



# **Trent Global College of Technology & Management Pte Ltd**

# **Student Handbook**

Version 04 (03 Jan 2024)

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## **Section A**

### **Vision**

To be a leading institute that nurtures and empowers people to transform communities.

### **Mission**

- Deliver creative and innovative learning experiences.
- Inspire lifelong learning that builds on intellectual, professional, and personal development
- Inculcate in Learners – critical skills, innovative solutions and best practices for the industries.
- To promote professional ethics and social responsibilities.

### **Core Values**

Our culture is to put the needs of the students first, and we are guided by the following values:

- Be Learner centric.
- Build enduring relationships based on trust.
- Observe high ethical standards.
- Be innovative and relevant.
- Demand the best from yourself.

### **Culture**

To build a strong foundation of core values in each person to guide their actions.

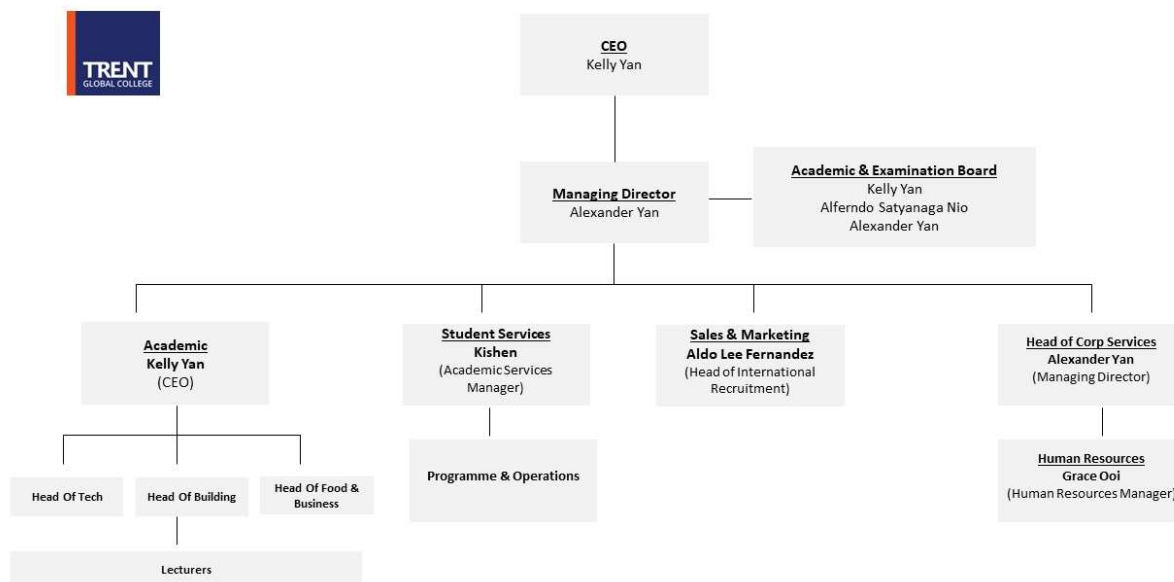
### **About Us (the School)**

Trent Global College of Technology and Management Pte Ltd (also known as Trent Global College) has one priority, and that is to help nurture and empower our students to be able to affect change in the communities around them.

Founded in 2004, Trent Global has always been focused on delivering quality education for the Built Environment Industry over various disciplines and specializations. Evolving with the digital environment around us, the inclusion of IT programmes in 2019 continues our belief in imparting the best practices to our students regardless of their field.

Over 12000 students later, Trent Global continues to contribute to the industry with our community of alumni and professionals through the variety of programmes we deliver today.

## Organization Chart



Effective Date: 06/06/2023

## Contact Details

### School Contact Details

Students with problems or concerns can reach us at 8068 9748 and 8322 6733 for International Students, Monday to Friday from 9.00am to 7.00pm. Alternatively, you may send us an email at [info@trentglobal.edu.sg](mailto:info@trentglobal.edu.sg) (Local Students) or [overseas@trentglobal.edu.sg](mailto:overseas@trentglobal.edu.sg) (International Students). The school will reply the email within 3 working days.

### Immigrations and Checkpoint Authority Contact Details

Students can reach ICA at 6391 6100, 24-hour automated answering service for information on our services and procedural requirements.

