

STUDENT HANDBOOK

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1. INTRODUCTION TO SCI

1.1 OUR VISION

To become an internationally distinguished education provider.

1.2 OUR MISSION

To provide high quality courses, teachers, service and learning environment.

1.3 OUR VALUES AND CULTURE

Values

- **S – Specialist** in education
- **P – Professional** in providing first rate service and quality courses
- **R – Reliable** in being truthful and maintains integrity when in dealings with students
- **I – Inspires** creativity in achieving academic excellence
- **N – Noting** of student’s progress in the course of study
- **G – Global** education for all nationalities

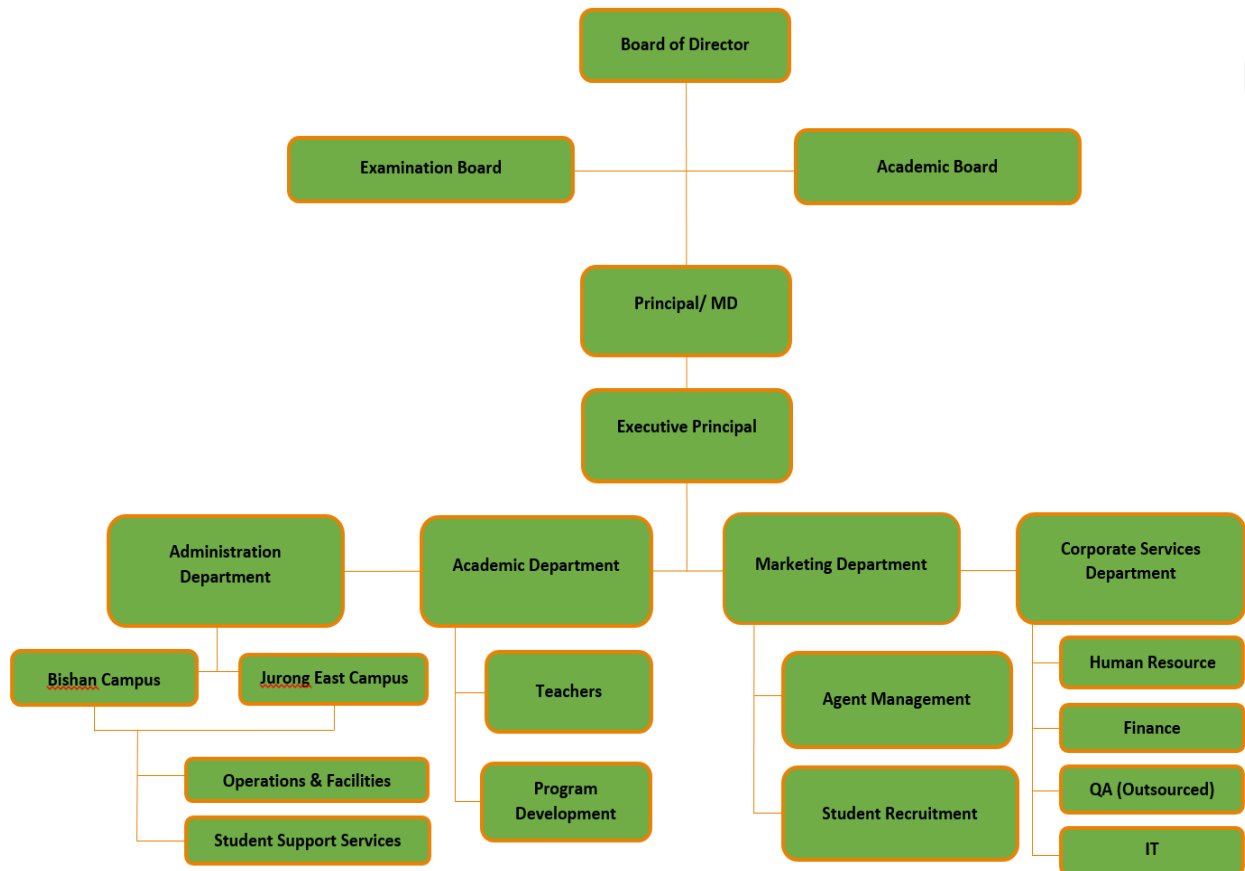
Our core values “SPRING” reflect our commitment towards the satisfaction and well-being of every student. We ensure reliability in providing courses customized to the needs and in dealings with students. Assistance is always made available to our students should they require it. We also provide a conducive learning environment for our students.

**Values expression: Having honest and reliable school-building principles, SCI takes notes of the student’s progress and through professional levels of teaching and service to stimulate the student’s learning interest, aspire to make talents with global vision.*

Culture

- Creativity and achievement, Excellence, Grow together

1.4 ORGANISATION CHART



1.5 LOCATION AND CONTACT

Spring College International (Jurong East)

Block 135 Jurong Gateway Road #03-327 Singapore 600135

Block 135 Jurong Gateway Road #03-329 Singapore 600135

Operating Hours: 08:30am-6:00pm

Spring College International (Bishan)

Block 512 Bishan Street 13 #03-526 Singapore 570512

Block 513 Bishan Street 13 #02-500 Singapore 570513

Operating Hours: 08:30am-6:00 pm

1.6 FLOOR AREA AND SEATING CAPACITY

CLASSROOM NUMBER	FLOOR AREA (SQURE METER)	CAPACITY
Jurong East Room 1	15.50	10
Jurong East Room 2	16.00	10
Jurong East Room 3	14.40	9
Jurong East Room 4	14.40	9
Jurong East Room 5	15.80	10
Jurong East Room 6	15.80	10
Jurong East Room 7	21.80	14
Jurong East Room 8	14.60	9
Jurong East Room 9	10.20	6

CLASSROOM NUMBER	FLOOR AREA (SQURE METER)	CAPACITY
Bishan Room 1	17.31	8
Bishan Room 2	22.15	10
Bishan Room 3	17.31	8
Bishan Room 4	21.81	8
Bishan Room 5	26.45	10
Bishan Room 6	12.95	5

2. ATTENDANCE

2.1 ATTENDANCE REQUIREMENT

- Local Students: The school encourages students to achieve at least 75%
- Student Pass Holders: 90%
- Approved Student Leave Application Forms should be submitted to the Administration Executive 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 Administration Executive within 3 working days of returning to class.

