



# **Student Handbook**

**Version 2.15**

**EIS-HB-1**

**Updated as of 1<sup>st</sup> December 2022**

## Revision History

Version	Description	Effective Date
2.6	Added in a section on Revision History	3 <sup>rd</sup> May 2018
2.7	Added 'Course Material Fees' and 'Medical Insurance Fees' under Non-Refundable Fees.	31 <sup>st</sup> December 2018
2.8	Exclusion of Banker's Guarantee. Shortened processing time.	1 <sup>st</sup> July 2019
2.9	Changed Address, School Management Committee. Added Upper Intermediate in the Certificate in International English, Primary 3 (intensive) and Primary 5 (intensive) in PCAGS. Added Primary 1-6 courses.	8 <sup>th</sup> July 2020
2.10	Updated to Edvantage Institute (Singapore) Added course: Diploma in Enterprise Operations and Entrepreneurship Updated Primary course duration from 10 months to 12 months	10 <sup>th</sup> September 2020
2.11	Added course: Advanced Diploma in Entrepreneurship and Enterprise Innovation Added course: Advanced Diploma in Marketing Technologies and Enterprise Branding	24 <sup>th</sup> September 2020
2.12	Added course: Certificate in Foundation English	18 <sup>th</sup> January 2021
2.13	Update: School Management Committee	4 <sup>th</sup> March 2021
2.14	Updated the handbook's contents so that they are in line with the institute's manuals and website	15 <sup>th</sup> July 2022
2.15	Replaced all mention of the institute's former Principal with mention of the institute's Management Team Changed the parties to whom students can escalate matters, for non-academic issues and academic issues respectively, the COO and the Director of Studies to the institute's Management Team Updated the CPE's contact details	1 <sup>st</sup> December 2022

## Table of Contents

1. School Information .....	6
About the School .....	6
Mission .....	6
Vision .....	6
Values .....	6
Service Guarantee .....	7
EIS's Educational Partner .....	7
Location of the School .....	7
School Management, Academic and Examination Board Members .....	8
Operating Hours .....	8
2. Student's Pass .....	8
Student's Pass Application .....	8
Rejected Application .....	9
Student's Pass Regulations .....	9
Student's Pass Renewal .....	10
3. Pre-Course Counselling .....	10
4. Student Contract .....	11
5. Courses Offered .....	12
1. Certificate in International English .....	13
2. Certificate in Foundation English .....	14
3. Preparatory Course for Cambridge First Certificate in English (FCE) .....	15
4. Preparatory Course for Test of English as a Foreign Language (TOEFL) .....	16
5. Preparatory Course for International English Language Testing System (IELTS) .....	17
6. Preparatory Course for Diploma in TESOL .....	17
7. Preparatory Course for Singapore Cambridge General Certificate of Education (Ordinary Level)	18
8. Preparatory Course for Admission to Government Schools (P2-P5, S1-S3) .....	18
9. Preparatory Course for Admission to Government Schools (P2-5, S1-S3) – Intensive .....	19
10. Primary 1 – 6 .....	19
11. Diploma in Enterprise Operations and Entrepreneurship .....	19
12. Advanced Diploma in Entrepreneurship and Enterprise Innovation .....	20

13. Advanced Diploma in Marketing Technologies and Enterprise Branding.....	20
6. Course Admission .....	21
7. Assessment.....	25
Assessment for CIE/CFE courses & Preparatory Course for FCE / TOEFL.....	25
Assessment for Preparatory Course for IELTS.....	26
Assessment for Preparatory Course for Diploma in TESOL.....	26
Assessment for Preparatory Course for Admission to Government Schools.....	26
Assessment for Preparatory Course for Singapore Cambridge General Certificate of Education (Ordinary Level) .....	26
Performance Grading .....	27
Appeal Process & Procedures (In-House).....	27
Appeal Process & Procedures (External Courses) .....	27
Award Criteria for Course Completion .....	28
8. Modes of Payment & Payment Schedule.....	28
9. FPS (Fee Protection Scheme) .....	29
10. Medical Insurance Scheme.....	29
11. Refund Policy .....	30
Refund for Withdrawal Due to Non-Delivery of Course: .....	30
Refund for Withdrawal Due to Other Reasons: .....	30
Refund during Cooling-off Period:.....	31
Non-Refundable Fees: .....	31
Notes: .....	31
12. Refund Procedure.....	32
13. Transfer & Withdrawal Policy.....	32
Conditions for Granting Transfer and Withdrawal:.....	32
Conditions for Refund: .....	33
Student's Pass Status.....	33
Timeframe for assessing and processing transfer/ withdrawal cases .....	33
14. Transfer & Withdrawal Procedure .....	33
15. Deferment Policy.....	34
Conditions for Granting Deferment .....	34
Student's Pass Status.....	34

Timeframe for assessing and processing Deferment .....	35
16. Deferment Procedure.....	35
17. Dispute Resolution Policy .....	35
Handling of Feedbacks and Complaints .....	35
Alternate Remedies in Dispute Resolution .....	36
18. Dispute Resolution Procedure.....	36
19. Attendance .....	36
Student Code of Conduct .....	38
20. Student Support Services .....	40
21. Opportunities for Further Education & Job Prospect.....	42
22. Relevant Singapore Laws.....	42
23. General Healthcare Services in Singapore .....	43
24. Cost of Living in Singapore .....	44
25. Reference to CPE .....	44
26. Contact Information .....	45

## 1. School Information

### About the School

Formerly known as NYU Language School, Edvantage Institute (Singapore) carries on the legacy of NYU with excellent track record of providing education to international students and Singaporeans.

We prepare you for the jobs of the future.

As the business world rapidly evolves in this new age, we recognise that education must advance together.

The School occupies a central location in the city next to Bencoolen MRT station.

The School official website: <http://www.eis.edu.sg>

### Mission

To create an ecosystem for the exploration and learning of innovation and entrepreneurship.

### Vision

To develop human capabilities for modern international enterprises.

### Values

The School's values are the shared beliefs of its stakeholders.

Exceptional: To strive for excellence.

Determined: Constantly seeking new ways to stay the course.

Ground-breaking: Thinking out of the box and going the less travelled route.

Encompass: To embrace change, diversity and to exemplify compassion.

### **Service Guarantee**

We provide the following Service Guarantee for our courses:

- All our courses and teachers are registered with the Committee for Private Education. Our teachers are qualified and competent to teach all levels.
- All courses will commence on the scheduled dates. If there are any unavoidable delays in commencing classes, the School will notify you at least seven days in advance.
- To ensure that your course matches your educational needs and proficiencies, a placement test is conducted to ascertain the suitability of the course for you, followed by educational counselling.
- All course fees are insured under the Fee Protection Scheme by Lonpac Insurance Bhd. An insurance certificate will be given to you.
- We have procedures to deal with your grievances and complaints and undertake to resolve them within 21 working days.
- In all our dealings, we will always act in an ethical manner, in accordance with the law and the regulations of government agencies in Singapore.
- We will not overcharge anyone and will be truthful in our advertising of our courses.

