



Equistar International College

Student Handbook

2025/2026



Equistar International College

Student Handbook

1. About the Equistar International College

Established in 2010 as Zesprion School of Learning, the institution has developed a strong academic framework supported by robust systems and processes. With nearly 15 years of educational experience in Singapore offering preparatory courses for the AEIS and GCE O-Level examinations, it has established a solid reputation for academic excellence and student achievement.

In 2022, upGrad Institute acquired a majority stake in Zesprion as part of the upGrad Education Group's global expansion strategy. upGrad Institute leveraged cutting-edge technology and regionally relevant content to provide accessible and effective e-learning programmes for students across the region.

Following a change in ownership and management in 2025, the institution was rebranded as Equistar International College. Building upon the strong foundations of upGrad Institute and Zesprion's longstanding educational experience, Equistar continues to offer professional and industry-focused programmes while expanding its scope to include Preparatory Courses for the Singapore-Cambridge Secondary Education Certificate (SEC) and GCE A-Level Examinations.

Through this strategic evolution, Equistar International College remains committed to delivering quality education that integrates academic rigour, industry relevance, and holistic student development—empowering learners to achieve their aspirations and excel in a globalised world.

2. Welcome Message from Principal

As a school firmly rooted in Singapore and connected to the global landscape, we embrace the strengths of Singapore's education system — its solid academic foundation, structured discipline, values-based learning, and commitment to holistic development. Building on these strengths, we integrate future-oriented international perspectives to offer our students a learning experience that bridges local excellence with global readiness.

We believe that every student is unique. Through their journey of learning and discovery, each child will find their passion and be empowered to pursue their dreams with purpose and confidence. Here, our students grow not only in knowledge, but in character, independence, resilience, and the global competencies essential for the 21st century.

Our dedicated and experienced educators create a safe, caring, and inspiring environment where every student is seen, supported, and encouraged to thrive.

Education is a journey into the future. We look forward to walking alongside every family, helping our students lay a strong foundation for lifelong success and guiding them as they grow into globally-minded individuals who can make a meaningful impact.

We warmly welcome you to join our learning community.

3. Vision, Mission, Value Statements

Vision

To deliver quality education and be recognised as a leading and influential institution in the field of education.

Mission

Through a holistic and future-oriented education, we nurture independent thinkers with a global perspective and the values and competencies to thrive in an interconnected world.

Core Values

Excellence, Responsibility, Integrity, Resilience

4. Student Support Services Policy

The Registrar & Student Support Services would be responsible for ensuring the provision of a range of diverse student support services in meeting student needs and a good educational experience.

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

For New Students

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

For Current Students

- Medical Insurance
- Fee Protection Scheme
- Student Counsellor (Intervention for Academic and Discipline issues)
- Dispute Resolution Process
- Feedback Mechanism and Channels
- Certified Pastoral Counsellor
- Students' Outings and Activities
- Educational Tours
- Library Access for References
- Personalize updates to parents on students' progress which includes informing parents on student issues, including attendance rate, behaviour, academic and non-academic performance, etc.
- Personalized Study Plan
- Student Progress Reports
- Principal-Student Dialogue Sessions
- Close Collaboration with parents / guardians for students under 18 years of age

- Activities to promote student mental well-being.

For Graduated Students

- Alumni Support
- Junior College/Polytechnic/University Application Guidance
- Career Support (e.g. Introduction to career fairs, assistance in job search) – for graduates in postgraduate-level courses only

As part of the College's efforts to institute programmes that can develop students holistically (and not just academically) and value add to their learning experiences, the following Holistic Education Programme Framework would provide an overview of how the College aims to do so.

The College adopts a Holistic Education Programme Framework based on its values through four general principles:

- a) Inspire students' creativity, cultivate their leadership, improve their problem-solving skills and teamwork spirit through team activities.
- b) Balance the physical and mental health of students through outdoor activities. This could cultivate students' endurance and courage to overcome difficulties in the future.
- c) Through community services, students are able to develop the values of respecting others and serving the society. Commitment to the community and the environment Equistar strives to be an institution of good citizens of the local, national and international communities in which we do business by contributing to the communities in which we operate. Efforts will be made to form relationships, donate time to causes of importance to the local community.
- d) Through learning journeys and other student activities, students are able to explore future career options and opportunities and becoming life-long learners.