Students who are holding student passes and are absent without any valid reason (i.e. marked as “X”) will be dealt with in the following manner:

Attendance Rate	Action to be Taken
<90%	1 st Warning Letter to be Issued Academic Counselling to be carried out (Including failure to meet completion requirement reminder) The parent/guardian is to be informed (if student <18)
No improvement seen on the attendance after the 1st Warning Letter being issued	2 nd Warning Letter to be Issued Academic Counselling to be carried out (Including Cancellation of Student’s Pass reminder). The parent/guardian is to be informed (if student <18)
< 90% for 3 months	Final Expulsion Letter to be Issued (Including Cancellation of Student Pass) The parent/ guardian is to be informed (if student > 18)

Note: 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 College.

2.2 MAKE-UP CLASSES

- Students who fail to turn up for a class should be aware that make-up classes are not available.
- If a class is postponed due to unforeseen circumstances, SCI will make the necessary arrangements.

3. SCHOOL HOLIDAY

- SCI will issue a calendar of the year that they are enrolled in, to inform them of the respective holidays.
- In view of an upcoming SCI holiday, SCI will also issue a letter of notification to the students.
- Teachers will also inform the students of the upcoming holidays.

4. CODE OF CONDUCT

4.1 DISCIPLINARY APPROACHES AND DECISIONS

Disciplinary actions will be taken against students who did not adhere to SCI's rules and regulations.

4.2 BEHAVIOUR IN SCHOOL PREMISES

Students are to abide by the School's Classroom Rules and Regulations. Classroom Rules and Regulations are as follows:

- Do not speak loudly or walk around in class. Maintain minimum noise level and keep the class in order.
- No eating or drinking. Only water is allowed.
- Do not litter. Keep the classroom clean and neat.
- No vandalism of the school properties.
- Students are not allowed to adjust any electrical appliances (air-condition, fans etc).
- There is no need for companion to the washroom. Please go alone and do not disturb other students.
- Before leaving the classroom, bring along your valuables to prevent any loss. Waste should be thrown onto the rubbish bins.
- Arrange all tables and chairs back to the orderly arrangement before leaving the classroom.
- Before leaving the classroom, teacher should clean the whiteboard, turn off all electrical appliances in the class and close the door.
- Do not use handphones, computers, ipads and other electronic devices in the classrooms and only electronic dictionaries are allowed to be used.

4.3 BEHAVIOUR OUTSIDE OF SCHOOL

- a) Students are to adhere to the Singapore Law.
- b) Acts of misconduct such as stealing, fighting, may lead to prosecutions by the police.
- c) In such events, SCI may suspend the student to facilitate further investigations.
- d) If the student is found guilty, he/she will be subjected to disciplinary actions.

4.4 DRESS CODE AND APPEARANCE

- a) Students are to be properly dressed for their lessons in school.
- b) SCI reserves the right to bar students from entering if they are improperly dressed.
- c) Ragged clothes, mini-skirts, revealing clothing and slippers are deemed as improper.

4.5 FORMS OF MISCONDUCT WHICH WILL RESULT IN DISCIPLINARY ACTIONS

- a) Leaving classroom / College grounds without permission
- b) Continual absent from class without valid reasons
- c) Continual late-coming without valid reasons
- d) Bullying, including cyber bullying

- e) Cheating in any form of assessments, including tests and examinations
- f) Open defiance and rudeness
- g) Improper attire and grooming
- h) Violation of any other College Policy
- i) Unlawful actions (according to Singapore Laws)

5. SCI'S FACILITIES

Both campuses are within close proximity to public libraries around 3 minutes' walk. Our students can easily get access to academic resources since both of our premises are conveniently located within walking distance from regional libraries. In addition, both of our campuses are also located near shopping malls that can satisfy students daily needs. Besides the favorable locations, Spring College International also provides adequate infrastructure and facilities to meet the students' needs. Facilities include:

- Classrooms
- Library
- Study Area
- Rest Area
- Administration Office
- Student Service Centre
- Vending Machine
- Water cooler
- Wireless Network Wifi
- CCTV Camera

5.1 LIBRARY

- a) Students are free to read the books within School premises.
- b) Care for the books. Do not vandalise them.
- c) Students are to register at the office to borrow the books for a period of 2 weeks.

5.2 USE OF INTERNET COMPUTER

- a) The use of Internet is strictly for educational purposes.
- b) Surfing of illegal or prohibited websites is not permitted.
- c) Students are to obtain permission from the office to use the computer.