### **EIS's Educational Partner**

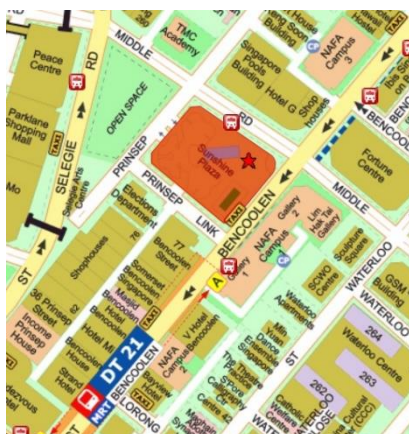
Based in South London, the London Teacher Training College (LTTTC) was established in 1984 and has over the years trained a vast number of TEFL teachers from around the world. The college prides itself on the quality of its courses and the individual attention it is able to provide for every student who enrolls.

There are now over 100 partner schools worldwide which offer LTTTC teacher training programmes and EIS is one of them where students could take the course in a classroom environment. Upon completion of the course, student will receive the LTTTC Diploma in Teaching English to Speakers of Other Languages (TESOL) - Dip TESOL issued by The London Teacher Training College.

### **Location of the School**

Edvantage Institute (Singapore) is located at Sunshine Plaza, 91 Bencoolen Street, #03-01/02/03, Singapore 189652. The map of Edvantage Institute (Singapore) shows its location in Sunshine Plaza and is surrounded by Middle Road, Bencoolen Street, Prinsep Link and Prinsep Street. The School is right in the middle of Singapore's private education district and is surrounded by various schools from a myriad of different specialisations. Buildings of significance such as the Singapore Elections Department, the Singapore Pools Headquarters and the Nanyang Academy of Fine Arts are located in the vicinity.

The School is easily accessible by public transport. It is a 3-minute walk away from Bencoolen MRT station which lies along the downtown line. There are bus stops along Middle Road and Bencoolen Street, which are within walking distance from Edvantage Institute (Singapore).



- Middle Road is served by bus services 56 and 640
- Bencoolen Street is served by bus services 64, 65 and 139.

### School Management, Academic and Examination Board Members

### School management

The school management team is headed by the Director of Studies.

Director of Studies Ms Marhaini A.Hamid

## Academic and Examination Boards

The Academic and Examination Board advises the School management on academic and examination matters. The people below sit on both boards:

Ms Chee Mei Chun, Ms Nance Teo & Ms Marhaini A Hamid

## Operating Hours

The operating hours of the School are as follows:

Monday to Friday 9 am to 6 pm

Saturdays, Sundays and Public Holidays    Closed

## 2. Student's Pass

## Student's Pass Application

The School will help the prospective international student in the application for a Student's Pass. The following documents are needed for the application:



- Birth certificate (with the student's and both parents' names)
- School graduation certificates
- Report card / school transcript (highest level)
- 2 passport-sized photographs against a white background
- 1 photocopy of the original passport
- Documentary proof of financial ability and parent's statement of monthly income (for visa-required countries)
- Names on all documents must tally with the name on the passport

All these documents must be translated to English. Copies of all originals and translated versions must be submitted to Edvantage Institute (Singapore) for Student's Pass application. These original documents need to be ready if the Immigration and Checkpoints Authority (ICA) request for them to verify the submitted photocopies against the originals.

The application for a Student's Pass is done online, through an ICA website. A unique SOLAR+ number will be generated. You will be informed of the SOLAR+ number. Students are required to submit eForms by completing the data items in the electronic forms for the application for a Student's Pass. If necessary, the School will assist in the submission of Student's Pass application to ICA.

The application will be processed by the ICA. This will take about 4 - 6 weeks. The ICA will then inform the School as to the outcome of your application. Students will then receive in-principle approval for the Student's Pass if the application is successful. Students will also be informed if the application is rejected.

If an in-principle approval is received, the School will arrange an appointment for the student with the ICA. Students will have to comply with the requirements stated in the in-principle-approval letter. Student may be required to:

- bring along original documents for verification when you appear for your appointment. Please make sure you have all the documents required.
- undergo a medical examination.

### **Rejected Application**

If the application for a Student's Pass is rejected by the ICA, the student may ask the School to write a letter of appeal on his behalf. The application will be reviewed by the ICA, which will then allow the appeal or reject it.

### **Student's Pass Regulations**

The Student's Pass is not transferable and will be cancelled when anyone ceases to be a student.

If the student withdraws or completes the studies at the School, the School will inform the ICA. The student must return the Student's Pass to the School for cancellation within 7 days of the last day in school. He will be given a copy of the cancellation letter. He will then be able to stay in Singapore for 30 days on a social visit pass.

The initial application fee for a Student's Pass will be paid by the School. Any subsequent fees that may be charged by the ICA in connection with the application must be borne by him.

### **Student's Pass Renewal**

The School will help with the Student's Pass renewal, as long as the student inform us in time. It is the student's responsibility to ensure that his Student's Pass is renewed on time. The School will not be responsible if the pass expires, or the application for renewal is rejected by the ICA due to late submission of the application for renewal.

## **3. Pre-Course Counselling**

All potential students will need to go through a pre-course counselling session by Course Counsellors (Appointed Recruitment Agents and/ or Staff of the School).

Agents are to recommend suitable courses based on the goals and needs of the prospective students.

Agents will need to inform students of which includes:

- Course information.
- Course promotion and award criteria, including the type of certificate awarded at the end of the course.
- Course duration and assessment schedules.
- Application requirements and admission procedures.
- School's location, facilities and infrastructure.
- Further education or job prospect after graduation.
- Matching of aspirations to course learning outcomes.
- School's attendance policy.
- Student support services.
- Refund, transfer, withdrawal and deferment policies.
- Tuition fees, payment schedule and other miscellaneous fees.
- Different methods of payment.
- School's FPS Scheme.
- Terms and conditions of Student Contract.
- Reference to CPE official website.
- For Student's Pass holders.
- Student's Pass application and procedures (for international students).

- Student pass holders 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.

Both Students and Agent/ Staff Member are required to sign off on the Pre-course Counselling Form to confirm that they have fully communicated and understood all communicated information.

#### 4. Student Contract

- 1) The Standard PEI-Student Contract ("Student Contract") adopted by EIS, is a very important legal document between the School and the student.
- 2) It is the responsibility of the School to explain the following contents of the student contract in English or in the native language of the student, where applicable:
  - a. Course information and Fees.
  - b. Refund Policy, including Refunds for Withdrawal for Cause and Refunds for Withdrawal without Cause.
  - c. Any other information as deemed necessary.
- 3) Information on the Student Contract and a copy of the school's student contract is easily found on the School's official website. The website also provides a link to CPE's website (<https://www.ssg.gov.sg/cpe/pei.html>) for students who want to find out more details of the Student Contract.
- 4) All terms and conditions are explained by the School staff to ensure that the student fully understands the contract before signing.
- 5) An addendum will be issued to students who wish to repeat a module (where applicable).
- 6) There is a cooling off period where a maximum refund (less any non-refundable fees) is allowed within 7 working days after signing the Student Contract.
- 7) All students are required to sign the Standard PEI - Student Contract before making any payment for course fees.
- 8) A Student Contract is valid only for admission to one course.