In order to support the development of well-rounded individuals, the College offers a diverse range of Co-Curricular Activities (CCA) Programs that provide students with opportunities to explore interests, develop character, build friendships, and contribute to the community. The CCA programmes offered include:

- a) Performance Arts
- b) Fine Arts
- c) Sports and Recreation

5. Policies and Procedures for Student Requests on Transfer, Defer, Withdraw and Refund

5.1 Course Transfer, Deferment, and Withdrawal Policy

The maximum processing time from students request of any transfer, deferment, and withdrawal to notifying students of the outcome in writing should not exceed 4 weeks.

The College will base the student requests on the following definitions: -

Course Transfer: Student changes the course or period of study (from full-time to part-time or vice versa) but remains as a student of the College.

Course Withdrawal: Student discontinues all courses with the PEI.

Deferment: Student delays or postpones the course (or modules)

Conditions for granting Course Transfer:

- a) All outstanding fees must be settled prior to approval of request.
- b) Student must fulfil the admission criteria of the new course and will be subjected to the College's student selection and admission procedures.

Conditions for granting Course Deferment:

- a) Deferment is subjected to the availability of courses and modules offered. The College reserves the right to offer similar courses and modules in replacement of discontinued courses or modules.
- b) Students are allowed to defer up to 2 times during the course, with each approved deferment not exceeding 3 months (i.e., Student will need to commence the Course within this maximum period). Requests for extension may be considered on a case-by-case basis.
- c) Students are to note that they will need to apply for a new student pass when re-joining the College and this is subjected to ICA's approval.

Conditions for granting Course Withdrawal:

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

5.2 Course Transfer, Deferment, and Withdrawal Procedure

For any requests on Transfer, Deferment, and Withdrawal, students are to fill in the Student Request Form and submit them to the Registrar & Student Support Services. For eligible refund cases, the 'Refund' Section of the Student Request Form will be completed as well.

Students should state the reasons for the request.

Registrar & Student Support Services would need to then arrange a meet-up with the student to understand more on the rationale of request if necessary. This would be part of the processing of student request and details would need to be documented in the Student Request Form.

For any refund cases, Registrar & Student Support Services would need to explain and document the refund computation in the Notification of Refund to student.

Registrar & Student Support Services 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.

The Principal would need to approve (for Course Transfer / Deferment) or acknowledge (Course Withdrawals) all requests in the Student Request Form.

For students below the age of 18 years old, a written consent would need to be received from the parent / legal guardian. Evidence of consent would be through signing off on the Student Request Form.

Upon Management approval or acknowledgement, Registrar & Student Support Services would need to notify students in writing of the outcome via the following documents: -

- a) Notification of Course Transfer
- b) Notification of Course Deferment
- c) Notification of Course Withdrawal

For all Course Transfers, Registrar & Student Support Services would need to adhere to the selection and admission processes. Registrar & Student Support Services would need to terminate the current Student Contract and prepare a new Letter of Offer and Student Contract for signing.

For Course Deferments, the Registrar & Student Support Services would need to prepare the Student Contract Addendum reflecting the extension of duration of study for signing prior to the start of deferment.

Registrar & Student Support Services would need to take note of the maximum processing time, including informing students of the final outcome, as follows: -

- a) Refunds, including payment made to students: within 7 working days
- b) Transfers, Withdrawals and Deferment: within 4 weeks

Registrar & Student Support Services would also need to make the following updates (within 7 working days) as and when necessary: -

- a) Cancellation of student pass (for student-initiated cancellation of student pass, the College will screenshot the change in student pass status through ICA's portal)
- b) Update / application of student pass
- c) Updating of FPS Service Provider based on new information (reference should be made to POM 4.2.2 Fee Collection and Fee Protection Scheme for the procedures involved)
- d) Processing of Refunds (if applicable)

Upon completion of any Transfer, Deferment, and Withdrawal, the Student Services Department would need to update both the College Management System and the Master List of Transfer, Deferment, and Withdrawal.

5.3 Refund Policy

The maximum processing time from student request (withdrawal / refund) to the issuance of the qualified refund amount should not exceed 7 working days from the student's withdrawal/refund request, and the Registrar & Student Support Services would need to inform students on how the refund are being computed.

