



Dear Students,

ERCI strives to provide educational excellence with a cutting-edge approach. In close co-operation with international university as well as collaborations with renowned local entrepreneurs, we strive to provide an in-depth education and understanding in the financial, business, tourism and entrepreneurial industries.

A carefully selected pool of participants, an outstanding faculty with substantial corporate exposure, excellent academic and administrative support as well as a strong focus on learning outcomes are the pillars of strengths of ERCI. It is our aim to make an excellent contribution to everybody who chooses to join us in his or her lifelong learning journey.

Below please find our commitment to you, our most important customers, on the quality of the services and products that you can expect to experience during your educational journey with ERCI.

Mr Andy Ong  
Chief Executive Officer  
ERCI



## Our Commitment to Provide Quality Educational Programmes

### We partner with credible international educational institutions to offer quality programmes

#### **Our Educational Partners**

- *The University of Greenwich*  
The University of Greenwich prides itself by setting high standards for teaching quality and student satisfaction. The university traces its roots back to 1890, and it has three campuses located in the southeast of London, including the Maritime Greenwich Campus, which occupies one of the most historical sites in all London. Greenwich generates 17.5 Million pounds in research and consultancy income every year. Two hundred and fifty-two Greenwich staff won increased average grades in the last Research Assessment Exercise (RAE), while the University's research community also includes a substantial cohort of research students. The University has won two successive research-based Queen's Anniversary Prizes for Higher & Further Education – these national awards recognize outstanding achievement which benefits the wider community.
- *Entrepreneurship Institute Australia*
- *Tourism Institute Australia*  
Entrepreneurship Institute Australia (EIA) and Tourism Institute Australia (TIA) which are part of the Gibaran Learning Group are based in Adelaide and are accredited by the South Australian Government within the Australian Qualifications Framework (AQF) which guarantees academic rigour and high standards. EIA and TIA are also registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) which is the Australian Government's Official Register of approved courses for international students.

### Our programmes are registered with the relevant authorities in Singapore

#### **Programmes Registered with Ministry of Education**

##### **University of Greenwich, UK**

- Bachelor of Arts (Hons) in Business Management
- Bachelor of Arts (Hons) in Business Management (Tourism and Hospitality Management)
- Bachelor of Arts (Hons) in Business Management (Finance)
- Bachelor of Arts (Hons) in Business Management (Wealth Management)
- Master of Business Administration (International Business)
- Master of Business Administration (Tourism and Hospitality Management)
- Master of Business Administration (Financial Services)
- Master of Business Administration (Operations and Logistics)
- Master of Arts (Operations and Logistics)
- Master of Arts (Tourism and Hospitality Management)
- Master of Arts (International Business)

##### **Entrepreneurship Institute Australia**

- Bachelor of Business Administration (Entrepreneurial Management)
- Master of Business Administration (Entrepreneurial Management)
- Master of Business Administration (Finance)

##### **Tourism Institute Australia**

- Bachelor of Business Administration (Tourism and Hospitality Management)
- Master of Business Administration (Tourism and Hospitality Management)



### ***Programmes Registered with Ministry of Education (cont.)***

#### **ERCI**

- English Language Programme
- Certificate in Casino Operations
- Foundation Certificate in Business Administration
- Diploma in Business Administration
- Diploma in Game Design and Development
- Diploma in Enterprise Development
- Diploma in Strategic Wealth Management
- Diploma in Tourism and Hospitality Management
- Advanced Diploma in Business Administration
- Advanced Diploma in Game Design and Development

### ***Programmes Registered with Immigration and Checkpoints Authority***

#### **University of Greenwich, UK**

- Bachelor of Arts (Hons) in Business Management
- Bachelor of Arts (Hons) in Business Management (Tourism and Hospitality Management)
- Bachelor of Arts (Hons) in Business Management (Finance)
- Bachelor of Arts (Hons) in Business Management (Wealth Management)
- Master of Arts (International Business)
- Master of Business Administration (International Business)
- Master of Business Administration (Finance)
- Master of Business Administration (Tourism and Hospitality Management)
- Master of Business Administration (Operations and Logistics)

#### **Entrepreneurship Institute Australia**

- Bachelor of Business Administration (Entrepreneurial Management)
- Master of Business Administration (Entrepreneurial Management)
- Master of Business Administration (Finance)

#### **Tourism Institute Australia**

- Bachelor of Business Administration (Tourism and Hospitality Management)
- Master of Business Administration (Tourism and Hospitality Management)

#### **ERCI**

- English Language Programme
- National ITE Certificate (NITEC) in Food & Beverage Operations
- Diploma in Enterprise Development
- Diploma in Game Design and Development
- Diploma in Tourism and Hospitality Management
- Advanced Diploma in Business Administration
- Advanced Diploma in Game Design and Development

Relevant letters from the authorities may be presented upon the request of students.

### **We ensure that our faculty is experienced and well-qualified**

At ERCI, we have a well-qualified team of full time academics, as well as numerous adjunct lecturers.

Our academics are carefully screened and appointed by our Academic Heads and in close co-operation with our HR Department, through a rigorous selection process. All lecturers will be evaluated on their performance at the end of each module. Only lecturers that are approved by the Ministry of Education / Council for Private Education and by our university partners and possess good ratings will be engaged to teach you.

Our student services and administrative staff are properly trained and equipped with the right operational knowledge and customer service skills.

