



# **STUDENT HANDBOOK**

**Version 4.4**

**Updated as of 30 June 2025**

## 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

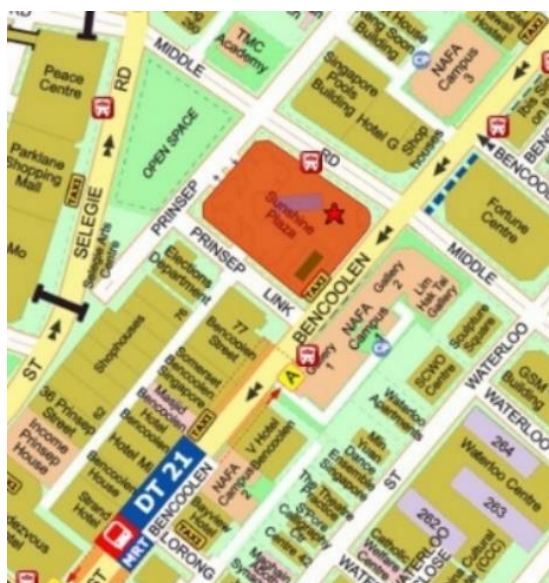
We provide the following Service Guarantee for our courses:

- All our courses and teachers are registered with the SkillsFuture Singapore. 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.
- 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.

### Location of the School

Edvantage Institute (Singapore) is located at Sunshine Plaza, 91 Bencoolen Street, #03-02/03, 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.

### 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

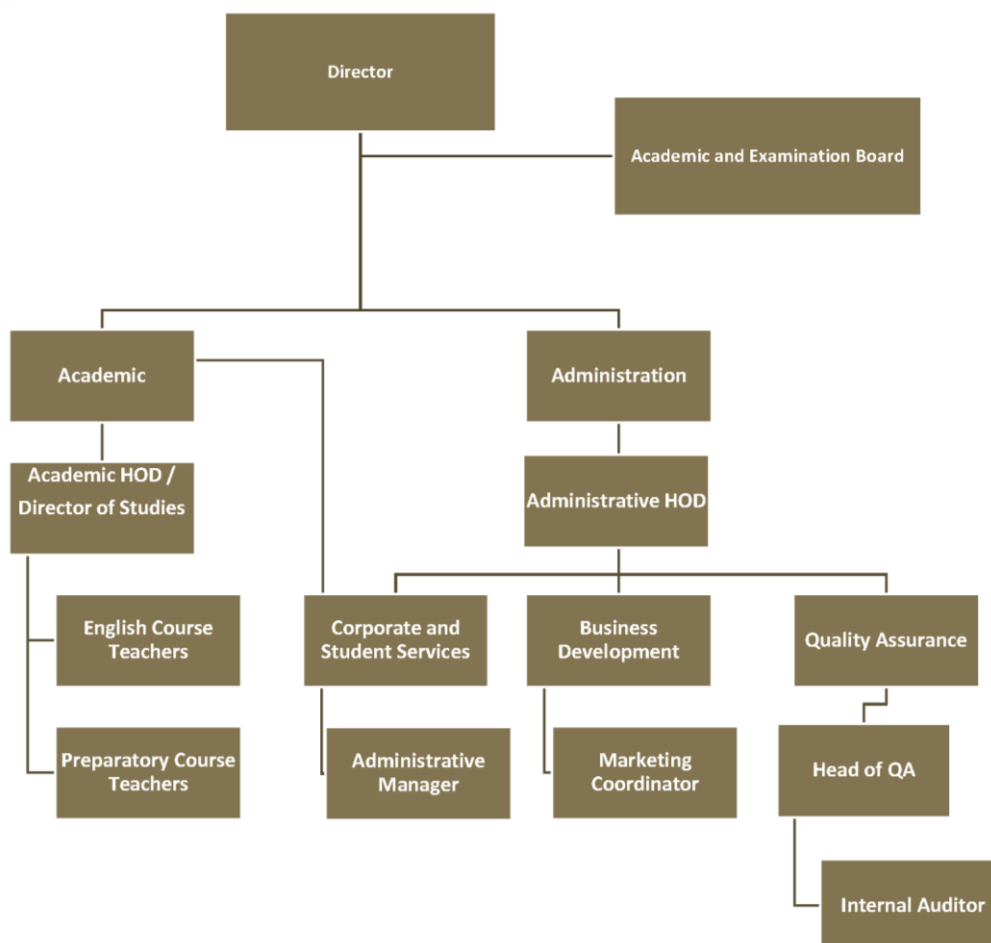
### Contact Information

Call the Administrative Manager at (65)63383533 or email [admin@eis.edu.sg](mailto:admin@eis.edu.sg) or visit our website at [www.eis.edu.sg](http://www.eis.edu.sg).

**2 SCHOOL FACILITIES AND INFRASTRUCTURE**

- Classrooms
- Library
- Wireless Internet
- PC/Laptop
- Projector
- Electrical system
- Water Dispenser
- DVD
- Photocopier
- Printer
- Scanner
- Air-Conditioner
- Study Area
- CCTV

### 3 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

## 4 COURSES OFFERED

### 4.1 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 pm      or      2:00 pm to 5:30 pm      (Monday to Friday, 3 hours per day)

**Pre-Requisite**

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

**Assessment**

- Please refer to the calendar in your class for the exact assignment and presentation dates.
- 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%
<b>TOTAL</b>	<b>100%</b>

**Performance Grading**

Grades	Marks
Distinction	80 – 100
Credit	65 – 79
Pass	50 – 64
Fail	0 – 49
Absent	ABSENT

**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





## 4.2 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 pm      or      2:00 pm to 5:30 pm      (Monday to Friday, 3 hours per day)

**Pre-Requisite**

Course Title	Pre-Requisite
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

**Assessment**

- Please refer to the calendar in your class for the exact assignment and presentation dates.
- 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%
<b>TOTAL</b>	<b>100%</b>

**Performance Grading**

<b>Grades</b>	<b>Marks</b>
Distinction	80 – 100
Credit	65 – 79
Pass	50 – 64
Fail	0 – 49
Absent	ABSENT

**Award Criteria for Course Completion***For Certificate in Foundation English – Level 1*

- Pass the Certificate in Foundation English – Level 1 examination
- Keep attendance above 90% (for Student's Pass holders).
- Keep attendance above 75% (for non-Student's Pass holders).

*For Certificate in Foundation English – Level 2*

- Pass the Certificate in Foundation English – Level 2 examination
- Keep attendance above 90% (for Student's Pass holders).
- Keep attendance above 75% (for non-Student's Pass holders).

*For Certificate in Foundation English – Level 3*

- Pass the Certificate in Foundation English – Level 3 examination
- Keep attendance above 90% (for Student's Pass holders).
- Keep attendance above 75% (for non-Student's Pass holders).

