

Terms & Conditions of Enrolment

Global Leaders Academy · GL Education Group Sdn Bhd (202401016011)
E-10-20 Plaza Mont Kiara, No. 2 Jalan Kiara, 50480 Kuala Lumpur, Malaysia
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1.0 Introduction and Scope

1.1 These Terms and Conditions of Enrolment (the “Terms”) constitute a legally binding agreement between GL Education Group Sdn Bhd, operating under the trade name Global Leaders Academy (the “School”, “Academy”, “we”, “us” or “our”), and the individual student and/or their parent, guardian or authorised representative (collectively the “Student”, “Enrollee” or “you”) upon enrolment into any programme or course offered by the School.

1.2 These Terms apply to all programmes and courses offered by Global Leaders Academy, including but not limited to: the Intensive English Programme (IEP); Junior Intensive English Programme (JIEP); Summer and Winter Camp Programmes; IELTS and TOEFL iBT Examination Preparation; Business English Programme; IGCSE and A-Level Academic Support; the Academic Development Programme (ADP); the Daily Conversational Class; and VIP Classes and Private Tuition Sessions.

1.3 By submitting an enrolment application, paying any fee, attending any class, or otherwise enrolling in any programme offered by the School, the Student acknowledges having read, understood and accepted these Terms in their entirety.

1.31 Where the Student is a minor (below eighteen (18) years of age), the parent or legal guardian is deemed to have accepted these Terms on the Student’s behalf and assumes full legal responsibility for all obligations arising therefrom.

2.0 Definitions

2.1 In these Terms, the following expressions bear the meanings assigned to them below.

Month (Course Duration)	For the purpose of determining course duration, one (1) month means a period of four (4) calendar weeks commencing from the Student's Commencement Date.
School Day	Any day on which the Student has a class scheduled. The standard is each business day, unless expressly stated otherwise in writing by the School. Public holidays and School-declared closures are excluded.
Base Fee	For the Intensive English Programme (IEP) and the Junior Intensive English Programme (JIEP), the standard base fee per School Day is Ringgit Malaysia Three Hundred (RM300.00) per day, to which any applicable tax is added. For all other programmes, the Base Fee is the prevailing per-School-Day rate set out in the applicable fee schedule. The Base Fee is applied for the purpose of calculating charges upon refund, discontinuation or withdrawal.
Commencement Date	The date on which the Student's enrolled programme is scheduled to commence, as specified in the Letter of Offer or Enrolment Confirmation.
Management	The directors, principals or authorised officers of GL Education Group Sdn Bhd.
Programme Fee	The total course tuition fee payable for the enrolled programme, exclusive of any Additional Fees unless otherwise specified in writing.
Additional Fees	Fees for services ancillary to tuition, including Registration Fee, Admission Fee, Visa Processing Fee, Resource Fee, Transportation Fee and Accommodation Fee.
Course Discontinuation	The formal cessation of a Student's enrolment in a programme after the Commencement Date, approved by the Management in accordance with Clause 5.4.
Written Notice	Formal written communication delivered by registered post to the School's registered address, submitted through the School's official online forms portal at glacademy.edu.my/forms , or by any other method expressly approved in writing by the Management.
Working Day	Any day other than a Saturday, Sunday or gazetted public holiday in the Federal Territory of Kuala Lumpur.

3.0 Enrolment and Admission

3.1 Application and Acceptance. Enrolment is subject to availability of places and the School's assessment of eligibility, including English proficiency level, academic background and age requirements. Submission of an application form and payment of any fee does not guarantee enrolment. The School may decline any application at its discretion.

3.2 Grounds for Rejection. The School reserves the right to reject an applicant, or to terminate an existing enrolment, where the applicant or Student:

3.21 provides false, misleading or inaccurate information;

3.22 submits fraudulent, forged or altered documentation;

3.23 displays any threatening, abusive, violent or disturbing behaviour towards any member of the School community, including but not limited to staff, teachers, students, contractors or visitors; or

3.24 is the subject of a request, direction or order from any competent authority.