- 9) Any amendments made to the Student Contract are countersigned by both the representative of the School and the Student.
- 10) A parent / guardian is required to sign on the Form 12— Student Advisory Note/Student Contract for students who are below the age of 18.

## 5. Courses Offered

- 1) **Certificate in International English** - Full time and Part time
  - a. Elementary/Intermediate/Upper Intermediate/Advanced
- 2) **Certificate in Foundation English** – Full time and Part time
  - a. Level 1/Level 2/Level 3/Level 4
- 3) **Preparatory Course for Cambridge First Certificate in English (FCE)** - Full time and Part time
- 4) **Preparatory Course for Test of English as a Foreign Language (TOEFL)** - Full time and Part time
- 5) **Preparatory Course for International English Language Testing System (IELTS)** - Full time and Part time
- 6) **Preparatory Course for Diploma in TESOL** - Full time and Part time
- 7) **Preparatory Course for Singapore Cambridge General Certificate of Education (Ordinary Level)** - Full time
- 8) **Preparatory Course for Admission to Government Schools** - Full time
  - a. Primary 2 – 5
  - b. Secondary 1 – 3
- 9) **Preparatory Course for Admission to Government Schools** - Full time
  - a. Primary 2 – 5 (Intensive)
  - b. Secondary 1 – 3 (Intensive)
- 10) **Primary 1 – 6** – Full time

- 11) **Diploma in Enterprise Operations and Entrepreneurship** – Full time and Part time
- 12) **Advanced Diploma in Entrepreneurship and Enterprise Innovation** – Full time and Part time
- 13) **Advanced Diploma in Marketing Technologies and Enterprise Branding** – Full time and Part time

### 1. Certificate in International English

Certificate in International English caters to students who do not have English as their first language and would like to improve their written and spoken command of the language. It is suitable for students who still find difficulty in expressing themselves in speaking and writing despite having learned English as a first language in an education system in which English was the medium of instruction.

The Certificate in International English course is conducted at four levels - Elementary, Intermediate, Upper Intermediate and Advanced. At each level, the four language skills - listening, speaking, reading and writing will be covered.

- **Learning objectives & outcome:** To be proficient in Oral Language, Listening Comprehension, Reading, Writing as well as Social and Cultural Adaption.

#### **Elementary**

- understand and respond to simple questions about yourself and your life;
- understand simple conversations; understand English spoken by native speakers at slower than normal speed;
- read and understand simple articles and public notices;
- speak clearly but slowly so that others can understand and ask for help and direction;
- write simple instructions or messages with few errors in grammar.

#### **Intermediate**

- talk easily with others in common social situations;
- speak clear enough to be easily understood by others;
- exchange opinions with others and express own views;
- read and understand the main points of authentic written materials;
- write in simple correct English in a variety of formats;
- understand and use simple English with confidence.

#### **Upper Intermediate**

- apply learning in a wide range of situations and context pertinent to everyday needs

- maintain and engage in conversations with others in various situations
- speak clearly, naturally and with moderate fluency, in a confident manner
- understand English spoken by native and non-native speakers without needing to ask for clarification
- able to complete writing exercises covering a wide variety of genres
- understand and apply key concepts and learning points in the Student Book and Workbook
- able to deal with common everyday situations in an English-speaking environment

### **Advanced**

- discuss a wide range of topics fluently and with increasing accuracy;
- express clearly feelings and opinions and support those opinions with persuasive arguments;
- speak clearly and naturally in a confident manner;
- understand English spoken at normal speed by native and non-native speakers without needing to ask for clarifications;
- understand main points in English texts.

- **Time:** 9.30 am to 1.00 p.m. or 2.00 pm – 5.30 pm (Monday to Friday, 3 hours per day)

## **2. Certificate in Foundation English**

The Foundation English Course offered by Edvantage Institute (Singapore) allows students to go through a one-year English programme with the school to better equip them for further studies.

The course is conducted at four levels -Levels 1 to 4. At each level, the four language skills - Listening, Speaking, Reading and Writing will be developed. Common grammatical structures that are used in spoken and written English, and the progression from sentence to paragraph to text in written English will be discussed throughout. Students will learn how to use English in different kinds of communicative situations, and they will gain the skills and confidence needed to use English in every aspect of life, at work and in social situations.

This is a suitable course for students who would like to further their studies at the Diploma level or above.

**Learning objectives & outcome:** To be proficient in Oral Language, Listening Comprehension, Reading, Writing as well as Social and Cultural Adaption.

### **Level 1**

- understand and respond to simple questions about yourself and your life;
- understand simple conversations; understand English spoken by native speakers at slower than normal speed;
- read and understand simple articles and public notices;

- speak clearly but slowly so that others can understand and ask for help and direction;
- write simple instructions or messages with few errors in grammar.

## **Level 2**

- talk easily with others in common social situations;
- speak clear enough to be easily understood by others;
- exchange opinions with others and express own views;
- read and understand the main points of authentic written materials;
- write in simple correct English in a variety of formats;
- understand and use simple English with confidence.

## **Level 3**

- apply learning in a wide range of situations and context pertinent to everyday needs
- maintain and engage in conversations with others in various situations
- speak clearly, naturally and with moderate fluency, in a confident manner
- understand English spoken by native and non-native speakers without needing to ask for clarification
- able to complete writing exercises covering a wide variety of genres
- understand and apply key concepts and learning points in the Student Book and Workbook
- able to deal with common everyday situations in an English-speaking environment

## **Level 4**

- discuss a wide range of topics fluently and with increasing accuracy;
- express clearly feelings and opinions and support those opinions with persuasive arguments;
- speak clearly and naturally in a confident manner;
- understand English spoken at normal speed by native and non-native speakers without needing to ask for clarifications;
- understand main points in English texts.

- **Time:** 9.30 am to 1.00 p.m. or 2.00 pm – 5.30 pm (Monday to Friday, 3 hours per day)

### **3. Preparatory Course for Cambridge First Certificate in English (FCE)**

The First Certificate in English (FCE) is the most widely taken Cambridge EFL examination, with more than a quarter of a million candidates yearly.

The FCE examination tests the ability of candidates to handle the main structures of the English language with some confidence, show knowledge of a wide range of vocabulary and communicate in a number of social situations. When listening or reading, candidates should be able to go beyond

able to pick out items of information, and they should be able to distinguish between main and subsidiary points and between the gist of a text and specific detail. They should be able to write texts of various types, showing the ability to develop an argument as well as describe or recount events.