*For Certificate in Foundation English – Level 4*

- Pass the Certificate in Foundation English – Level 4 examination
- 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



Edvantage  
Institute  
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*This is to certify that*

\_\_\_\_\_

*Has successfully completed a course of study in*

\_\_\_\_\_ *with* \_\_\_\_\_

*in recognition of which this Certificate was awarded on*

\_\_\_\_\_

\_\_\_\_\_  
*Lecturer*

\_\_\_\_\_  
*Principal*



### 4.3 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 pm      or      2:00 pm to 5:30 pm      (Monday to Friday, 3 hours per day)

#### Pre-Requisite

Course Title	Pre-Requisite
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

#### Assessment

- Please refer to the calendar in your class for the exact assignment and presentation dates.
- 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%
<b>TOTAL</b>	<b>100%</b>

### Performance Grading

Grades	Marks
Distinction	80 – 100
Credit	65 – 79
Pass	50 – 64
Fail	0 – 49
Absent	ABSENT

### 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



#### 4.4 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 pm      or      2:00 pm to 5:30 pm      (Monday to Friday, 3 hours per day)

##### Pre-Requisite

Course Title	Pre-Requisite
Preparatory Course for Test of English as A Foreign Language (TOEFL)	English at advanced level or through placement test

##### Assessment

- Please refer to the calendar in your class for the exact assignment and presentation dates.
- 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%
<b>TOTAL</b>	<b>100%</b>

### Performance Grading

Grades	Marks
Distinction	80 – 100
Credit	65 – 79
Pass	50 – 64
Fail	0 – 49
Absent	ABSENT

### 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





#### 4.5 Preparatory Course for International English 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 pm      or      2:00 pm to 5:30 pm      (Monday to Friday, 3 hours per day)

#### Pre-Requisite

Course Title	Pre-Requisite
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

#### Assessment

- Please refer to the calendar in your class for the exact assignment and presentation dates.
- 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 10% 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 20% of the student's final marks.

→ Project Work: Students will also do a project work which will make up 10% 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	30%
Individual Presentation	10%
Group Presentation	10%
Essay	20%
Project Work	10%
<b>TOTAL</b>	<b>100%</b>

### Performance Grading

Grades	Marks
Distinction	80 – 100
Credit	65 – 79
Pass	50 – 64
Fail	0 – 49
Absent	ABSENT

### 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



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\_\_\_\_\_

\_\_\_\_\_  
*Lecturer*

\_\_\_\_\_  
*Principal*



#### 4.6 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.

##### 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

##### Time:

9:30 am to 12:30 pm      and      2:00 pm to 5:00 pm      (Monday to Friday, 6 hours per day)

##### Pre-Requisite

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.

##### Assessment

- Please refer to the calendar in your class for the exact assignment and presentation dates.
- 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	50%
Final Term Test	50%
<b>TOTAL</b>	<b>100%</b>

**Performance Grading**

Grades	Marks
Distinction	80 – 100
Credit	65 – 79
Pass	50 – 64
Fail	0 – 49
Absent	ABSENT

**Award Criteria for Course Completion**

- Pass both Mid-Term and Final Term Exam.
- 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



#### 4.7 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.

##### Subjects:

- English
- Mathematics

##### Time:

- 2:00 pm to 5:30 pm (Monday to Friday, 3 hours per day)
- 9:30 am to 5:30 pm (Monday to Friday, 6 hours per day) – Intensive

##### Pre-Requisite

Course Title	Age	Academic Level	Language Proficiency
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

Course Title	Age	Academic Level	Language Proficiency
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

### Assessment

- 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.
- The percentage breakdown for the final result is as follows:

Item	Percentage
Mid-Term Test	50%
Final Term Test	50%
<b>TOTAL</b>	<b>100%</b>

**Performance Grading**

Grades	Marks
Distinction	80 – 100
Credit	65 – 79
Pass	50 – 64
Fail	0 – 49
Absent	ABSENT

**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





#### 4.8 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.

##### Subjects:

- English
- Mathematics
- Science
- Chinese
- Filipino
- Music
- Arts and Crafts
- Social Studies
- Physical Education
- Values Education

For a more detailed course outline and assessment details, please contact Edvantage Institute (Singapore) visit our website at <http://www.eis.edu.sg/>.

##### Time:

- 8:00 am to 12:00 pm (Monday to Friday, 3 hours per day)

##### Pre-Requisite

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

**Assessment**

- Each student is to take 4 tests in a year for all subjects except for Music, Social Studies, Art and Crafts and Physical Education.
- All students will have a session of recitation for grading.
- For all examinable subjects, there are also bite sized quizzes that contribute to the end of course marks.
- The percentage breakdown for the final result is as follows:

Item	Percentage
Behaviour	15%
Attendance	15%
Quizzes	30%
Graded Recitation	5%
Term Test	35%
<b>TOTAL</b>	<b>100%</b>

**Performance Grading**

Grades	Marks
Outstanding	90 – 100
Very Satisfactory	75 – 89
Satisfactory	50 – 74
Failed	0 – 49
Absent	ABSENT

**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



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Institute  
(Singapore)

*Certificate of Completion*

*This is to certify that*

\_\_\_\_\_

*Has successfully completed a course of study in*

\_\_\_\_\_ *with* \_\_\_\_\_

*in recognition of which this Certificate was awarded on*

\_\_\_\_\_

\_\_\_\_\_  
*Lecturer*

\_\_\_\_\_  
*Principal*



#### 4.9 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.

##### Time:

- 9:00 am to 12:00 pm (Monday to Friday, 3 hours per day)

For a more detailed course outline and assessment details, please contact Edvantage Institute (Singapore) visit our website at <http://www.eis.edu.sg>.

##### Pre-Requisite

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> <ul style="list-style-type: none"> <li>Academic Level           <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> </li> <li>Language Proficiency           <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> </li> </ul> <p><b><u>International Entry Requirements</u></b></p> <ul style="list-style-type: none"> <li>Academic Level           <ul style="list-style-type: none"> <li>→ Completed Year 12 or equivalent in the home country of the applicant</li> </ul> </li> <li>Language Proficiency           <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> </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>

**Assessment**

- The course assessment will be based on two written assignments, a group project, an individual presentation, written examination and class participation.
- The percentage breakdown for the final result is as follows:

Item	Percentage
2 Written Assignments	20%
Group Project	15%
Individual Presentation	10%
Class Participation	5%
Written Examination	50%
<b>TOTAL</b>	<b>100%</b>

**Performance Grading**

Grades	Marks
Distinction	80 – 100
Credit	65 – 79
Pass	50 – 64
Fail	0 – 49
Absent	ABSENT

**Award Criteria for Course Completion**

- Obtain a Pass in all Assessment Components
- 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



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\_\_\_\_\_

\_\_\_\_\_  
*Lecturer*

\_\_\_\_\_  
*Principal*



#### 4.10 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).

##### Time:

- 9:00 am to 12:00 pm (Monday to Friday, 3 hours per day)

For a more detailed course outline and assessment details, please contact Edvantage Institute (Singapore) visit our website at <http://www.eis.edu.sg>.

##### Pre-Requisite

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> <ul style="list-style-type: none"> <li>• Academic Level           <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> </li> <li>• Language Proficiency           <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> </li> </ul> <p><b><u>International Entry Requirements</u></b></p> <ul style="list-style-type: none"> <li>• Academic Level           <ul style="list-style-type: none"> <li>→ Completed Year 12 or equivalent in the home country of the applicant</li> </ul> </li> <li>• Language Proficiency           <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> </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>

**Assessment**

- The course assessment will be based on two written assignments, a group project, an individual presentation, written examination and class participation.
- The percentage breakdown for the final result is as follows:

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<b>TOTAL</b>	<b>100%</b>

**Performance Grading**

Grades	Marks
Distinction	80 – 100
Credit	65 – 79
Pass	50 – 64
Fail	0 – 49
Absent	ABSENT

**Award Criteria for Course Completion**

- Obtain a Pass in all Assessment Components
- 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





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*Lecturer*

\_\_\_\_\_  
*Principal*



#### 4.11 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).

##### Time:

- 9:00 am to 12:00 pm (Monday to Friday, 3 hours per day)

For a more detailed course outline and assessment details, please contact Edvantage Institute (Singapore) visit our website at <http://www.eis.edu.sg>.