3.25 Where an application is rejected or an enrolment terminated under Clause 3.2, no refund of any amount paid shall be entertained, save where a refund is required by applicable law.

3.3 Placement Assessment. The School may require any applicant to undertake a placement assessment or interview to determine the appropriate level or class placement. The School may reassign a Student to a different class level during the programme based on academic performance or assessment outcomes.

3.31 Where the School finds that a Student has cheated, or attempted to cheat, during the placement test, the School may require the test to be taken again under supervised conditions, or may reject the admission of that Student, at the School's sole discretion.

3.4 Fraudulent Documentation. Where it is found that a Student has provided false or fraudulent documentation during the admission process or during any student visa or immigration application process, the School is under a legal obligation to refuse admission to that Student and to report the matter to the relevant authorities. No refund of any amount paid shall be entertained in such circumstances, save where a refund is required by applicable law.

3.5 Enrolment Confirmation. Enrolment is confirmed only upon the School's receipt of the applicable deposit or full payment as stipulated in Section 4.0, together with all required documentation, and the issuance of a written Enrolment Confirmation or Letter of Offer by the School.

4.0 Fees and Payment

4.1 Payment Terms — IEP, JIEP and Holiday (Summer/Winter) Camp Programmes. For the Intensive English Programme, the Junior Intensive English Programme and the Holiday (Summer/Winter) Camp Programmes, the following payment terms prevail. For the avoidance of doubt, course duration is calculated in accordance with the definition of "Month (Course Duration)" in Section 2.0.

4.11 Courses of one (1) month or less: full payment of the Programme Fee is required upon confirmation of enrolment.

4.12 Courses of two (2) or three (3) months: a non-refundable deposit of Ringgit Malaysia Three Hundred (RM300.00) is payable to secure the Student's place. The remaining balance must be settled no later than three (3) Working Days prior to the Commencement Date.

4.13 Courses longer than three (3) months: a non-refundable deposit of Ringgit Malaysia One Thousand (RM1,000.00) is payable to secure the Student's place. The remaining balance must be settled in full no later than three (3) Working Days prior to the Commencement Date.

4.14 Failure to settle the balance within the period stipulated in Clauses 4.12 or 4.13 entitles the School to cancel the enrolment without refund of the deposit.

4.2 Payment Terms — Other Programmes.

4.21 Tuition Classes (IGCSE, A-Level, Academic Development Programmes): full payment for the enrolled subject(s) is required prior to the commencement of classes for each respective month; thereafter fees are payable monthly in advance.

4.22 VIP Classes, Private Tuition and Session-Based Programmes: full payment is required prior to the commencement of each session or package. No session is scheduled or reserved until payment has been received.

4.3 Promotions and Special Arrangements. Where a promotion, scholarship, corporate arrangement or other special arrangement specifies separate payment terms, those separate payment terms shall prevail over Clauses 4.1 and 4.2 to the extent of any inconsistency. Any instalment plan or alternative arrangement is valid only if approved in writing by the Management prior to enrolment. Verbal representations by staff are not binding unless confirmed in writing by the Management.

4.4 Non-Payment. The School reserves the right to refuse attendance of any Student where payment due under these Terms has not been completed. The School may refuse entry to class where any fee remains outstanding.

4.5 Additional Fees. Additional Fees (including Registration, Admission, Visa Processing, Resource, Transportation and Accommodation Fees) are separate from and in addition to the Programme Fee, payable as specified by the School, and are non-refundable except where a refund is required by applicable law.

4.6 Sales and Service Tax (SST). The School is a registered taxable person under the Service Tax Act 2018 (SST Registration No.: W10-2606-32100019). Service Tax at the prevailing rate prescribed by the Royal Malaysian Customs Department (JKDM) is charged on all applicable taxable services. The Student is responsible for all applicable taxes in addition to the Programme Fee, the Base Fee and Additional Fees. The School may adjust fees to reflect changes in the applicable rate of Service Tax imposed by law.

