

# **Frequently Asked Questions (FAQs)**

## **1. How do I register my child for classes conducted by Hindi Society?**

Registration can be done at the weekend centres (we have nine Centres all over Singapore), ISPP schools as well as Head Office@ Tai Seng Point.

Please note if the registration is done at our head office@ Tai Seng Point, registration fee of \$100 will be collected by nets or cash but if the registration is done at the centres or schools, then Registration fee is collected by the teacher/Centre Manager in cash only.

## **2. What are the supporting documents?**

Please refer to our website [www.hindi-society.com](http://www.hindi-society.com) (in the Forms section).

## **3. What is the Hindi Society school fees?**

The fee structure is mentioned on our website. Kindly note the first month fee is **dependent on the date of admission**. If the admission date is before 15<sup>th</sup> of the month, then full month fee is applicable and if it's after 15<sup>th</sup> of the month then half month fee is to be paid. You will be notified about the fee to be paid in your mail with an invoice.

## **4. How many payment cycles are there in a year?**

There are two payment cycles in a year. Semester 1 (Jan- June) & Semester 2 (July-Dec).

## **5. Do we have GIRO for WEC and ISPP both?**

Yes, it is available for all.

## **6. When do we pay the fees?**

For both the cycles, Invoices will be raised at the start of the Semester with the payment date mentioned in the mail sent with the invoice to your registered email id with HSS.

## **7. For Non- GIRO, what is the mode of payment?**

For Non-GIRO parents, mode of payment will be cash only, and you will be notified when to visit HSS office at Tai Seng Point for payment.

**8. Why is the fee payable for 12 months?**

Fee payable for the academic year has been divided equally into 12 months.

**9. Do you have monthly payment system for school fees?**

Parents are encouraged to pay for a full semester (6 months) together. In special cases/circumstances fees can be paid on a quarterly or monthly basis after taking approval from HSS.

**10. When do I get the receipt?**

Receipt will be emailed to your registered email id in two to three weeks after the payment has been received.

**11. Is the fee same for WEC and ISPP?**

No, fee is different for Weekend centres and ISPP (Mainstream Schools).

**Weekend Centre** fee is charged as per the residential status.

**ISPP (Mainstream School)** fee is charged as per the residential status as well as the total cohort registered in the school with HSS.

Please refer to our website for fee structure in the Fee section.

**12. Can the fee change in the same academic year?**

Yes, the fee changes if.

- a) **Citizenship status changes** from IS to SPR or SPR to SC.
- b) **Internal transfer** from one location (WEC/ISPP) to other location (WEC/ISPP) if applicable.

Please refer to our website for fee structure details or You can contact your Hindi teacher for the same.

**13. What is the process of applying for Refund due to change of residential status of the student?**

Refund should be applied **with-in one month of the status change.**

For status change, please write an email requesting for the refund due to change of status with the required supporting documents to [hindi@hindi-society.com](mailto:hindi@hindi-society.com) .

**For IS to SPR-** Copy of Entry and Re-Entry permit

**For SPR to SC-** Copy of pink slip followed by passport copy or citizenship certificate.

Refund will be issued based on the effective date mentioned on the above documents. **If the effective date is with-in 1<sup>st</sup> to 7<sup>th</sup> of the effective month**, updated fee will be applicable from the same month else fee will be applicable from the next month.

#### **14. Can the student transfer from WEC to ISPP or vice versa in The Hindi Society?**

Yes, it is known as Internal Transfer within The Hindi Society (Singapore).

#### **15. What is the procedure of Internal Transfer?**

Download the Internal transfer form from our website in the forms section, email the duly filled form to Hindi Society at [hindi@hindi-society.com](mailto:hindi@hindi-society.com) for approval keeping teacher in-charge in cc.

Additional documents needed in case of: -

1. Transfer from WEC to WEC with mainstream school change: -
2. Transfer from ISPP to ISPP (Mainstream School): -

Transfer acceptance form/letter (which is submitted by the parents to the new school where student is transferring to) or any other official document showing the name of the new school with student's particulars.

#### **16. How do I apply for withdrawal?**

Download the withdrawal form from our website in the forms section, email the duly filled form to Hindi Society at [hindi@hindi-society.com](mailto:hindi@hindi-society.com) or submit it your respective Hindi teacher.

\*For **GIRO cancellation** please inform your respective bank.

**17. What is the process of applying for Refund due to withdrawal?**

The Withdrawal form must be downloaded from our website in the Form Section. Mail us the completed form at [hindi@hindi-society.com](mailto:hindi@hindi-society.com) keeping teacher in-charge in cc. After checking the effective date of withdrawal, refund will be processed accordingly. Refund request will not be initiated if we are closer to the session ending.

**18. What is the procedure of Re-registration?**

As soon as the withdrawal procedure is completed, the child is withdrawn from Hindi Society. In case you wish to join back then please refer to the point 1. for the registration procedure.