##### Pre-Requisite

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> <ul style="list-style-type: none"> <li>• Academic Level           <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> </li> <li>• Language Proficiency           <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> </li> </ul> <p><b><u>International Entry Requirements</u></b></p> <ul style="list-style-type: none"> <li>• Academic Level           <ul style="list-style-type: none"> <li>→ Completed Year 12 or equivalent in the home country of the applicant</li> </ul> </li> <li>• Language Proficiency           <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> </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>

**Assessment**

- The course assessment will be based on two written assignments, a group project, an individual presentation, written examination and class participation.
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**Award Criteria for Course Completion**

- Obtain a Pass in all Assessment Components
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**Type of Certification Awarded**

- In-house certificate awarded



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*Lecturer*

\_\_\_\_\_  
*Principal*



## 5 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). Staff/Agents are to recommend suitable courses based on the goals and needs of the prospective students.

Staff/Agents will need to inform students of which includes:

- School location(s), facilities, and infrastructure
- Total payable fee throughout the course duration, payment methods and schedule (Payment can only be made after Student Contract has been signed)
- FPS Insurance Scheme
- Clauses in the Student Contract
- Transfer Withdrawal, Deferment and Refund Policy and Procedure
- Students' Support Services
- Course entry requirements (including exemptions) and application process
- Course module and outlines
- Matching of aspirations to course learning outcomes
- Course duration and assessment schedules
- Attendance policy and attendance taking procedures
- Promotion and award criteria, including any special conditions
- Type to certification awarded at the end of the course
- Opportunities for further education or job prospect after graduation
- Reference to SSG official website (<https://www.tpgateway.gov.sg/>)
- For International Students
  - Student pass application requirements and procedures
  - 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
  - Other relevant Singapore Laws (immigration requirements, laws on driving, drugs, and alcohol abuse, employment, smoking, traffic, littering, etc.)
  - Living in Singapore (Accommodation, Cost of Living, etc.)

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.

## 6 STUDENT'S PASS

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.
- pay a security deposit. This deposit will be returned to you upon cancellation of your Student Pass. International students who are at & above 16 years old must pay their security deposits in the form of a Banker's Guarantee.

The amount of the security deposit (if required), which must be paid using Banker's Guarantee, is as follows:

Country / Place	Amount per person
(a) Bangladesh, Myanmar, People's Republic of China and India	S\$5,000
(b) Indonesia, Philippines and Thailand	S\$1,000
(c) Others	S\$1,500
(d) Malaysia and Brunei	NIL

#### How to get a Banker's Guarantee:

- Option 1
  - Students will have to do the following:
    - (a) Open a Savings and a Fixed Deposit account with DBS bank. (Amount to be advised by the bank)
    - (b) The bank will use this Fixed Deposit to issue the Banker's Guarantee on behalf of the student.
    - (c) The bank will charge a service fee (Fee amount to be advised by the bank)
- Option 2
  - Edvantage Institute (Singapore) purchases the Banker's Guarantee for the student. The price ranges from \$324 to \$810.00 (depends on duration & amount).

#### 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 informs 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.

## 7 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:
  - He/she is only permitted to attend the course at the school as stated in the Student's Pass;
  - He/she shall attend the class regularly; and
  - 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:
  - The applicant has failed to attend classes for a continuous period of 7 days or more without any valid reason; or
  - 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
  - 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.



## 8 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

General Enquiries: 65558000

### National University Hospital

5 Lower Kent Ridge Rd, Singapore 119074

General Enquiries: 69082222

### 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)

## 9 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

## 10 STUDENT CONTRACT

The Standard PEI-Student Contract ("Student Contract") adopted by EIS, is a very important legal document between the School and the student.

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:

- Course information and Fees.
- Refund Policy, including Refunds for Withdrawal for Cause and Refunds for Withdrawal without Cause.
- Any other information as deemed necessary.

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 SSG's website (<https://www.tpgateway.gov.sg/>) for students who want to find out more details of the Student Contract.

All terms and conditions are explained by the School staff to ensure that the student fully understands the contract before signing.

## 11 MODES OF PAYMENT & PAYMENT SCHEDULE

After signing the Student Contract, the Student can choose to make payment via one of these modes:

- Cash
- Internet Banking/TT Remittance: students and the school bear their own bank charges.
- Cheque payable to School
- 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. For course fees, refer to the school's website for the latest fees.

## 12 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 courses 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.

Insurance Company: Lonpac Insurance BHD

## 13 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.

## 14 STUDENT SUPPORT SERVICES

List of comprehensive services available in the school:

- For all new students
  - The school will provide the following services to ensure a smooth transition for students to Singapore: -
    - (a) Visa / Student Pass Application
    - (b) Student Orientation Programme
- For all current students
  - The school aims to provide all students with an academic education of the highest standards through the provision of these services:
    - (a) Designated Counsellor
    - (b) Students' Outings and Activities
    - (c) Library Access for References
  - Personalized updates to parents on admission matters / students' progress which includes:
    - (a) Informing parents on student admission matters
    - (b) Informing parents on student issues, including attendance rate, behaviour and academic performance
  - Student Progress Reports (Refer to Manual: Student Conduct, Attendance and Learning)
  - Principal – Student Dialogue Sessions
  - Career Roadmap Slides on Career Guidance and Employability Skills Information in Singapore

*To note: This comprehensive list of student support services is not exhaustive. The School undertakes the responsibility to continually improve and ensure that all students' welfare and needs are well taken care of, and it will do so by school-student engagements.*

- Student Experience
  - To enhance students' experience, the School provides the following services:
    - (a) Monthly review of students' attendance
    - (b) Student Surveys (Student Satisfaction Survey / Graduate Survey / Pre-Course Counselling and Orientation Satisfaction Survey / End of Course Survey)
    - (c) Feedback Forms
    - (d) Dispute Resolution Process
    - (e) Student Intervention

**15 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.

Students who take the diploma or advance diploma courses will be able to seek employment after graduation or choose to progress in their education.

## 16 STUDENT CODE OF CONDUCT

### 16.1 Disciplinary Policy

- 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
    - (a) 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
    - (a) All students are required to practice courtesy to all fellow students, staff, office bearers, or business associates at all times.
    - (b) Students shall avoid arguments, use of foul or abusive language, threats, insults, defamation, slandering etc.
  - Consumption of Alcohol
    - (a) Students shall not be allowed to consume alcohol in the School.
  - Smoking on Campus Grounds
    - (a) As this is a smoke-free campus, students are expected to adhere to the policy during their course of study.
    - (b) Those who are caught smoking inside the campus will be subjected to disciplinary action.
  - Disruptive Behaviour / Mischief During Lessons
    - (a) 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.
    - (b) Teachers shall report the students to the Administrative Manager. The Director of Studies shall determine if a Counselling Session is needed.
  - Inappropriate Dress Code
    - (a) 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: -
  - Criminal Offences / Theft
    - (a) Criminal offences include, but not limited to: -
      - (1) Creating fights or injuries on another party in the School's premises
      - (2) Conduct which is likely to endanger the life or injure other classmates

- (3) Drugs possession / consumption
- (4) Any other serious offences, criminal or otherwise
- (5) International Students who work / moonlight illegally
- (6) Stealing of School properties or student valuables

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

- (a) 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

- (a) Information provided to the School for the purpose of Course Application Procedures, attendance administration must be accurate, complete and truthful.

- (b) Falsification of information is a serious offence which may result in expulsion.

→ Cheating

- (a) 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

- (a) Disciplinary actions shall be taken on students who are found to have cheated in their attendance taking.

- (b) Both students would be dealt with seriously and may be subjected to expulsion.

