

## DOCUMENT SUBMISSION LIST FOR EDUTRUST ASSESSMENT

The purpose of the document submission for desktop assessment is to assist the assessors to understand the organisation's functions and operations before conducting the site assessment.

The onus is on the PEI to ensure that OBLS application is submitted on time. All required documents must also be submitted to CPE in a timely manner as they are critical for the desktop assessment. The submission should be organised and tagged in the same order as stated in this list for easy reference.

For renewal application, documents should be submitted at least 4 months before the expiry of the certificate.

For interim assessment, documents should be submitted at least 3 months before the end of year 2.

For PEI with annual sales turnover of more than S\$1 million, **3 sets** of hardcopy documents are required.

For PEI with annual sales turnover of less than S\$1 million, **2 sets** of hardcopy documents are required.

The systems, processes and procedures should be presented and expressed in a clear manner (**system maps** or **flow charts** whichever is appropriate) in the policy and operation manuals. The PEI will then provide all relevant supporting evidence during site assessment to demonstrate that the PEI has met the specific requirements.

As part of the assessment process, interviews will be conducted and the interviewee list (staff and students) will be available to the MR on the day of the interviews. The PEI shall then make necessary arrangements for the interviewees to be present at the stipulated times and venues.

Please indicate preferred periods (5-day block between week 2 and 6 e.g. 5 Jul 2010 – 9 Jul 2010) of site assessment below.

*If all required documents are submitted on a Monday, week 1 will commence from that day. Otherwise, week 1 will commence on the Monday of the following week.*

First preference: \_\_\_\_\_

Second preference: \_\_\_\_\_

Third preference: \_\_\_\_\_

CPE will confirm the exact period of site assessment with the MR. CPE reserves the right not to adopt the site assessment dates proposed.

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<b>1</b>	<b>Policy Manual</b>	
<b>2</b>	<b>Operation Manual</b>	
<b>3</b>	<b>Annexes</b>	
	Criterion	
<input type="checkbox"/>	1.3.1	Current year strategic plan
<input type="checkbox"/>	1.3.1	Current year unit/department workplans
<input type="checkbox"/>	2.1.2	Financial statements – full annual financial statement or annual revenue statement, whichever applicable, for the current/preceding year.
<input checked="" type="checkbox"/>	2.1.3	Credit rating report
<input type="checkbox"/>	2.2.1	Comprehensive list of physical facilities and infrastructure
<input type="checkbox"/>	4.1.1	Letter confirming Escrow account set up, and/or Letter confirming insurance limit.
<input type="checkbox"/>	4.5.1	Medical insurance policy (group or individual) including the coverage and limit.
<input type="checkbox"/>	5	Curriculum vitae of every academic board member including terms of reference
<input type="checkbox"/>	5	Curriculum vitae of every examination board member including terms of reference
<input type="checkbox"/>	6.1.2	Organisation results (3-year trend data if available) for strategic plan targets and any other key targets.  <i>For all survey findings, information on sample size, sample profile and response rate must be available together with a copy of the related questionnaire.</i>
<input type="checkbox"/>	6.2.2	Internal review report with corrective action plans
<input type="checkbox"/>	6.3.1	Management review report with corrective action plans
<input type="checkbox"/>		Any other awards, accreditations or certifications received (if applicable)  <i>Submit supporting documents.</i>

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<b>4</b>	<b>Samples</b> to be submitted:	
	Criterion	
<input type="checkbox"/>	2.3.2	Individual plan (one for non-academic staff, one for academic staff)
<input type="checkbox"/>	2.5.3	Advertisements (local and overseas if available)
<input type="checkbox"/>	2.7.2	Student survey questionnaire (include compiled and analysed results)
<input type="checkbox"/>	2.7.3	Staff survey questionnaire (include compiled and analysed results)
<input type="checkbox"/>	2.4.1	One sample of PEI-Partner contract (if applicable)
<input type="checkbox"/>	3.2.1	Training materials for recruitment agents
<input type="checkbox"/>	3.2.1	One sample of agent contract (if applicable)
<input type="checkbox"/>	4.1.4	Receipts (minimum 2 for course fee, 2 for administration fee)
<input type="checkbox"/>	4.2.1	Student contract (minimum 3 for different courses if applicable)
<input type="checkbox"/>	4.2.1	One sample of non-standard student contract (if applicable) <i>If all contracts are non-standard, then submit minimum 3.</i>
<input type="checkbox"/>	4.5.1	Orientation materials for students
<input type="checkbox"/>	5.4.1	Course attendance (minimum 3 for different courses if applicable)
<input type="checkbox"/>	5.4.2	Students' progress reports (minimum 3 for different courses if applicable)
<input type="checkbox"/>	5.7.2	One sample of part-time academic staff contract (if applicable)
<input type="checkbox"/>		Promotion materials - course brochures (minimum 3 for different courses) - student handbook (one sample)