You may also wish to speak to the Customer Service Officers during the following periods, except Public Holidays:

Weekdays: 8.00 am to 5.00 pm

Saturdays: 8.00 am to 1.00 pm

### Additional useful contacts

In case of fire, please use the staircase and DO NOT USE THE LIFT.

In case of injury, please approach Student Services or call +65 8068 9748 for assistance. A first aid box is available in the office and classroom.

Emergency Ambulance 995

**Police 999 / 1800 255 0000**

## **Section B**

### Courses Offered

<b>ADVANCED CERTIFICATE IN BUILDING INFORMATION MODELLING</b>
<b>ADVANCED DIPLOMA IN BUILDING INFORMATION MODELLING</b>
<b>ADVANCED DIPLOMA IN CONSTRUCTION MANAGEMENT</b>
<b>ADVANCED DIPLOMA IN FACILITIES MANAGEMENT</b>
<b>ADVANCED DIPLOMA IN FOOD TECHNOLOGY AND OPERATIONS</b>
<b>ADVANCED DIPLOMA IN INTERNATIONAL BUSINESS MANAGEMENT</b>
<b>ADVANCED DIPLOMA IN INTERNATIONAL BUSINESS MANAGEMENT (E-LEARNING)</b>
<b>ADVANCED DIPLOMA IN INTERNATIONAL TOURISM AND HOSPITALITY MANAGEMENT</b>
<b>ADVANCED DIPLOMA IN INTERNATIONAL TOURISM AND HOSPITALITY MANAGEMENT (E-LEARNING)</b>
<b>ADVANCED DIPLOMA IN QUANTITY SURVEYING</b>
<b>ADVANCED DIPLOMA IN REAL ESTATE MANAGEMENT AND BUSINESS</b>
<b>CERTIFICATE IN ENGLISH STUDIES LEVEL 1</b>
<b>CERTIFICATE IN ENGLISH STUDIES LEVEL 2</b>
<b>CERTIFICATE IN ENGLISH STUDIES LEVEL 3</b>
<b>CERTIFICATE IN ENGLISH STUDIES LEVEL 4</b>
<b>CERTIFICATE IN ENGLISH STUDIES LEVEL 5</b>
<b>CERTIFICATE IN FOUNDATION STUDIES</b>
<b>DIPLOMA IN BUILDING SERVICES MANAGEMENT</b>
<b>DIPLOMA IN BUILT ENVIRONMENT STUDIES</b>
<b>DIPLOMA IN DEVELOPMENT STUDIES</b>
<b>DIPLOMA IN FOOD TECHNOLOGY AND CATERING</b>
<b>DIPLOMA IN FULLSTACK AND DATA ANALYTICS</b>
<b>DIPLOMA IN INTERNATIONAL BUSINESS MANAGEMENT</b>
<b>DIPLOMA IN INTERNATIONAL BUSINESS MANAGEMENT (E-LEARNING)</b>
<b>DIPLOMA IN INTERNATIONAL TOURISM AND HOSPITALITY MANAGEMENT</b>
<b>DIPLOMA IN INTERNATIONAL TOURISM AND HOSPITALITY MANAGEMENT (E-LEARNING)</b>
<b>DIPLOMA IN REAL ESTATE</b>
<b>DIPLOMA IN REAL ESTATE BUSINESS</b>
<b>DIPLOMA IN REAL ESTATE BUSINESS (E-LEARNING)</b>
<b>DIPLOMA IN REAL ESTATE (E-LEARNING)</b>
<b>DIPLOMA IN REAL ESTATE WEALTH CREATION</b>
<b>DIPLOMA IN REAL ESTATE WEALTH CREATION (E-LEARNING)</b>
<b>DIPLOMA IN SECURITY TECHNOLOGY ENGINEERING</b>
<b>DIPLOMA IN WEB APPLICATION DEVELOPMENT</b>
<b>DIPLOMA IN WEB APPLICATION DEVELOPMENT (E-LEARNING)</b>
<b>MASTER OF SCIENCE IN CIVIL ENGINEERING CONSTRUCTION MANAGEMENT</b>
<b>MASTER OF SCIENCE IN COMMERCIAL MANAGEMENT AND QUANTITY SURVEYING</b>
<b>MASTER OF SCIENCE IN CONSTRUCTION PROJECT MANAGEMENT</b>
<b>MASTER OF SCIENCE IN FACILITIES MANAGEMENT</b>
<b>MASTER OF SCIENCE IN REAL ESTATE INVESTMENT AND FINANCE</b>
<b>MASTER OF SCIENCE IN REAL ESTATE MANAGEMENT DEVELOPMENT</b>
<b>POST GRADUATE DIPLOMA IN INTERNATIONAL BUSINESS MANAGEMENT</b>
<b>POST GRADUATE DIPLOMA IN INTERNATIONAL BUSINESS MANAGEMENT (E-LEARNING)</b>
<b>POST GRADUATE DIPLOMA IN INTERNATIONAL TOURISM AND HOSPITALITY MANAGEMENT</b>