- **Learning objectives & outcome:** To be proficient in Oral Language, Listening Comprehension, Reading, Writing as well as Social and Cultural Adaption.
  - Be able to read texts of various kinds (informative and general interest) and to show understanding of both general and detailed text structures and meaning.
  - Be able to write letters, articles, reports and compositions for a given purpose covering a range of topics.
  - Be able to show knowledge and control of the language system by completing a number of tasks.
  - Be exposed to short extracts and longer monologues, announcements, extracts from radio programmes, news and feature articles.
  - Be able to respond to questions and interact in conversational English.
- **Time:** 9.30 am to 1.00 p.m. or 2.00 pm – 5.30 pm (Monday to Friday, 3 hours per day)

#### 4. Preparatory Course for Test of English as a Foreign Language (TOEFL)

The Test of English as a Foreign Language (TOEFL) measures the ability of non-native speakers of English to use and understand American English at university level. It measures English language proficiency in reading, listening, and writing. It is used as an entrance requirement by universities in the United States, Canada and several other countries. Polytechnics and universities in Singapore also use the TOEFL as an English language entrance test for international students. In addition, many government agencies, scholarship programs, and licensing/certification agencies use TOEFL scores to evaluate one's English proficiency.

The TOEFL test is conducted by ETS, the world's largest private educational testing organisation.

- **Learning objectives & outcome:** To be proficient in Oral Language, Listening Comprehension, Reading, Writing as well as Social and Cultural Adaption.
  - To converse and argue in various contexts, on both personal and academic levels.
  - To understand interventions of a certain length in various fields when standard language is used.
  - To read texts of a certain length in an academic context.
  - To summarize information from different sources and media.
  - To write a structured formal or argumentative text of a certain length.
  - To deal with basic intercultural differences.
  - To develop independent learning strategies, especially those relevant to exams.



- **Time:** 9.30 am to 1.00 p.m. or 2.00 pm – 5.30 pm (Monday to Friday, 3 hours per day)

## 5. Preparatory Course for International English Language Testing System (IELTS)

The IELTS course focuses on developing the four skills tested in the exam. Familiarise students with the format of the examination.

- Develop different skills, such as increasing reading speed and planning an essay.
  - Expose students to multiple examination strategies.
  - Develop academic vocabulary and polishing grammar.
  - Familiarise students with multiple practice tests.
- **Learning objectives & outcome:** To be proficient in Oral Language, Listening Comprehension, Reading, Writing as well as Social and Cultural Adaption. The course focuses on the following:
    - interpret and describe graphs in writing;
    - write a discursive or opinion essay;
    - read and interpret academic texts;
    - answer comprehension questions on written texts as found in the IELTS examination;
    - identify specific information and infer point of view in written texts;
    - take part in discussions and practice speaking ;
    - perform with confidence in the oral component of the examination;
    - take accurate notes from a spoken text or dialogue;
    - listen to a variety of spoken text types of the kind used in IELTS exam.
  - **Time:** 9.30 am to 1.00 p.m. or 2.00 pm – 5.30 pm (Monday to Friday, 3 hours per day)

## 6. Preparatory Course for Diploma in TESOL

This course allows students to acquire the necessary English teaching skills, techniques, knowledge and training to be effective teachers in a modern classroom.

- **Learning objectives & outcome:**
  - understand how language is acquired
  - understand what constitutes error in language acquisition
  - know the principles on which language teaching is based
  - understand phonetics and phonology
  - know which methodologies can be used to teach English
  - know how to use materials and aids to teach English in the class

- know how to organise the class
- know how to design lesson plans
- **Full-time Duration:** 8 weeks, 3 hours per session
  - 5 days per week (Monday – Friday, 6.00pm - 9.00pm)

**Part-time Duration:** 16 weeks, 2.5 hours per session

- 3 days per week (Monday – Friday, 6.30pm -9.00pm)
- Modules: Language Theory, Language Teaching Methodology, Classroom Planning and Organisation, and Linguistics and Language

## 7. Preparatory Course for Singapore Cambridge General Certificate of Education (Ordinary Level)

The University of Cambridge International Examinations (CIE), the Ministry of Education, Singapore and the Singapore Examinations and Assessment Board (SEAB) are the joint examining authorities for the Singapore-Cambridge GCE O-Level examination. EIS will assist students in preparing for the Cambridge GCE O-Level Examination.

- **Learning objectives & outcome:** Students will be taught the content of selected subjects according to the syllabi set by Ministry of Education in preparation for the Singapore-Cambridge GCE Ordinary Levels examinations in October -November.
- **Duration:** 18 months (Monday – Friday, 6 hours per day)
- **Subjects:** Students have a choice of the following possible subject combination choices. The approval of any other subject combination is at the sole discretion of the School:
  - English, Mathematics, Business Studies, Principles of Accounts, Additional Mathematics, Bahasa Melayu, Chinese, History, English Literature, Science, Economics, Geography, or Combined Humanities

## 8. Preparatory Course for Admission to Government Schools (P2-P5, S1-S3)

The Preparatory Course is to help the students bridge the gap between the education systems in home country and Singapore.

- **Learning objectives & outcome:** Be able to handle primary/secondary level English and Mathematics in a local school.

- **Time:** 2.00 pm to 5.30 p.m. (Monday to Friday, 3 hours per day)
- **Subjects:** English, Mathematics

#### 9. Preparatory Course for Admission to Government Schools (P2-5, S1-S3) – Intensive

The Preparatory Course is to help students bridge the gap between the education systems in their home countries and Singapore.

- **Learning objectives & outcome:** Be able to handle primary/secondary level English and Mathematics in a local school.
- **Time:** 9.30 am to 5.30 p.m. (Monday to Friday, 6 hours per day)
- **Subjects:** English, Mathematics

#### 10. Primary 1 – 6

The Primary course prepares students on subject based learning where they will learn subjects such as languages, mathematics, science, art, music and social studies.

- **Learning objectives & outcome:** Be able to handle primary level subjects.
- **Duration:** 12 months
- **Time:** 8.00 am to 12.00 p.m. (Monday to Friday, 3 hours per day)
- **Subjects:** English, Mathematics, Science, Chinese, Filipino, Music, Arts and Crafts, Social Studies, Physical Education, Values Education

*For a more detailed course outline, please contact Edvantage Institute (Singapore) (refer to Clause 26. Contact Information) or visit our website at <http://www.eis.edu.sg/>.*

#### 11. Diploma in Enterprise Operations and Entrepreneurship

The Diploma in Enterprise Operations and Entrepreneurship prepares students for the working world with real-life and relevant skills.

- **Modules:** Economics for Business, Business Functions and Operational Processes, Human Capital Development in Business, Entrepreneurship Principles, Essentials of Marketing, Financial Accounting.
- **Duration:** 8 months

*For a more detailed course outline, please contact Edvantage Institute (Singapore) (refer to Clause 26. Contact Information) or visit our website at <http://www.eis.edu.sg>.*

## **12. Advanced Diploma in Entrepreneurship and Enterprise Innovation**

The Advanced Diploma in Entrepreneurship and Enterprise Innovation prepares students for the working world with real-life and relevant skills.

