

## OUR VISION

To be the Premier Educator for Service Excellence

## OUR MISSION

To inspire Passion for Service and Contribution to Society through Excellence in Continuous Education

## OUR VALUES

Responsibility, Integrity, Passion and Excellence (RIPE)

## OUR CULTURE

An Open and Conducive Learning Environment, With Mutual Respect and Professionalism to Build A High Performance Organization



**CSM ACADEMY**  
INTERNATIONAL

## HOW TO APPLY (FOR LOCAL AND INTERNATIONAL STUDENTS)

01

### FILL UP THE FOLLOWING ONLINE FORMS

- Application Form - CSM Academy International Pte Ltd
- ICA Form 16 and Form V36 - applicable only for International Students (complete in English and duly signed by applicant)

02

### ATTACH THE FOLLOWING DOCUMENTS

- A copy of passport-size photograph with white background
- A copy of NRIC (for Singaporeans and PR)
- A copy of passport - applicable only for International Students (must have at least 1 year validity)
- A copy of birth certificate - applicable only for International Students

### BRING THE ORIGINAL DOCUMENTS FOR THE FOLLOWING ITEMS

- Notarised/Certified true copies of all your educational transcripts and completion certificates
- All documents need to be translated in English and submitted along with the original documents
- Proof of English Proficiency; either IELTS/TOEFL score sheet or equivalent qualification (if applicable)
- Resume or Letter from employer certifying period of employment (if applicable)
- Bank balance to show a minimum of S\$30,000 for students from visa-required countries (China, India etc) / Evidence of study loan, sufficient enough to cover the course fees - applicable only for International Students
- Application fee (non-transferable and nonrefundable)

03

### OFFER BY THE SCHOOL

Upon receipt of your completed application, you will be notified of the outcome of your application within 2 weeks. Successful applicants will receive electronic version of Letter of Offer and terms and conditions page if any.

04

### APPLICATION OF STUDENT PASS - ONLY APPLICABLE FOR INTERNATIONAL STUDENTS (SKIP THIS STEP FOR LOCAL STUDENTS)

Upon approval of your application, CSM Academy will proceed to submit your Student's Pass application via SOLAR+ to Singapore Immigration and Checkpoints Authority (ICA). You will be notified of the outcome within 6 weeks.

05

### PAYMENT OF PROGRAMME FEES

For Local Students – You will be required to bring the original certificates for verification, sign the student contract and make course payments.

For International Students - Once your Student Pass application is approved-in-principle by ICA, you will be required to bring the original certificates for verification and to sign the student contract, followed by course fee payment. Do contact our Student & Industry Outreach Executive if you require student services on arrival such as airport pick-up, accommodation, medical check-up and more.

### PAYMENT MODE

Via Paypal (For online applications) **OR** via Nets / Cheque (For counter applications only)



CERTIFICATE IN  
**SERVICE ENGLISH**

**BEHIND  
EVERY CLOSED DEAL**  
IS THE DREAM OF AN ENTREPRENEUR



Cert No. : EDU-2-2105  
Validity: 31-08-2021 to 30-08-2025

ERF Registration No. 200505735M  
ERF Validity: 20/05/2022 - 19/5/2026

CSM Academy International Pte. Ltd.

250 Sims Avenue, #03-01, SPCS Building  
Singapore 387513

Tel: +65 629 629 62

Email: [csmsupport@csmacademy.edu.sg](mailto:csmsupport@csmacademy.edu.sg)

Website: [www.csmacademy.edu.sg](http://www.csmacademy.edu.sg)

Updated on 7 September 2021

[www.csmacademy.edu.sg](http://www.csmacademy.edu.sg)



## CERTIFICATE IN SERVICE ENGLISH



### INTRODUCTION

If you are working, you will invariably have to provide customer service in one way or another regardless of your industry or job nature. If you are schooling, you too will need to equip yourself with Service Skills to prepare for your working life and in your daily interaction with people you meet. And to be able to do both of the above, being proficient in your English language is naturally required in your interaction with friends, communication with your customers, etc.