**POST GRADUATE DIPLOMA IN INTERNATIONAL TOURISM AND HOSPITALITY MANAGEMENT (E-LEARNING)****POSTGRADUATE DIPLOMA IN COMMERCIAL MANAGEMENT AND QUANTITY SURVEYING****POSTGRADUATE DIPLOMA IN CONSTRUCTION PROJECT MANAGEMENT****POSTGRADUATE DIPLOMA IN FACILITIES MANAGEMENT****Examinations****Heriot- Watt University**

Examination Papers set by HWU will be sent to British Council for review and preparation. British Council would then bring the examination papers on the actual day of examination.

The College will not be involved in the preparation of the examination papers for HWU.

For online examinations, students will log into their Heriot-Watt University learning management system to download online examination papers and upload their answers within the stipulated time allowed.

Final examination results and awards must be released within three months upon completion of the final examination and/or assignment of the course for both in-house courses and courses with External Partners.

**Trent Global College Programmes****Progression and Assessment**

Assessment method of Advanced Diploma/Diploma modules are set to Examination and Coursework. Trent Global College sets both examination and coursework as assessment because examinations evaluate the student's performance under the requisite pressure and conditions, whereas assignments appraise the student's work overtime, an exercise which nevertheless comes with its own pressures as there is an emphasis on consistency of effort and the need to maintain or improve upon the standard of work over a sustained period of time.

The College finalizes the marks and releases the results within 3 months from the last day of examination.

**Grading System for All Diploma and Advanced Diploma Programmes in Built Environment except for DBSM**

The grading system for the modules are shown below:

Marks	Grade	Description	Grade points	Credits
80 and above	HD	Distinction	4.0	3
70 – 79	A	Excellent	3.5	3
60 – 69	B	Good	3.0	3
50 – 59	C	Pass	2.5	3
0 – 49	D	Resit	0	0

### Grading System for all other non-Built Environment Diploma and Advanced Diplomas including DBSM

The grading system for the modules are shown below:

Marks	Grade	Description	Grade points	Credits
80 and above	HD	Distinction	4.0	3
70 – 79	A	Excellent	3.5	3
60 – 69	B	Good	3.0	3
50 – 59	C	Pass	2.5	3
40 – 49	D	Pass	2.0	3
39 and below	F	Fail (Re-module)	0	0

### Grade Point Average (GPA)

The GPA (Grade Point Average) is a system which provides an overview of the student's academic performance. The GPA would allow students to keep track of their performance throughout their course of study and allow lecturers to identify the students' academic needs and provide advice and guidance to students.

The GPA is derived using the formula

$$\text{GPA} = \frac{\sum (\text{module credits} \times \text{module grade point})}{\sum (\text{module credit units})}$$

### Grading System for DWAD

The DWAD grading system for the projects are shown below:

Final Points	Grade
4 <	F
5 to 9	C
10 to 14	B
15 >	A

For courses with external partners, the grading and award criteria would adhere strictly to those of the College's External Academic partner.

**Heriot Watt University Grading System (MSc)**

Marks	Grade	Description
70 – 100%	A	Excellent
60 – 69%	B	Very Good
50 – 59%	C	Good
40 – 49%	D	Satisfactory
35 – 39%	E	For postgraduate this is insufficient to continue study in the subject. Reassessment required.
34% and below	F	Fail, reassessment required

**Examination Rules and Regulations**

Before the commencement of the examination:

- Students are advised to be at the examination room at least 15 minutes before the start of the examination to check their seating arrangements.
- Students who turn up 30 minutes after the start of the examination will not be allowed to enter the examination room.
- The student's proof of identity (any photo identification, e.g. passport, NRIC, or driving license) should be placed at the top left-hand corner of the desk for inspection. Those who fail to produce any photo identification will not be permitted to proceed with the examination.
- Only the necessary stationery (e.g. pens, pencils, rulers, correction fluid and non-programmable calculators where applicable) for the purpose of the examination may be placed on the candidate's writing desk. All unauthorized books, reference materials, bags, pencil cases and other personal belongings including Mobile phones that are switched off must be placed in the front or at the back of the examination room.
- Food and drinks are not allowed in the examination room. Only plain water or bottled mineral water is allowed.
- Candidates must ensure that they are given the correct paper. The title of the paper should be checked, and instructions read carefully before answering is commenced. Any query should be immediately brought to the attention of an invigilator.
- Students are only allowed to fill in their particulars on the cover page of the examination answer booklet upon the invigilator's instructions.
- Candidates are obliged to follow instructions issued by invigilators. Please listen carefully to all announcements. If anything is required during an examination, candidates should call the attention of the invigilator.

During the examination:

- Students are not allowed to leave the examination room during the first 30 minutes and last 15 minutes of the examination.
- Any students found in possession of unauthorized reference materials during the course of the examination may be suspected of cheating or plagiarism by the invigilator(s) and will be reported in writing to Trent Global College's Academic and Examination Board.
- Students are reminded to write all answers in blue or black INK only. The examination answer booklets will not be marked if written in pencil.
- Each student will be given one examination answer booklet. Extra booklets are available upon request.



- All exam booklets, question papers and exam worksheets (used or unused) must be returned to the invigilator(s) at the end of the examination.
- Students are not permitted to communicate with other students or borrow stationery directly from other candidates during the examination.
- Students who disrupt the examination may be asked to leave the examination venue immediately at the discretion of the invigilators.
- Students who need to use the washroom should raise their hand. Then they will be accompanied by an invigilator. At a time only one student is allowed to go.
- The invigilator will need to remind the students to check if they have written all the required particulars on the cover pages 5 minutes before the examination ends.
- Students are to stop writing immediately, upon the conclusion of the exam.
- Students are to remain seated while the invigilator collects the scripts. Students who continue to write after the conclusion of the examination will receive a warning from the invigilator. Upon a second warning, the names of the students concerned will be submitted to the Examination Board, for further action.

### **Supplementary Assessment**

- Students who fail to meet the minimum pass mark may be granted a supplementary assessment.
- Supplementary assessments may include a set piece of coursework assignment or a written examination. The participant will be informed by Trent Global College on the deadline of the supplementary assessments.
- The Student & Academic Services Department will inform the student of the supplementary examination date and collect the supplementary fee (if any) from the student.
- Upon successful completion of the supplementary assessment, the 'Refer' grade shall be changed to a maximum of 'C' grade.
- To prevent instances of students abusing the system by creating a situation whereby they have to take the supplementary paper, students should be allowed to sit for supplementary only if ALL the following conditions are met:
- A student must have submitted ALL assessments required by the module (i.e. individual assignments, group assignments, class presentations etc...); and
- A student must have achieved minimum marks; and A student must have achieved class attendance of at least 75% ( for Local Students)and 90% (for International Students on Student Pass)

### **Failure of a Module**

A student's academic progress will be deemed unsatisfactory if the student:

- Performs badly in a module (A poor performer refers to students scoring less than the minimum marks for the module results)
- Fails at least two consecutive modules
- Such students shall normally be asked to go for academic counselling. This counselling meeting is organized by the Lecturers and chaired by the Director of Studies. The outcome of the counselling shall be documented and follow up actions may be initiated.
- If a student repeatedly fails a module, upon advice from the Director of Studies, he/she may be expelled from the programme.

### **Re-Module**

- Should a student be unsuccessful in the supplementary assessment leading to a failure of the module, he/she may be required to retake/re-module the whole module when it is offered

again.

- A retake/re-module is defined as a re-enrolment to repeat the module and to undertake all assessments required during the re-module.
- For failures of in-house courses modules, the College allows a maximum of 1 re-sit for each module (i.e. re-examination / assessment) and the maximum mark is capped at a 'Pass' Grade.
- The College will allow only a total of 2 re-module for each module unless otherwise stated or approved.
- Students are to note that maximum duration allowed to complete a course should not be more than TWICE the normal registered course duration. For example, if a course is registered as 1-year duration, the maximum time allowed to complete the course successfully is 2 years.

