

Important Admissions Information

English as an Additional Language Program

XCL American Academy's (XAA) English language proficiency requirements vary depending on a student's grade level.

The English as Additional Language (EAL) program will become mandatory* for students in Grades 1 – 8 if, after conducting the English proficiency assessment, the School determines that the Student requires this support program.

Our EAL Program supports students with limited English language skills to develop their written and spoken English capabilities so that they can make the most of their time here at XAA.

Immunizations

Immunizations are one of the prerequisites for application and subsequent enrollment at XAA. All applicants are required to submit a copy of vaccination records via the online application form as part of the admissions process.

Foreign-born children aged 12 and below

All foreign-born children aged 12 and below are also required to provide documentary proof of vaccination or evidence of immunity for diphtheria and measles to the Health Promotion Board (HPB) for verification before they can proceed with their applications to the Ministry of Manpower (MOM) or Immigration & Checkpoints Authority (ICA) for their long-term stay in Singapore. This requirement applies only to first-time applicants.

Please note that immunization against both measles and diphtheria is mandatory in Singapore under the Fourth Schedule of the Infectious Diseases Act (Cap 137). For more information, please refer to the [HPB website](#).

**EAL Programme is not included in the tuition fees and will be charged separately.*

Disclosure of Nationality

Parents are required to fully disclose the nationality/citizenship status of all applicants –including dual nationality. Specifically, any applicant who holds Singapore citizenship, either by birth or registration, must declare this information at the time of the application, as approval from the Ministry of Education is required before the course commencement.

Enrolled families must immediately notify the Registrar Department of any change in their nationality and residency status.

MOE Exemption

The School will provide personalized assistance for your application for exemption status to the Singapore Ministry of Education (MOE) to guide you through the application process.

Application for an Exemption to the MOE

- XAA will liaise directly with the MOE on the application's progress and update the family accordingly once an outcome has been reached.
- The MOE will take approximately eight weeks to review the application and inform the School thereafter.
- You are encouraged to provide all the relevant documents in your application, as incomplete applications will delay the processing time. A completed application and the full set of required documents will be passed to the Admissions Committee for review. Once an application has been reviewed, parents will be advised of their child's eligibility to be considered for admission. Successful applicants will be contacted by the School.
- The Registrar team will send you a formal offer letter and instructions on how to complete the enrolment process.

If your child requires an exemption from the MOE, please contact our Admissions Team ahead of the admission date, and we will guide you through the application process.

Student Pass

XAA intends to apply for EduTrust Certification to enrol students on Student Passes in the future. At this point of time, the School does not facilitate Student Pass applications.

No Student Pass is required for students holding a Dependant's Pass, Immigration Exemption Order (IEO) or Singapore Permanent Residency (PR).

Committee for Private Education Regulations

The Committee for Private Education (CPE) was appointed by SkillsFuture Singapore (SSG) Board in October 2016 to carry out its functions and powers relating to private education under the Private Education Act. Under the act, schools are referred to as Private Education Institutions (PEIs). All PEIs must comply with all Private Education Act regulations to operate.

The School is registered as a Private Education Institute by the Committee for Private Education:

CPE Registration Number: 202032207C

Period of Registration: 14 September 2021 – 13 September 2023

To find out more regarding the Committee for Private Education, details regarding the Private Education Act and additional clarity on the EduTrust certification, please visit <https://www.ssg.gov.sg/cpe/pei.html>.

Student Contract

The Student Contract is an important document that binds the school and the student. This legal document protects the rights and conditions of the Student whilst enrolled at a Private Education Institution (PEI), in this case, The School. It is a legal requirement from the CPE that all students must enter into the Student Contract prior to commencing at The School. This contract ensures that there is a transparent arrangement in place between the student, their legal guardians and the PEI.

During the admissions process, families submit a range of application documents for initial review. The School Student Contract will be issued as soon as these documents have been reviewed and an offer made to a student. The place at The School will be confirmed once the family has reviewed, signed and returned the contract.

Invoicing for the appropriate school fees occurs once the admissions process has been completed and the contract has been signed.

[Click here](#) to view a sample of the XCL American Academy's Student Contract.

Medical Insurance

The School has in place a medical insurance scheme for the Students. This medical insurance scheme provides an annual coverage limit of S\$20,000 per Student, at least B2 ward in government and restructured hospitals and 24 hours coverage in Singapore and overseas (if a student is involved in school-related activities) throughout the course duration. The School has appointed NTUC Income as the Students' medical insurance provider.

Courses Fee Payment

Students are required to follow the amount payable due as stated in the Student Contract to pay the course fees directly to the school by the expected payment date stated. Payment of course fees should only be made after signing the Student Contract.

Students whose payments have not been received after the scheduled due dates may be considered for withdrawal from the course until outstanding accounts are fully paid. If any amount remains due upon withdrawal of a student from The School for any reason, no transcripts, transfers, or other records will be released until full payment is received.

Non-payment of any fees may result in the withholding of The School reports, references and/or examination results, and temporary or permanent exclusion from The School.

PARENT / STUDENT FEEDBACK AND COMPLAINTS

The School will respond/acknowledge all feedback and complaints within three (03) working days and will aim to resolve the issue within twenty-one (21) working days. Please send in your feedback or complaints to feedback@xaa.edu.sg.

Step 1 – Go to the source by contacting our staff in person by phone or email

- Response time is three (03) working days from the date of receiving feedback/complaint
- If the issue is resolved, the case is closed
- If no resolution is drawn, the case is referred to the respective Head of Department.

Step 2 – Discussion for Resolution by Head of Department

- Response time is seven (7) working days from the date of receiving feedback/complaint
- If the issue is resolved, the case is closed
- If no resolution is drawn, the case is referred to the Superintendent or General Manager.

Step 3 – Discussion for Resolution by Superintendent or General Manager

- Response time is ten (10) working days from the date of receiving feedback/complaint
- If the issue is resolved, the case is closed.
- If no resolution is drawn the party can choose to undergo mediation or approach the Committee for Private Education (CPE) for advice.

Mediation process

If the case remains unresolved or the aggrieved is dissatisfied with the outcome of the process, the case will be referred to a third-party organization for mediation:

- For clear-cut fee refund issues of less than SGD\$10,000, the case can be lodged with the Small Claim Tribunal (SCT)
- For other issues, the case can be referred to CPE's appointed Dispute Resolution Scheme.
- For stage 1 (mediation), the case can be referred to the Singapore Mediation Centre (SMC). If there is no settlement reached through mediation, the case can be referred to the Singapore Institute of Arbitration (SI Arb). Once a settlement is reached the School will take all necessary actions in accordance with the mediation/arbitration instructions.

Useful links – Third-party organisations for mediation:

- Singapore Mediation Centre: <https://www.mediation.com.sg/>
- Singapore Institute of Arbitrators: <https://siarb.org.sg/>