→ Working while on Student Pass

- (a) Students on Student Pass that have been caught working will be immediately expelled and reported to ICA.

→ Infringement of Policies and Procedures

- (a) 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.

- 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.
- Depending on the severity and at the sole discretion of the Institute, actions can and will be taken against students with misconduct and in violation of the Student Disciplinary Policy.
- The Student Disciplinary Policy shall be communicated to all students via the Student Handbook.

## 16.2 Disciplinary Procedures

- Management of Student Conduct
  - The Student Code of Conduct communicated to students through the Orientation Programme and Student Handbook.
  - Teachers or Staff that have identified students that have poor conduct or have broken the Student Code of Conduct will inform the Director of Studies.
  - Investigation is to be done to verify the validity of the allegation against the student, and if found to be valid, student is to be called in for Counselling. The details of the Counselling are to be recorded in the Academic and Pastoral Counselling Record Form.
  - Where, it is a minor misconduct, the School will issue a Warning Letter to the student and inform the parent / guardian if the student is under 18 years old.
  - Where a student receives 3 Warning Letters for misconduct, the student may be liable for suspension or expulsion, at the discretion of the Disciplinary Committee.
  - For major misconduct, a Disciplinary Committee Hearing is to be convened.
- Disciplinary Committee Hearing (if necessary)
  - The School's Director of Studies shall act as the Chairman of the Disciplinary Committee and selected Management Team Members shall make up the Members of the Committee.
  - The Chairman shall explain the reasons for initiating such a session and ask the student to respond to the Committee's queries on attendance or any other disciplinary issues.
  - The Disciplinary Committee shall then discuss the outcome of the case and put forth their recommendation in the Disciplinary Committee Meeting Minutes.
  - Upon approval, the Disciplinary Committee will issue a Formal Letter to the student, notifying him/her of the outcome.
  - Appeals, if any, must be submitted within 3 working days of receipt of letter to the Director of Studies. Following which, this process would follow the School's Dispute Resolution Process as stated in the Manual: Feedback Management.



## 17 ACADEMIC HONESTY POLICY

- There is an expectation for students to be authors of their own work, and to acknowledge when they use other authors' words or ideas. This will be communicated to the students through the student handbook.
- Any examples of inappropriate use of sources or use of others' work in place of your own, will then be penalised. Failure to understand and follow protocol on academic conduct may ultimately result in a student being subjected to disciplinary actions or terminated from his/her course.
- Definitions
  - Plagiarism
    - (a) "...passing off someone else's work, whether intentionally or unintentionally, as your own, for your own benefit." Carrol 2002.
    - (b) Plagiarism involves the incorporation by a student in an assessment, material which is not their own in the sense that all or a substantial part of the work has been copied without any attempt at attribution or has been incorporated as if it is the student's own work when it is wholly or substantially the work of another person.
  - Collusion
    - (a) Student A copies Student B's work with B's knowledge.
  - Commission
    - (a) Paying someone else to prepare coursework for you.
  - Cheating under examination, including contract cheating
    - (a) Any form of communication with other students or external sources. Bringing unauthorised materials / technology into the examination.
  - Fabrication/Falsification of Information / False citation
    - (a) This refers to instances where a student makes up or "invents" data or manipulates data to support a specific hypothesis or makes up citations. This can also result in either failure or a reduction in the marks.
- It is not always possible to find the source of the work, but a judgement may be made as to whether the work is original or not by using other evidence. The following are acceptable forms of evidence of plagiarism:
  - Text from a known source
  - Unusual writing structure
  - Changes in font
  - Work not in keeping with the student's usual standard
  - Uses American spelling when convention is English
  - Changes in referencing convention
  - Old references
  - Inappropriate referencing style
  - Excellently written essay with poorly written introduction and conclusion

- Web addresses still attached
- Doesn't answer the question
- No personal view
- Student unable to discuss the work in a way that shows satisfactory understanding when asked by a lecturer in a meeting

## 18 REFUND POLICY AND PROCEDURES

### 18.1 Refund Policy (STUDENT CONTRACTS SIGNED BEFORE 1 OCTOBER 2024)

- The school adopts the Refund Policy as per Clause 2 of the Student Contract as set out by SSG. This Policy will act as a framework in guiding the implementation of detailed refund processes and procedures in the following areas:
  - Refund for Withdrawal Due to Non-Delivery of Course
  - Refund for Withdrawal Due to Other Reasons
  - Cooling Off Period
- **Refund for Withdrawal Due to Non-Delivery of Course**
  - The school will notify the student within three (3) working days upon knowledge of any of the following:
    - (a) It does not commence the Course on the Course Commencement Date;
    - (b) It terminates the Course before the Course Commencement Date;
    - (c) It does not complete the Course by the Course Completion Date;
    - (d) It terminates the Course before the Course Completion Date;
    - (e) It has not ensured that the Student meets the course entry or matriculation requirement as set by the Organization stated in Schedule A within any stipulated timeline set by SSG; or
    - (f) 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 under the Refund for Withdrawal Due to Non-Delivery of Course (reflected in Clause 2.1 of the Standard Student Contract), the school will, within seven (7) working days of receiving the Student's written notice of withdrawal, refund to the Student an amount based on the following refund table (reflected in Schedule D of the Standard Student Contract):

% of [the amount of fees paid under Schedules B and C]	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

- **Refund During Cooling-Off Period**

- The school 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 the relevant refund table) of the fees already paid if the Student submits a written notice of withdrawal to the school within the cooling-off period, regardless of whether the Student has started the course or not.

- **Non-Refundable Fees: -**

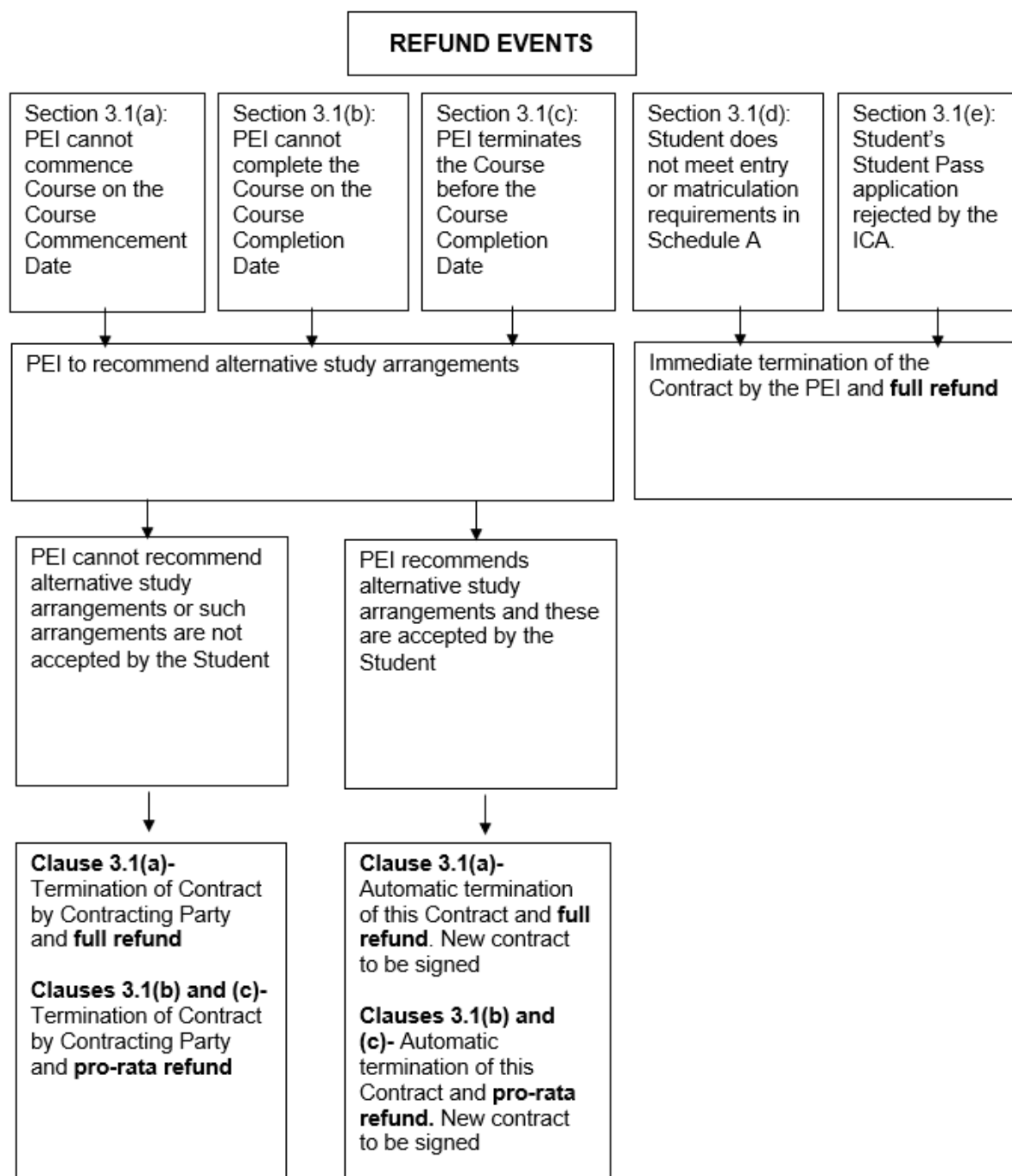
- Application Fees
- Course Material Fee
- Medical Insurance Fee