### **Exclusion from Examinations**

- Students must fulfil the attendance requirement to the College in order to be eligible to sit for the examination. Students are only eligible to sit for the end-of-semester examinations if they have achieved a minimum in-class attendance of 75% for local students and 90% for international students on student pass for each module.
- Students who fail to meet the minimum attendance requirement will normally be asked to go for counselling. This counselling meeting is organized by the Lecturers and chaired by the Academic Director. The outcome of the counselling shall be documented and follow-up actions may be initiated.
- Students who are barred from the examinations are automatically excluded from the supplementary examinations.

### **Absence from Examination**

- Students absent from Examinations are required to submit Leave Application Form with documentary proof (e.g. Medical Certificate) within 7 days from the exam date for approval by Academic Director.
- Leave Application Form & Reassessment / Re-module Form can be downloaded from the website

### **Appeal Procedure**

#### **Trent Global Programmes**

- Upon release of results, students who are dissatisfied with the outcome may submit an Examination Appeal Form to the Student & Academic Services Department. This is to be done within 7 working days of the release of examination results.
- Examination Appeal Form can be downloaded from the website.
- Students will receive an acknowledgement for the receipt of the Examination Appeal Form within 3 working days.
- The Academic Head 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 will be stated in the Examination Appeal 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 Students & Academic Services Department will inform the student of the final decision within four weeks from the date of the appeal.
- Should there be changes required, the Student & Academic Services Department will make the necessary amendments to the Exam Provisional Results based on the appeal result.

**Courses with External Partners**

- Upon release of results, students who are dissatisfied with the outcome may submit an Examination Appeal Form to Student Services. This is to be done within 7 working days of the release of examination results. For Heriot Watt University, students will submit the HWU Appeal Form instead.
- Examination Appeal Form/HWU Appeal Form can be downloaded from the website.
- Students will receive an acknowledgement for the receipt of the Examination Appeal Form/HWU Appeal Form within 3 working days and proceed to submit the appeal to the partner.
- All decisions made by the External Partner are subject to their appeal processes, and approved decisions are final.
- The Students & Academic Services Department will inform the student of the final decision within eight weeks from the date of the appeal.

## **Section C**

### **Student Contract**

The Standard PEI-Student Contract ("Student Contract") Trent Global College adopts is a very important legal document between the School and the student.

It is the responsibility of the College to explain the following contents of the student contract in English or in the native language of the student, where applicable.

- Course Information, such as course title with modules/ subjects
- Course commencement and completion dates
- Examination or assessment dates for each course
- Name of organization awarding/conferring the results and certificates
- Fee collection schedule
- Refund Policy, including Refunds for Withdrawal for Cause and Refunds for Withdrawal without Cause
- All students are required to sign two original sets of student contract. One set will be given to the student and one set will be kept by the School.
- If any amendment is made which will change the original intent of the student contract, both the student and the School must sign beside the amendment(s) on both sets of the original student contracts.
- All fields must be completed in the student contract. Where it is not applicable, it must be indicated with "not applicable or N/A".
- A sample of the Standard PEI-Student Contract used by the Institute can be found on CPE's website.

### **Details of Fee Protection Scheme (FPS) Required by CPE**

The Fee Protection Scheme (FPS) serves to protect the students' fees in the event a Private Education Institution (PEI) is unable to continue operations due to insolvency, and/or regulatory closure.

Furthermore, the FPS protects the student if the PEI fails to pay penalties or return fees to the student arising from judgments made against it by the Singapore courts.

FPS is compulsory for both local and international students taking courses at the Institute except for short courses with waiver granted by CPE.

The school uses the Liberty Insurance Scheme

- How students can be assured their fees are well protected:
  - Receive a softcopy of the certificate through email
  - Able to find more information on the school website

## **Section D**

### **Late Payment Policy**

- School will consider payments made 1 day made after the scheduled due date(s) included in Schedule B in the Student Contract as late payments.
- Students that pay after the scheduled due dates may have a late payment fee (2% per month of the course fee) imposed on them. Students are required to pay this extra fee in addition to their current payment.
- Students that do not comply with this policy will be considered for withdrawal from the course.