- **Modules:** Economics for Business, Business Functions and Operational Processes, Human Capital Development in Business, Entrepreneurship Principles, Essentials of Marketing, Financial Accounting, Business Strategy for Competitive Advantage, Design Thinking for Business Innovation, Business Forecasting and Budgeting, Business Ideation, Prototypes and Implementation, Business Acceleration and Growth, Entrepreneurship Project (Group).
- **Duration:** 16 months

*For a more detailed course outline, please contact Edvantage Institute (Singapore) (refer to Clause 26. Contact Information) or visit our website at <http://www.eis.edu.sg>.*

## **13. Advanced Diploma in Marketing Technologies and Enterprise Branding**

The Advanced Diploma in Marketing Technologies and Enterprise Branding prepares students for the working world with real-life and relevant skills.

- **Modules:** Economics for Business, Business Functions and Operational Processes, Human Capital Development in Business, Entrepreneurship Principles, Essentials of Marketing, Financial Accounting, Branding Strategy for Business, Digital and AI Marketing, Events as a Marketing Tool, Customer Analysis and Segmentation, Integrated Marketing Communications Planning, Marketing Project (Group)
- **Duration:** 16 months

For a more detailed course outline, please contact Edvantage Institute (Singapore) (refer to Clause 26. Contact Information) or visit our website at <http://www.eis.edu.sg>.

## 6. Course Admission

Course title	Pre-requisite
Certificate in International English (Elementary)	Speak and understand simple English or through placement test
Certificate in International English (Intermediate)	English at elementary level or through placement test
Certificate in International English (Upper Intermediate)	English at intermediate level or through placement test
Certificate in International English (Advanced)	English at upper intermediate level or through placement test
Certificate in Foundation English – Level 1	Speak and understand simple English or through placement test
Certificate in Foundation English – Level 2	English at Level 1 or through placement test
Certificate in Foundation English – Level 3	English at Level 2 or through placement test
Certificate in Foundation English – Level 4	English at Level 3 or through placement test
Preparatory Course for Cambridge First Certificate in English (FCE)	English at advanced level or through placement test; or a pass in English or equivalent in your home country
Preparatory Course for Test of English as A Foreign Language (TOEFL)	English at advanced level or through placement test
Preparatory Course for International English Language Testing System (IELTS)	English at advanced level or through placement test; or a pass in English or equivalent in your home country
Preparatory Course for Diploma in TESOL	At least five passes in GCE 'O' Level to include a pass in English; or equivalent qualification in own country; or other qualification in English, e.g. IELTS Band 5.5 / TOEFL 600. Age - Young adults to retirees welcome. Min. 18 years.

**Preparatory Course for Admission to Government Schools:**

<b>Course Title</b>	<b>Age</b>	<b>Academic level</b>	<b>Language Proficiency</b>
Preparatory Course for Admission to Government schools (Primary 2)	At least 7	At least completed Primary 1 in student's home country or equivalent	Completed an English course in home country
Preparatory Course for Admission to Government schools (Primary 2) (Intensive)	At least 7	At least completed Primary 1 in student's home country or equivalent	Completed an English course in home country
Preparatory Course for Admission to Government schools (Primary 3)	At least 8	At least completed Primary 2 in student's home country or equivalent	Completed an English course in home country
Preparatory Course for Admission to Government schools (Primary 3) (Intensive)	At least 8	At least completed Primary 2 in student's home country or equivalent	Completed an English course in home country
Preparatory Course for Admission to Government schools (Primary 4)	At least 8	At least completed Primary 3 in student's home country or equivalent	Completed an English course in home country
Preparatory Course for Admission to Government schools (Primary 4) (Intensive)	At least 8	At least completed Primary 3 in student's home country or equivalent	Completed an English course in home country
Preparatory Course for Admission to Government schools (Primary 5)	At least 9	At least completed Primary 4 in student's home country or equivalent	Completed an English course in home country
Preparatory Course for Admission to Government schools (Primary 5) (Intensive)	At least 9	At least completed Primary 4 in student's home country or equivalent	Completed an English course in home country

Preparatory Course for Admission to Government schools (Secondary 1)	At least 12	At least completed Primary 6 in student's home country or equivalent	Completed an English course in home country
Preparatory Course for Admission to Government schools (Secondary 1) (Intensive)	At least 12	At least completed Primary 6 in student's home country or equivalent	Completed an English course in home country
Preparatory Course for Admission to Government schools (Secondary 2)	At least 13	At least completed Secondary 1 in student's home country or equivalent	Completed an English course in home country
Preparatory Course for Admission to Government schools (Secondary 2) (Intensive)	At least 13	At least completed Secondary 1 in student's home country or equivalent	Completed an English course in home country
Preparatory Course for Admission to Government schools (Secondary 3)	At least 14	At least completed Secondary 2 in student's home country or equivalent	Completed an English course in home country
Preparatory Course for Admission to Government schools (Secondary 3) (Intensive)	At least 14	At least completed Secondary 2 in student's home country or equivalent	Completed an English course in home country

**Preparatory Course for Singapore Cambridge General Certificate of Education (Ordinary Level):**

Course title	Pre-requisite
Preparatory Course for Singapore Cambridge General Certificate of Education (Ordinary Level)	Aged 15 years & above as of 1st January in the year of registration. Minimum English Language requirement of IELTS 5.0 or equivalent.

**Primary 1 – 6:**

Course title	Pre-requisite
Primary 1	Completed Kindergarten 2 or equivalent
Primary 2	Completed Primary 1 or equivalent
Primary 3	Completed Primary 2 or equivalent
Primary 4	Completed Primary 3 or equivalent
Primary 5	Completed Primary 4 or equivalent
Primary 6	Completed Primary 5 or equivalent

**Diploma in Enterprise Operations and Entrepreneurship / Advanced Diploma in Entrepreneurship and Enterprise Innovation / Advanced Diploma in Marketing Technologies and Enterprise Branding**

Course title	Pre-requisite
Diploma in Enterprise Operations and Entrepreneurship / Advanced Diploma in Entrepreneurship and Enterprise Innovation / Advanced Diploma in Marketing Technologies and Enterprise Branding	<p><b><u>Local Entry Requirements</u></b></p> <p><b>Academic Level</b></p> <ul style="list-style-type: none"> <li>- Relevant Diploma from local polytechnics/PEIs or equivalent, or;</li> <li>- 2 GCE 'A' Level Credits (Grade D and above) exclude all languages</li> </ul> <p><b>Language Proficiency</b></p> <ul style="list-style-type: none"> <li>- Minimum C6 in English Language at GCE 'O' Levels, or;</li> <li>- Pass the English Placement Test</li> </ul> <p><b><u>International Entry Requirements</u></b></p> <p><b>Academic Level</b></p> <ul style="list-style-type: none"> <li>- Completed Year 12 or equivalent in the home country of the applicant</li> </ul> <p><b>Language Proficiency</b></p> <ul style="list-style-type: none"> <li>- International English Language Testing System (IELTS) 5.5 or equivalent, or;</li> <li>- Completed English Language in Year 12 or equivalent, or;</li> <li>- Pass the English Placement Test</li> </ul>



	<p><b><u>Mature Candidates Requirements</u></b></p> <ul style="list-style-type: none"> <li>- International English Language Testing System (IELTS) 5.5 or equivalent, or;</li> <li>- Pass the English Placement Test, and;</li> <li>- At least 30 years of age at the time of registration with 8 years of working experience will be considered on a case-by-case basis if the applicant does not have the academic minimum requirement.</li> </ul>
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### Student Teacher Ratio

It ranges from 7 to 19 students per teacher.