4.7 Fee Revisions. The School may revise its fees from time to time. Students already enrolled in a current programme are not subject to fee revisions mid-programme unless required by law. New or renewed enrolments are subject to the prevailing fee schedule at the time of enrolment.

5.0 Discontinuation, Refund and Cancellation

5.1 General Principle. All refund requests are evaluated in accordance with this Section 5.0 and with your statutory rights under applicable Malaysian law (see Section 14.0). No refund is processed except in compliance with these Terms.

5.2 Non-Refundable Fees. The following are non-refundable, save where a refund is required by applicable law: Registration Fee; Admission Fee; Visa Processing Fee; Resource Fee; Transportation Fee; Accommodation Fee; and any deposit designated as non-refundable at the time of payment, including the deposits stipulated in Clauses 4.12 and 4.13.

5.3 Non-Refundable Programmes. Fees paid for VIP Classes, Private Tuition Sessions and session-based Academic Development Programmes are non-refundable upon payment, save where a refund is required by applicable law, regardless of whether any class has been attended.

5.4 Course Discontinuation. Where a Student is currently enrolled in a class, the Student must obtain approval of their Course Discontinuation before any refund may be requested.

5.41 A request for Course Discontinuation may be submitted either by registered post to the School's registered address, or online at glacademy.edu.my/forms.

5.42 Approval of any Course Discontinuation is subject to, and at the sole discretion of, the Management.

5.43 A request for Course Discontinuation must be made at least fourteen (14) Working Days in advance of the Student's final attending date.

5.5 Refund Requests. Where a Student requests a refund, the Student must file a refund request either by registered post to the School's registered address, or online at glacademy.edu.my/forms.

5.51 A refund request arising from a Course Discontinuation must be made within fourteen (14) calendar days from the date on which the Course Discontinuation occurred.

5.52 A refund request arising from an overpayment must be made within thirty (30) calendar days from the date on which the relevant payment was made.

5.53 Where a refund request is not made within the periods stipulated in Clauses 5.51 or 5.52, the Student is deemed to have no intention of requesting a refund and expressly releases the School from any liability or obligation in respect of that amount, save where such release is not permitted by applicable law.

5.6 Refund After Programme Commencement. Where a Student seeks a refund after the Commencement Date:

5.61 any discount or promotional pricing previously applied is cancelled and the fees recalculated at the prevailing base rate before computing any refund;

5.62 the Student is charged at the applicable Base Fee for each School Day within the enrolment period, irrespective of actual attendance, provided always that the charge computed under this Clause shall not exceed the Total Amount Paid by the Student;

5.63 an administrative charge of five percent (5%) of the total amount invoiced is deducted; and

5.64 the refund (if any) equals the Total Amount Paid, less the charge computed under Clause 5.62, less the administrative charge, less any outstanding Additional Fees.

5.65 For the avoidance of doubt, the refund calculated under Clause 5.64 shall not be less than zero, and no additional sum shall become payable by the Student to the School by reason of the calculation in Clauses 5.61 to 5.64.

5.7 Refund Before Programme Commencement. Where a Student withdraws prior to the Commencement Date:

5.71 the Student must submit Written Notice of withdrawal no later than thirty (30) Working Days prior to the Commencement Date;

5.72 a cancellation penalty of five percent (5%) of the total amount invoiced applies to withdrawals made with the required notice; and

5.73 where Written Notice is not provided within thirty (30) Working Days prior to the Commencement Date, the School may deem the Student to have been enrolled for one (1) full month as defined in Section 2.0 and charge accordingly at the applicable Base Fee, regardless of actual attendance.

5.8 Refund Processing. Approved refunds are processed within thirty (30) Working Days from the date of the School's written approval, via the original mode of payment or such other method as determined by the School. The School is not responsible for bank charges, currency conversion losses or delays caused by financial institutions.

6.0 Attendance and Conduct

6.1 Minimum Attendance. Students in the IEP, JIEP, IELTS/TOEFL Preparation, Business English and Summer/Winter Camp Programmes must maintain a minimum attendance rate of eighty percent (80%) of scheduled sessions. Failure to meet this may result, at the School's discretion, in a formal attendance warning; ineligibility to sit end-of-programme assessments or receive a certificate; reporting to the relevant immigration authority where the Student holds a Student Pass; or termination of enrolment without refund in cases of persistent non-attendance.