### **Refund Policy and Procedure**

#### **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 organization 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 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 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 Table:**

For Non-Student's Pass holders:

% of [the amount offees paid under Schedules B]	If Student's written notice of withdrawal is received
[90%]	More than 45 days before the Course Commencement Date
[50%]	Before, but not more than 45 days before the Course Commencement Date
[0%]	Upon Course Commencement Date

For Student's Pass holders:

% of [the amount offees paid under Schedules B]	If Student's written notice of withdrawal is received
[90%]	More than [30] days before the Course Commencement Date
[0%]	Before, but not more than [30] days before the Course Commencement Date
[0%]	Upon Course Commencement Date

\*Note : All days refer to calendar days

**Non Refundable Fees:**

- Application Fee
- Course Material Fees
- External Examination Fees
- Fees payable to government authorities or other external parties
- Relevant Bank charges paid by Trent Global College
- Fees charged for administrative services (for example, late fees, re-prints of transcripts)
- All Miscellaneous Fees that are reflected in the Schedule C of the Standard Student Contract

**Notes:**

Conditions where a course may be cancelled:

- The intake does not meet a minimum enrolment of 10 students.
- The lecturer (s) is/are hospitalized, and a substitute lecturer cannot be found.

## Refund Procedure

- For any requests on refunds students are to fill in the Refund Request Form and submit them with any supporting document required to process the refund to the Student & Academic Services Department. Students should state the reasons for the request.
- Student & Academic Services Department will acknowledge the receipt of the refund request by signing on the form. This will be done within 2 working days from the date of application.
- Any refund amounts will be established based on the refund policy stated in the student contract and subjected to the school's Management approval.
- Upon approval, the school will inform you of the outcome of the refund request.
- Should you be eligible for refund, the school will inform you when to collect the refund.
- The whole refund process will not take more than 7 working days from date of application to issuance of funds.
- Refund Request Form can be found on the website under:
- **Student -> Current Students -> Forms**

**Note:** In the event a refund is transferred to an account not residing in SG and a non-SGD account, the College is not liable for differences or loss due to exchange rates and for charges deducted by intermediary and beneficiary bank.

## Transfer / Withdrawal Policy and Procedure

### Policy Statements

The policy on Transfer:

- 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 at the college.
- Course fees paid for the current course can be transferrable to the new course subject to the school's approval. Any transfer of fees will be prorated on the unconsumed fees.
- Trent reserves the right to not grant transfer for course fees.
- 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.

Conditions for Granting 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 School'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.

The policy on Withdrawal:

- The definition of withdrawal is when a student discontinues all courses with the College.
- A student who withdrew will have their student contract terminated.

Conditions for Granting Withdrawal:

- All outstanding fees must be settled prior to request.
- ICA will be informed through the cancellation of the Student's Pass.

Conditions for Refund :

- The School's Refund Policy shall apply for all qualified refunds. Students are to refer to the School's Refund Policy and the Standard Student Contract for further details.

## Student's Pass Status

The Sales Department is to ensure that they inform ICA of any changes to the status of all student pass holders. This would include the following policy guidelines:

- **Course Transfer:** ICA will be informed through the application of the new Student Pass.
- **Course Withdrawal and Deferment:** ICA will be informed through the cancellation of the Student Pass.

## Timeframe for assessing and processing transfer/ withdrawal cases

The entire transfer / withdrawal/deferment process, from point of application to the final outcome, should not be more than 4 weeks. If the final outcome is not in favor of the applicant, respective staffs are to handle each situation according to the School's dispute resolution policy and procedure.

## Course Transfer/Withdrawal/Deferment Procedure

- For any requests on Transfer, Deferment and Withdrawal, students are to fill in the Course Transfer Request Form / Course Module Deferment Form / Course Withdrawal Request Form and submit them to the Student & Academic Services Department for processing. Any supporting documentation that are required to process the request must be submitted along with the respective request form.
- For eligible refund cases, the Refund Request Form will be completed as well.
- Students should state the reasons for the request.
- 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 Course Transfer Request Form / Course Module Deferment Form / Course Withdrawal Request Form or a separate email or letter correspondence would suffice.
- The Student & Academic Services Department will acknowledge the receipt of the student request form (based on the date of application within 2 working days).
- Student & Academic Services Department would need to then arrange a meet-up with the student to understand the student's intention of the Course Transfer / Deferment request. For Course Withdrawal Request, the Academic Head will arrange a meeting with the student to understand the reason of withdrawal, this will be documented in the Academic / Pastoral Counselling Form. If solutions for student retention are not possible after meeting the student, the Academic Director is to seek approval from the General Manager.
- For any refund cases, the Student & Academic Services Department would need to explain and document down in the Refund Request Form on how the refund amount is being computed.
- For all Course Transfers, Sales & Marketing Department would need to adhere to the selection and admission processes.
- For Course Transfers, the Sales & Marketing Department would also need to inform External Academic Partners and seek their approval for students that are enrolled in courses with External Academic Partners (if applicable).
- For Deferment/Withdrawal, the Student & Academic Services Department would also need to inform External Academic Partners and seek their approval for students that are enrolled in courses with External Academic Partners (if applicable).
- Management Team will approve (for Course Transfer / Deferment / Course Withdrawals) all requests in the Course Transfer Request Form / Course Module Deferment Form / Course Withdrawal Request Form.
- Upon Management approval or acknowledgement, Student & Academic Services Department would need to inform students on the student request status through written notification letter via email or recruitment agents.
- Request Forms can be found on the website under:
- **Student -> Current Students -> Forms**