## 7. Assessment

### Assessment for CIE/CFE courses & Preparatory Course for FCE / TOEFL

Besides the two termly tests, students are also assessed based on:

- **PRESENTATIONS:**

Each student is to do two presentations in a term, **an individual presentation and a group presentation**. Marks for these presentations will be considered under 'ASSIGNMENTS' which makes up 30% of the student's final marks.

- **ESSAYS:**

It is **compulsory** for students of EIS to write **a minimum of 8 essays per term**. Marks for the essays will be considered under 'ASSIGNMENTS' which makes up 30% of the student's final marks.

The percentage breakdown for the final result is as follows:

ITEM	PERCENTAGE
MID-TERM TEST	20%
FINAL TERM TEST	40%
ASSIGNMENTS	30%
CLASS PARTICIPATION	10%
TOTAL	100%

Please refer to the calendar in your class for the exact assignment and presentation dates.

**Assessment for Preparatory Course for IELTS**

ITEM	PERCENTAGE
MID-TERM TEST	20%
FINAL TERM TEST	30%
INDIVIDUAL PRESENTATION	10%
GROUP PRESENTATION	10%
ESSAY	20%
PROJECT WORK	10%
TOTAL	100%

**Assessment for Preparatory Course for Diploma in TESOL**

- A test is conducted at the end of each module. Students are required to do a practicum upon completion of all 4 modules.
- Upon completing all the modules, you will receive a letter of completion from EIS within 21 days from the last day of the course.

**Assessment for Preparatory Course for Admission to Government Schools**

- Your course assessment will be based on two assessments, a mid-term examination and a final-term examination for English and Mathematics. Your assessment results will be included in the final report.

ITEM	PERCENTAGE
MID-TERM TEST	50%
FINAL TERM TEST	50%
TOTAL	100%

**Assessment for Preparatory Course for Singapore Cambridge General Certificate of Education (Ordinary Level)**

- A test will be conducted every 6 weeks to allow us to monitor your child's progress. In keeping with our policy of involving the parents and guardians, we will be sending you quarterly detailed course reports.

ITEM	PERCENTAGE
MID-TERM TEST	50%
FINAL TERM TEST	50%
TOTAL	100%

**Performance Grading**

GRADES	MARKS
DISTINCTION	80 - 100
CREDIT	65 - 79
PASS	50 - 64
FAIL	0 - 49
ABSENT	ABSENT

**Appeal Process & Procedures (In-House)**

- Upon release of results, students who are dissatisfied with the outcome may submit an Examination Appeal Form to the School. This is to be done within 7 working days upon the release of examination results.
- The Administrative Manager will acknowledge the receipt of the appeal form within 3 working days.
- Appeal will be assessed and submitted to the Academic and Examination Board Chairman for review and approval.
- Please note that all decisions made by the Academic and Examination Board are final.
- The student will be informed of the final decision within 4 weeks from the date of the appeal.

**Appeal Process & Procedures (External Courses)**

- Upon release of results, students who are dissatisfied with the outcome may submit an Examination Appeal Form to the Administrative Manager. This is to be done within 7 working days upon the release of examination results.
- The Administrative Manager will acknowledge the receipt of the Examination Appeal Form within 3 working days and proceed to submit the appeal to the External Partner.
- All decisions made by the External Partner are subject to their appeal processes, and decisions are final.
- Students will be informed of the appeal outcome within 4 weeks of the date of the appeal.

### Award Criteria for Course Completion

- Pass the overall grading.
- Keep attendance above 90% (for Student's Pass holders).
- Keep attendance above 75% (for non-Student's Pass holders).

### Type of Certification Awarded

- In-house certificate awarded



## **8. Modes of Payment & Payment Schedule**

- a. After signing the Student Contract, the Student can choose to make payment via one of these modes: Cash
- b. Internet Banking/TT Remittance: students and the school bear their own bank charges.
- c. Cheque payable to School
- d. Flywire

All cheques should be crossed and made payable to "Edvantage Institute (Singapore)".

For international payment via Flywire, please go to [edvantageinstitutesingapore.flywire.com](https://edvantageinstitutesingapore.flywire.com). All fees must be paid in Singapore dollars.

All fees will be collected based on the payment schedules stated in the standard Student Contract.

## 9. FPS (Fee Protection Scheme)

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. The FPS also protects the student if the PEI fails to pay penalties or return paid 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 EIS except for course with duration less than one month or 50 hours. The actual premium amount to be paid for both local and international students will be calculated from the day the first payment is made by the student.

Apart from the Application fee, Miscellaneous fee (Standard Student Contract - Schedule C) and GST, all fees paid will be insured under Lonpac Insurance Bhd. A copy of the Fee Protection Scheme will be given to the student by hand or via email.

Insurance Company: **Lonpac Insurance BHD**

## 10. Medical Insurance Scheme

Effective 1 November 2015, Singapore Citizens (SC) and Singapore Permanent Residents (SPR) will be covered under the new Medishield Life scheme, thus no additional medical insurance will be purchased for these students.

The School purchases a group medical insurance for all its students (except SC/SPR) throughout the duration of their course. The coverage features:

- an annual limit of not less than S\$20,000.00 per student;
- admission to at least a B2 ward in government and restructured hospitals; and
- 24 hours coverage in Singapore and overseas (if you are involved in School-related activities).

The purchase of the mandatory medical insurance described above does not apply to students studying on a part-time basis or those taking courses that are no more than 30 days or 50 hours in duration.

Student will be given a copy of the original medical insurance policy stating clearly the policy's terms and conditions, the claim procedure, any exclusions, etc.

## 11. Refund Policy

The Management Team ensures that the School's refund policy is detailed for any payments made. Time taken to process all refund requests will be done within 7 working days.

The School adopts the Refund Policy as per the Standard Student Contract as set out by CPE. This Policy acts 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

School Refund Policy as per the clauses stated in the Standard Student Contract:

### **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:

- i. the School does not commence the Course on the Course Commencement Date;
- ii. the School terminates the Course before the Course Commencement Date;
- iii. the School does not complete the Course by the Course Completion Date;
- iv. the School terminates the Course before the Course Completion Date;
- v. the School 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
- vi. 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 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 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 upon the signing of the contract 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:**

% of [the amount of fees paid under Schedules B]	If Student's written notice of withdrawal is received:
[75%]	more than [30] days before the Course Commencement Date
[50%]	[14-30] days before the Course Commencement Date
[0%]	Less than [14] days before Course Commencement Date
[0%]	After Course Commencement Date

**Non-Refundable Fees:**

- Application Fees
- Miscellaneous Fees
- Course Material Fees
- Medical Insurance Fees

**Notes:**

Conditions where a course may be cancelled:

- 1) The intake does not meet a minimum enrolment of 4 students.
- 2) The teacher is suddenly hospitalized, and a substitute teacher cannot be found.
- 3) The acts of God, force majeure, strikes, war, riot and any other causes of such nature.

