

2024/25 Student contract FAQs.

1. WHY DO I NEED TO SIGN A NEW STUDENT CONTRACT?

In accordance with the Private Education regulations, the execution of a student contract on an annual basis is mandatory for all students who wish to continue being enrolled in courses offered by the Canadian International School (CIS).

If you are returning in August 2024, you will need to sign a new student contract to confirm your child's place. Any changes to existing terms and conditions of the Student Contract are included in the 2024/25 contract.

2. WHAT HAPPENED TO THE SUPPLEMENTAL CONTRACTS?

Supplemental Contracts consisted solely of amendments to the existing student contract. While this practice highlighted changes, it created a long list of documents dating back to the original student contract that proved inconvenient for our long term families. In an effort to ensure transparency and consistency, we will issue full student contracts each year to ensure you have all updated and relevant programme, fee, and terms and conditions details in one document.

3. WHAT IS THE DEADLINE FOR SIGNING THE STUDENT CONTRACT?

In order to secure your child's enrolment in August 2024, Student Contracts for existing students must be signed **by 8 April 2024**. A student's enrolment for the next school year will only be confirmed if the Student Contract is signed **by 8 April 2024** and payment of Semester 1 Tuition Fees is made **by 15 May 2024**.

4. WHY DO I NEED TO SIGN THE CONTRACT SEVERAL MONTHS BEFORE THE SEMESTER STARTS?

In order for CIS to effectively plan staffing and classes, we must confirm the number of existing students who will be returning in August 2024 **by 15 May 2024**.

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5. WHAT HAPPENS IF I DO NOT MEET THE DEADLINE FOR SIGNING THE STUDENT CONTRACT?

Failure to sign the student contract by the stated deadline may put your child's placement for August 2024 at risk and lead to placement on a CIS waitlist. If there is a reason you're not able to meet the contract signing deadline, please let our admissions team know as soon as possible, and prior to the contract deadline.

6. HOW WILL I SIGN THE STUDENT CONTRACT? WILL I RECEIVE A COPY AFTER I SIGNED IT?

Contract signing can be done electronically on any device via the DocuSign electronic signature service. CIS will email you the link to access your child's student contract **between 21 March and 25 March**. You can then follow the link to sign the supplemental contract electronically. If you have two or more children attending CIS, you will receive a student contract for each child.

After you have completed the signing, you will receive a soft copy of the signed student contract via email. CIS will also receive a copy.

7. DO BOTH PARENTS HAVE TO SIGN THE STUDENT CONTRACT?

No, only the parent who signed the current 2023/24 Student Contract will be issued a 2024/25 Student Contract and be expected to sign it.

8. WILL BOTH PARENTS RECEIVE A COPY OF THE STUDENT CONTRACT FOR SIGNING VIA EMAIL?

No, only the parent who signed the 2023/24 Student Contract will receive the 2024/25 Student Contract for signing.

9. I SIGNED THE MAIN STUDENT CONTRACT UPON ENROLMENT, CAN MY HUSBAND OR WIFE SIGN THE NEW STUDENT CONTRACT INSTEAD?

It is best that the same person signs all the documents. You can initiate a change by contacting the [re-enrolment](#) team directly.

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10. I AM THE STUDENT'S CAREGIVER; CAN I SIGN THE SUPPLEMENTAL CONTRACT ON BEHALF OF THE PARENTS?

No, only parents or legal guardians (as evidenced by deed,) can sign the Student Contract.

11. I AM THE SIGNING PARENT BUT I DID NOT RECEIVE THE STUDENT CONTRACT FOR MY CHILD, WHAT SHALL I DO?

If you are the parent who signed the 2023/24 Student Contract, you should receive the Supplemental Contract via your registered email with the school **between 21 and 25 March**. If you do not receive the Student Contract by 26 March, we suggest that you do the following:

- Check your Spam folder
 - Email reenrolment@cis.edu.sg for assistance if you are not sure what email address we have on record
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12. MY CHILD IS ENROLLED IN THE CHINESE ENGLISH / FRENCH ENGLISH BILINGUAL PROGRAMME, BUT THE STUDENT CONTRACT DOES NOT INDICATE THAT MY CHILD WILL CONTINUE IN THE SAME PROGRAMME NEXT SCHOOL YEAR. IS THIS CORRECT?

Yes. The student contract only indicates the grade level and not the type of programme your child is enrolled in. The grade level course description (Schedule A) applies to both our English and bilingual programmes.

13. IF I SIGN THE STUDENT CONTRACT, DOES THIS MEAN THAT MY CHILD WILL AUTOMATICALLY BE PROMOTED TO THE NEXT GRADE LEVEL?

Signing the student contract does not guarantee your child's promotion to the next grade level. If a child is not going to be promoted to the next grade level in August 2024, parents will be notified **by 13 June 2024**.

14. MY COMPANY OFTEN DOES NOT PROVIDE AMPLE NOTICE ABOUT RELOCATION PLANS AND IT IS DIFFICULT TO COMMIT TO THE SCHOOL FIVE MONTHS IN ADVANCE. CAN CIS HOLD A PLACE FOR MY CHILD UNTIL END OF THE SCHOOL YEAR, AS I AM UNABLE TO CONFIRM THAT HE/SHE WILL RETURN TO CIS IN AUGUST?

A student's enrolment for the next school year will only be confirmed if the Student Contract is signed **by 8 April 2024** and payment of Semester 1 Tuition Fees is made **by 15 May 2024**. If these deadlines are not met and parents eventually decide that the student will be returning to CIS, their child/ren's enrolment in next school year will be subject to the availability of space/s.

15. IF MY CHILD IS LEAVING CIS AT THE END OF THIS SCHOOL YEAR, DO I STILL NEED TO SIGN THE STUDENT CONTRACT?

No. If your child will not be returning to CIS in August 2024, or will be leaving before 13 June 2024, please notify us by completing [this online withdrawal form](#) by Monday 1 April.

Students who enrolled before 21 December 2009, and have a family deposit on account with the school, must meet the 1 April deadline (communicated earlier this month) to be eligible for a refund.

16. WHAT WILL HAPPEN IF I SIGN THE STUDENT CONTRACT NOW BUT WILL NOT BE RETURNING TO CIS NEXT YEAR?

We do understand that plans change. Payment of Semester 1 Tuition Fees is not due until 15 May 2024, so there is still time for you to change your plans with no monetary penalty. Should your plans change after you have paid Semester 1 Tuition Fees, the refund of fees paid is subject to the school's Refund Policy.