## Dispute Resolution Policy and Procedure

### 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.
- Students & Academic 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).

### 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 Students & Academic Services Department to request for a Feedback Form. Alternatively, students can fill up the Feedback Form and send it via email.
- The Students & Academic Services Department is to acknowledge the feedback / complaint received. This should be done within 3 working days.
- Students & Academic 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 Students & Academic Services Department will explain it clearly to the student. This should be done within 14 working days upon receipt of the Complaint.
- The student should acknowledge the situation within 7 working days, whether he/she accepts or is satisfied with the proposed solution.
- If the student is not satisfied with the proposed solution, he/she can escalate the matter up to the General Manager (for non-academic issues) or the Academic Head (for academic issues). The respective person will investigate the case and take necessary actions to resolve it.
- 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.
- If unfortunately, 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).

### Deferment Policy and Procedure

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

- Course Deferment Form can be downloaded from the website under Current Students -> Student Resources -> Forms

**Conditions for Granting Deferment:**

- Students can apply for deferment only twice.
- Requests for deferment extension will be considered on a case-by-case basis.
- In applying for deferment, student has to take note of the course completion timelines.
- Students are to note that maximum duration allowed to complete a course should not be more than TWICE the normal registered course duration. For example, if a course is registered as 1-year duration, the maximum time allowed to complete the course successfully is 2 years.
- Deferment is subjected to the availability of modules / courses offered. The college reserves the right to offer similar modules / courses in replacement of discontinued modules / 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.

**Conditions for Granting Refund:**

The School's Refund Policy shall apply for all qualified refunds. Students are to refer to the School's Refund Policy and the Standard Student Contract for further details.

**Course Termination Policy**

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:

- Non-payment of school fees
- Poor academic performance
- Poor attendance
- Failure to participate mandatory examinations without valid reasons
- Failure to respond to the college within the allocated deferment period

Students will be informed of the Course Termination through written notification letter via email or recruitment agents.

**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.

## **Section E**

### **Student Support Services**

The comprehensive list of student support services and programmes that is provided by the College to meet the needs of students and enhance overall educational experience is as follow:

#### **For all new International 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
- Airport Pick-up and Drop-off
- Accommodation Support Service
- Arrangement for Medical Screening
- Arrangement for Bank Account Opening
- Visa / Student Pass Application and Collection
- Student Orientation Programme

#### **For all new Local students**

- Student Orientation Programme

#### **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 Counsellor
- Students' Outings and Activities
- Educational Tours
- Library Access for References
- 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 (Refer to Operation Manual: Monitoring of Student Learning)
- Career Networking Sessions
- Career Guidance Counselling
- Industry Visits

#### **For Graduated Students**

- Alumni Events
- Career Networking Sessions

To note: This comprehensive list of student support services is not meant to be exhaustive. The College undertakes the responsibility to continually improve on ensuring that all students' welfare and needs are well taken care of and will do so by college-student engagements through the various student touch points as listed.

## Student Code of Conduct

The following are categories of misconduct:

