

Terms and Conditions Governing the Review for EduTrust Certification

Application

- 1 A private education institution (PEI) may submit a request for a review of the decision by the Council for Private Education (CPE) after being officially informed by CPE on the outcome of the PEI's EduTrust application. The request must be made in writing on the requisite Notice of Review form **within 14 working days** from the date of CPE's notification of its decision.

Notice of Review (NOR)

- 2 The NOR Form and any supporting documents are to be sent to:

The Secretariat - EduTrust Review Panel
c/o The Council for Private Education
2 Bukit Merah Central
#05-00, SPRING Singapore Building
Singapore 159835
- 3 The NOR Form must be accompanied by a cover letter signed by the PEI's Chief Executive Officer (or equivalent) and a photocopy of the "Notification of Award/No Award Letter" issued by CPE.
- 4 The NOR must set out the PEI's grounds for seeking a re-consideration succinctly but in sufficient detail, to provide the EduTrust Review Panel with a clear understanding of the basis for review.
- 5 All written submissions must include:
 - 5.1 An executive summary of the PEI's petition for re-consideration;
 - 5.2 A narrative of the facts relevant to the initial decision;
 - 5.3 The points of fact relevant to the PEI's petition on which it would like to seek re-consideration.
- 6 An incomplete submission would be deemed as void and will not be considered for review by the EduTrust Review Panel.

Fees

- 7 Payment for the applicable fee must accompany the lodgment of the NOR or in a manner as advised by the Secretariat. The applicable fee is:

- 7.1 S\$1,605 (GST inclusive) for PEIs with less than S\$1 million turnover per annum;
 - 7.2 S\$3,210 (GST inclusive) for PEIs with S\$1 million to S\$15 million turnover per annum;
 - 7.3 S\$5,350 (GST inclusive) for PEIs with more than S\$15 million turnover per annum.
- 8 Incomplete payment or non-payment of the applicable fee would render the application for review void.
- 9 A PEI may be allowed an extension of the time period to submit its Notice of Review within the stipulated time frame. The extension, if granted, is at the EduTrust Review's Panel's strict discretion and their decision shall be final.

Review

- 10 A new team of assessors, different from the team that conducted the original EduTrust assessment on the PEI, will be appointed to re-assess the EduTrust decision. The new team of assessors will be approved by the EduTrust Review Panel.
- 11 During its deliberation, the EduTrust Review Panel may request for further information or clarification via written submission.
- 12 The EduTrust Review Panel reserves the right not to take into consideration any new information or evidence submitted by the PEI.
- 13 The EduTrust Review Panel may make the following decisions:
- 13.1 Uphold the re-assessment outcome in full or in part, and direct CPE to take the necessary follow up actions; or
 - 13.2 Reject the re-assessment outcome in full or in part, and direct CPE to take the necessary follow up actions; ; or
 - 13.3 Order a new full re-assessment of the PEI, and direct CPE to take the necessary follow up actions

Confidentiality

- 14 All decision(s) made by the EduTrust Review Panel on the review outcome shall be final.

- 15 All decision(s) made by the EduTrust Review Panel shall be confidential and shall not be made public.
- 16 The Secretariat shall communicate the decision of the EduTrust Review Panel to the PEI in writing.

Others

- 17 Any form of derogatory name-calling, attacks or threats (verbalised and non-verbalised; written and non-written, physical and non-physical) towards the Secretariat and/or the EduTrust Review Panel by the PEI shall constitute as grounds for immediate rejection of the request for review.
- 18 All fee payment(s) made are non-refundable.
- 19 The PEI is deemed to have agreed to the terms and conditions governing the review process.
- 20 The Secretariat and/or the EduTrust Review Panel reserve(s) the right to amend or vary the Terms and Conditions governing the Review of EduTrust Certification.

25 August 2010