5.3 LEARNING MANAGEMENT SYSTEM (LMS)

- a) Learning Management System (LMS) is transformed with the provision of an interactive platform for students, parents/guardians, and stakeholders.
- b) Students are able to access their own information domains anytime with their individual user and password. (In the events of misinformation, the administrative staffs will issue the student a new user and password.)
- c) Students can keep track of their progress and goals for their pursuit of an all rounded education with SCI.
- d) Students can expect to have discussions with their teachers on lessons, assignments, coursework, examination techniques and topical subject matters like AEIS & QT exams,
- e) Coursework and lesson notes are available for downloading and schedule information for class, examinations and activities for reference.
- f) Surveys can be submitted online, together with feedback.
- g) It enhances the access readiness through which students can avail themselves at time of need and not having to lose these forms and delay the intending actions.
- h) Managing of their personal particulars online.
- i) Check their payment records to better manage expectations and accuracy.

6. EXAMINATION

Students are to adhere to the following rules and guidelines during examinations:

- No communication or electronic devices allowed.
- No cheating.
- No books or materials are allowed.

6.1 RE-EXAMINATION

- a) In the event when a student fails to turn up for an examination, he/she will be allowed to take a re-examination only if he/she submits a medical certificate or a letter stating a valid reason of absence.
- b) The student will be charged for the re-examination according to PEI-student contract. If the student fails to turn up again, actions will be taken.
- c) For examinations of courses designed by SCI, a student may request for re-examination if he/she fails the first one. He/she must submit request in writing to the Examination Board for consideration.
- d) The student will be charged for the re-examination according to PEI-student contract.
- e) This request can only be made once for each examination.

6.2 GRADUATION / PROGRESSION

a) The progression criteria is:

Preparatory Course

- 1) Obtain the minimum point to pass each module (according to grading rate)
 - 30% (Primary)
 - 45% (Secondary, O Level & A level)
- 2) Meet Attendance requirement

Diploma & Certification courses

- 1) Obtain the minimum point to pass each module (according to grading rate)
 - 50% for certificate & diploma level
- 2) Meet Attendance requirement

b) The Graduation criteria is:

Preparatory Course

- 1) Complete the whole course or join another course
- 2) Meet Attendance requirement

Diploma or Certification courses

- 1) Pass all the modules
- 2) Meet Attendance requirement

6.3 APPEAL PROCESS

Students who have not passed their modules may submit an appeal for review of results using Examination Appeal Form giving their reasons. This appeal must be submitted within 7 working days of the release of exam results.

Courses with External Partners

- Upon release of results, students who are dissatisfied with the outcome may submit an Examination Appeal Form to the Administration Executive. This is to be done within 7 working days of the release of examination results.
- The Academic Executive is to acknowledge the receipt of the Examination Appeal Form within 3 working days and proceed to submit the appeal to the External Partner.
- All decisions made by the External Partner are subject to their appeal processes, and approved decisions are final.
- The Examination Board is to endorse the outcomes before notifying the student of the outcome.
- The Academic Executive will inform the student of the appeal outcome within 8 weeks from the date of the appeal.

In-house Courses

- Upon release of results, students who are dissatisfied with the outcome may submit an Examination Appeal Form to the Administration Executive. This is to be done within 7 working days of the release of examination results.

- The Academic Executive is to acknowledge the receipt of the Examination Appeal Form within 3 working days and proceed to submit the appeal to the Academic Manager.
- The Academic Manager is to review the appeal request and decide if it is a valid appeal. If the request qualifies for an appeal, a different marker will be designated to re-mark the paper. Comments in relation to the re-mark must be stated in the Examination Appeal Form, which would be circulated to the Examination Board for review and approval.
- All decisions made by the Examination Board are final.
- The Academic Executive will inform the student of the final decision within one month from the date of the appeal.

7. INTELLECTUAL PROPERTY RIGHTS

- a) The rights of works and materials created by the students during the course of study belong to SCI.
- b) These works may be used in advertising promotions and/or other areas without the authorization of creators. However, information of these creators will remain confidential.
- c) SCI reserves all the rights to use photos, videos, audio, and other media of group and individual events of students, teachers and staff to promote our school.

8. FEE PROTECTION SCHEME (FPS) / PAYMENT SCHEDULE AND METHODS / STUDENT CONTRACT

To comply with requirements of EduTrust, FPS is implemented to both local and international students. (For more details, students may refer to: <https://www.ssg-wsg.gov.sg/>)
SCI is using the insurance service of Etiqa Insurance BHD and Lonpac Insurance BHD

All course fees except the Application Fee are required to be covered by FPS insurance.

Payment Methods:

FPS Insurance: Cash, cheque, NETS, SGQR or Telegraphic Transfer to SCI. SCI will buy insurance for the Student on the same day.

Student Contract

The Standard PEI-Student Contract (“Student Contract”) SCI adopts is a very important legal document between the College and the student.

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

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

All students are required to sign two original sets of student contract. One set will be given to the student and one set will be kept by the College.

If any amendment is made which will change the original intent of the student contract, both the student and the College must sign beside the amendment(s) on both sets of the original student contracts.

All fields must be completed in the student contract. Where it is not applicable, it must be indicated with “not applicable or N/A”.

A sample of the Standard PEI-Student Contract used by the College can be found on CPE’s website.

