

STUDENT HANDBOOK AND ORIENTATION SLIDES

AS AT 1 JULY 2021



VISION, MISSION, & CORE VALUES

VISION

Aspiring to be the preferred provider of Vocational Programmes for the Technical and Arts Industries in Asia.

MISSION

To develop a skilled and well-sought after work force for the Technical and Arts Industries globally.

CORE VALUES

- Empowerment for Excellence
- Development of Potential
- Inspirational Motivation



LOCATION

190 Middle Road,
#11-06 Fortune Centre,
Singapore 188979



CONTACT NUMBER

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EMAIL & WEBSITE

joinus@ccmt.edu.sg
www.ccmt.edu.sg

CPE REGISTRATION NUMBER

201223295N

Validity Period: 30.07.2018 to 29.07.2022

FACILITIES



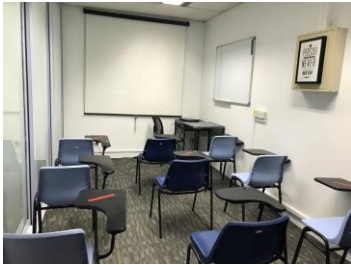
Classroom 1 - 32.93 m²
Classroom capacity - 21



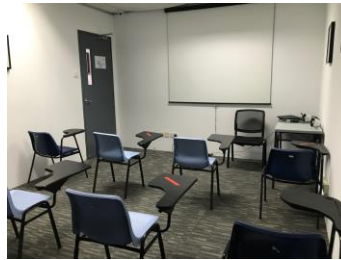
Classroom 2 – 20.35 m²
Classroom capacity - 13



Classroom 3 – 18.8 m²
Classroom capacity - 12



Classroom 4 – 13.78 m²
Classroom capacity - 9

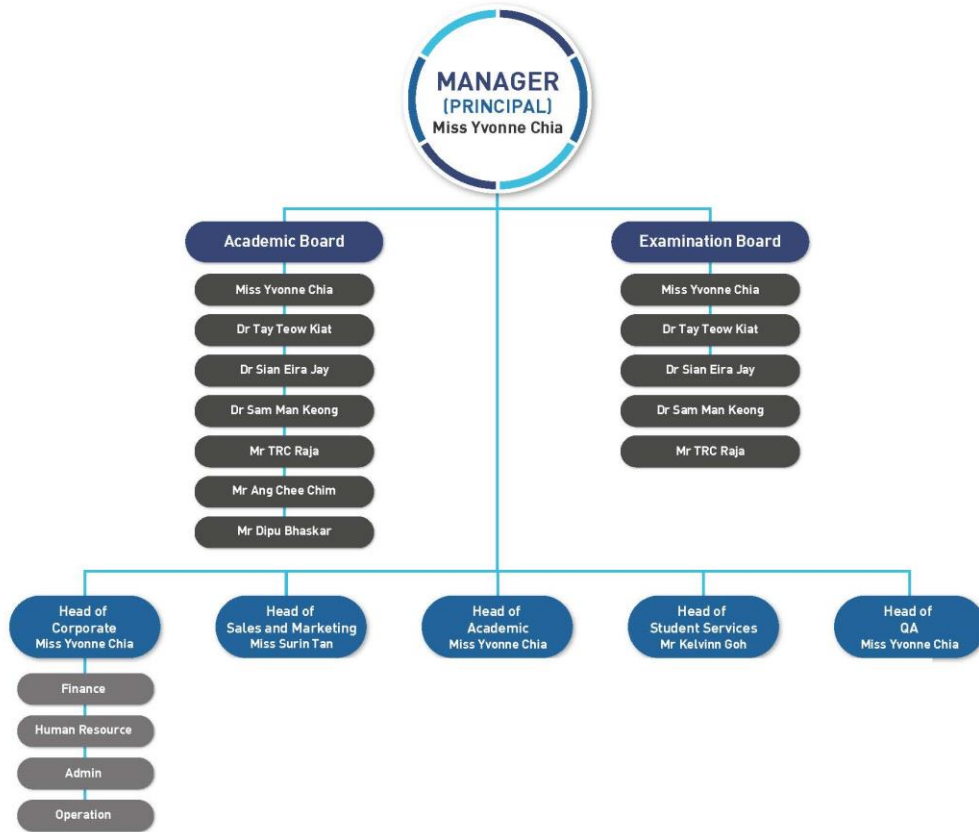


Classroom 5 – 13.32 m²
Classroom capacity - 8



Classroom 6 – 14 m²
Classroom capacity - 9

ORGANIZATION CHART



IMPORTANT INFORMATION

- STANDARD STUDENT CONTRACT
- STUDENT SERVICES
- STUDENT PASS
- PRE-COURSE COUNSELLING
- APPLICATION PROCESS
- ADMISSION PROCESS
- PAYMENT METHODS
- FEE PROTECTION SCHEME
- MISCELLANEOUS FEES