### ***Our Student-Teacher Ratio***

Each class is limited to a maximum of 30 students per lecturer to ensure that each student receives good attention from lecturers.

### ***Our Teaching Philosophy***

Lecturers with substantial corporate exposure are hired for the teaching of relevant topics. This aims to inject the practical element into the teaching of theoretical knowledge.

To encourage a more enriching and vivid learning environment, the following has been adopted:

- Lecturers are expected to diligently ensure that teaching and course materials are relevant and updated.
- Lecturers are expected to be versatile with their course delivery and adjust their teaching method to maintain high interest of students.
- Lecturers are entrusted with the responsibilities to maximise students learning by incorporating a variety of class activities such as case studies, class discussion, role act and encouraging students to participate actively.
- Students are given the contact details of all lecturers so that they can keep in close touch with lecturers through the course.

At the end of the course, lecturer will be evaluated through student feedback form. Only lecturers with good feedback will be considered for future teaching.



## Our Commitment to Provide Quality Services

### We possess a proper refund and redress policy

Students would be issued with a Letter of Offer once he/ she is being accepted for the course and a Standard Contract between the student and ERCI when the student accepts the offer into the course. Proper refund and redress policies are addressed in the Standard Contract. Tuition fees and non-tuition fees are clearly and accurately addressed in the Letter of Payment, which is provided together with the Standard Contract. Grievance redress policy is also clearly stated in the student handbook.

All fees and charges are also available for viewing on our website.

As per Edutrust requirement, all students will also be covered under the Fee Protection Scheme – via the Student Fee Insurance Scheme by Lonpac Insurance to protect the interest of the students' tuition fees (see Fee Protection Scheme)

### Payment Options and methods

To ensure maximum convenience for our students, ERCI offers a wide variety of payment options and methods, including:

- Cash payments
- Credit payment facilities (AMEX, Mastercard, Visa)
- NETS
- Telegraphic Transfers
- Acceptance of personal cheques
- Bank drafts
- Cashiers Order

ERCI also provides installment plans as well as assistance with bank loans to students requiring such services.

Please refer to your Letter of Payment for details and payment dates.

### We conduct classes in well-equipped and conducive seminar rooms

ERCI Campus is situated along River Valley Road (next to Yong Ann Park) and within walking distance from Great World Shopping Centre. There are various shuttle bus services travelling to Orchard, City Hall, Dhoby Ghaut as well as Chinatown MRT stations. Our students are entitled to enjoy the facilities we have, eg: Library, Computer Lab, Study Area and Canteen.

All our training classrooms and seminar rooms conform to regulations as required by the relevant authorities, such as MOE and SCDF.

### **Our Address**

343 River Valley Road #01-05 Singapore 238382

### **Our 20 Classrooms/Seminar Rooms**

Our campus has a maximum capacity for 464 students at any one time in our 20 classrooms/seminar rooms. Our state-of-the-art seminar rooms and classrooms with seating capacities ranging from 20 to 50, each fully equipped with:

- Plasma TVs
- Teaching aids
- Sound system
- Laptops/Notebooks (DVD, Zip, USV, CS and Floppy compliant) with broad-band internet access
- Television and video capabilities (VCR, VCD and DCD players)
- Wireless Internet connection

### **Our Student Library**

There is a conducive library that is ideal for revision and discussion. The library houses a wide array of reference books. Students can also make use of the IT facilities in the library for research.

### **Our Cafeteria & Study Area**

Students get to enjoy the outdoor study area or indulge in affordable food in the in-house cafeteria. Wireless Internet connections are available for students to do online research and projects at any time of the day.



### **We appoint professional and well-trained staff to service students**

All our service staff has gone through proper training in their job area. Our service credo is to:

- **Serve** our students and all other customers in a courteous and professional manner.
- **Exceed** customer expectations.
- **Resolve** our students' challenges in a win-win and timely fashion.
- **Value** our students' feedback and show our appreciation to them.
- **Insure** that all ERCI team members maintain high standards of quality in everything they do.
- **Communicate** our institute's policies and procedures in a clear and effective way.
- **Evaluate** our procedures on a regular basis for the purpose of continuous improvement.

### **We keep up-to-date and accurate student records**

A proper operational and administration system has been established to ensure proper recording of student information such as personal details, student pass status, study status and results.

### **We ensure high quality education and services to our students**

#### ***CaseTrust***

ERCI attained CaseTrust for Education in 2005 for its good practices of student protection and welfare practices and standards.

#### ***Singapore Quality Class (Private Education Organisations)***

ERCI has been awarded the SQC-PEO for its commendable level of performance in its journey to business excellence. ERCI has fulfilled all requirements in the private education sector. Administered by SPRING Singapore, the SQC-PEO scheme serves as the industry standard for organization excellence in the private education sector.

#### ***Singapore Service Class***

On 25<sup>th</sup> September 2009, ERCI was awarded with the Singapore Service Class. We are the first Private Education Institution (out of about 1,200 private schools in Singapore) to be awarded with the S-Class certification. The Singapore Service Class is a part of the Singapore government's Business Excellence initiative that helps organizations to strengthen their management systems and processes for high performance.

### **We welcome feedback**

At ERCI, we believe in improving ourselves through improvements based on feedback from our stakeholders. All feedback is welcome through the various communication channels available:

- End of Module Evaluation forms
- Student Feedback forms
- Graduate Survey forms
- Service quality email ([servicequality@erci.edu.sg](mailto:servicequality@erci.edu.sg))
- Service Hotline +65 9612 9452