9. REFUND POLICY AND PROCEDURE

9.1 REFUND POLICY

Policy Statement

- a) The College’s Management Team shall ensure a fair and reasonable refund policy is detailed for any payments made.
- b) Time taken to process all refund requests will be done within 7 working days.
- c) The College adopts the Refund Policy as per the Standard Student Contract as set out by CPE. This Policy will act as a framework in guiding the implementation of detailed refund processes and procedures in the following areas:-
 - Refund for Withdrawal Due to Non-Delivery of Course
 - Refund for Withdrawal Due to Other Reasons
 - Cooling off Period
- d) College Refund Policy as per clauses in the Standard Student Contract: -

Refund for Withdrawal Due to Non-Delivery of Course:

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

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

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

Refund for Withdrawal Due to Other Reasons:

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

Refund during Cooling-off Period:

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

Refund Table:

% of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received:
[70%] [Except for 3 rd party charges] ¹	("Maximum Refund") More than [30] days before the Course Commencement Date
[50%] [Except for 3 rd party charges] ¹	Before, but not more than [30] days before the Course Commencement Date
[20%] [Except for 3 rd party charges] ¹	After, but not more than [3] days after the Course Commencement Date
[10%] [Except for 3 rd party charges] ¹	More than [3] days after the Course Commencement Date, but not more than [7] days after the Course Commencement Date
[0%] [Except for 3 rd party charges] ¹	More than [7] days after the Course Commencement Date
¹ 3 rd party charges (e.g. FPS charges, medical insurance charges, etc.)	

a) Non Refundable Fees : -

- Application Fees

Notes:

Conditions where a course may be cancelled:

- 1) The intake does not meet a minimum enrolment of 5 students
- 2) The teacher is suddenly hospitalized and a substitute teacher cannot be found.

9.2 REFUND PROCEDURE

1. Fill up Refund Request Form and submit to the School
2. School will meet up with you to acknowledge the refund request and to work out if any refund is eligible.
3. Any refund amounts will be subjected to the school's Management approval.
4. The school will inform you of the outcome of the refund request.
5. Should you be eligible for refund, the school will inform you when to collect the refund.
6. The whole refund process will not take more than 7 working days from date of application.

10. TRANSFER / WITHDRAWAL POLICY AND PROCEDURE

10.1 TRANSFER / WITHDRAWAL POLICY

1. The policy on Transfer/ Withdrawal:
 - A student who requests for an internal course transfer within the College must have their existing contract terminated. A new student contract will be signed based on the procedures for executing student contracts. The Refund Policy shall apply unless as otherwise agreed between the College and the Student.
 - The student must also fulfil all the admissions criteria of the new course and will be subjected to the College's student selection and admission procedures.
 - A student who withdraws from the College to enrol with another College shall be deemed to have withdrawn from the College and the refund policy and procedures shall apply.

2. Conditions for Granting Transfer and Withdrawal:
 - All outstanding fees must be settled prior to request for withdrawal and/or transfer
 - Student to fill in Course Transfer / Course Withdrawal Request Form, including submission of any supporting documents and adhering to the process as stated in the Course Transfer and Withdrawal Procedures.

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

4. Student's Pass Status
For Course Transfers
 For Student's Pass holder, course transfer is subject to ICA's approval of the new Student's Pass. In the event that an application pertaining to transfer is rejected by ICA, the student pass is to be cancelled within 7 days.

For Course Withdrawals
 Student's Pass holder is required to submit his/her passport and Student's Pass to the College for cancellation of Student's Pass with ICA.

5. Timeframe for assessing and processing transfer/ withdrawal cases
 The entire transfer / withdrawal process, from point of application to the final outcome, should not be more than 4 weeks. If the final outcome is not in favour of the applicant, respective staffs are to handle each situation according to the College's dispute resolution policy and procedure.

10.2 TRANSFER / WITHDRAWAL PROCEDURE

1. Student to fill in Course Transfer / Withdrawal Request Form, including submission of any supporting documents.
2. Requests for transfer are treated as withdrawal from a course and treated as a new application for a new course. Student must meet the entry requirements of the course applied for.

3. For students under 18 years old, request for transfer/withdrawal must be accompanied by student's parent/ guardian approval in written form.
4. An interview session with the Administration Executive will then be arranged to establish the reasons for the application of a course transfer / withdrawal. Administration Executive will seek possible solutions for student retention.
5. Request for transfer/withdrawal will only be considered for students that do not have any outstanding payments due to SCI.
6. Students requesting for transfer will be required to undergo pre-course counselling on the new course.
7. Outcome of application for transfer/withdrawal of course processed and notified in writing within 4 weeks from the date of submission of written request for transfer/withdrawal.
8. Upon approval of the transfer/withdrawal, the previous student contract will be considered as void.
9. Refund Policy shall apply for all qualified refunds.

11. DEFERMENT POLICY AND PROCEDURE

11.1 DEFERMENT POLICY

1. The policy Deferment:
 - A student who requests for Deferment must either have their existing contract terminated or sign an addendum to reflect the changes.
 - For all terminated Student Contracts, a new student contract will be signed based on the procedures for executing student contracts. The Refund Policy shall apply unless as otherwise agreed between the College and the Student.
 - Any deferment would be addressed on a case by case basis and the College will have the final decision on whether the deferment is approved or rejected.
2. Conditions for Granting Deferment
 - The College will have final say in all deferment cases. This will be based on availability of the Schedules and Classes.
 - The College will only consider deferment requests due to medical reasons (e.g. accident, illness, pregnancy, etc) where the student is deemed not fit to attend class. Additional supporting documents must be provided by the student for the request to be processed. Any other reasons will be deemed as a request to withdraw.
 - Students can apply for deferment of semester / unit ONLY ONCE. Extension of deferment period will only be considered should there be very valid reasons and additional supporting documents provided by the student.
 - In applying for deferment, student has to take note of the course completion timelines. Students must ensure that there is sufficient time for them to complete their studies according to the timeline.