## 12. Refund Procedure

- 1) Fill out the Student Request Form and submit it to the School.
- 2) The School will meet up with the student to acknowledge the refund request and to work out if any refund is eligible.
- 3) Any amount for refund will be subjected to the approval of the School's Management Team.
- 4) The school will inform the student of the outcome of the refund request.
- 5) Should the student be eligible for a refund, the student will be informed of the date for collection of the refund.
- 6) The whole refund process will not take more than 7 working days from the date of application.

## 13. Transfer & Withdrawal Policy

- A student who requests for an internal course transfer within the School must have his existing contract terminated. This includes students who change courses or period of study (from full-time to part-time or vice versa). A new student contract will be signed based on the procedures for executing student contracts. The Refund Policy applies, unless otherwise agreed between the School and the student.
- All request must be made in writing. Verbal notice is not accepted.
- The student must also fulfil all the admissions criteria of the new course and will be subjected to the School's student selection and admission procedures.
- A student who withdraws from the School to enrol with another school (i.e. discontinues all its courses with the school) shall be deemed to have withdrawn from the School and the refund policy and procedures shall apply.
- For students that are under 18 years of age, written consent from the parent / legal guardian must be obtained.

### Conditions for Granting Transfer and Withdrawal:

All outstanding fees must be settled prior to request for withdrawal and/or transfer

Student to fill in the Student Request Form, including submission of any supporting documents and adhering to the process as stated in the Course Transfer and Withdrawal Procedures.



**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**

For Course Transfers

- For Student's Pass holder, course transfer is subject to ICA's approval of the new Student's Pass.

For Course Withdrawals

- Student's Pass holder is required to submit his/her passport and Student's Pass to the School for cancelation of Student's Pass with ICA.

**Timeframe for assessing and processing transfer/ withdrawal cases**

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

**14. Transfer & Withdrawal Procedure**

- 1) Student to fill in the Student Request Form, including the submission of any supporting documents.
- 2) Requests for transfer are treated as withdrawal from a course and treated as a new application for a new course. Student must meet the entry requirements of the course applied for.
- 3) For students under 18 years old, requests for transfer/withdrawal must be accompanied by student's parent's/ guardian's written approval.
- 4) Requests for transfer/withdrawal will only be considered for students that do not have any outstanding payments due to EIS.
- 5) The outcome of application for course transfer/withdrawal will be processed and notified in writing within 4 weeks from the date of submission of written request.
- 6) Upon approval of the transfer/withdrawal, the previous student contract will be voided.
- 7) The Refund Policy will apply for all qualified refunds.

## 15. Deferment Policy

- A student who requests for Deferment (i.e., to delay or postpone the course) will either have their existing contract terminated or an addendum signed to reflect the changes.
- For students under 18 years old, requests for deferment must be accompanied by the student's parent's/ guardian's written approval.
- Any deferment would be addressed on a case-by-case basis and the School will have the final decision on the approval of deferment.

### Conditions for Granting Deferment

The School will have final say in all deferment cases. This will be based on availability of the Schedules and Classes.

Students can apply for deferment of semester / unit ONLY ONCE. Extension of deferment period will only be considered should there be very valid reasons and additional supporting documents provided by the student.

In applying for deferment, student has to take note of the course completion timelines. Students must ensure that there is sufficient time for them to complete their studies according to the timeline.

Course Completion Timeline:

- Students must complete their course within the following timeline from the date of class commencement:
- 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.

Offering of units / courses are subject to availability. The school reserves the right to offer similar unit(s) in replacement of discontinued unit(s).

### Student's Pass Status

For Student's Pass holder, Deferments are subjected to ICA's approval of the new Student's Pass. The School will inform ICA in the event of any Deferments. Student's Pass will be cancelled.

### **Timeframe for assessing and processing Deferment**

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

## **16. Deferment Procedure**

- 1) Student to fill in Student Request Form, including submission of any supporting documents.
- 2) For students under 18 years old, request for deferment must be accompanied by student's parent/ guardian approval in written form.
- 3) Outcome of application for course deferment will be processed and notified in writing within 4 weeks from the date of submission of written request for deferment.
- 4) Upon approval of the deferment, the previous student contract will be considered as void or an addendum is to be signed.

## **17. Dispute Resolution Policy**

### **Handling of Feedbacks and Complaints**

The School accepts both written (emails / letters / Feedback Forms) and verbal communications (meetings / telephone correspondences) for ease of providing feedback.

The School is to seek feedback from its key stakeholders and external partners for continual improvement of its systems and processes.

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

- a) In the event of any appeals for retention, suspension, expulsion and awards, the School's Dispute Policy and Process shall follow.
- b) It is the responsibility of the Administrative Manager to notify relevant departments of any feedbacks and complaints.
- c) Students must be kept informed of the status of their feedback / complaints.
- d) Administrative Manager is to respond to respective students within 3 working days of receipt of the feedback / complaint.

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

All feedback and complaints are to be evaluated, and improvements to be made in response to them. Such improvements are to be documented for re-evaluation after its implementation, and the complainant/person giving feedback will be informed.

### **Alternate Remedies in Dispute Resolution**

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

## **18. Dispute Resolution Procedure**

1. Fill in the Feedback Form and submit it to the School.
2. The School will acknowledge your feedback/complaint within 3 working days.
3. Within 7 working days, the School will propose a solution to you.
4. If the student rejects the proposed solution, he / she can escalate the matter up to the Management Team for non-academic issues and for academic issues. The relevant parties will investigate the case and take the necessary actions to resolve it.
5. Should the final resolution still be unsatisfactory, you will be referred to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) by the Administrative Manager.
6. The entire process should not take more than 21 working days.

## **19. Attendance**

### **1. Attendance Policy, Procedure and Information**

- a. The School 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 School whenever a student on a 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 School.
- b. Attendance Policy will be communicated to students during Orientation and requirements are also available and stated in the [Student Handbook](#).

## 2. Attendance Policy, Procedure and Information

2.1. As set out in the Terms and Conditions of Student's Pass, Student Pass Holders who miss 7 consecutive days of class will be liable to have their Student Pass be cancelled with effect from the 8<sup>th</sup> day and the [Letter of Cancellation](#) will be sent to Student's place of residence in Singapore as registered with the School.

2.2. The following table for actions to be taken form part of the Student Attendance Policy.

Attendance Rate	Action to be Taken (Local Students)
<b>77 - 80% in any month</b>	1 <sup>st</sup> Warning Letter to be issued Parent / guardian is to be informed (if student <18)
<b>77 - 80% in any subsequent months</b>	2 <sup>nd</sup> Warning Letter to be issued Parent / guardian is to be informed (if student <18)
<b>&lt;75% at any given time during the course</b>	May result in termination of student contract Parent / guardian is to be informed (if student <18)

Attendance Rate	Action to be Taken
92 - 94% in any month	1 <sup>st</sup> Warning Letter to be issued Parent / guardian is to be informed (if student <18)
92 - 94% in any subsequent months	2 <sup>nd</sup> Warning Letter to be issued Parent / guardian is to be informed (if student <18)
<90% at any given time during the course	May result in the cancellation of Student's Pass Parent / guardian is to be informed (if student <18)

2.3. Students will be informed of the minimum attendance requirements and policy via Student Orientation and [Student Handbook](#).