STANDARD STUDENT CONTRACT

The CPE-approved Student Contract is a legal contract that binds both Capital College of The Arts, Management and Technology Pte Ltd and the student that embodies the following mandatory requirements:

- a. the duration of the course, and whether offered or provided on a full-time and part-time basis;
- b. the commencement date and end date of the course;
- c. the scheduled holidays, if any;
- d. the dates of all examinations, and major assessments and assignments;
- e. the expected date of the release of the results of the final examination, which shall not be more than 3 months after the completion of the final examination unless otherwise permitted by the CPE;

STANDARD STUDENT CONTRACT

The CPE-approved Student Contract is a legal contract that binds both Capital College of The Arts, Management and Technology Pte Ltd and the student that embodies the following mandatory requirements:

- f. the expected date of the conferment of the award;
- g. the full names of the developer or proprietor of the course, and the person or organisation or institution conferring the award;
- h. the components of all fees payable by the student;
- i. the fee collection schedule, including any late fee payment policy; and
- j. the fee refund policy of the registered PEI

STANDARD STUDENT CONTRACT

1. Each enrolled student of the College will sign two copies of the standard Student Contract, where one copy will be given to the student and the other copy will be kept by the College.
2. Each student contract is meant for admission to one course only and individual student contracts will be entered with each student admitted into the course offered.
3. The terms and conditions of the student contract are to be explained to each student and it is the responsibility of the College to ensure that each student fully understands them.
4. Any amendments made to the student contract must be accompanied with an acknowledgement signatory by both the College and the student.
5. Students are given a 7 working day cooling off period from the date of signing the student contract, whereby should they decide to withdraw from the course, they will be refunded the highest percentage stated in Schedule D.
6. If a student wishes to repeat a module, a new student contract (or addendum) has to be issued.
7. A copy of the student contract is made available for prospective students on the College's website

STUDENT SERVICES



Student Support

Mani Sandhya
sandhya@ccmt.edu.sg

Student Support

Kelvinn Goh
kelvinngoh@ccmt.edu.sg
+65 8757 1594

STUDENT SERVICES

For All New Students

The College will provide the following services to ensure that students make a smooth transition to Singapore: -

- Individual and personalized long-distance calls to parents / agents to inform them on arrival arrangements
- Accommodation Support Service
- Arrangement for Medical Screening
- Arrangement for Bank Account Opening
- Visa / Student Pass Application
- Student Orientation Programme

STUDENT SUPPORT SERVICES

For All Current & Enrolled Students

The College aims to provide all students with an academic education of the highest standards through the provision of these services:

- Certified Counselor
- Students' Outings and Activities
- Educational Tours
- Personalize updates to parents on admission matters / students' progress which includes:
- Informing parents on student admission matters / services, including airport pick up, accommodation, etc.
- Informing parents on student issues, including attendance rate, behavior, academic performance, etc.
- Student Progress Reports
- Career Support
- Financial Assistance Scheme

STUDENT SERVICES

For enhancing overall Student Experience

In ensuring that the College provides for an exceptional student experience, it undertakes to provide the following services:

- Monthly review of students' attendance
- Student Surveys (Student Satisfaction Survey / Module Evaluation Survey / Graduate Survey / Pre-course Counselling and Orientation Satisfaction Survey / End of Course Survey)
- Feedback forms
- Dispute resolution process
- Student intervention

STUDENT PASS



Registration

Fill in application forms (16, V36, V36A if applicable)

Provide copies of:

- Highest qualification certificates and transcripts
- Birth certificate
- Bank statement
- Passport-sized photograph



Collection

To bring

- IPA letter
- Passport
- International-sized photograph
- Medical report
- Printout of E-Forms 16 and V36

*Students are prohibited from attending classes in PEI before obtaining ICA Approval of their student passes.

STUDENT PASS



Renewal

Students must inform PEI to renew their student passes 1 month before the expiry.

There will be no renewal of student passes after the expiry date



Collection

To bring

- IPA letter
- Passport
- International-sized photograph
- Medical report
- Printout of E-Forms 16 and V36

STUDENT PASS



Cancellation

Student must return their Student Passes to ICA within 7 days after the end of their courses.

PEI will inform ICA of foreign students' departure dates from Singapore.