- Course Completion Timeline:
 - Students must complete their course within the following timeline from the date of class commencement:
 - Within 1 year for course duration up to 6 months
 - Within 2 years for course duration up to 1 year
 - Within 4 years for course duration up to 2 years
 - Within 5 years for course duration up to 2.5 years
 - Offering of units / courses are subject to availability. The college reserves the right to offer similar unit(s) in replacement of discontinued unit(s).
3. Student's Pass Status
For Student's Pass holder, Deferments are subjected to ICA's approval of the new Student's Pass. The College will inform ICA in the event of any Deferments. Student's Pass will be cancelled.
 4. Timeframe for assessing and processing Deferment
The entire Deferment process, from point of application to the final outcome, should not be more than 4 weeks. If the final outcome is not in favor of the applicant, respective staffs are to handle each situation according to the College's dispute resolution policy and procedure.

11.2 DEFERMENT PROCEDURES

- 1) Student fills in Course Deferment Form with supporting documents and submit it to the Administration Executive
Note: Students under the age of 18 will need to submit written consent from parent/guardian
- 2) Administration Executive to inform student of the conditions for deferments / extension and that student pass will be subject to ICA's approval
- 3) An interview session with the Administration Executive will then be arranged to establish the reasons for the application of a course deferment. Administration Executive will seek possible solutions for student retention.
- 4) Administration Executive to submit request and supporting documents to Management Team for review and approval
- 5) Administration Executive to inform student of approval
- 6) Administration Executive to cancel student pass and re-apply for student pass when student comes back from deferment
- 7) Administration Manager to sign New Contract with student indicated new course end date and fees payable

12. SUSPENSION AND EXPULSION OF STUDENT

The school takes misconduct/malpractice extremely seriously and investigates all alleged cases of misconduct. Any student suspected of misconduct will be dealt with accordingly. Should any student be expelled from the course, no refund on fees paid will be made.

Students may be suspended or expelled from SCI under the following circumstances:

- Criminal Offences / Theft
- Vandalism or Mishandling of Office Premises / Assets / Properties
- Falsification of Information
- Cheating

- Students caught signing / marking attendance for friends
- Working while on Student Pass
- Attendance

13. STUDENT SUPPORT SERVICES

- The core list of support services are:
 - Student handbook is given out to all newly enrolled students to orientate them on important information of the College
 - Medical Insurance coverage in accordance with the guidelines by CPE is provided to all enrolled students, via QBE Insurance (Singapore) Pte Ltd. There can be an exemption for Singaporean/PR if they are already covered by their own medical insurance plan (proof must be shown to the College to be able to opt-out).
 - The Administration department that handles / processes all student requests.
 - Feedback form is easily available for students to provide valuable insights into helping the College to continually improve the student experience.

- List of Comprehensive Services Available in the College:

Services	Details	Staff-In-Charge
Student Welfare	<ol style="list-style-type: none"> Airport pickup. Accommodation arrangements. Student orientation program Medical insurance coverage for hospitalization and related medical treatment for the entire course duration. Arrange medical check-up. Management of grievances. Apply/extend Social Visit Pass and Visa for parents. Security Bond Banker's Guarantee. Assist in Student's Pass application and collection. 	Administration
Academic-related	<ol style="list-style-type: none"> Special help in the form of extra lesson time or counselling for students who face difficulties in class. Course materials. Transfer/Withdrawal of course. Issue Letter of Certification. Issue Certificate of Completion. 	Academic
Administrative	<ol style="list-style-type: none"> Student Pass Application /Renewal. Replacement of Student's Pass upon loss. FPS application. Application / extension of VISA for students and their parents/guardian. 	Administration

	5. Registration of external examinations (AEIS, O Levels, etc.). 6. Complaints/Dispute Resolution. 7. Refund of course fees. 8. Transfer/Withdrawal of course. 9. Assist in fee payment procedure.	
Extra-curriculum Activities	1. Volunteer work at nursing home. 2. Green Club. 3. Study Group.	Administration
Counselling Services	1. Pre-course counselling. 2. Pastoral counselling. 3. Career guidance. 4. Advice on future education path.	Trained staff & agents (for pre-course counselling)
Health and Safety	1. Fire drill exercise. 2. CCTV safety monitoring. 3. Medical insurance claims. 4. First aid. 5. Emergency Help.	Administration

3. Communication of up-to-date Student Support Services and Programmes
 - (a) Communication of the list of student support services and programmes will be through the Student Handbook, College's official website and also notices given to students to create awareness of these programmes. These notices can be in the form of verbal communication and / or memo given to students.
4. Programmes to develop students holistically
 - (a) Various models and frameworks would be created and continually reviewed to ensure that the College has sufficient programmes to develop students holistically
 - (b) The College's Continual Improvement Cycles and its elements, including the annually done Continual Improvement Work Plan would also act as a platform to incorporate the need and objective to develop students holistically.

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

14. FEEDBACK / DISPUTE RESOLUTION POLICY AND PROCEDURES

14.1 DISPUTE RESOLUTION POLICY

1. Handling of Feedbacks and Complaints
 - The College accepts both written (emails / letters / Feedback Forms) and verbal communications (meetings / telephone correspondences) for ease of providing feedback.