- Minor Misconduct
- Major Misconduct

### Minor misconducts are considered as follows:

- Frequent Lateness for Classes / Leaving Class Early / Absent from Class Without Valid Reasons
  - Warning letter and counselling shall be given to students who are frequent latecomers, leave classes early or absent from class without valid reasons.
- Foul / Abusive Language / Rumours Mongering / Slandorous allegations directed at Fellow Students / Staff / Office Bearers / Business Associates with the College
  - All students are required to practice courtesy to all fellow students, staff, office bearers, or business associates at all times.
  - Students shall avoid arguments, use of foul or abusive language, threats, insults, defamation, slandering and etc.
- Consumption of Alcohol
  - Students shall not be allowed to consume alcohol in the College
- Smoking on Campus Grounds
  - As this is a smoke-free campus, students are expected to adhere to the policy during their course of study.
  - Those who are caught smoking inside the campus will be subjected to disciplinary action.
- Disruptive Behaviour / Mischief During Lessons
  - Students are expected to be attentive during class at all times. Should they create a nuisance or disturb students in class or disrupt lecturers from lecturing, the lecturers reserve the right to warn the students or send them home if the warning is not taken seriously.
  - Lecturers shall report the students to the Student & Academic Services Department. The Academic Head and Student Affairs Manager shall determine if a counselling session is needed.
- Inappropriate Dress Code
  - Students are expected to adhere to the dress code policies during their course of study. They should ensure appropriate dressing in order to project a professional image. Outlandish, revealing dressing and untidiness are not acceptable.

### Major misconducts are considered as follows:

- Any violations of Singapore laws and ICA regulations
- Criminal Offences / Theft
 

Criminal offences include, but not limited to:

  - Creating fights or injuries on another party in the College's premises
  - Conduct which is likely to endanger the life or injure other classmates
  - Drugs possession / consumption
  - Any other serious offences, criminal or otherwise
  - International Students who work / moonlight illegally
  - Stealing of College properties or student valuables

Vandalism or Mishandling of Office Premises / Assets / Properties (Major)

  - In the event if the student has vandalized or mishandled the Institute's premises, assets or properties for whatsoever reason, the student shall compensate the Institute or replace the damaged items.
- Falsification of Information

- Information provided to the college for the purpose of course application procedures, attendance administration must be accurate, complete and truthful.
- Falsification of information is a serious offence which may result in expulsion.
- Examples of falsification includes forgery of home address, transcript and certificates, fake MCs, etc.
- Cheating
  - Any form of plagiarism or cheating in assignments, projects or examinations will result in a fail grade for the unit and administrative fee may apply.
- Students caught signing / marking attendance for friends
  - Disciplinary actions shall be taken on students who are found to have cheated in their attendance taking.
  - Both students would be dealt with seriously and may be subjected to expulsion.
- Working while on Student Pass
  - Students on Student Pass that have been caught working will be immediately expelled and reported to ICA.
- Infringement of Policies and Procedures
  - All policies and procedures can be obtained from the Student Handbook and will be updated periodically. Students are expected to observe strict adherence to each and every policy and procedure of the Institute.

#### Disciplinary Committee and Hearing

- Based on the discretion of the College, it can hold disciplinary hearings which will discuss and review on misconducts by the Students.
- The College shall ensure a fair hearing for all students without any form of discrimination
- The decision of the Disciplinary Committee is final. No appeals will be entertained.

## **Section F**

### **Advice on Living in Singapore**

Singapore's climate is classified as tropical rainforest climate, with no true distinct seasons. Owing to its geographical location and maritime exposure, its climate is characterized by uniform temperature and pressure, high humidity and abundant rainfall.

#### **Cost of Meals:**

S\$5.00 - S\$7.00/pax per meal

#### **Accommodation rates:**

Room, single –S\$850 to \$1000 per per month

Room, Dual-shared –S\$500 per pax per month (males) Room, Dual-shared – S\$550 per pax per month (female) Room, Quad shared –S\$400 per pax per month

#### **Relevant Singapore Laws**

- Immigration requirements
- Laws on driving
- Drugs and alcohol abuse
- Employment
- Smoking
- Traffic
- Littering
- Any others deemed necessary

#### **Reference to CPE**

The Committee for Private Education (CPE) was appointed by SkillsFuture Singapore (SSG) Board in October 2016 to carry out its functions and powers relating to private education under the Private Education Act. The CPE is supported by a team of dedicated staff from SSG to regulate the sector, provide student services, consumer education and facilitate capability development efforts to uplift standards in the local private education industry.

Committee for Private Education Committee for Private Education 1 Paya Lebar Link #08-08 Paya Lebar Quarter 2 Singapore 408533

Tel: (65) 6785 5785

Enquiry/Feedback Portal: [portal.ssg-wsg.gov.sg/feedback](https://portal.ssg-wsg.gov.sg/feedback)

Website: <https://www.ssg-wsg.gov.sg/>

#### **Operating Hours:**

Mon – Fri : 9.00 am – 5.00 pm

Sat, Sun and Public Holidays : Closed