- **Notes:**

- Conditions where a course may be cancelled:
  - (a) The intake does not meet an agreed minimum enrolment of students
  - (b) Due to any unforeseen circumstances and the course is not able to run (e.g. The teacher is suddenly hospitalized, and a substitute teacher cannot be found.)

**18.2 TERMINATION AND REFUND POLICY (FOR CONTRACTS SIGNED 1 OCTOBER 2024 ONWARDS)**

- Refund Events**



- The PEI will notify the Student in writing within three (3) working days after becoming aware of any of the following (each a "Refund Event"):
- It cannot commence the provision of the Course on the Course Commencement Date;
  - It cannot complete the provision of the Course by the Course Completion Date;
  - The Course will be terminated before the Course Completion Date;
  - The Student does not meet the course entry or matriculation requirements as stated in Schedule A; or

- The Immigration & Checkpoints Authority of Singapore (the “ICA”) rejects the Student’s application for the Student Pass.
- Where any of the Refund Events in Clause 3.1(a) to (c) of the Standard Student Contract has occurred:
  - The PEI shall use reasonable efforts to make alternative study arrangements for the Student and shall propose such alternative study arrangements in writing to the Contracting Party, within ten (10) working days of informing the Contracting Party of the Refund Event.
  - If the Contracting Party accepts such alternative study arrangements, the PEI shall set forth such alternative study arrangements in a written contract and this Contract shall automatically terminate on the date that such new written contract comes into effect.
  - If the PEI does not propose alternative study arrangements to the Contracting Party within the time stipulated in Clause 3.2(a) of the Standard Student Contract, or the Contracting Party does not accept such alternative study arrangements, the Contracting Party may forthwith terminate this Contract by way of a written notice to the PEI.
- Where any of the Refund Events in Clauses 3.1(d) to (e) has occurred, the PEI shall forthwith terminate this Contract by way of a written notice to the Contracting Party.
- If the Contract is terminated pursuant to Clause 3.2(b) read with Clause 3.1(a), the PEI shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
- If the Contract is terminated pursuant to Clause 3.2(b) read with either Clause 3.1(b) or Clause 3.1(c), the PEI shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.
- If the Contract is terminated pursuant to Clause 3.3 or Clause 3.2(c) read with Clause 3.1(a), the PEI shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
- If the Contract is terminated pursuant to Clause 3.2(c) read with either Clause 3.1(b) or Clause 3.1(c), the PEI shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.
- **Refund for Withdrawal During the Cooling-Off Period:**
  - Notwithstanding anything herein contained, the Contracting Party shall be entitled to, without any liability whatsoever to the PEI, forthwith terminate the Contract at any time within the Cooling-Off Period (10 calendar days commencing from and including the date of signing the contract) by way of a written notice to the PEI. The PEI shall return all Course Fees and Miscellaneous Fees paid to it within seven (7) working days of the receipt of the written notice.
- **Refund for Withdrawal Outside the Cooling-Off Period:**
  - Without prejudice to Clauses 3.1 to 3.8 of the Standard Student Contract, the Contracting Party may terminate the Contract at any time before the Course Completion Date by providing a written notice to the PEI. Upon receipt of such notice, the PEI shall within seven (7) working days, refund to the Contracting Party such amount (if any) as determined in accordance with Schedule D.

- **Non-Refundable Fees: -**

- Application Fees
- Course Material Fee
- Medical Insurance Fee

- **Notes:**

- Conditions where a course may be cancelled:
  - (a) The intake does not meet an agreed minimum enrolment of students
  - (b) Due to any unforeseen circumstances and the course is not able to run (e.g. The teacher is suddenly hospitalized, and a substitute teacher cannot be found.)

### 18.3 Refund Procedures

- Information notes on student refunds:
  - All refund policy statements are detailed in the School's Refund Policy. All conditions must be satisfied before the School can proceed with the applications. The whole refund process should not take more than 7 working days, from date of application to issuance of funds to the student.
  - Date of application will refer to the date that the School receives the duly executed Student Request Form with all supporting documents.
  - The refund policy can also be found and updated (in the event of any changes) on the following platforms:
    - (a) School's Website
    - (b) Student Handbook
    - (c) Official Receipt
    - (d) Student Contract
    - (e) Orientation Programme Materials
  - Reason for Refund are based on the following: -
    - (a) Refund for Withdrawal Due to Non-Delivery of Course
    - (b) Refund for Withdrawal Due to Other Reasons
    - (c) Refund during Cooling-off Period
    - (d) Excess Payments
    - (e) Any other reasons approved by the School
- Students who would like a refund, submit the Student Request Form to the Administrative Manager for processing.
- Any supporting documentations that are required to process the refund must be submitted along with the Student Request Form.
- Reasons for refund must also be clearly documented in the Student Request Form.
- The Administrative Manager would need to acknowledge all requests in the Student Request Form.

- The Administrative Manager is to acknowledge the receipt of the refund request by signing on the form.
- For students under the age of 18, the parent / legal guardian's written consent must be obtained. Written consent may be obtained through signing the Student Request Form, or a separate email or letter correspondence would suffice.
- After which, the Administrative Manager is to refer to the student's student contract to establish if a refund is to be made to the student.
- The Administrative Manager is to work out the refund amount (if any) based on the refund policy stated in the student contract. This amount is to be indicated on the student request form.
- Upon establishing the refund amount, the Administrative Manager is to seek the approval of a member of the Management Team before the refund amount can be issued.
- The Management approval will be documented in the student request form.
- All refund amounts will strictly adhere to the refund policy as stated in the student contract unless otherwise decided by the school's management.
- Upon the acknowledgement by the Management Team, Administrative Department would need to notify students in writing of the outcome and the computation of the refund amount through email or letter.
- Upon the approval by the Management Team, the Administrative Manager is to issue the refund amount through the student's preferred refund option.