### ABOUT CSM ACADEMY

CSM Academy was established since 2005 as a Private Education Institute to deliver Service Management programmes with a major focus on healthcare services education. It delivers multi-level courses ranging from Certification and Diplomas to Bachelor's and Master's Degrees. Other than healthcare, CSM Academy also provides educational courses across a wide range of other disciplines including biomedical research, digital media, and hospitality & tourism.

CSM Academy emphasises skills competency, applied workplace knowledge and service excellence, developing several of their own intellectual property programmes in Aged Care, Therapy Services and Biomedical Science, all designed to help students make a positive impact in the lives of someone else.

CSM Academy is equipped with laboratory facilities and an elder care home to facilitate holistic curriculum for our healthcare students. Our Biomedical Laboratory is well-equipped to prepare students with the necessary skills to plan and perform their research projects and be aware of good laboratory practice and health and safety.

CSM believes Life Skills is essential to meet the challenges of everyday life. To cope with the increasing pace and change of modern life, we offer healthcare courses which provides the necessary skills education not just workplace but home life.

### COURSE DURATION

**Full time:** 4 months

### DELIVERY MODE

The course is delivered face-to-face, in classroom mode.

### COURSE COMMENCEMENT

January, April, July, October

Note:

- A minimum number of 15 students for the commencement of the class.
- Students will be informed 2 weeks before the commencement of the class.

### ASSESSMENT METHODOLOGY

Formative and Summative Assessments

Note:

- Students need to meet the attendance requirement\* to be eligible for the main examination papers. In case students fail the main examination paper of a particular module, they are allowed to sit for "one" supplementary assessment with payment of the appropriate fee\*. Students are to re-take the module, shall they fail the supplementary assessment. Modules are independent of each other.

\*Refer to Miscellaneous Fees

### GRADUATION REQUIREMENTS

Students must complete and pass all 12 units to be awarded the Certificate in Therapy Services. Attendance requirement for local students is 75% and for international students is 90% in any month of the course.

### COURSE DEVELOPER & AWARING BODY

CSM Academy International, Singapore

### CAREER OPPORTUNITY

Upon completion of this course, you can work as therapy aides in various healthcare settings, for example, physiotherapists, occupational therapist clinics in private setting and government hospital; rehab centre in nursing homes and physically disabled homes.

### COURSE MODULES & SYPNOSIS

- Communicate clearly
- Avoid common mistakes in pronunciation
- Give skilful presentations
- Use PowerPoint correctly
- Construct correct sentences
- Undo common grammar mistakes
- Increase your vocabulary
- Play games to improve your grammar
- Read a text quickly
- Pick out the main points
- Summarize
- Understand & explain statistics
- Learn formal writing for academic purposes
- Write good introductions & conclusions
- Paraphrase
- Cite references accurately



### ENTRY REQUIREMENT

Obtained at least a C6 at Secondary II Levels in any three subjects or equivalent

**English Requirements:**

Pre-intermediate level english or at least a C6 at Secondary II level English

### FEES

**Application Fee (Non-Refundable and nontransferrable)**

For local students: S\$50.00 (before GST)\*  
(\*Refer to Singaporean/PRs Employment Pass/Dependant Pass holders)

For international students: S\$600 (before GST)

**Course Fee:**

Each unit: S\$550 (before GST)

Note:

- For applicants 35 years old and above, the funding is up to 95%.
- For applicants below 35 years old, the funding varies at WDA's discretion.
- Funding by WDA is applicable to Singaporeans & PRs.

**Insurance Fees:**

Fee Protection Scheme\*\*\*:

Subject to prevailing market rate

Medical Insurance Fee\*\*\*\*:

Subject to prevailing market rate

\*\*\*The Fee Protection Scheme (FPS) serves to protect students' paid fees.

\*\*\*\*It is compulsory for all local and international students to purchase medical insurance which is valid throughout their course of studies with the CSM Academy International. Local students (Singaporeans, PRs & Non-student's Pass holders) may opt-out for this scheme if they can provide the proof of adequate medical insurance coverage in Singapore.

Note:

- Payment of fees is in Singapore Dollars.
- Payment method only by Cheque/Nets/ Telegraphic Transfer

**Miscellaneous Fees:**

Please ask for a copy from our Programme Executives.