6.11 Absences due to medical reasons are considered for exemption only upon submission of a valid medical certificate from a registered medical practitioner within three (3) School Days of the absence.

6.2 Code of Conduct. All Students must conduct themselves respectfully and professionally on School premises and during School activities. The following is strictly prohibited: harassment, bullying, intimidation or discriminatory behaviour; damage to or misappropriation of School property; possession or consumption of alcohol, illegal

substances or prohibited items on School premises; unauthorised recording, photography or distribution of School materials, classes or personnel; and any conduct that disrupts the learning environment or brings the School into disrepute.

6.21 The School may impose disciplinary measures, including written warnings, suspension or immediate termination of enrolment without refund, for any breach of Clause 6.2.

7.0 Class Scheduling and Changes

7.1 Timetable. The School publishes a timetable for each programme at or prior to the Commencement Date.

7.2 School's Right to Vary. The School has the right and authority to change teachers, change class arrangements and change classrooms without prior notice. The School may further adjust the timetable, reschedule classes or substitute instructors due to operational requirements, public holidays, unforeseen circumstances or force majeure. No refund or fee reduction arises from any such change.

7.3 Class Cancellations by the School. Where the School cancels a scheduled class for reasons attributable to the School (excluding force majeure, public holidays or government directives), it will endeavour to arrange a replacement class at a mutually convenient time. No refund or fee reduction is payable for classes cancelled due to public holidays, national emergencies or circumstances beyond the School's reasonable control.

7.4 Student-Initiated Transfers and Deferrals. Requests to transfer class, defer enrolment or change programme are subject to availability and prior written approval by the Management, submitted no later than five (5) Working Days prior to the requested change date. Such requests do not entitle the Student to any refund of fees paid.

7.5 Programme Modifications. The School may modify, restructure, discontinue or replace any programme. Where a programme is discontinued, the School will provide reasonable notice and offer a suitable alternative programme or a pro-rated refund for the undelivered portion, at the School's discretion.

8.0 Student Information and Records

8.1 All Students must ensure that their information held by the School — including but not limited to contact details, residential address, emergency contact and passport or identification number — is accurate and kept up to date at all times.

8.2 Where any such information changes, it is the Student's obligation to inform the School immediately upon the change occurring.

8.3 The School is not liable for any loss, delay, missed communication, immigration consequence or other detriment arising from the Student's failure to maintain accurate and current information.

9.0 Student Visa and Immigration

9.1 The School is authorised to sponsor Student Pass applications for eligible international students in accordance with the requirements of the Immigration Department of Malaysia and, where applicable, the Education Malaysia Global Services (EMGS) framework.

9.2 A Visa Processing Fee is payable for each Student Pass application or renewal and is non-refundable, including where the application is rejected.

9.3 Approval, renewal or extension of any Student Pass is entirely at the discretion of the Immigration Department; the School makes no guarantee of approval and is not liable for any loss arising from a rejected, delayed or cancelled application.

9.4 The Student is solely responsible for maintaining valid immigration status, complying with all conditions of the Student Pass (including restrictions on employment and travel), notifying the School immediately of any change in status or particulars, and departing Malaysia promptly upon expiry or cancellation of the Student Pass where applicable. The School may report any violation to the relevant authorities and terminate enrolment where such violation occurs.

10.0 Data Privacy (PDPA)

10.1 The School collects, processes and retains personal data in accordance with the Personal Data Protection Act 2010 and its amendments. By enrolling, you consent to such processing for enrolment administration, academic and financial records, communication, immigration reporting, and (with your consent where required) marketing.

10.2 Full details of how we handle personal data — including the categories of data, purposes, disclosures, retention, cross-border transfers, security safeguards and your rights (access, correction, withdrawal of consent, data portability and more) — are set out in our [Privacy Policy \(PDPA Notice\)](#), which forms part of these Terms. Data-protection enquiries and requests may be directed to hello@glacademy.edu.my.