No foreign student may stay in Singapore after his/her pass expires



Online Application

Online Student Pass Application

www.ica.gov.sg

STUDENT CODE OF CONDUCT

Behaviour

- Students are expected to behave with propriety and order at all times
- Disrespectful behaviour, defiance and intimidation on lecturers, invigilators, staff and fellow students are strictly not allowed
- Unbecoming conduct includes using written, verbal or physical threats on CCAMT staff, fellow students, lecturers or invigilators
- Students should be punctual when attending all classes, examinations and during events of functions organised by the College.

Mutilation, Vandalism And Theft

- Students are not allowed to litter and vandalize properties of the College
- Students who are caught destroying or vandalising the properties of the College will be subjected to disciplinary action and are liable to compensate the CCAMT for the damages and repair costs
- Students who are caught stealing the College's property or belongings of other students will be subjected to disciplinary action and may be handed over to the police or other relevant authorities, depending on the severity of the offence.

STUDENT CODE OF CONDUCT

Falsification

- Students who are caught falsification of personal IDs/ Passports/ Student's pass/work Pass/ Certificate/ Transcripts/ Certifying Letters/ Medical Certificate and Notes from medical practitioners or other official documents will be subjected to disciplinary action and may even face expulsion from the course.
- Students who are caught forging signatures of their lecturers, fellow classmates, legal guardian (for students under the age of 18) or College's staff will face disciplinary action
- Students caught committing such acts may also face legal prosecution.

Use of Handphones

- Students are to switch all handphones to silent mode during classes and examinations.

Liability On Loss Of Personal Belongings

- Students are to take care of their personal belongings.
- The College shall not be responsible for any loss of personal belongings or money occurred on campus ground.

STUDENT CODE OF CONDUCT

Discipline

- Students who misbehave or fail to abide by the regulations and guidelines of the College will be subjected to disciplinary actions.
- In determining the appropriate disciplinary action, the College will take into account the seriousness of the alleged offence or misconduct committed in an objective and reasonable manner.
- Disciplinary measures may include any of the following:
 - ❖ A Warning Letter
 - ❖ Expulsion from College
 - ❖ Refer to relevant authorities for necessary action
- Students who have to terminate their studies under such circumstances will not be eligible for any refund of course fees.

STUDENT CODE OF CONDUCT

Cheating in Examination

- Cheating in Written Examination is strictly not allowed in CCAMT. Any student who are caught allegedly cheating during examination will be subjected to disciplinary actions.
- Disciplinary measures may include any of the following:
 - ❖ A Warning Letter
 - ❖ Expulsion from College
 - ❖ Refer to relevant authorities for necessary action
- Students who have to terminate their studies under such circumstances will not be eligible for any refund of course fees.

PRE-COURSE COUNSELLING

Students must certify through the Student Application Form - Pre-Course Counselling Section that the Recruitment Staff has performed counselling services in the areas required by the PEI, which may include:

- Proper matching of students' needs and PEI's courses
- Providing professional guidance and advice regarding the suitability of PEI's courses to the prospective students
- Course information, duration, assessment, award criteria and type of certificate awarded
- Application requirements and admission procedures
- College's location, operating hours, and facilities and infrastructure
- Further education or job prospect after graduation

PRE-COURSE COUNSELLING

- College's Attendance policy
- Student support services available
- College's Refund, Transfer, Withdrawal and Deferment policy
- Tuition fees, payment schedule and other miscellaneous fees payable
- Different methods of payment
- College's FPS Scheme
- Terms and conditions of Student Contract
- Reference to CPE official website (www.ssg.gov.sg)

PRE-COURSE COUNSELLING

For student pass holders

- Student pass application and procedures
- Informing students that they are not permitted to engage in any form of employment or attend an industrial attachment/internship programme, whether paid or unpaid, without a valid work pass issued by Ministry of Manpower
- Relevant Singapore Laws
- Living in Singapore
- Healthcare in Singapore

APPLICATION PROCESS



Application

Submit a completed registration form either via post or in person at our Admissions office:

Capital College of The Arts, Management & Technology
190 Middle Road,
#11-06 Fortune Centre,
Singapore 188979

You may obtain a Student Application Form at our Admissions Office or download a copy from our website.