- The College is to seek feedback from its key stakeholders and external partners for continual improvement of its systems and processes.
- All feedbacks and complaints must be properly recorded and /or documented. Any correspondence (including actions taken) between the College and the student must be annexed as evidences. This is to ensure that any staffs handling the case are kept aware of the progress / outcomes.
- In the event of any appeals for retention, suspension, expulsion and awards, the College's Dispute Policy and Process shall follow.
- It is the responsibility of the Administration Department to notify relevant departments of any feedbacks and complaints.
- Students must be kept informed of the status of their feedback / complaints.
- Administration Department is to respond to respective students within 3 working days of receipt of the feedback / complaint.

2. Alternate Remedies in Dispute Resolution

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

14.2 FEEDBACK / DISPUTE RESOLUTION PROCEDURE

1. Fill in the Feedback Form and submit it to the College.
2. The School will acknowledge your feedback/complaint within 3 working days.
3. Within 14 days, the College will propose a solution to you.
4. Should you not be satisfied with the solution, the matter will be escalated to the Executive Principal.
5. Should the final resolution still be unsatisfactory, you will be referred to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through the Committee for Private Education Student Services Centre.
6. The entire process should not take more than 21 working days.

15. DATA PROTECTION NOTICE & CONSENT / PDPA

The information provided in Application Form is to enable SCI to:

- a) Administering and/or managing the Applicant's application(s) for Admission and Enrolment;
- b) Managing the Applicant's relationship with SCI
(including the announcement of statements or notices of the Applicant, sending the Applicant marketing, advertising and promotional information, including materials and information on courses in SCI, general student-related activities within SCI, as well as related talks, seminars and/or events via postal mail, electronic mail, SMS or MMS, fax and/or voice calls; and);
- c) Processing the Applicant's application(s) for scholarships and/or financial aid, and if successful, administering and/or managing the Applicant's scholarship and/or financial aid programmes, which may include use of personal data for direct marketing purposes for event invitations, surveys and/or publicity of SCI's financial aid programmes;
- d) Responding to requests for information from public agencies, ministries, statutory boards

- or other similar authorities
- e) Allow the compilation and analysis of statistics for marketing purpose **(hereinafter referred to collectively as “Purposes”)**

Your personal data may be disclosed by SCI to its third-party service providers, agents or collaborators (including their lawyers / law firms), which may be sited outside of Singapore, for one or more of the above Purposes, as such third-party service providers, agents or collaborators, if engaged by SCI, would be processing your personal data for one or more of the above Purposes.

By submitting your Application Form, you:

- a) consent to SCI collecting, using, disclosing and/or processing your personal data for the Purposes as described above;
- b) consent to SCI collecting personal data about you from sources other than yourself and using, disclosing and/or processing the same, for one or more of the Purposes as described above;
- c) consent to SCI disclosing your personal data to its third-party service providers, agents, or collaborators (including their lawyers / law firms), for the Purposes as described above;
- d) consent to SCI transferring your personal data out of Singapore to its third-party service providers, agents, or collaborators where such third-party service providers, agents, or collaborators are sited (whether in Singapore or outside of Singapore), for the Purposes as described above;
- e) have read and understood the above provisions.

SCI seeks to include each student’s name, affiliation and full contact details into the SCI Mailing List to enable dissemination of information about future activities and opportunities. Should you wish to withdraw your consent to be contacted for this purpose stated above, please indicate your intent to withhold consent by contacting us. Please allow 7 working days for your withdrawal of consent to take effect.

By attending school activities & event, you consent to the use of your photograph, voice, likeness, and image in any broadcasts of this event and in subsequent productions drawn from video or audio recordings of this event. The photographs and recordings may be published or broadcasted in the official SCI and affiliates’ publications and in publicity materials, including the SCI and affiliates’ websites and social media. All recordings, articles, quotes, photographs, films, audio or video and/or any reproductions of same in any form, are the property of SCI. SCI, its affiliates, employees, representatives and agents are released from any and all claims, demands, costs and liability that may arise from the use of these interviews, recordings, photographs, videotapes or films, and/or any reproductions of same in any form, as described above, arising out of being interviewed, recorded, photographed, videotaped or filmed.

It is the responsibility of students to remove themselves from group and candid shots/recordings that the photographers/videographers intend to capture, if they do not wish to have their photos/audio-visual recordings taken at the activities & event.

Personal Data Protection Policy (PDPA)

1. Introduction

“Personal Data” is defined under the PDPA to mean personal information, whether true or not and whether in electronic or other form, about an individual who can be identified:

- i. From that data; or
- ii. From that data and other information to which we have access to or are likely to have access to.

Examples of personal data include name, address, NRIC/FIN/Passport number, photograph or video image, telephone numbers and email addresses.

To find out more about PDPA, you may visit the Singapore Personal Data Protection Commission’s website.

2. Purposes for Collection, Use & Disclosure of Personal Data

Depending on your relationship with us (e.g. as an applicant, student, alumni of the College, staff, academic staff, donor, vendor, service provider, parents, guardians, recruitment agents and / or any other person relating to our organization), the personal data, photographic images, videos, etc., which we collect from you may be collected, used and/or disclosed for the following purposes:

- a. Evaluating suitability for admission or employment, enrolling or employing, providing educational courses and training, including sending materials on course / study / assignment / course materials, information on time tables and examination details via postal mail, electronic mail, SMS or MMS, fax and/or voice calls;
- b. Administering and/or managing relationships with the College (including responding to enquiries, the mailing of correspondence, statements or notices which could involve the disclosure of certain personal data to bring about delivery of the same);
- c. Assessing, monitoring and reporting on individual student performance, attendance and disciplinary records;
- d. Supporting students’ learning through curricula and extra-curricular activities including but not limited to outdoor trips and inter-College competitions;
- e. Providing pastoral care and counselling where appropriate;
- f. Providing healthcare and wellness services;
- g. Application of student passes where appropriate;
- h. Application for Ministry of Education approval for Singapore Citizens and Permanent Residents;
- i. Facilitating payment for goods and/or services provided by the College and/or a third party on the College’s behalf including verification of bank and credit card details with third parties and using the Personal Data provided to conduct matching procedures against databases of known fraudulent transactions (maintained by us or third parties);
- j. Responding to any complaints, feedback, requests and enquiries by student / parents / guardians;
- k. Disclosing your records to your parent(s) or guardian(s) at their request;
- l. Informing student / parents / guardians/ related parties of events, talks, seminars and updates;
- m. Maintaining and updating our student, alumni, and academic staff records;
- n. Generating financial, regulatory, management or survey reports and statistics for the College’s business and administrative purposes;
- o. Promoting the College to prospective students, including but not limited to the Academy’s prospectus, magazine and website;

- p. Sending promotional and marketing information by post, email and SMS about the College, activities and events as well as carefully selected third parties;
- q. Taking of photographs and/or videos (whether by the College staff or third party photographers and/or videographers) during events or seminars organised by the College or its affiliates for publicity purposes;
- r. Engaging alumni including but not limited to notification on the College and alumni- related initiatives and activities, invitation to the College and alumni-related events, updating of alumni information, invitation to participate in alumni surveys and sending of communication collaterals;
- s. Processing applications for and administering local and overseas career related activities, events, programmes, internships, employment opportunities, and career coaching, and sharing information with companies (whether local or overseas) for purposes of recruitment, internship, industrial attachment, job placement and research support;
- t. Meeting or complying with the College's internal policies and processes / procedures and any applicable laws, rules, regulations, codes of practice or guidelines, orders or requests issued by any court, legal or regulatory bodies (including but not limited to disclosures to regulatory bodies, conducting audit checks, surveillance and investigation);
- u. Carrying out due diligence or other screening activities (including background checks) in accordance with legal or regulatory obligations or risk management procedures that may be required by law or put in place by the College, including the obtaining of references and/or other information from prior educational institutions and employers;
- v. Preventing, detecting and investigating crime, offences or breaches including that related to the security of the College's premises (including but not limited to the use of security cameras);
- w. Conducting checks with the DO NOT CALL Registry;
- x. Purposes, which are reasonably related to the above.

By providing the Personal Data, including those related to a third party (e.g.:- information of your parents) to us through the various channels (e.g.:- written form, webpage, email, etc.), you represent and warrant that consent, including that of the third party, has been obtained for collection, use and disclosure of the Personal Data for the respective purposes. In the event the personal data is to be used for a new purpose, the College will notify you and seek your consent. The College ensures that your Personal Data held by us shall be kept confidential. When transferring personal data to our third-party service providers, agents and/or our affiliates or related corporations whether in Singapore or elsewhere in order to carry out one or more of the purposes listed above, we will require them to ensure that your Personal Data disclosed to them is kept confidential and secure.

3. Specific Issues for the Disclosure of Personal Data to third parties

We respect the confidentiality of the personal data you have provided to us.

In that regard, we will not disclose any of your personal data to any third parties (unless otherwise for the purposes stated above) without first obtaining your expressed consent permitting us to do so. However, please note that we may disclose your personal data to third parties without first obtaining your consent in certain situations, including, without limitation, the following:

- a. The disclosure is required based on the applicable laws and/or regulations;

- b. The purpose of such disclosure is clearly in your interests and consent cannot be obtained in a timely way;
- c. The disclosure is necessary to respond to an emergency that threatens the life, health or safety of yourself or another individual;
- d. There are reasonable grounds to believe that the health or safety of yourself or another individual will be seriously affected and consent for the disclosure of the data cannot be obtained in a timely way, provided that we shall, as soon as may be practicable, notify you of the disclosure and the purposes of the disclosure;
- e. The disclosure is necessary for any investigation or proceedings;
- f. The personal data is disclosed to any officer of a prescribed law enforcement agency, upon production of written authorization signed by the head or director of that law enforcement agency or a person of a similar rank, certifying that the personal data is necessary for the purposes of the functions or duties of the officer; and/or
- g. The disclosure is to a public agency and such disclosure is necessary in the public interest.

The instances listed above are not intended to be exhaustive. For an exhaustive list of exceptions, you are encouraged to peruse the PDPA, which is publicly available at <http://statutes.agc.gov.sg>.

4. Withdrawal of Consent

You may withdraw your consent to any or all use of Personal Data for any or all of the purposes set out in this policy in writing and submitting through our DPO. If you withdraw your consent to the use of your Personal Data for any or all purposes, depending on the nature of your request, the College may not be in a position to continue to provide our services to you or administer any contractual relationship in place, in which case the College reserves the right to cease providing the services and/or terminate the contractual relationship with you.

Without prejudice to the foregoing, you agree and acknowledge that any withdrawal of your consents in accordance with the terms set out in this notice will not affect any consent which you may have provided to the College in respect of the use of your Singapore telephone number(s) for the receiving of marketing or promotional information.

5. Administration & Management of Personal Data

As the College relies on your Personal Data to provide services to you, you shall ensure that at all times the information provided by you to us are correct, accurate and complete. Student shall update us in a timely manner of all changes to the information provided to us through the relevant form from the Staff Office. Alumni and Stakeholders shall update their Personal Data to our relevant departments as and when necessary or through our annual update.

