

102.1 Dispute Resolution Policy

- 102.1.1 ERC Institute has a dispute resolution policy and procedures that are clearly communicated to the students. The policy shall include appeals for retention, suspension, expulsion, awards etc.
[Reference: EduTrust Guidance Document Criterion 2.7.1]
- 102.1.2 ERC Institute's dispute resolution policy must be aligned to the dispute resolution provision in the Private Education Act.
[Reference: EduTrust Guidance Document Criterion Notes for 2.7.1]
- 102.1.3 ERC Institute shall participate and comply with the terms and conditions of the dispute resolution schemes set out in the Third Schedule.
[Reference: Private Education Act (Dispute Resolution Schemes) Regulations 2010 5(1), 5(2) & Third Schedule]
- 102.1.4 ERC Institute's dispute resolution policy is designed to effectively resolve all complaints, appeals (retention, suspension, expulsion, results and awards) and disputes in a definite and timely manner within 21 days.
- 102.1.5 Should a dispute be deemed as unresolved by ERC Institute, parties will first be referred for mediation – according to the Council for Private Education Mediation-Arbitration Scheme – at the Singapore Mediation Centre, and if the dispute is not resolved through mediation, the dispute will be referred for arbitration by an arbitrator appointed by the Singapore Institute of Arbitrators.
[Reference: Private Education Act (Dispute Resolution Schemes) Regulations 2010 Third Schedule]
- 102.1.6 ERC Institute regularly reviews the dispute resolution policy and procedures for continual improvement.
[Reference: EduTrust Guidance Document Criterion 2.7.1]