Supporting Documents

Ensure that you fulfil the entry requirements and have all necessary documents prepared:

- Completed application form
- Present original passport copy
- Certified true copies of educational Certificates and Transcripts
- CV/Resume

A one-time, non-refundable application fee of 100SGD (Diploma) /200SGD (Advanced Diploma) is required for all new students

ADMISSION PROCESS

Capital College of The Arts, Management and Technology offers admission to students based on the students:

1. Having applied for admission through the proper application procedure and conditions;
2. Having met the minimum entry requirements for the chosen course;
3. Having successfully passed an oral interview (if any) and/or placement test (if required);
4. Having provided Capital College of the Arts, Management and Technology with true and accurate information in the application and/or enrolment forms;
5. Presenting Capital College of the Arts Management and Technology with the originals of all the educational and other documents during enrolment;
6. Being approved to enrol into the course of study by Capital College of the Arts, Management and Technology;
7. Signing a standard student contract approved by the relevant authorities; and
8. Having paid the course fee after signing the standard student contract

PAYMENT METHODS

- Breakdown of all fees (including any non-refundable fees and discounts given) will be reflected on the College's marketing collaterals and the standard Student Contract.
- The College will accept the following payment modes: Cash, Nets, Telegraphic Transfer, Internet Banking, PayLah, PayNow, WeChat Pay and Cheque (made payable to: Capital College of The Arts, Management and Technology)
- Application fees shall be collected upon receipt of the student application.
- Any other fees shall only be collected upon execution of the Standard Student Contract.
- All payments received by the College shall be accompanied with a receipt, and records of each payment must be continuously maintained.

FEE PROTECTION SCHEME

The College has put in place and adopted the Fee Protection Scheme (FPS) which serves to protect students' fees in the event a private education institution is unable to continue operating due to insolvency, and/or regulatory closure.

The Fee Protection Scheme also protects students if the private education institution fails to pay penalties or return fees to the students arising from judgment made against it by the Singapore courts. Under the CPE regulations, this scheme is compulsory for all students.

Capital College of The Arts, Management and Technology has appointed Lonpac Insurance Bhd as our FPS insurance provider. Under the FPS insurance scheme, students' fees are insured by Lonpac Insurance Bhd. In the case of events, as stated in the terms of the insurance coverage, students protected under this scheme will be able to make a claim from Lonpac for the fees they paid.

MISCELLANEOUS FEES

Supplementary Examination Fee (Per Subject)	S\$100.00
Examination appeal fee (Per subject)	S\$100.00
Re-submission Fee (Project and assignment)	S\$100.00
Late Payment Charges	S\$100.00
Transfer Fee (Per course)	S\$150.00
Programme Deferment Fee	S\$100.00
Reprint of Transcript	S\$100.00
Reprint of Certificate	S\$150.00



COURSE INFORMATION

Please refer to the College website for more information on the courses offered.



POLICIES & PROCEDURES

- ATTENDANCE
- REFUND
- WITHDRAWAL, TRANSFER, & DEFERMENT
- TERMINATION
- DISPUTE RESOLUTION
- APPEAL

ATTENDANCE POLICY

The college encourages all its students to be regular and punctual for their daily classes. Please note the attendance requirement and leave application guidelines as mentioned below:

- All students on a Student Pass should have a minimum attendance of 90% per month.
- All non-student pass holders should have a minimum attendance of 75% per month.
- Any absenteeism should be supported by medical certificates / approved student leave.
- Immigration and Checkpoints Authority of Singapore (ICA) will be notified by the college whenever a student on Student Pass has a monthly attendance of less than 90%.
- Student Pass Holders who miss 7 consecutive days of class will be liable to have their student pass be cancelled with effect from the 8th day and the letter of cancellation will be sent to student's place of residence in Singapore as registered with the College.

ATTENDANCE PROCEDURE

International Student

Attendance Rate (per month)	Action to be Taken
90 – 94%	1 st Warning Letter to be Issued (Including failure to meet completion requirement reminder & cancellation of Student's Pass reminder if attendance <85%) The parent/guardian is to be informed (if student <18)
85 – 90%	2 nd Warning Letter to be Issued Academic Counselling to be carried out (Including Cancellation of Student's Pass reminder if attendance <85%). The parent/guardian is to be informed (if student <18)
< 85%	Final Expulsion Letter to be Issued (Including Cancellation of Student Pass) The parent/ guardian is to be informed (if student <18)

ATTENDANCE PROCEDURE

Local Student/ Student on Work Pass

Attendance Rate (per month)	Action to be Taken
<75%	<p>Warning Letter to be Issued (Including barring of student from taking the examination for that particular module) The parent/ guardian is to be informed (if student < 18) Academic Counselling to be carried out if student have received 3 warning letters within course duration</p>

REFUND POLICY

The College's refund policy and procedure are available to all students, including prospective ones, on the following platforms:

- College's website
- Student handbook
- Student contract
- Orientation programme materials

The College shall ensure a fair and reasonable refund policy is detailed for all students.

The maximum processing time from the student's withdrawal / refund request to the issuance of the refund shall not exceed more than 7 working days.