You can view your personal data, which the College has collected and stored at any time. In order to do so, you will need to submit in writing to DPO email or Staff Office (for student) for access to view your personal data. Your right to view your personal data is limited to your personal data only. The College is not permitted to reveal any personal data about any other individual. The College reserves the right to refuse access to your personal data if it will reveal or lead to the revelation of another individual's personal data, cause harm to you or another individual or is contrary to the national interest.

Your Personal Data is retained to the extent one or more of the purposes for which it was collected remains valid and/or for other legal or business purposes for which retention may be necessary. The College will take commercially reasonable efforts to take appropriate precautions and preventive measures to ensure that the electronic storage and transmission of your personal data

is adequately protected and secured with the appropriate security arrangements and that our data intermediary are aware of the requirements of PDPA. However, we cannot assume responsibility for any unauthorized use of your personal data by third parties, which are wholly attributable to factors beyond our control.

If you have any feedback or enquiries relating to our PDPA related policies and procedures or would like to obtain access and make corrections to your personal data, please do not hesitate to contact our Data Protection Officer (DPO*)

- Address: Spring College International (Jurong East)
Block 135 Jurong Gateway Road #03-327 Singapore 600135
Spring College International (Bishan)
Block 512 Bishan Street 13 #03-526 Singapore 570512
- Telephone: +65 6896 0880 (Jurong East)
+65 6358 1068 (Bishan)
- Email: supervisor@spring.edu.sg

The College reserves the right to amend this Policy with or without notice from time to time.

6. Notice

Please note that this Policy does not derogate from the terms and conditions governing your relationship with the College and its related corporations. The College's rights under this Policy shall be without prejudice to other rights of collection, use and disclosure available pursuant to the terms and conditions or under the law and nothing herein is to be construed as limiting any of these other rights.

16. UPDATES AND CHANGES TO TERMS AND CONDITIONS

SCI reserves the rights to make changes to the terms and conditions in the handbook. Students will be informed of the updates and changes through the release of the new edition or an annex.

17. OTHER INFORMATION

17.1 STUDENT'S PASS APPLICATION AND PROCEDURES

- To apply for a Student's Pass from the Immigration & Checkpoints Authority of Singapore (ICA), international students must provide accurate and the most updated information relating to their:
 - personal particulars;
 - educational qualifications;
 - financial ability;
 - family background;
- Students may apply for visa entry at <http://www.ica.gov.sg>.
- For Student Pass collection from ICA, the student has to bring his/her IPA letter, passport, passport-sized photograph, medical report, printout of E-forms 16 and V36.
- Students may be required to attend an interview in person in order to substantiate your application for a Student's Pass. This pass grants the student permission to stay in

Singapore and pursue their studies approved by the Singapore government. It states the period of time that the student is allowed to stay.

- Student pass granted strictly forbids students from working, whether for a payment or without payment. All international students are required to abide by this regulation. You are not allowed to seek any form of employment, paid or unpaid, or be involved in any business, profession or occupation. You are not to take part in any activity which is detrimental to the security, reputation and well-being of Singapore.
- Prior to the student's pass or immigration status in Singapore, do seek advice from the Admissions Office as soon as possible. Also, according to immigration law, some international students are required to pay a certain amount of Security Deposit to ICA. This information is available on ICA's official website at <http://www.ica.gov.sg>.
- For student pass renewal, students must inform PEI to renew their student passes one month before the expiry date. There will be no renewal of student passes after the expiry date.
- Upon the completion, withdrawal or termination of your course with our school, your Student's Pass must be cancelled.
- Upon the cancellation of your student's pass card, ICA will approve your stay in Singapore on social visit status for a short period. Please adhere to the validity period of the social visit status granted to you by ICA. Students must return their student passes to ICA within 7 days after the end of their courses. No foreign student may stay in Singapore after his/her pass expires.

17.2 ADVICE ON ACCOMODATION AND COST OF LIVING IN SINGAPORE

- Accommodation:
 - Room, Dual-shared –S\$600 per pax per month
 - Room, Tri-shared –S\$500 per pax per month
 - Room, Quad shared –S\$450 per pax per month
- Typical cost of meal: S\$3-5 per pax per meal

17.3 GENERAL HEALTHCARE SERVICE IN SINGAPORE

- For further information about healthcare services in Singapore, please refer to www.singhealth.com.sg

17.4 RELEVANT SINGAPORE LAWS

Immigration	All International students studying in Singapore must have a valid passport and a Student Pass from ICA (Immigration and Checkpoint Authority).
Employment	International students are not permitted to engage in any form of employment or attend an industrial attachment/internship programme, whether paid or unpaid, without a valid work pass issued by Ministry of Manpower
Driving	All drivers must be in possession of a valid Singapore driving license and the vehicle must be insured.
Drugs	Possession of Controlled Drugs is presumed to be for trafficking, an offence which can carry the death penalty.

Alcohol Abuse	Any offence committed while being intoxicated (drunk) is punishable under the law. Drunk driving is a serious offence.
Smoking	Smoking in specific public places and indoor restaurants is prohibited.
Traffic	Jay walking is an offence.
Littering	Littering, spitting and vandalism (with graffiti) in public areas are serious offences.

18. REFERENCE TO CPE

Committee for Private Education
 1 Marina Boulevard
 #18-01 One Marina Boulevard
 Singapore 018989

Tel: +65 6512 1140

Email: CPE_Contact@cpe.gov.sg

Opening Hours

Mon – Fri 9am – 5pm

Sat, Sun and PH - Closed