



Student Handbook

the school of make-up

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About Us

The School Of Make-Up was founded by Peter Angel Wanneck and Sally Yeo in 1999. Both Peter Angel and Sally are accomplished make-up artists and fashion/beauty experts by dedication.

Both have extensive knowledge in their respective fields which has led to the conception of The School Of Make-up.

In January 2010 the school was incorporated as The School Of Make-up Pte Ltd.

We are confident that you will find our institution of acceptable standard. We pride ourselves in providing the highest quality in student training and we look forward to having you with us.

Message From Principal

I am confident you have made the right decision in choosing The School Of Make-up for furthering your knowledge in the field of make-up.

In The School Of Make-up we strive to provide the students not only with professional knowledge in our specific field, but also with a well-rounded knowledge base which prepares the student for the professional business world and entrepreneurship.

Our courses are designed to equip you with the right skills and expertise to bring out the best in you on your chosen career path. Our high professional and training knowledge standards will challenge you to perform equally well. We will instill in you a desire to become nothing but the best.

I warmly welcome you to The School Of Make-up and wish you success in your endeavors.

Peter Angel Wanneck
Principal
The School Of Make-up Pte Ltd

Our Mission

To produce professionally trained and knowledge-equipped make-up artists and nail technicians who possess the skills and self-confidence to participate successfully in the high echelons of the beauty industry.

Our Vision

To be amongst the best make-up and nail training institutes in Asia, to positively influence the quality of beauty services available in the market place today, and to passionately inculcate creativity, dedication and professionalism in the art of make-up and nails. We envisage changing behavioral attitudes in the Asian female to the effect of radiating beauty as part of a daily routine.

General Information

School Location

Our school is centrally located along Orchard Road, within 7 minutes walk from Orchard MRT Station.

Address : Delfi Orchard #03-01/02/04/28/29 402 Orchard Road
Singapore 238876

Telephone : 65-6737 0208 (2 Lines)
65-6836 8836 (TSMU Couture Nail School)

Facsimile : 65-6734 0208

E-mail : colours@theschoolofmakeup.com,
info@couturenailschool.com

URL : www.theschoolofmakeup.com

Our Services

To provide professional and personal make-up and nail courses according to prevailing industry quality standards.

Service Guarantees

The School Of Make-up guarantees conformance of courses to existing syllabus and guidelines.

General Administrative Guidelines

Course Enrolment

Students are to enroll personally at The School Of Make-up. Payment of minimum 50% of course fee and Registration fee (non-refundable) must be made upon registration for seat confirmation. Registration made by third party is acceptable only if the student is not in Singapore.

Payment Policy

All payments can be made in cash, NETS or cheque made payable to “The School Of Make-up Pte Ltd”.

Students making payment in installments are reminded to make payment by the stipulated due dates as in the Letter Of Agreement (Installment Schedule). Otherwise, late payment penalty of 2% of amount outstanding may be imposed upon expiry of seven (7) days grace period.

Official receipts issued must be retained by students for official purposes or to substantiate payment status.

School Contacts

Students may approach any of our staff for any needs in person, via telephone, snail mail or by electronic mail.

Address : 402 Orchard Road #03-01/02/04/28/29
Delfi Orchard, Singapore 238876
Telephone : 65-6737 0208 (2 Lines)
65-6836 8836 (TSMU Couture Nail School)
Facsimile : 65-6734 0208
E-mail : colours@theschoolofmakeup.com,
info@couturenailschool.com

The school's operating hours are:

Mondays to Fridays : 10:00 am to 9:00 pm
Saturdays : 10:00 am to 5:00 pm

We are closed on Sundays and public holidays.

Course Information

Entry Requirements

Entry to our courses is subject to students having met the necessary entry requirements. The School Of Make-up reserves the right to determine the acceptability of equivalent qualifications. The School Of Make-Up will assess and match the educational needs and proficiency of prospective students.

Course Fees & Other Non-tuition Fees

Course fees stated in all communication materials include syllabus notes, where applicable. Course fees exclude registration fee, examination fees, working products and tools which are variable for different programs.

Registration fee: \$150

Examination fees for the various programs are as listed:

Certificate in Professional Make-up (awarded by The School Of Make-up Pte Ltd).....	\$ 80
Diploma in Professional Make-up (awarded by The School Of Make-up Pte Ltd)	\$150
Diploma in Fashion, Theatre and Media Make-up (awarded by International Therapy Examination Council, UK)	\$350

Student Welfare Services

Orientation

Students will be taken through a course overview on commencement day. As part of the orientation, students will be walked through the premises and will be familiarized with general facilities such as the washrooms, carpark etc.

Support Program

As part of our service to our valued trainees, we consult with individual students should they experience specific course-related problems in both practical and theoretical areas.