As the Student Contract can differ based on which periods that they are signed, and that each Student Contract is a legally binding document, reference should be made to each Student Contract that is signed with the College with regards to the refund terms and conditions for:

- a) Withdrawal Due to Non-Delivery of Course
- b) Withdrawal Due to Other Reasons
- c) Withdrawals made during the Cooling Off Period

5.3.1 Refund for Withdrawal Due to Non-Delivery of Course:

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 the existing 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 the Contract by way of a written notice to the PEI.

Where any of the Refund Events in Clauses 3.1(d) to (e) of the Standard Student Contract has occurred, the PEI shall forthwith terminate the 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) of the Standard Student Contract, 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) of the Standard Student Contract read with either Clause 3.1(b) or Clause 3.1(c) of the Standard Student Contract, 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) of the Standard Student Contract read with Clause 3.1(a) of the Standard Student Contract, 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) of the Standard Student Contract read with either Clause 3.1(b) or Clause 3.1(c) of the Standard Student Contract, 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.

5.3.2 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 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.

5.3.3 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.

As the Refund Table can differ based on which periods that they are signed, and that each Student Contract is a legally binding document, reference should be made to each Student Contract that is signed with the College with regards to the % of refunds as stated in the Refund Table (Schedule D of the Student Contract).

As a guide of reference for internal employees who are preparing the Student Contract, the following are references for the Refund Table that will need to be input.

% of [the amount of Course fees and Miscellaneous Fees paid under Schedules B and C]	If Contracting Party's written notice of withdrawal is received:
100% (less non-refundable fees)	more than 20 working days before the Course Commencement Date
50% (less non-refundable fees)	on or before, but not more than 20 working days before the Course Commencement Date
25% (less non-refundable fees)	after, but not more than 5 working days after the Course Commencement Date
0%	more than 5 working days after the Course Commencement Date

All non-refundable amounts in the Student Contract are to be highlighted. As a guide of reference for internal employees who are preparing the Student Contract, the following are references for non-refundable fees: -

- a) Application Fee
- b) Miscellaneous Fee

The College will communicate to students on the computation of the refund amount.

5.4 Refund Procedure

For any requests on Refunds, students are to fill in the Student Request Form and submit them to the Registrar & Student Support Services. Students should state the reasons for the request.

Registrar & Student Support Services would need to then arrange a meet-up with the student to understand more on the rationale of request if necessary. This would be part of the processing of student request and details would need to be documented in the Student Request Form.

The Principal would need to approve or acknowledge all requests in the Student Request Form.

For students below the age of 18 Years Old, a written consent would need to be received from the parent / legal guardian. Evidence of consent will be through signing off on the Student Request Form.

Upon management approval or acknowledgement, Registrar & Student Support Services would need to notify students in writing of the outcome. For notification of refund, the refund computation should be documented as well.

Registrar & Student Support Services would need to take note of the maximum processing time, including informing students of the final outcome, as follows: -

- Refunds, including payment made to students: within 7 working days from the student's withdrawal / refund request.

Upon completion of any Refunds, the Registrar & Student Support Services would need to update both the College Management System and the Master List of Refunds.

6. Student Disciplinary Policy and Process

6.1 Student Disciplinary Policy

The College takes student disciplinary issues very seriously and the following would constitute student misconduct:

- Frequent Lateness for Classes / Leaving Class Early / Absent from Class Without Valid Reasons
- Foul / Abusive Language / Rumours Mongering / Slanderous allegations directed at fellow Students / Staff / Office Bearers / Business Associates with the College
- Consumption of Alcohol
- Smoking on Campus Grounds
- Disruptive Behaviour / Mischief During Lessons
- Inappropriate Dress Code
- Any Criminal Offences, including but not limited to fights, theft, and drug consumption.
- Vandalism or Mishandling of Office Premises / Assets / Properties
- Falsification of Information with regards to information given to the College and/or any authorities
- Students caught signing / marking attendance for friends.
- Working while on Student Pass (for international students)
- Infringement of any College Policies or Procedures, including the Student Academic Honesty Policy (as stated above)

Depending on the severity and at the sole discretion of the College, 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.

6.2 Student Disciplinary Process

Any Teacher or Support Staff that have identified students that have violated any of the student conduct related policies are to inform Registrar & Student Support Services.