## 19 TRANSFER, WITHDRAWAL AND DEFERMENT POLICY AND PROCEDURES

### 19.1 Transfer, Withdrawal and Deferment Policy

#### • Communication of Transfer, Deferment, and Withdrawal Policy and Procedures

- The School's Transfer, Deferment, and Withdrawal Policies and Procedures are made available to both prospective and potential students through the following channels: -
  - (a) School's Official Website
  - (b) Student Handbook
- These Policy and Procedures are also communicated to students during the Pre-Course Counselling Sessions and during the Orientation Programme.

#### • Transfer, Withdrawal and Deferment Policies

- The maximum processing time for transfer, withdrawal, deferment process, from the point of student's request to informing student of the outcome in writing, should not be more than 4 weeks.
- All requests must be made in writing through the submission of the Student Request Form and any supporting documents. Verbal notice is not accepted.
- For students under the age of 18, written consent from the parent / legal guardian must be obtained.
- All requests will be reviewed on a case by cases basis and the School will have the final decision on the outcome.
- 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.

#### • Transfer Policy

- The definition of transfer is when a student changes the course or period of study (from full-time to part-time or vice versa) but remains as a student of the school.
- Conditions for granting the transfer:
  - (a) All outstanding fees must be settled prior to request.
  - (b) 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 Holders, an application for a new Student's Pass will be submitted to the ICA. The course transfer is subjected to ICA's approval of the new Student's Pass.
- A student who transfers within the School must have their existing contract terminated. A new student contract will be signed based on the procedures for executing student contracts.

#### • Withdrawal Policy

- The definition of withdrawal is when a student discontinues his or her course with the School.
- Conditions for granting the withdrawal:

(a) All outstanding fees must be settled prior to request.

→ For Student's Pass Holders, their Student's Pass will be cancelled with the ICA.

→ ICA will be informed through the cancellation of the Student's Pass. Student's Pass Holder is required to submit his or her Student's Pass to the School for cancellation of the Student's Pass with ICA.

→ A student who withdraws will have their student contract terminated.

- **Deferment Policy**

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

→ Conditions for deferment:

(a) Students can apply for deferment only once.

(b) Requests for deferment extension will be considered on a case-by-case basis.

(c) In applying for deferment, student has to take note of the course completion timelines.

(d) 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.

(e) Deferment is subjected to the number of places available for the course applied for. The School reserves the right to offer a similar course in replacement of discontinued courses or modules or the course applied for, should there be no availability for the course applied for.

→ For Student's Pass Holders, an application for a new Student's Pass will be submitted to the ICA. The course deferment is subjected to ICA's approval of the new Student's Pass.

→ If the student contract is still valid, an addendum would be signed to reflect the deferment. For terminated student contracts, a new student contract will be signed based on the procedures for executing student contracts.

## 19.2 Transfer, Withdrawal and Deferment Procedure

### • **Procedures Note(s):**

- All transfer, withdrawal, deferment policy statements are detailed in the 'Policy' section. All conditions must be met before the School proceeds with any request.
- The entire process, from the date of the student's request to the point where the student is informed of the outcome in writing, should not take more than 4 weeks.
- The date of the request refers to the date indicated on the Student Request Form.
- The transfer, withdrawal, deferment policy and procedures can be found on the following platforms: -
  - (a) Student Handbook
  - (b) Orientation Programme Materials
  - (c) School's Official Website
- Definition of transfer: student changes the course or period of study (from full-time to part-time or vice versa) but remains as a student of the school.
- Definition of withdrawal: student discontinues his/ her course with the school.
- Definition of deferment: student delays or postpones the course.

### • **General Procedure**

- Students who would like to transfer, withdraw, or defer, submit the Student Request Form to the Administrative Manager for processing.
- Any supporting documentation that are required to process the request must be submitted along with the Student Request Form.
- For eligible refund cases, the 'Refund' section of the Student Request Form will be completed as well.
- Reasons for the request should also be documented in the Student Request Form.
- For students below the age of 18, the parent / legal guardian's written consent must be obtained. Written consent may be obtained through signing on the Student Request Form, or a separate email or letter correspondence would suffice.
- Upon receipt of the Student Request Form (including supporting documents), the Administrative Manager is to meet with the student to find out further the student's intention of the request within 3 working days.
- For any refund cases, the Administrative Manager would need to explain and document down in the Student Request Form on how the refund amount is being computed.
- Administrative Manager would also need to inform External Academic Partners and seek permission for deferment of studies and/or course transfers for students that are enrolled in courses with External Academic Partners.
- DOS would need to approve (for Course Transfer / Deferment) or acknowledge (Course Withdrawals) all requests in the Student Request Form.

- **For Course Transfer**

- The Administrative Manager is to inform students on the following conditions and information:
  - (a) Students must meet all minimum entry requirement of the new course they wish to transfer to
  - (b) All outstanding fees must be paid
  - (c) For Student's Pass holders, an application for a new Student's Pass will be submitted to the ICA. The course transfer is subjected to ICA's approval of the new Student's Pass.
  - (d) The standard student contract of the current course will be voided upon approval of the course transfer and a new standard student contract for the new course will need to be signed upon approval of the course transfer.
- The Administrative Manager will then conduct the pre-course counselling with the student to ensure that relevant course information is communicated to the student.
- Both the Administrative Manager and the student are required to sign on the Pre-Course Counselling Form to confirm that the Administrative Manager has fully communicated the form's contents, and the student has understood all the information communicated.
- Upon completion of the pre-course counselling, the Administrative Manager will seek approval from a member of the Management Team.
- A written notification will be given to student to inform them of the student request status.
- For approved course transfer requests, student is to proceed with the application process of the new course.

- **For Course Withdrawals**

- Should there be no solution apart from a withdrawal, the Administrative Manager is to seek approval for the withdrawal from a member of the Management Team.
- A written notification will be given to the student to inform them of the student request status.

- **For Course Deferment**

- The Administrative Manager is to inform student on the following conditions:
  - (a) For Student's Pass Holders, their deferment is subject to the approval of their Student's Pass by ICA.
  - (b) Approval of deferment is also subjected to availability of places or the course offered.
- Once the student has confirmed his or her decision to defer his or her studies, the Administrative Manager is to seek approval for the deferment from a member of the Management Team.
- For external partner courses, the Administrative Manager is to inform the external partner and seek their permission for the student to defer his or her studies.
- A written notification will be issued to the student to inform them of the student request status.