REFUND POLICY

The College adopts the Refund Policy as per the standard Student Contract as set out by CPE. This policy will act as a framework in guiding the implementation of detailed refund processes and procedures in the following areas:

- Refund for Withdrawal Due to Non-Delivery of Course
- Refund for Withdrawal Due to Other Reasons
- Cooling off Period

REFUND POLICY

Refund for Withdrawal Due to Non-Delivery of Course:

The PEI will notify the Student within three (3) working days upon knowledge of any of the following:

- It does not commence the Course on the Course Commencement Date;
- It terminates the Course before the Course Commencement Date;
- It does not complete the Course by the Course Completion Date;
- It terminates the Course before the Course Completion Date;
- It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A of the standard student contract within any stipulated timeline set by CPE; or
- The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

The Student should be informed in writing of alternative study arrangements (if any), and also be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid should the Student decide to withdraw, within seven (7) working days of the above notice.

REFUND POLICY

Refund for Withdrawal Due to Other Reasons:

If the Student withdraws from the Course for any reason other than those stated in Clause 2.1 of the standard student contract, the PEI will, within seven (7) working days of receiving the Student's written notice of withdrawal, refund to the Student an amount based on the table in Schedule D of the standard student contract.

Refund during Cooling-off Period:

- The PEI will provide the Student with a cooling-off period of seven (7) working days after the date that the Contract has been signed by both parties.
- The Student will be refunded the highest percentage (stated in Schedule D of the Standard Student Contract) of the fees already paid if the Student submits a written notice of withdrawal to the PEI within the cooling-off period, regardless of whether the Student has started the course or not.

REFUND POLICY

Schedule D - Refund Table:

Refund of Course Fee (%)	If Student's written notice of withdrawal is received:
100%	("Maximum Refund") More than 30 days before the Course Commencement Date
50%	Before, but not more than 30 days before the Course Commencement Date
25%	After, but not more than 15 days after the Course Commencement Date
0%	More than 15 days after the Course Commencement Date

REFUND PROCEDURE

Information notes on student refunds:

- (1) All refund policy statements are detailed in the College's Refund Policy. All conditions must be satisfied before the College can proceed with the applications. The whole refund process should not take **more than 7 working days** (timeline to be monitored by the **Admin Executive**), from date of application to issuance of funds to the student.
- (2) Date of application will refer to the date that the College receives the duly executed **Student Request Form** with all supporting documents.
- (3) The refund policy can also be found on the following platforms: -
 - **College's website**
 - **Student handbook**
 - **Student Contract**
 - **Orientation Programme Materials**
- (4) Reasons for Refund are based on the following: -
 - Refund due to Non-Delivery of Course
 - Refund due to Other Reasons
 - Refund during Cooling off period
 - Excess payments
 - Any other reasons approved by the College

REFUND PROCEDURE

- Students who would like a refund, submit the **Student Request Form** to the **Admin Executive** for processing.
- Student eligible for a refund due to **Course Withdrawal**, the **Admin Executive** will process the refund within the **Student Request Form**.
- Any supporting documentations that are required to process the refund must be submitted along with the **Student Request Form**.
- Reasons for refund must also be clearly documented in the **Student Request Form**.
- The **Admin Executive** is to acknowledge the receipt of the refund request by signing on the form. This is to be done **within 2 working days** from the date of application.
- After which, the **Admin Executive** is to refer to the student's **student contract** to establish if a refund is to be made to the student.

REFUND PROCEDURE

- The **Admin Executive** is to work out the refund amount (if any) based on the refund policy stated in the student contract. This amount is to be indicated on the **Student Request Form**.
- Upon establishing of the refund amount, the **Admin Executive** is to seek the approval of a member of the **Management Team** before the refund amount can be issued.
- The **Management** approval will be documented in the **Student Request Form**.
- All refund amounts will strictly adhere to the refund policy as stated in the student contract unless otherwise decided by the college's management.
- Upon the approval by the **Management Team**, the **Admin Executive** is to pass the student request form to the **Principal** for issuance of the refund amount through the student's preferred refund option.
- The **Admin Executive** is to contact the student to inform the on the refund status and collection of the refund payment if approved.

TRANSFER, WITHDRAWAL, DEFERMENT POLICY

The maximum processing time for transfer, withdrawal, deferment process, from the point of student's request to informing student of the outcome in writing, should not be more than 4 weeks.

All requests must be made in writing through the submission of the Student Request Form and any supporting documents. Verbal notice is not accepted.

For students under the age of 18, written consent from the parent / legal guardian must be obtained.

All requests will be reviewed on a case by cases basis and the College will have the final decision on the outcome.

The College's refund policy shall apply for all qualified refunds. Students are to refer to the College's refund policy and the Standard Student Contract for further details.