Registrar & Student Support Services will conduct an investigation and to verify the allegations made against the student.

For misconduct, actions that could be taken against the student would be as follow:

No. of Offences	Type of Misconduct	Actions to be taken*
1	Student Misconduct as per the Disciplinary Policy in 'Approach Section' of this Manual	<ul style="list-style-type: none"> Verbal Warning
2		<ul style="list-style-type: none"> Warning Letter Student to undergo Counselling
3		<ul style="list-style-type: none"> Student Expulsion
	Criminal Offences	<ul style="list-style-type: none"> Student referred to the Police Student Expulsion

**The Parent/Guardian is to be informed if student is below 18 years old.*

The decision of the College is final, and the College will not entertain any appeals. If students do not accept the outcomes, they are to go through the College's dispute resolution process.

7. Attendance Policy and Process

7.1 Student Attendance Policy

The College requires all students to be regular and punctual for their lessons. The minimum attendance requirements and leave application policy guidelines are as follow.

- International Students on Student Pass – minimum 90% per month
- All Non-Student Pass Holders – minimum 75% per month
- Immigration and Checkpoints Authority of Singapore (ICA) will be notified by the College whenever an International Students on Student Pass has a monthly attendance of less than 90%.
- Student Pass Holders who miss 7 consecutive days of class will be liable to have their student pass be cancelled with effect from the 8th day.
- Any student leave should be supported by Medical Certificates or justifications that need to be approved by the College. These should be submitted via the Student Leave Application Form to Registrar & Student Support Services within 3 working days of the student's return to College.

The Student Attendance Policy shall be communicated to all students via the Student Handbook.

The College's attendance taking and monitoring processes will include classroom based, synchronous e-learning and a-synchronous e-learning as and when required.

- For synchronous classes (e-learning)***



Attendance will be once per class, and the Teacher will take students' attendance through verifying the student's presence online. Students that join the class within 10 minutes from the start of class will be considered late, while students that join the class after 10 minutes from the start of class will be marked as absent. Students will also be reminded to turn on their cameras at all times during the lesson and use their actual names for accurate attendance taking.

b) For asynchronous classes (e-learning)

Attendance for asynchronous classes will be taken upon completion of the required tasks as stated in the course.

c) For physical classes (classroom-based learning)

Class attendance is to be taken once at the start of each class. Students that enter the class within 10 minutes from the start of class will be considered late, while students that enter the class after 10 minutes from the start of class will be marked as absent.

- Registrar & Student Support Services is to generate a Monthly Attendance Monitoring Report for purpose of monitoring.
- As attendance is monitored and tracked by the College's Attendance System, Attendance Reminder Letters / Warning Letters would be issued based on the procedures outlined in the 'Process' section of this manual.

7.2 Student Attendance Taking and Monitoring Process

For physical classes (classroom-based learning)

- a) Respective Class Teachers are responsible for marking student attendance and will do so at the start of each class. Students that enter the class within 10 minutes from the start of class will be considered late, while students that enter the class after 10 minutes from the start of class will be marked as absent.
- b) Teachers are to mark the attendance in the College Management Attendance System that includes the List of Students – Attendance Records that are in their class.
- c) Registrar & Student Support Services is to generate a Monthly Attendance Monitoring Report for purpose of monitoring.

For synchronous classes (E-learning)

- a) (Attendance will be once per class, and the Teacher will take students' attendance through verifying the student's presence online. Students that enter the class within 10 minutes from the start of class will be considered late, while students that enter the class after 10 minutes from the start of class will be marked as absent. Students will also be reminded to turn on their cameras at all times during the lesson and log using their actual names for accurate attendance taking.)

For asynchronous classes (E-learning)

- b) Attendance for asynchronous classes will be taken by the Teacher upon completion of the required tasks as stated in the course.

Based on the review of student attendance from the respective learning modes, the following actions can be taken: -



- Send the list of Student Pass Holders whose attendance for the month falls below 90% to ICA.
- Student Pass Holders who miss 7 consecutive days of class will have their student pass cancelled with effect from the 8th day.