11.0 Photography, Videography and Media Consent

11.1 By enrolling, the Student (and, for a minor, the parent or guardian) consents to the School capturing photographs, audio and video of the Student during classes, activities, events, excursions and promotional activities, and to their use in promotional and marketing materials (including website, social media, brochures and advertisements), academic and internal records, and media publications. No compensation is payable for such use.

11.2 Students or parents/guardians who do not consent must notify the School in writing prior to the Commencement Date; such withdrawal of consent does not affect the validity of enrolment.

12.0 Health and Safety

12.1 Students must maintain satisfactory health standards to participate safely and must disclose any pre-existing medical condition, allergy or physical limitation that may affect participation prior to or at enrolment.

12.2 Students suffering from or exposed to a communicable disease must not attend School premises until certified fit to return by a registered medical practitioner.

12.3 In a medical emergency the School will take reasonable steps to obtain emergency assistance and, for a minor, endeavour to notify the parent or guardian promptly; costs of emergency treatment are borne by the Student or parent/guardian.

12.4 Students must comply with all health, safety and emergency procedures and directives at all times whilst on School premises.

13.0 Limitation of Liability

13.1 To the fullest extent permitted by applicable law, the School is not liable for any loss, damage, injury, illness, theft or consequential loss suffered by a Student on School premises or during any School activity, except where directly attributable to the gross negligence or wilful misconduct of the School.

13.2 The School is not liable for disruption to or cancellation of programmes arising from circumstances beyond its reasonable control, including acts of God, government directives, public health emergencies, civil unrest, utilities disruption or other force majeure.

13.3 Nothing in this Section limits any liability that cannot lawfully be excluded or limited under Malaysian law.

14.0 Consumer and Statutory Rights

14.1 Nothing in these Terms excludes, restricts or modifies any right, guarantee or remedy that you may have under applicable Malaysian law, including the Consumer Protection Act 1999, which cannot lawfully be excluded, restricted or modified. Where any provision of these Terms is inconsistent with such a statutory right, that statutory right prevails to the extent of the inconsistency.

15.0 Governing Law and Dispute Resolution

15.1 These Terms are governed by and construed in accordance with the laws of Malaysia and are subject to the jurisdiction of the courts of Malaysia.

15.2 Prior to commencing any legal proceedings, the parties will endeavour to resolve any dispute through good-faith negotiation; where negotiation fails, the dispute may be referred to mediation in accordance with the Rules of the Asian International Arbitration Centre (AIAC) before legal proceedings are initiated.

15.3 This Section does not prevent you from pursuing any avenue available under Malaysian consumer-protection law, including the Tribunal for Consumer Claims Malaysia where applicable.

16.0 General Provisions

16.1 Entire Agreement. These Terms, together with the Letter of Offer, Enrolment Confirmation and any written agreements signed by the Management, constitute the entire agreement between the parties and supersede all prior oral or written representations.

16.2 Amendments. The School may amend these Terms at any time; notice of material changes will be provided via written communication or publication on the School's official website at www.glacademy.edu.my, and continued enrolment following any amendment constitutes acceptance.

16.3 Severability. If any provision is found invalid or unenforceable, it is severed without affecting the remaining provisions.

16.4 Waiver. No failure or delay by the School in exercising any right constitutes a waiver of that right.

16.5 Language. These Terms are executed in the English language; in the event of any conflict between the English version and any translation, the English version prevails.

17.0 Acknowledgement and Declaration

17.1 By submitting an enrolment application, paying any fee, or attending any class, the Student (and, where the Student is a minor, the parent or legal guardian) confirms that they have read, understood and agreed to be legally bound by these Terms and Conditions of Enrolment of Global Leaders Academy (GL Education Group Sdn Bhd) in their entirety. A signed acknowledgement is also collected on the enrolment form or Letter of Offer.

Questions about these Terms?

Global Leaders Academy · GL Education Group Sdn Bhd (202401016011)

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