TRANSFER, WITHDRAWAL, DEFERMENT POLICY

Transfer Policy

The definition of transfer is when a student changes the course or period of study (from full-time to part-time or vice versa) but remains as a student of the College.

Conditions for granting the transfer:

- All outstanding fees must be settled prior to request.
- Student must fulfil the admission criteria of the new course and will be subjected to the College's student selection and admission procedures.
- For Student's Pass holder, course transfer is subjected to ICA's approval of the new Student's Pass. ICA will be informed through the application of the new Student's Pass.
- A student who transfers within the College must have their existing contract terminated. A new student contract will be signed based on the procedures for executing student contracts.

TRANSFER, WITHDRAWAL, DEFERMENT POLICY

Withdrawal Policy

The definition of withdrawal is when a student discontinues all courses with the College.

Conditions for granting the withdrawal:

- All outstanding fees must be settled prior to request.
- ICA will be informed through the cancellation of the student's pass. Student's pass holder is required to submit his/ her student's pass to the College for cancellation of the student's pass with ICA.
- A student who withdrew will have their student contract terminated.

TRANSFER, WITHDRAWAL, DEFERMENT POLICY

Deferment Policy

The definition of deferment is when a student delays or postpones the course (or module).

Conditions for deferment:

- Students can apply for deferment only once.
- Requests for deferment extension will be considered on a case by case basis.
- Students are to note that maximum deferment duration allowed should not be more than 3 months.
- Deferment is subjected to the availability of units / courses offered. The College reserves the right to offer similar units / courses in replacement of discontinued units / courses.
- ICA will be informed through the application of the new Student's Pass. The course deferment is subjected to ICA's approval of the new Student's Pass.
- If the student contract is still valid, an addendum would be signed to reflect the deferment. For terminated student contracts, a new student contract will be signed based on the procedures for executing student contracts

TRANSFER, WITHDRAWAL, DEFERMENT POLICY

Deferment Policy

- For cases where students are classified as 'missing in action', the College will define these cases as 'Deferment' up until the maximum deferment duration is reached, starting from the moment when the student is absent from classes and uncontactable by the College. Upon reaching the maximum deferment duration, the College will change the status of these cases from 'Deferment' to 'Withdrawn'.
- If the student contract is still valid, an addendum would be signed to reflect the deferment. For terminated student contracts, a new student contract will be signed based on the procedures for executing student contracts.

TRANSFER, WITHDRAWAL, DEFERMENT PROCEDURES

Procedures Note(s):

All transfer, withdrawal, deferment policy statements are details in the 'Approach' section. All conditions must be met before the College proceeds with the application.

The entire process should not take more than 4 weeks from the date student's request to informing student of the outcome writing.

Date of request will refer to the date that the College receives the duly executed student request form with all supporting documents.

The transfer, withdrawal, deferment policy and procedures can be found on the following platforms:
Student Handbook & Orientation Slides
College's official website

Definition of transfer: student changes the course or period of study (from full-time to part-time or vice versa) but remains as a student of the college.

Definition of withdrawal: student discontinues all courses with the college.

Definition of deferment: student delays or postpones the course (or module).

TRANSFER, WITHDRAWAL, DEFERMENT PROCEDURES

- Students who would like to transfer, withdraw or defer, submits the [Student Request Form](#) respectively to the [Admin Executive](#) for processing.
- Any supporting documentation that are required to process the request must be submitted along with the student request form.
- For eligible refund cases, the 'Refund' section of the [Student Request Form](#) will be completed as well.
- Reasons for the request should also be documented in the [Student Request Form](#).
- For students below the age of 18, the parent / legal guardian's written consent must be obtained. Written consent may be obtained through signing on the student request form or a separate email or letter correspondence would suffice.
- Upon receipt of the [Student Request Form](#) (including supporting documents), the [Admin Executive](#) is to meet with the student to find out further the student's intention of the request. This is to be done [within 2 working days](#) upon receipt of the student request form (based on the date of application).

TRANSFER, WITHDRAWAL, DEFERMENT PROCEDURES

For Course Transfers

- The **admin executive** is to inform student on the following conditions and information:
 - i. Student must meet all minimum entry requirement of the new course they wish to transfer
 - ii. The standard **student contract** of the current course will be voided upon approval of the course transfer
 - iii. A new standard student contract for the new course will need to be signed upon approval of the course transfer
 - iv. All outstanding fees must be paid
 - v. For Student's Pass holder, course transfer is subjected to ICA's approval of the new Student's Pass. ICA will be informed through the application of the new Student's Pass.