Local Students

S/N	Scenario	Actions to be taken*
1	< 80% Attendance	• Attendance Reminder Letter
2	< 75% Attendance	• 1st Warning Letter
3	No Improvement in Attendance	• 2nd Warning Letter • Student to undergo Counselling
4	No Improvement in Attendance following 2nd Warning Letter	• Student Expulsion

**The Parent/Guardian is to be informed if student is below 18 years old.*

International Students

S/N	Scenario	Actions to be taken*
1	< 95% Attendance	• Attendance Reminder Letter
2	< 90% Attendance	• Warning Letter • Student to undergo Counselling
3	No Improvement in Attendance following Warning Letter	• Student Expulsion

**The Parent/Guardian is to be informed if student is below 18 years old.*

8. Code of Conduct (Students) – Student 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 when preparing their assignments and/or assessments. Any examples of inappropriate use of sources or use of others' work in place of your own, will 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 their course. Academic misconduct can be broken down into the five categories below:

i. Plagiarism

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.

Plagiarism has occurred when the student:

- Does not acknowledge the work of another person or persons, or



- Has not identified the source or cited quotations in any work presented for assessment, or
- Has used images, music, video, patents or other creative materials without acknowledgement of their provenance, or
- Has copied another student's work without their knowledge, or
- Has submitted the same piece of their own work for assessment and award of credit in two (or more) modules.

If a student's work is found to contain verbatim (or near verbatim) quotation from the work of others without acknowledgement, then plagiarism has been committed.

ii. Collusion

Definition of collusion would be when Student A copies Student B's work with B's knowledge.

Where there is a requirement for the submitted work to be solely that of an individual student, collaboration is not permitted. Students who improperly work together in these circumstances and/or who permit the copying of their work by others are guilty of collusion.

Where students are permitted or instructed to work together to achieve common outcomes, such group activity is regarded as approved collaboration. There may be a requirement for each student to identify her/his own contribution. Commission

iii. Commission / Contract Cheating

Definition of commission would be when a student pays someone else to prepare an assignment for them.

Contract cheating, or otherwise known as ghost writing, occurs when a student engages (or attempts to engage) the services of another individual to author an assignment on the student's behalf. A student can be guilty of contract cheating irrespective of whether payment is made, or the services are received. For instance, a student may be investigated for contract cheating where:

- The student posts an advertisement seeking a ghost writer.
- A ghost writer forwards correspondence to Aventis regarding a student's enquiry.
- A student submits work that is significantly different in style to the student's prior work.

iv. Falsification of Data & Citations

This occurs when data or information is represented incorrectly, improperly or falsely. This may occur intentionally (by falsifying research and experimental data) or unintentionally (by misrepresenting citations and references due to poor referencing practice).

This is an offence if any falsified data is used for assignments, examinations or any academic purposes. Students will be deemed aware of the academic offence nature of data falsification and citation falsification which will be taken seriously and penalised.

v. Cheating under examination

Any form of communication with other students or external sources. Bringing unauthorised materials / technology into the examination.



An offence is committed when a student possesses unauthorised paper, material or electronic devices such as mobile phones, programmable calculator or electronic dictionaries, or communicates with another student during an examination.

If on entry to the examination room students find themselves inadvertently in possession of any such material or device, they must declare and surrender it immediately prior to the start of the examination.

An offence is also committed if there is evidence of the use of unauthorised material in a student's response(s) to examination questions.

Students will be deemed to be aware of all regulations governing the conduct of examinations. Breaches of any of these regulations will constitute an academic offence.

Any students found with a verified academic misconduct will be subjected to the penalty of a failing grade or warning letter.

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 views
- Student unable to discuss the work in a way that shows satisfactory understanding when asked by a teacher in a meeting.

This Policy should be set and communicated to ensure academic integrity, including reporting and managing of academic dishonesty.

9. Examination Appeal Procedures

No appeal will be accepted for the re-grading of a paper in which the student has passed.

Only one appeal per assessment is allowed.

All appeals will be managed in a fair and impartial manner, without any discriminatory practices.

Upon release of results, students who are dissatisfied with the outcome may submit an Assessment Appeal Form to the Academic Department. Students are given 7 working days to submit an appeal after the release of exam results.

The Assistant Principal is to acknowledge the receipt of the Assessment Appeal Form within 3 working days and proceed to submit the appeal to the Principal/Assistant Principal.

The Principal/Assistant Principal 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 reassess the student's assessment.

Comments in relation to the re-mark must be stated in the Assessment Appeal Form, which would then be circulated to the Examination Board for review and approval.