## 20 FEEDBACK AND COMPLAINTS / DISPUTE RESOLUTION POLICY AND PROCEDURES

### 20.1 Feedback Management Policy (Dispute Resolution Policy)

- The School's Feedback Management System allows the receiving of feedback through multiple channels as part of its efforts to use feedback to drive improvements and organisational excellence.
- Channels can include official feedback forms, emails, letters, verbal communications, and surveys.
- Feedback can come from any stakeholders (i.e., Staff, Students, General Public) and the classification of the different types of feedback includes compliments, complaints, or suggestions.
- The school will acknowledge any feedback received within 3 working days.
- The complainant must be kept informed of the status of the complaint / feedback and should be responded to in a timely manner.
- Any follow up actions (if required) taken will be made known to the person giving the feedback and recorded.
- The school has a resolution time of 21 working days. In the event that the resolution time cannot be met, the complainant will be notified with reasons.
- Suggestions and compliments would form part of the feedback management system but will not be covered under the Dispute Resolution Policy and Procedures.
- The feedback and complaint policy along with the dispute resolution policy and procedure will be communicated to students via:
  - Website
  - Student handbook
- Where the school and the complainant cannot come to an agreement or the complainant does not accept the final decision made by the school, the complaint will be escalated into a dispute and the complainant can choose to seek redress via
  - SSG Mediation-Arbitration Scheme; or
  - Small Claims Tribunals (SCT), for clear-cut fee refund issues of equivalent or less than S\$20,000 (for amounts that exceed S\$20,000; or
  - Complainant's own legal counsel
- Note: The SSG Mediation-Arbitration Scheme was set up to help students who encounter contractual disputes with their private school seek redress. The two-stage Scheme is jointly drawn up with the Singapore Mediation Centre (SMC) and the Singapore Institute of Arbitrators (SIArb). A private school's participation in the dispute resolution process is compulsory as stipulated by the PE Act. For the case to be eligible:
  - It must be relevant to private education and arise after the Dispute Resolution Schemes Regulations came into operation on 10 May 2010;
  - It must not be criminal in nature; and
  - It must not have received a judicial decision in the courts

## 20.2 Feedback Management Procedures

- The School adopts an integrated approach to managing various feedback provided by any stakeholders and external partners (i.e. staff, students and general public). There are several platforms, channels, and avenues whereby stakeholders can voice their issues and/or provide constructive feedback to the school.
- The following are some of the channels that the School can receive Feedback: -
  - Emails / letters
  - Feedback Form
  - In-person
- Upon receipt of the feedback compliment or complaint, the Administration Manager or Director of Studies will acknowledge receipt within 3 working days.
- The complaint will then be forwarded to the appropriate department or personnel to review and discuss the feedback with relevant parties. A formal investigation will be carried out where necessary.
- For complaints, they will respond with:
  - Specific action to resolve the matter; or
  - Dismissal of the complaint in which case reasons will be given in writing
- Follow up action is to be documented and communicated to the person that gave the feedback. Where possible, acknowledged by the person that gave the feedback.
- If the person is not satisfied with the proposed solution / outcome, he/she can escalate the matter to the Manager of the School.
- The Manager of the School will review the complaint and provide a response.
- If the complainant is still not satisfied with the outcome / decision, it will be escalated into the dispute resolution procedure.
- The person should be notified by the relevant department of the decision and full response of the outcome of the complaint within twenty-one (21) working days.

## 20.3 Dispute Resolution

- The school communicates the dispute resolution policy and procedures to its students through the following channels:
  - Website
  - Student Handbook
- The school will refer the complainant to SSG to start the Mediation-Arbitration Scheme once it has been escalated into a dispute case.
- The dispute procedure generally has 2 stages.
  - Stage 1: Mediation
    - (a) SMC is the appointed provider for mediation services.

- (b) After the feedback / complaint channel has been exhausted with the school, the complaint filed with SSG, SSG will refer your case to the SMC for mediation.
- (c) SMC, together with the school and complainant, will select a mediation date and time, before appointing a mediator. If mediation is successful, a settlement agreement will be drawn up by SMC and endorsed by the respective parties.
- (d) If mediation is unsuccessful, the complainant may opt to progress to Stage 2, which is arbitration, for a resolution.

→ Stage 2: Arbitration

- (a) SI Arb is the appointed provider for arbitration services.
  - (1) The complainant will be required to submit specified forms to SI Arb, before SI Arb appoints an arbitrator.
  - (2) The school will submit a defence and counterclaim (if any) to SI Arb.
  - (3) The complainant will then submit a reply and defence to counterclaim (if any) to SI Arb.
- (b) The arbitration will be conducted via document submissions only. A hearing will be conducted only if a party specifically requests for a hearing and the appointed arbitrator determines that a physical hearing is necessary. For a documents-only arbitration, the arbitrator will publish a written award within 60 days from the commencement of the arbitration. If a hearing is held, the written award will be published within 90 days from the commencement of the arbitration.

## 21 ATTENDANCE POLICY AND PROCEDURES

### 21.1 Attendance Policy, Procedure and Information

- The Attendance Policy and Procedures applies to all modes of learning, classroom, online, and asynchronous e-learning.
  - Classroom Learning: Refers to lessons that are conducted physically on campus.
  - Online Classes: Refers to lessons that are conducted online.
  - Asynchronous e-learning: Refers to tasks/work and learning that are conducted online and to be completed at student's own pace.
- 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.
- Attendance Policy and procedure will be communicated to students during Orientation and requirements are also available and stated in the Student Handbook.

### 21.2 Student Attendance Taking and Monitoring System

- Attendance is to be taken once per class.
- Students that enter the class within 15 minutes from the start of class will be considered late, while students that enter the class after 15 minutes from the start of class will be marked as absent.
- For online classes, attendance will be taken at three key points during each class: at the start of the session, after the break, and at the end of the session.
- For asynchronous e-learning, attendance will be marked once the students complete the tasks/work assigned.



### 21.3 Attendance Procedures

- 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 8th day and the Letter of Cancellation will be sent to Student's place of residence in Singapore as registered with the School.
- 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>	1st Warning Letter to be issued Parent / guardian is to be informed (if student <18)
<b>77-80% in any subsequent month</b>	2nd 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 (International Students)
<b>92 – 94% in any month</b>	1st Warning Letter to be issued Parent / guardian is to be informed (if student <18)
<b>92-94% in any subsequent month</b>	2nd Warning Letter to be issued Parent / guardian is to be informed (if student <18)
<b>&lt;90% at any given time during the course</b>	May result in the cancellation of Student's Pass Parent / guardian is to be informed (if student <18)

- Students who receive 3 consecutive warning letters may result in the termination of student contract and cancellation of student's pass.
- Students will be informed of the minimum attendance requirements and policy and procedure via Student Orientation and Student Handbook.

### 21.4 Student Attendance Taking and Monitoring Process

- Attendance is to be taken once per class. Students that enter the class within 15 minutes from the start of class will be considered late, while students that enter the class after 15 minutes from the start of class will be marked as absent.
- For online classes (where applicable), students are required to keep their camera on throughout the lesson. Students that join the online class within 15 minutes from the start of class will be considered late, while students that enter the online class after 15 minutes from the start of class will be marked as absent.
- The attendance for online classes will be taken at three key points during each class: at the start of the session, after the break, and at the end of the session.

- Students who turn off their camera during the class will be prompted to turn on their camera. Should the student not turn on their camera after 3 verbal prompts by the teacher, the attendance will be changed to absent with a remark.
- For asynchronous e-learning (where applicable), teachers will submit the completed physical attendance sheets to the Administrative Manager after students have finished their assigned tasks or work.
- Attendance will be marked as “Absent” if the students do not complete the tasks/work assigned unless they are covered by a Medical Certificate (MC).

### 21.5 Applying for Leave or Submitting Medical Certificate (MC)

- Students applying for leave or submitting a medical certificate must request the Student Request Form from the Administrative Manager.
- For leave applications, the Student Request Form must be submitted at least 3 days before the intended leave date.
- Medical Certificates and/or completed Student Request Forms, along with supporting documents, must be submitted to the Administrative Manager.
- All Student Request Forms require approval from the Management Team before students can take leave during the school term.
- Approved Student Request Forms should be submitted to the Administrative Manager before the start of the class that the student is being excused from, or within 3 working days of returning to class should there be extenuating circumstances. All MCs are to be submitted to the Administrative Manager within 3 working days of returning to class. Otherwise, attendance will be marked as Absent.
- The Administrative Manager should contact students who have been marked as Absent to ascertain whether they have valid reasons to be absent from class. If they do, their attendance status may be changed to On Leave or Medical Certificate (MC).