### Student Code of Conduct

### 3. Disciplinary Policy

a. The following are categories of misconduct: -

- Minor Misconduct
- Major Misconduct

b. 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 School  
→ 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 etc.
- Consumption of Alcohol  
→ Students shall not be allowed to consume alcohol in the School
- 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 Teachers from lecturing, the Teachers reserve the right to warn the students or send them home if the warning is not taken seriously.
    - **Teachers** shall report the students to the Administrative Manager. The **Director of Studies** 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.
- c. Major misconducts are considered as follows: -
- Criminal Offences / Theft
    - Criminal offences include, but not limited to: -
      - ▶ Creating fights or injuries on another party in the School'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 School properties or student valuables
  - Vandalism or Mishandling of Office Premises / Assets / Properties (Major)
    - In the event if the student has vandalized or mishandled the School's premises, assets or properties for whatsoever reason, the student shall compensate the School or replace the damaged items.
  - Falsification of Information
    - Information provided to the School 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.

- Cheating
    - Any form of plagiarism or cheating in assignments, projects or examinations will result in 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 School.
- d. Disciplinary Committee and Hearing
- Based on the discretion of the School, it can hold disciplinary hearings which will discuss and review on misconducts by the Students.
  - The School shall ensure a fair hearing for all students without any form of discrimination.

## 20. Student Support Services

The core list of support services is:

- a) Student handbook is given out to all newly enrolled students to orientate them on important information of the School
- b) Medical Insurance coverage in accordance with the guidelines by CPE is provided to all enrolled students, via NTUC Income Insurance Co-operative Limited. There can be an exemption for Singaporean/PR if they are already covered by their own medical insurance plan.
- c) The Corporate and Student Services department that handles / processes all student requests.



- d) Feedback form is easily available for students to provide valuable insights into helping the School to continually improve the student experience.

List of Comprehensive Services Available in the School:

a) For all new students

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

- Visa / Student's Pass Application
- Student Orientation Programme

b) For all Current & Enrolled Students

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

- Designated Counsellor
- Students' Outings and Activities
- Library Access for References
- Personalize updates to parents on admission matters / students' progress which includes:
  - Informing parents on student admission matters.
  - Informing parents on student issues, including attendance rate, behaviour, academic performance, etc.
- Student Progress Reports
- Management Team – Student dialogue sessions.

c) For enhancing overall Student Experience

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

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

To note: This comprehensive list of student support services is not meant to be exhaustive. The School undertakes the responsibility to continually improve on ensuring that all students'

welfare and needs are well taken care of and will do so by school-student engagements through the various student touch points as listed.

## 21. Opportunities for Further Education & Job Prospect

- Students who are taking the language course at different levels will be able to use English during job interviews or to gain admission into other courses
- Students who are taking the preparatory course will be able to enter a government primary or secondary school for further education subject to the result of the AEIS & S-AEIS test.
- Students who are taking the TOEFL/IELTS course will be able to help them score in the exam so as to enable them to apply for diploma or degree courses in Singapore.

## 22. Relevant Singapore Laws

Singapore is a society with an emphasis on rules and regulations, with punishments that include jail, fine and caning or a combination of the three. Note that the list given below is not comprehensive.

### ICA & MOM

- Applicant is required to note the following conditions:
  - a) He/She is only permitted to attend the course at the school as stated in the Student's Pass;
  - b) He/She shall attend the class regularly; and
  - c) He/She shall surrender the Student's Pass for cancellation within 7 days of the date of cessation or termination of studies.
- The school is required to inform ICA if:
  - a) The applicant has failed to attend classes for a continuous period of 7 days or more without any valid reason; or
  - b) The applicant has not attended classes regularly i.e. where the percentage of attendance is 90% or lower in any month of the course without any valid reason; or

- c) The applicant's studies in the school have been terminated.
- You are not allowed to work in Singapore if you are a Student's Pass holder.
- Your attendance must be at least 90% in any calendar month.
- For more information, please visit:
  - [www.ica.gov.sg](http://www.ica.gov.sg)
  - [www.mom.gov.sg](http://www.mom.gov.sg)

### Driving, Drugs & Alcohol Abuse, Employment, Smoking, Traffic & Littering

- All drivers must be in possession of a valid Singapore driving license and the vehicle must be insured.
- Possession of Controlled Drugs is presumed to be for trafficking, an offence which can carry the death penalty.
- Any offense committed while being intoxicated (drunk) is punishable under the law. Drunk driving is a serious offence.
- Smoking in specific public places and indoor restaurants is prohibited.
- Jay walking is an offence.
- Littering, spitting and vandalism (with graffiti) in public areas are serious offences.

## **23. General Healthcare Services in Singapore**

### **Singapore General Hospital**

31 Third Hospital Ave, Singapore 168753  
General Enquiries: 62223322

### **Khoo Teck Puat Hospital**

90 Yishun Central  
Singapore 768828

### **National University Hospital**

5 Lower Kent Ridge Rd  
Singapore 119074  
General Enquiries: 67795555

### **KK Women's and Children's Hospital**

100 Bukit Timah Road  
Singapore 229899  
General Enquiries: 62255554

### **Changi General Hospital**

2 Simei Street 3  
Singapore 529889  
General Enquiries: 67888833

### **Institute of Mental Health/Woodbridge Hospital**

10 Buangkok View  
Singapore 539747

General Enquiries: 63892000

Fax Number: 63851050

### **Tan Tock Seng Hospital**

11 Jalan Tan Tock Seng

Singapore 308433

General Enquiries: 62566011

### **Students may also visit the following healthcare services:**

- Polyclinics
- Private Clinics
- General Practitioner (GPs)

## **24. Cost of Living in Singapore**

### Accommodation:

- Room, Dual-shared – About S\$800 per pax per month
- Room, Tri-shared – About S\$700 per pax per month
- Room, Quad shared – About S\$600 per pax per month

### Typical cost of meal:

- About S\$5-8 per meal

## **25. Reference to CPE**

### Committee for Private Education

1 Marina Boulevard

#18-01 One Marina Boulevard

Singapore 018989

Tel: 6785 5785

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

### Opening hours

Monday – Friday: 9.00 am – 5 pm

Saturday, Sunday and Public Holidays: Closed

## 26. Contact Information

Should recruitment agent have any enquiries, they are welcomed to call the Administrative Manager at (65)63383533. Agents may also email to Administrative Manager at [admin@eis.edu.sg](mailto:admin@eis.edu.sg) or visit our website at [www.eis.edu.sg](http://www.eis.edu.sg)