

Committee for Private Education

# CPE Mediation- Arbitration Scheme



**SiMC**  
SINGAPORE  
MEDIATION  
CENTRE



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Committee for  
Private Education  
SINGAPORE



## What is the CPE Mediation - Arbitration Scheme?

The CPE Mediation - Arbitration Scheme is jointly drawn up with the Singapore Mediation Centre (SMC), and the Singapore Institute of Arbitrators (SIArb), and is designed to provide students and private education institutions (PEI) a quick and affordable way of resolving their disagreements.

The Scheme follows a mediation-arbitration model of alternative dispute resolution procedure.

## Mediation

Mediation is a means of dispute resolution in which the parties to a dispute engage the assistance of an impartial third party (called the Mediator) to facilitate negotiations between them with a view to resolving their dispute privately and in an amicable manner.

The focus is not on who is right or wrong, nor on who has a stronger or weaker case. Rather it is on how the parties can move forward and put the dispute behind them. The Mediator helps the parties to adopt a problem-solving approach, move away from their respective positions and focus on their interests, needs and concerns.

## Arbitration

Arbitration is a process by which the parties of a dispute submit their differences to one or more impartial parties for a final and binding decision. Being an orderly proceeding, arbitration is substantially less formal than court proceedings. Arbitration under the CPE Mediation - Arbitration Scheme is a paper-based proceeding under which each party submits his representation to the Arbitrator for consideration. Confidentiality is ensured and the disputes are resolved in a cost-effective and expeditious manner. It is an alternative to dispute resolution by litigation in a court of law.

## What to do if I have a dispute?

As a first course of action, you are encouraged to approach your school directly to resolve your complaints at the earliest opportunity.

If the matter remains unresolved or if you are not unsatisfied with the outcome, you may approach the CPE for help.

Our officers will review the complaints and may refer you to the CPE Mediation - Arbitration Scheme.

## Fees for Dispute Resolution

The fees of the dispute resolution process are as follows:

| Process                                       | Amount of claim                    | Total fees  | Amount student pays | Amount PEI pays   |
|---|------------------------------------|---|---------------------|-------------------|
| Mediation                                     | Less than or equal to \$30,000     | \$720   | \$144               | \$576             |
|   | Above \$30,000 and up to \$100,000 | \$2,300   | \$460               | \$1,840           |
| Arbitration<br>For documents-only arbitration | Less than or equal to \$60,000     | Administration fees \$500 + Arbitrators' fees of 20% of the claim, subject to a minimum of \$600 and a maximum of \$2,400   | 10% of total fees   | 90% of total fees |
|   | Above \$60,000                     | Administration fees \$1,500 + Arbitrators' fees of 10% of the claim, subject to a maximum of \$25,000                       | 10% of total fees   | 90% of total fees |
| For arbitration where hearing is conducted    | Less than or equal to \$60,000     | Administration fees \$500 + Arbitrators' fees of 40% of the claim, subject to a minimum of \$1,000 and a maximum of \$4,800 | 10% of total fees   | 90% of total fees |
|   | Above \$60,000                     | Administration fees \$1,500 + Arbitrators' fees of 20% of the claim, subject to a maximum of \$50,000                       | 10% of total fees   | 90% of total fees |

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## **Types of disputes which can be referred to the CPE Mediation - Arbitration Scheme**

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Disputes which can be referred to the CPE Mediation - Arbitration Scheme include unsatisfactory services provided by PEIs, fee refunds, disciplinary issues and quality of courses and teachers.

If you are unsure if your complaint is suitable for dispute resolution, you can approach the CPE where our officers would be able to advise you.

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## **Procedure for Dispute Resolution**

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If you wish to initiate the dispute resolution process, you will be required to fill up an application form, stating the nature of your dispute. The application form will then be sent to SMC, who will contact you and the school for an appropriate date to hold the mediation session.

Before the day of mediation, the parties involved will exchange through the SMC a concise summary of the case, as well as copies of relevant documents referred to in the summary that the parties wish to rely on during mediation.



At the end of Day 1 of mediation, if the parties are able to arrive at an agreement, the mediator will draw up a settlement agreement and close the case. However if there is no settlement, you can decide if you wish to proceed to the arbitration stage, which is a paper-based review of the dispute. The arbitrator may call for a hearing if he deems it to be necessary.

You will be required to submit a request to SI Arb to commence arbitration, and within 14 working days of receiving the request, the PEI will submit to SI Arb their defence. You have another 14 working days to submit your reply to SI Arb upon receiving the PEI's defence.

For a documents-only arbitration, the arbitrator will publish his arbitral award within 60 days from the commencement of the arbitration, while if a hearing was held, the arbitrator will publish his award within 90 days from the commencement of the arbitration.



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## **Profiles of Our Partners**

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### **Singapore Mediation Centre**

The SMC is the flagship mediation centre of Singapore. It was incorporated on 8 August 1997, and officially launched by the Honourable Chief Justice Yong Pung How on 16 August 1997.

The SMC is a non-profit organisation guaranteed by the Singapore Academy of Law. It is linked institutionally with many professional and trade associations and has the support of both the Supreme Court of Singapore and the Subordinate Courts of Singapore.

The SMC is dedicated to promoting the amicable and fair settlement of disputes. It aims to create an environment in which people can work together to find enduring solutions to conflicts and tensions created by human interactions. It contributes to the building of a harmonious society, and a thriving business community, by broadening awareness of, and providing access to, constructive means of dispute resolution.

### **Singapore Institute of Arbitrators**

SI Arb is an independent professional body established in 1981. SI Arb is neither linked nor affiliated to any particular industry, and its members are bonded together with a common interest in arbitration and other alternative dispute resolution procedures. SI Arb's main focus is in the aspect of professional training and development, organising talks, seminars and training courses for members and the public on a regular basis. Besides being a centre for promoting knowledge of arbitration and other alternative dispute resolution procedures, SI Arb also acts as an appointing authority for the appointment of arbitrators upon requests.

## **SkillsFuture Singapore**

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Enquiry/Feedback Portal: <https://portal.ssg-wsg.gov.sg/feedback>

**Website:** [www.ssg-wsg.gov.sg](http://www.ssg-wsg.gov.sg)

## **Call Centre Operating Hours:**

Mondays to Fridays - 8.30 am to 5.30 pm

Saturdays - 8.30 am to 1.00pm