Withdrawal/Transfer & Refund Policy

Withdrawal For Cause:

The student shall be entitled to immediately withdraw from the course by giving written notice to The School Of Make-up Pte Ltd of his/her intention to do so under the following circumstances:

- (i) The School Of Make-up Pte Ltd fails, for any reason, to commence the course on the commencement date;
- (ii) The School Of Make-up Pte Ltd fails, for any reason, to complete the course by the completion date;
- (iii) The School Of Make-up Pte Ltd terminates the course for any reason prior to the completion of the course; or
- (iv) The School Of Make-up Pte Ltd is in material breach of its obligations under the Standard Student Contract.

Refunds For Withdrawal For Cause:

The School Of Make-up Pte Ltd shall, as soon as practicable after receiving the student's notice of withdrawal, and in any event no more than fourteen (14) days after receiving such notice refund to the student:

- (i) the entire amount of the course fees and deposit paid; and
- (ii) other non-tuition fees paid (not including payment made for purchase of products and tools).

Withdrawal Without Cause And Refunds:

Where the student withdraws from the course for any reason other than for cause, The School Of Make-up Pte Ltd shall, as soon as practicable after receiving the student's notice of withdrawal, and in any event no more than fourteen (14) days after receiving such notice refund to the student the following sums (less any applicable administrative and material charges properly paid/payable):

% of Aggregate Amount of the Course Fees	If Student's written notice of withdrawal is received
100	More than 30 calendar days before the Commencement Date
90	Before, but not more than 30 calendar days before the Commencement Date
80	Before, but not more than 15 calendar days before the Commencement Date
70	After, but not more than 7 calendar days after the Commencement Date
50	More than 7 calendar days after the Commencement Date, but not more than 14 calendar days after the Commencement Date
0	More than 14 days after the Commencement Date

Deemed Withdrawal

Requests for transfer from the registered course to another course or deferment of registered course to another intake shall be deemed to have withdrawn from the Course and the provisions of ***Withdrawal Without Cause And Refunds*** shall apply save as otherwise agreed between The School Of Make-up Pte Ltd and the Students.

Cooling-Off Period

The School of Make-up Pte Ltd shall provide the student with a cooling-off period of 7 working days after signing the Standard PEI-Student Contract. Within these 7 days and regardless whether the course commencement date has passed, the student can submit written notice of withdrawal to The School of Make-up Pte Ltd and receive the maximum refund amount stipulated by The School of Make-Up Pte Ltd under ***Withdrawal Without Cause And Refunds*** (less any course fees consumed by the student if the withdrawal date is later than the course commencement date and the student has started the course).

International Students

Student's Pass Application

International students wishing to participate in courses offered by The School of Make-up Pte Ltd are required to apply for a Student's Pass with The Immigration & Checkpoints Authority.

The School of Make-up Pte Ltd will assist students in their application for a Student's Pass. The Student's Pass is not transferable and will expire upon the student ceasing to be a student with The School of Make-up Pte Ltd. Please refer to Annex IV for application procedure.

A student withdrawing from a course with The School of Make-up Pte Ltd to enroll with another school shall be deemed to have withdrawn and the relevant student's pass will be cancelled.

Please refer to the Standard PEI-Student Contract for further details.

CaseTrust For Education

The School of Make-up subscribes to the guidelines issued by CASE, Singapore's National Consumer Association. CASE has reviewed the operating practice of The School of Make-up and has satisfied itself that The School of Make-up matches the prescribed CASE legitimacy of a Private Educational Organization.

Fee Protection Scheme

The School of Make-Up Pte Ltd has in place a Fee Protection Scheme by way of an insurance facility with Lonpac Insurance Bhd.

A copy of the master insurance policy is available at www.theschoolofmakeup.com.

The master insurance policy sets out among other things, the events under which Lonpac Insurance Bhd shall indemnify the Students for Fees paid to The School of Make-Up Pte Ltd.

Students Responsibilities

Students are required to observe all rules and regulations as outlined by The School Of Make-up at all times.

The School Of Make-up Pte Ltd reserves the right to discipline students who violate the required behavior code practised by The School Of Make-up.

Feedback/Grievance Policy

All students upon enrolling with The School Of Make-up Pte Ltd will receive a Student Handbook which outlines all relevant procedures including the settlement of disputes. The School Of Make-up Pte Ltd strives to resolve all student grievances within shortest possible time, as outlined in the Complaint Resolution Procedure (see Annex I) and Complaint Form (see Annex II).

Standard PEI-Student Contract

All prospective students are required to enter into a Standard PEI-Student Contract with The School Of Make-up Pte Ltd. The Standard PEI-Student Contract lists all Student-School related issues and serves as a basic document describing the relationship between the student and The School Of Make-up Pte Ltd.

Code Of Ethics

The School Of Make-up Pte Ltd believes firmly in a Code of Ethics. Details of our Code of Ethics can be found in Annex III.

Confidentiality Policy

The School Of Make-up Pte Ltd has a policy of treating all students' data as confidential. Students' particulars are used solely for the purpose of course submission.