

# Student Contract FAQs

## 1. Why do I need to sign a student contract?

Pursuant to the Private Education Regulations, the execution of a student contract is mandatory for all students who enrol for courses offered by the Canadian International School (CIS). CIS executes a student contract for every student and the Committee of Private Education (CPE), a statutory board set up for the regulation of the private education sector, oversees the process of execution of student contracts.

## 2. How do I sign the student contract?

After you accept the placement offer for your child, CIS will email you the link to access your child's student contract. You can then follow the link to sign the student contract electronically via the DocuSign electronic signature service.

## 3. Do both parents have to sign the student contract?

Only one parent is required to sign the contract. You will need to indicate which parent will sign the student contract when you accept the placement offer for your child.

## 4. Do I need a DocuSign log-in account to sign the student contract?

No, you do not need a log-in account and do not need to purchase anything.

## 5. Is there anything I should do before starting the signing process?

We highly recommend that you watch the student contract video, which will take you through the main clauses of the CIS Student Contract. You can access the student contract video [here](#).

If you have any questions about the student contract and would like one of our Executives to take you through the contract prior to the signing, please do not hesitate to contact our Admissions Department or email [contracts@cis.edu.sg](mailto:contracts@cis.edu.sg).

## 6. Can I sign electronically anywhere and on any devices (i.e. Notebook, Ipad, I-phone)?

Yes, the electronic student contract can be accessed and signed anywhere and on any device, including smartphones and tablet computers. However, for the best experience, we do recommend parents to access the student contract from a desktop or laptop computers. Internet access is required. There is no restriction on which Internet browser you use to access the electronic contract.

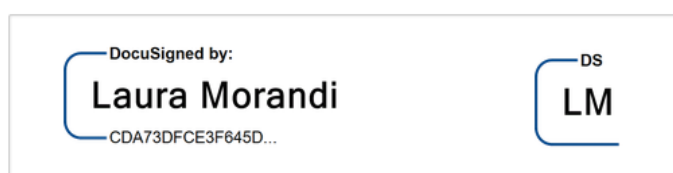
## 7. How long will it take me to complete the electronic signing?

Approximately 10 to 20 minutes.

## 8. How does DocuSign capture my signature?

A pre-set signature style has been adopted for this signing purpose. This signature is associated with a unique identifier so that every document you sign will be recorded as being signed by you. The signature is comprised of your first and last name as indicated in your passport.

See sample



**9. Is it possible for me to customise or change the pre-set signature style?**

A pre-set signature style has been adopted for signing purposes, so it is not possible for you to change the style of your signature.

**10. What is the legal status of electronic signatures in Singapore?**

In Singapore, the Electronic Transactions Act (Cap 88) gives legal recognition to electronic signatures. Electronic signatures have the same function of authentication as handwritten signatures and are recognised as being valid and enforceable.

**11. How secure is electronic signing?**

DocuSign's electronic signature service has in-built anti-tampering controls to ensure that the contract being signed is unalterable and delivered to parties in a secure manner. Your electronic signature will have a unique identification number. When the contract is signed electronically, details of the signing event are also recorded for traceability purposes. More information about the security features of DocuSign's electronic signature service can be found [here](#).

**12. Do I have to complete the signing of the contract in one session?**

Yes, you will need to complete the signing in one session. It is not possible to save a partially signed contract.

**13. What happens if I accidentally close the browser before I have fully completed the signing of all required pages?**

It is not possible to save a partially signed contract and closing the browser will result in the loss of any information that you have input. If this happens, you can access the student contract again through the link provided to you via email.

**14. What should I do if I notice that my personal details used in the contract are incorrect?**

Please contact our Admissions Department or email [contracts@cis.edu.sg](mailto:contracts@cis.edu.sg) and we will look into the matter immediately.

**15. Who should I contact if I need assistance or have questions about the student contract?**

If you need any assistance with the signing, or if you have any questions about the student contract, please do not hesitate to contact our Admissions Department or email [contracts@cis.edu.sg](mailto:contracts@cis.edu.sg).

**16. Will I receive a copy of the student contract after I have signed it electronically? How does CIS receive a copy?**

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

**Important**

Please note that these FAQs are for informational purposes only and do not constitute legal advice. CIS makes no representation or warranty, express or implied, as to the accuracy and completeness of the information provided in this document