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<b>5</b>	<b>Softcopy</b> to be submitted for the following (either in thumb drive or CD):
	<ul style="list-style-type: none"><li>- Executive summary (standard MS Word template)</li><li>- Internal assessment score (Criterion 6.2.2 – standard MS Excel template)</li><li>- Policy Manual</li><li>- Operation Manual</li><li>- Course listing (standard MS Excel template)</li><li>- Organisation chart (Criterion 1.4.1)</li><li>- Staff list (standard MS Excel template)</li><li>- FPS data (refer to FPS Instruction Manual)</li></ul>
<b>6</b>	<p>A hardcopy of the PEI's opening meeting presentation slides (to be given to the assessment team during the opening meeting).</p> <p>The PEI's presentation should not last more than 45 mins. The presentation should preferably cover pertinent areas which are not found in the documents submitted but are critical supporting evidence for meeting EduTrust requirements.</p>

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### POLICY MANUAL (Criterion 6.2.1)

Criterion	Requirement
2.1.1	Revenue recognition policy
2.3.2	Human resource plan
2.3.4	Staff training and development plan
2.4.1	Policy on management of external partners
2.6.2	Confidentiality and security policy
2.7.1	Dispute resolution policy
3.2.1	Code of conduct for recruitment agents
4.3.1	Refund policy
4.4.1	Transfer / Withdrawal policy
4.5.1	Comprehensive list of student support services
4.5.2	Pre-course counselling framework
4.5.2	Pastoral counselling framework

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### OPERATION MANUAL (Criterion 6.2.1)

Criterion	Requirement
1.3.1	Strategic planning process
2.1.1	Financial procedures
2.2.1	Facilities maintenance system (including monitoring system)
2.2.2	Academic Resource Management system
2.2.3	Environment management system
2.3.1 5.7.1	Selection process for staff recruitment (academic and non-academic, including part-time staff)
2.3.2	Staff recognition and reward system
2.3.3	Monitoring process for part-time recruitment staff
2.3.4	Knowledge management system
2.5.1	Internal communication process
2.5.2	External communication process
2.5.2	External communication procedures
2.5.3	Vetting process for publicity materials
2.6.1	Data management system
2.7.1	Feedback and Complaint Management system
2.7.2	Process for conducting student survey
2.7.3	Process for conducting staff survey
3.1.1	Recruitment agent selection process
3.3.1	Monitoring process for recruitment agents
3.3.1	Procedures to manage and monitor recruitment agents
3.3.1	Evaluation process for recruitment agents
4.1.2	Procedures for informing students on details of FPS
4.1.2	Procedures to update FPS service providers
4.2.2	Procedures for executing Student contract

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Criterion	Requirement
4.3.2	Refund procedures
4.4.2	Transfer / Withdrawal procedures
5.1.1	Curriculum design and development process
5.1.2	Curriculum review process
5.2.1	Curriculum planning process
5.2.2	Curriculum delivery and monitoring process
5.3.1	Student selection procedures and monitoring process
5.3.2	Student admission procedures and monitoring process
5.4.1	Attendance monitoring system
5.4.2	Student development process
5.5.1	Student tracking system
5.6.2	Assessment process
5.6.3	Moderation process
5.6.3	Procedures to handle assessment results, appeals and progression
6.1.1	Data collection process
6.2.1	Document control procedure
6.2.2	Internal review process
6.3.1	Management review process

All documents should be submitted during office hours (0830 to 1700) to  
 Council for Private Education  
 Corporate Services and Development Division  
 2 Bukit Merah Central  
 Spring Singapore Building  
 #05-00  
 Singapore 159835

Documents should be submitted as soon as possible after OBLS application. CPE will not be responsible for any delay if the documents are not submitted in full or are submitted late. **Incomplete submission may lead to a rejection of the EduTrust application and all fee paid will be non-refundable.**

## DOCUMENT SUBMISSION LIST FOR EDUTRUST ASSESSMENT

### FOR OFFICIAL USE BY CPE

Date of notification from OBLs:

Documents (complete set) received on:

Documents received by:

Documents checked by:

Documents submitted to Chief Assessor on:

*If documents are incomplete, please provide details below as recommendations for rejection.*

### FOR OFFICIAL USE BY CHIEF ASSESSOR:

Dates for site assessment:

Assessment team:

Lead assessor –

Assessors –

Reasons for rejection of EduTrust application (if applicable):