*Note: If student is under the age of 18, the Student Request Form needs to be signed by the student’s parent or legal guardian.*

## 22 ASSESSMENT RESULTS, APPEALS, AND AWARD POLICY AND PROCEDURES

### 22.1 Assessment Results, Appeals and Award Policies

- All assessment results, including awards (if students are graduating) are to be disseminated to all relevant students within 3 months from the date of the last examination.
- Dissemination of awards can be in the form of information provided to students. Actual graduation would not fall under the 3 months' timeframe.
- Information about appeals, including period and timeframe of any appeals, would need to be disseminated to students upon the release of examination results at the latest.
- All appeals shall be managed in a fair and impartial manner.
- Appeals are to be submitted in writing, within 7 working days from the release of assessment results and the results of the appeals are to be made known to the students within 4 weeks.

### 22.2 Assessment Results, Appeals and Award Procedures

- Upon completion of the marking and moderation of examination papers, the Administrative Manager will release the examination results to all students.
- If students have met all the graduation requirements, their names would also be submitted to the AEB and/or academic partners for their approval.
- 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.
- Dissemination of awards can be in the form of information provided to students. Actual graduation would not fall under the 3 months' timeframe.
- The Administrative Manager will notify students through email of the release of their assessment results and inform them to collect their certificates and transcripts, and awards (if any).
- The following is the appeal procedure:
  - Courses with External Partners
    - (a) 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 of the release of examination results.
    - (b) The Administrative Manager is to acknowledge the receipt of the Examination Appeal Form within 3 working days and proceed to submit the appeal to the External Partner.
    - (c) All decisions made by the External Partner are subject to their appeal processes, and approved decisions are final.
    - (d) The AEB is to review and endorse the appeal results before the Administrative Manager informs the students of the appeal outcome within 4 weeks from the date of appeal.
    - (e) Any amendments to the results slips will be made by the Administrative Manager. The amended results slips will be submitted to the DOS for approval.

→ In-house Courses

- (a) 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 of the release of examination results.
- (b) The Administrative Manager is to acknowledge the receipt of the Examination Appeal Form within 3 working days and proceed to submit the appeal to the DOS.
- (c) The DOS 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 re-mark the paper. Comments in relation to the re-mark must be stated in the Examination Appeal Form, which would be circulated to the AEB Chairman for his/her review and approval.
- (d) All decisions made by the AEB are final.
- (e) The Administrative Manager will inform the student of the final decision within 4 weeks from the date of the appeal.
- (f) Any amendments to the results slip as an outcome of the appeal will be made by the Administrative Manager. The amended results slips will be submitted to the DOS for approval.

**23 REFERENCE TO SSG****SkillsFuture Singapore**

1 Paya Lebar Link

#08-08 Paya Lebar Quarter 2

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

Opening hours

- Monday – Friday: 9am – 6pm
- Saturday, Sunday and Public Holidays: Closed

**24 REVISION HISTORY**

Version	Description	Effective Date	Updated By	Approval Authority
2.6	<ul style="list-style-type: none"> <li>Added in a section on Revision History</li> </ul>	03 May 2018	NA	NA
2.7	<ul style="list-style-type: none"> <li>Added 'Course Material Fees' and 'Medical Insurance Fees' under Non-Refundable Fees.</li> </ul>	31 Dec 2018	NA	NA
2.8	<ul style="list-style-type: none"> <li>Exclusion of Banker's Guarantee. Shortened processing time.</li> </ul>	01 Jul 2019	NA	NA
2.9	<ul style="list-style-type: none"> <li>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.</li> </ul>	08 Jul 2020	NA	NA
2.10	<ul style="list-style-type: none"> <li>Updated to Edvantage Institute (Singapore)</li> <li>Added course: Diploma in Enterprise Operations and Entrepreneurship</li> <li>Updated Primary course duration from 10 months to 12 months</li> </ul>	10 Sep 2020	NA	NA
2.11	<ul style="list-style-type: none"> <li>Added course: Advanced Diploma in Entrepreneurship and Enterprise Innovation</li> <li>Added course: Advanced Diploma in Marketing Technologies and Enterprise Branding</li> </ul>	24 Sep 2020	NA	NA
2.12	<ul style="list-style-type: none"> <li>Added course: Certificate in Foundation English</li> </ul>	18 Jan 2021	NA	NA
2.13	<ul style="list-style-type: none"> <li>Update: School Management Committee</li> </ul>	04 Mar 2021	Josselyn	Marhaini
2.14	<ul style="list-style-type: none"> <li>Updated the handbook's contents so that they are in line with the institute's manuals and website</li> </ul>	15 Jul 2022	Josselyn	Marhaini
2.15	<ul style="list-style-type: none"> <li>Replaced all mention of the institute's former Principal with mention of the institute's Management Team</li> <li>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</li> <li>Updated the SSG's contact details</li> </ul>	01 Dec 2022	Josselyn	Marhaini
2.16	<ul style="list-style-type: none"> <li>Update: Banker's Guarantee</li> <li>Change of school address</li> </ul>	28 Mar 2023	Josselyn	Marhaini

Version	Description	Effective Date	Updated By	Approval Authority
3.0	<ul style="list-style-type: none"> <li>Updated information, policies and procedures throughout handbook</li> <li>Re-laid information</li> </ul>	05 Jun 2023	Josselyn	Marhaini
3.1	<ul style="list-style-type: none"> <li>Added online attendance taking procedure to the handbook</li> </ul>	27 Oct 2023	Josselyn	Marhaini
4.0	<ul style="list-style-type: none"> <li>Changed CPE to SSG</li> <li>Added a section 'School Facilities and Infrastructure'.</li> <li>Updated the handbook's contents so that they are in line with the institute's manuals and website</li> <li>Updated Transfer, Withdrawal, Deferment and Refund Policies and Procedures</li> <li>Amended "Edvantange Institute (Singapore)" to "Edvantage Institute (Singapore)" in How to get a Banker's Guarantee under Student's Pass section.</li> <li>Amended SSG's website link found under the Pre-Course Counselling and Student Contract section to "(https://www.tpgateway.gov.sg/)"</li> </ul>	21 Nov 2024	Josselyn	Marhaini
4.1	<ul style="list-style-type: none"> <li>Formatted Handbook</li> <li>Update Manual Content and References throughout the Handbook</li> </ul>	27 Dec 2024	Josselyn	Marhaini
4.2	<ul style="list-style-type: none"> <li>Added the Performance Grading for each course</li> <li>Added the Assessment requirement, Performance Grading, Award Criteria for Course Completion, and Type of Certification Awarded</li> <li>Added "be" under 21.1 Attendance Policy, Procedure and Information for Asynchronous e-learning</li> <li>Removed the last point under 21.4 Student Attendance Taking and Monitoring System</li> <li>Added 21.5 Applying for Leave or Submitting Medical Certificate (MC)</li> <li>Added "The Administrative Manager will notify students through email of the release of their assessment results and inform them to collect their certificates and transcripts, and awards (if any)." in 22.2 Assessment Results, Appeals and Award Procedures</li> </ul>	07 March 2025	Josselyn	Marhaini
4.3	<ul style="list-style-type: none"> <li>Replaced Organization Chart</li> </ul>	14 April 2025	Josselyn	Marhaini

<b>Version</b>	<b>Description</b>	<b>Effective Date</b>	<b>Updated By</b>	<b>Approval Authority</b>
4.4	<ul style="list-style-type: none"> <li>Added “Career Roadmap Slides on Career Guidance and Employability Skills Information in Singapore” under List of comprehensive services available in the school under 14 Student Support Services</li> </ul>	30 June 2025	Josselyn	Marhaini