TRANSFER, WITHDRAWAL, DEFERMENT PROCEDURES

- After which, the **Admin Executive** is to conduct the pre-course counselling with the student to ensure that relevant course information is communicated to the student.
- Both the **Admin Executive** and the **student** are required to sign off the **Pre-course Counselling Form (Transfer)** to confirm that the former has fully communicated and the latter has understood all information communicated.
- Upon completion of pre-course counselling, the **Admin Executive** is to seek the approval from a member of the **Management Team**. This is to ensure that the student has met the entry requirements of the course transferred into.
- A written notification will be given to student to inform them of the student request status.
- For approved course transfer requests, student is to proceed with the application process of the new course.

TRANSFER, WITHDRAWAL, DEFERMENT PROCEDURES

For Course Withdrawals

- If after meeting the student and possible solutions for student retention are not possible, the **Admin Executive** is to seek approval from a member of the **Management Team**.
- A written notification will be given to the student to inform them of the student request status.

TRANSFER, WITHDRAWAL, DEFERMENT PROCEDURES

For Course Deferment

- The **Admin Executive** is to inform student on the following conditions:
 - i. For student's pass holders, their deferment is subject to the approval of their student's pass by ICA
 - i. Approval of deferment is also subjected to availability of the course / module offered.
- After meeting the student and should he/she decide to proceed with the deferment, the **Admin Executive** is to seek the approval from a member of the **Management Team**.
- For university partner courses (if any), the **Admin Executive** is to inform the university partner and seek their permission for student to defer studies.
- For students who were 'missing in action' from class, but reappeared before the maximum deferment period is reached, the **Admin Executive** will meet with student to understand why he/she was absent for classes before seeking approval from the **Management Team** to allow student to continue his/ her studies. This is to be documented in the **Student Request Form**.
- A written notification will be issued to the student to inform them of the student request status.

TERMINATION POLICY

- Termination of students are initiated by the College on a case-by-case basis, and the final decision will be made by the Management Team.
- Situation in which termination may be warranted include, but not limited to:
 - i. Non-payment of school fees
 - ii. Poor academic performance
 - iii. Failure to participate mandatory examinations without valid reasons
 - iv. Failure to respond to the college after the allocated deferment period

TERMINATION PROCEDURE

- Other than course transfer, withdrawal and deferment requested by the student, there are situations which can result in the termination of students. Such terminations are initiated by the College on a case-by-case basis, and the final decision will be made by the Management Team.
- Situation in which the above actions may be warranted include, but not limited to:
 - i. Non-payment of school fees
 - ii. Poor academic performance
 - iii. Failure to participate mandatory examinations without valid reasons
 - iv. Failure to respond to the college after the allocated deferment period
- Students will be informed of the Course Termination through written notification letter.

Note: This will be the last case scenario that the College will choose to exercise. The College will ensure all efforts of reaching out to students / retention / help are sought before exercising this scenario.

DISPUTE RESOLUTION POLICY

For purpose of the College's Dispute Resolution Policy and procedures, it will cover any students' official complaints that the College receive from any channels and should be communicated to students and aligned with the Private Education Regulations.

All complaints must be properly recorded and /or documented. Any correspondence (including actions taken) between the College and the complainant must be annexed as evidences. This is to ensure that any staffs handling the case are kept aware of the progress / outcomes.

In the event of any appeals for retention, suspension, expulsion and awards, the College's Dispute Policy and Process shall follow.

DISPUTE RESOLUTION POLICY

Student Services Department is to respond to respective students within 3 working days of receipt of any complaints received. This is to ensure that students are aware that the College is aware of the Complaint received and is in the process of handling it.

All feedbacks / complaints must be resolved within 21 working days. In the event that the deadline is not adhered to, respective students must be notified and the reasons with regards to the delay must be made known.

In the event that the College and the student cannot come to an agreement or the student does not accept the final decision made by the College's Management Team, they will be referred to Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) for mediation.

DISPUTE RESOLUTION PROCEDURE

Students who wish to provide any official complaints to the College should adhere to the following procedure:

- Students are to approach the **Student Services Department** to request for a **Feedback Form**. Alternatively, students can fill up the **Feedback Form** and send it via email or via an online link to the College.
- The **Student Services Department** is to acknowledge the feedback / complaint received. This should be done **within 3 working days**.
- **Student Services Department** will review the feedback / complaint and discuss it with relevant parties on issue raised. A formal investigation will be carried out if necessary.
- Relevant parties will then propose a solution for the issue raised and the **Student Services Department** will explain it clearly to the student. This should be done **within 7 working days** upon receipt of the Complaint.
- The student should acknowledge the situation **within 14 working days**, whether he / she accepts or is satisfied with the proposed solution.