All decisions signed off by the Examination Board will be final.

The Assistant Principal will inform the student of the final decision within 4 weeks (for in-house (Courses) or 4 Weeks (for Courses with External Partners) from the appeal request.

For results / awards that are from courses with any External Academic Partners, the College will need to adhere to their appeal process and any decision made by the External Academic Partners will be final.

- The Examination Board will need to review and approve any changes to any Assessment Results and/or Awards upon the completion of the Appeal Process. This would be documented in the Assessment Appeal Form.

10. Student Dispute Resolution Policy and Procedures

The College'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 can have the classification of different types of feedback which includes feedback, compliments and complaints.

The College will need to acknowledge and address all feedback and to ensure that complaints are aligned to its dispute resolution policy and procedures.

Registrar & Student Support Services or HR Executive is to respond to respective stakeholders within 3 working days of receipt of any official complaints received. This is to ensure that stakeholders are aware that the College is aware of the complaint received and is in the process of handling it.

Any follow up actions (if required) taken would need to be acknowledged by the person giving the feedback. All complaints must be resolved within 21 working days. In the event that the deadline is not adhered to, respective stakeholders must be notified and the reasons with regards to the delay must be made known.

All feedback are to be recorded, including follow up actions will need to be evaluated and analysed as part of continual improvement.

If the feedback or complaint remains unresolved or the aggrieved is dissatisfied with the outcome of the process, the case will be referred to a third-party organization for mediation.

- For clear-cut fee refund issues of less than SGD\$10,000, the case can be lodged with the Small Claim Tribunal (SCT)
- For other issues, the case can be referred to SSG's appointed Dispute Resolution Scheme.

The dispute procedure generally has 2 stages:

Stage 1: Mediation:

- a) Singapore Mediation Centre (SMC) is the appointed provider for mediation services.
- b) After the feedback / complaint channel has been exhausted with the College the complaint filed with SSG, SSG will refer your case to the SMC for mediation.
- c) SMC, together with the College 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) Singapore Institute of Arbitrators (SIArb) is the appointed provider for arbitration services.
- b) The complainant will be required to submit specified forms to SIArb, before SIArb appoints an arbitrator.
- c) The College will submit a defence and counterclaim (if any) to SIArb.
- d) The complainant will then submit a reply and defence to counterclaim (if any) to SIArb.
- e) 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.

11. Reference to SSG

About SkillsFuture Singapore (SSG)

The SSG's role is to regulate the private education industry in Singapore. As a regulator, SSG ensures that only registered Private Education Institutions (PEIs) are allowed to offer private education and the PEIs meet and maintain the minimum requirements for the protection of students.

For more information on SSG, please visit: <https://www.ssg.gov.sg/>

12. Immigration & Checkpoints Authority Regulations

All international students with Student's Pass must meet the following requirements:

- a) He/she is only permitted to attend the course at the school that the students' pass is approved.



- b. He/she must have a minimum of 90% attendance per month or not be absent from the course for 7 consecutive days without any reason.
- c. He/she must not engage in any form of paid or unpaid activities that may contravene the stipulated conditions (including those stated in the Student's Pass application form, In-principle Approval letter and Student's Pass card) in which a Student's Pass is issued (e.g. illegal employment).
- d. He/she must surrender his/her Student's Pass for cancellation within seven days from the date of cessation or termination for his/her studies or course.

For more details of ICA regulations, please refer to the ICA website: www.ica.gov.sg.

13. Relevant Singapore Laws

a) Drugs

- Drug abuse is viewed seriously. The trafficking, manufacturing, importing or exporting of drug carries a death penalty. Unauthorised consumption also carries a heavy penalty.
- Please visit the Central Narcotics Bureau website (<http://www.cnb.gov.sg>) and make familiarise yourself with the laws against drug abuse.

b) Vandalism and Mischief

- Defacing public and private property carry a severe penalty.

c) Overstaying or Entering Singapore Illegally

- Overstaying or entering Singapore illegally is a serious offence and on conviction, the penalties may include fines, imprisonment and/or caning.

d) Working while on Student Pass (for international students)

- Depending on the severity and at the sole discretion of the School, actions can and will be taken against students with misconduct and in violation of the Student Disciplinary Policy.