrust scheme for the education industry in Singapore<sup>[2]</sup>. The scheme will enhance the confidence of international students and their parents in the quality of education in Singapore. It will give them the assurance that PEOs with the CaseTrust for Education mark have put in place proper systems and practices to look after the welfare and interest of international students in Singapore. This will encourage more international students to consider studying in Singapore.

8 A PEO that achieves the CaseTrust for Education mark is certified as an organisation that has adopted the good practices and standards for student protection and welfare. The good practices include having clear fee policies, well-defined student redress procedures and systems and disclosure of the PEO's commitment of quality in the provision of teaching facilities and well-trained support personnel. CaseTrusted PEOs would also enjoy benefits such as online promotions<sup>[3]</sup>, the usage of the CaseTrust logo and access to mediation facility for dispute resolution.

9 At the same time, students also benefit from the CaseTrust for Education scheme as PEOs would be more transparent in providing information about their institutions, including curriculum, fees, duration of courses and class sizes. These would help students make informed decisions when choosing institutions.

10 The CaseTrust for Education scheme is strongly supported by key partners including the Economic Development Board (EDB), Singapore Tourism Board (STB), Immigration & Checkpoints Authority (ICA), Standards, Productivity and Innovation Board (SPRING Singapore) and SPS service providers - DBS Bank, HSBC and NTUC Income.

### **Implementation of all requirements under CaseTrust for Education**

11 From 1 September 2005, PEOs that wish to enrol international students in their programmes in Singapore must first achieve all the requirements of CaseTrust for Education, in addition to SPS.

12 As part of the implementation of the full requirements of CaseTrust for Education, local students will get to enjoy the similar protection if they study with CaseTrusted PEOs and choose to opt onto SPS. The choice to opt onto SPS lies with the local students. CaseTrusted PEOs should support the provision of SPS as part of their effort in working towards the highest standards of consumer protection. Furthermore, to ensure that local students make an informed choice, CaseTrusted PEOs should provide to the local students with the same level of SPS education and awareness as the international students.

### **Call for Early Applications**

13 The CaseTrust Advisory Council would like to encourage PEOs that have attained SPS to sign up early for the CaseTrust for Education scheme as the assessment period usually takes up to three to four months to complete. To provide sufficient time for the assessment process, PEOs should submit their applications by **1 May 2005** to help successful applicants meet the 1 September 2005 implementation date.

### **Assistance for Industry**

14 CASE has put in place a panel of CaseTrust consultants to provide consultancy services to help PEOs achieve the CaseTrust for Education certification. PEOs that engage an approved CaseTrust consultant for consultancy services leading to the CaseTrust for Education certification will be eligible for support under SPRING Singapore's Domestic Sector Productivity Fund. The support level is up to 50% of consultancy fee and 30% of certification fee. Support for certification fee applies only for PEOs that take up the consultancy services.

Ms Penny Low  
Chairman

CaseTrust Advisory Council

For further enquiries, please refer to <http://www.case.org.sg/casetrust5.htm>

For more information on industry assistance, please refer to [www.spring.gov.sg](http://www.spring.gov.sg) or contact SME First Stop Hotline at 68981800.

<sup>[1]</sup> The *Education Excellence Framework* is aimed primarily at the Private Education Organisation<sup>[1]</sup> (PEO) sector which is a key provider within the education service industry. The Framework focuses on three key components: **academic excellence**, **organisational excellence** and **good student protection and welfare practices**.

<sup>[2]</sup> The generic CaseTrust is an award given to businesses in Singapore that are committed towards maintaining a high-level of good business and customer practice. Since April 1999, CaseTrust has become the industry standard for quality business and customer practices in different commercial industries, ranging from employment agencies to retailers. Today, more than 700 shops and online stores don the CaseTrust logo at their premises, and CaseTrust has inadvertently become a mark of assurance for all consumers – The Key to Consumer Confidence.

<sup>[3]</sup> CaseTrusted PEOs' websites are hyperlinked to CaseTrust's website (at <http://www.case.org.sg/casetrust1.htm>, which receives more than 1600 visits on average every month). Singapore Tourism Board will also publicise CaseTrusted PEOs at their website, publications and overseas road shows.