DISPUTE RESOLUTION PROCEDURE

Students who wish to provide any official complaints to the College should adhere to the following procedure:

- If the student is not satisfied with the proposed solution, he / she can escalate the matter up to the **Principal**. The respective person will investigate the case and take necessary actions to resolve it.
- If the student is still not satisfied with the outcome / decision, he / she will be referred to the **Singapore Mediation Centre (SMC)** or **Singapore Institute of Arbitrators (SIArb)**.
- The entire process should not take **more than 21 working days** unless otherwise specified. Students need to be informed of the reason as to why it is so and justification needs to be provided by the College. Justifications need to be recorded on the **Feedback Form** under the Remarks section.
- For suggestions and compliments, they can be generic and / or positive. This would not be covered under the Dispute Resolution Policy and Procedure.

APPEAL POLICY

- a. All assessment results, including awards (if students are graduating) are to be disseminated to all relevant students **within 1 month** from the date of the last examination.
- b. Dissemination of awards can be in the form of information provided to students. Actual graduation would fall **under the 3 months' timeframe**.
- c. Information about appeals, including period and timeframe of any appeals, would need to be disseminated to students upon the release of examination results at the latest.
- d. All appeals shall be managed in a fair and impartial manner.
- e. Appeals are to be submitted in writing, **within 7 working days** from the release of assessment results and the results of the appeals are to be made known to the students within **4 weeks**.

APPEAL PROCEDURE

In-house Courses

- Upon release of results, students who are dissatisfied with the outcome may submit an **Appeal Request Form** to the **Academic Support Executive**. Students are given at least 7 working days to submit an appeal after the release of exam results together with the payment of the required fee (if any).
- The **Academic Support Executive** is to acknowledge the receipt of the **Appeal Request Form** within **3 working days**, and proceed to submit the appeal to the **Head of Academic**.
- The **Head of Academic** is to review the appeal request and decide if it is a valid appeal. If the request qualifies for an appeal, a different marker will be designated to re-mark the paper. Comments in relation to the re-mark must be stated in the **Appeal Request Form**, which would be circulated to the **Examination Board Chairman** for his/her review and approval.
- All decisions made by the **Examination Board** are final.
- The **Academic Support Executive** will inform the student of the final decision **within 4 weeks** from the date of the appeal.
- Should there be changes required, the **Academic Support Executive** will make the necessary amendments to the results slip based on the appeal result.



ADDITIONAL INFORMATION

- LIVING IN SINGAPORE
- LAWS AND REGULATIONS
- COMMITTEE FOR PRIVATE EDUCATION (CPE)

LIVING IN SINGAPORE

<p><u>MEALS</u></p> <p>S\$5 per meal</p>	<p><u>PHONE BILLS</u></p> <p>S\$25 per month</p>
<p><u>MEDICAL EXPENSES</u></p> <p>S\$50 – S\$150 per consultation</p> <p>Medical Providers:</p> <p>Polyclinics, Private Clinics (GP), Hospitals</p>	<p><u>TRANSPORT</u></p> <p>S\$3/day</p> <p>Bus, Train</p>

LAWS AND REGULATIONS

Relevant Laws	
Alcohol Abuse	Any offences while being intoxicated (drunk) is punishable under the law. Drunk driving is a serious offence.
Driving	All drivers must be in possession of a valid Singapore driving license and the vehicle must be insured
Drugs	Possession of controlled drugs is presumed to be for trafficking, an offence which can carry death penalty.
Littering	Littering, spitting and vandalism (with graffiti) in public areas are serious offences
Employment	International students are not permitted to engage in any form of employment or attend an industrial attachment/internship programme, whether paid or unpaid, without a valid work pass issued by Ministry of Manpower in Singapore.
Smoking	Smoking in specific public places and indoor restaurants is prohibited.
Traffic	Jay-walking is an offence.
Immigration	All International students studying in Singapore must have a valid passport and a Student Pass from ICA (Immigration and Checkpoint Authority)

LAWS AND REGULATIONS

No Smoking in specific public areas

<https://www.nea.gov.sg/our-services/smoking-prohibition/overview>

No Littering

<https://www.nea.gov.sg/our-services/public-cleanliness/overview>

Immigration Rules

<https://www.ica.gov.sg/>

Drug and Alcohol Abuse

<https://www.cnb.gov.sg/>

Traffic Rules

<https://www.lta.gov.sg>

COMMITTEE FOR PRIVATE EDUCATION (CPE)

For more details on Fee Protection Scheme, Standard PEI - Student Contract and Dispute Resolution, please visit <https://www.ssg-wsg.gov.sg/>.

Should you have specific queries on information not found on the SSG website, you may contact CPE directly at <https://portal.ssg-wsg.gov.sg/feedback>.