STUDENT HANDBOOK

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MESSAGE FROM THE PRINCIPAL

At Genetic, we understand the vital role education plays in shaping careers. That's why we are dedicated to developing courses and training programs that give you a competitive edge in the industry.

Our mission is to foster lifelong learning through high-quality teaching, a well-rounded educational experience, and a supportive environment that empowers students to reach their full potential. We are committed to delivering excellent services and continuously enhancing our processes to meet the evolving demands of both our students and the industry.

We are thrilled to welcome you to Genetic Computer School. By choosing us, you have taken an important step toward achieving your goals. We are here to support you throughout this journey and help pave the way for a successful future.

Mr. William Goh
Principal, Genetic Computer School

2. INTRODUCTION

2 . 1

MISSION & VISION

VISION

To be recognized as an institution developing knowledge professionals for the future industry.

MISSION

We'll achieve our vision by promoting lifelong learning opportunities by bringing modular deep–skill courses accessible to everyone, anywhere, anytime.

VALUES

EXCELLENCE

Genetic will persistently create better ways of doing things we do to exceed expectations of our stakeholders.

INTEGRITY

Genetic believes integrity as the basis of long-term success in one's life. We always strive for the highest honesty and accuracy in every word we promised.

2.3 COURSES

Course Title	Course Level	Full-Time (Months)	Part-Time (Months)
Certificate in Information Technology	Certificate	6	6
English for Higher Education Level 1 or Level 2	Preparatory	3	6
Specialist Certificate in Digital Marketing	Certificate	3	3
International Diploma in Business Computing	Diploma	12	12
International Diploma in Software Development	Diploma	12	12
International Diploma in Web Design	Diploma	12	12
Diploma in AI and Data Science	Diploma	9	9
Diploma in E-Business and Entrepreneurship	Diploma	9	9
Diploma in E-Commerce, Retail, and Supply Chain Management	Diploma	12 Months (6 Months Studies + 6 Months IA)	NA
International Higher Diploma in Business Information Technology	Diploma	12	12
International Higher Diploma in Software Engineering	Diploma	12	12
International Higher Diploma in Web Development	Diploma	12	12

2.3 COURSES

For the details of each course (E.g., Course Learning Outcomes, Course Introduction, Modules and Learning Outcomes for each module, student-teacher ratio, minimum academic standards, entry requirements, pricing, etc.), please refer to our website at **www.genetic.edu.sg**

2.4 ACADEMIC AND EXAMINATION BOARD

GENETIC COMPUTER SCHOOL APPOINTS BOARD OF ACADEMICS AND BOARD OF EXAMINERS TO ENSURE THE OVERALL QUALITY OF THE ACADEMIC PROCESSES.

BOARD OF ACADEMICS

Appoints Board of Examiners → Review and Approve Academic Policies & Procedures → Review and approve courses → Ensure the quality of the course content → Ensure that school complies with academic policies & procedures

BOARD OF EXAMINERS

Develop and Review examination and assessment related policies → Approve all final examination papers → Ensure proper conduct of examination → Conduct Moderation, Review & Approval of Appeal Cases → Review & Approve Final Results and Awards

3.
SKILLSFUTURE SINGAPORE (SSG)

SkillsFuture Singapore (SSG) drives and coordinates the implementation of the national SkillsFuture movement, promotes a culture and holistic system of lifelong learning through the pursuit of skills mastery, and strengthens the ecosystem of quality education and training in Singapore.

3.1 PRIVATE EDUCATION ACT

The Private Education Act was gazetted in October 2009 to provide the **SkillsFuture Singapore (SSG)** with the legislative powers to regulate the private education sector more effectively and improve its quality. SSG will implement a mandatory registration tier to enhance the standards that private education providers will need to adhere to.

A quality assurance framework, known as **EduTrust**, will also be introduced to provide a quality differentiation mechanism. (www.ssg.gov.sg)
Both local and international students are required to undertake a SSG–Approved Student Contract upon enrolment into a course with a PEI.

3.2 FEE PROTECTION SCHEME – INSURANCE SCHEME

Genetic Computer School has in place a Fee Protection Scheme – Group Insurance (FPS–G) to protect for fees paid by student of both local and international students.
The FPS serves to protect for fees paid by student in the event that the PEI is unable to continue operations due to insolvency, and/or regulatory closure.
In addition, the FPS protects the student if the PEI fails to pay penalties or return fees to the student arising from judgments made against it by the Singapore courts.
The Fee Protection Scheme (FPS) is applicable to ALL students (regardless of nationality and the type of passes or permits ie. Dependent's Pass, Student's Pass, Work Permit, etc).
It is mandatory for all students to apply for FPS and sign a student contract when they enrol for programmes with any PEI with EduTrust Certification or Enhanced Registration Framework (ERF).

Genetic Computer School has appointed Lonpac Insurance Bhd as our FPS insurance provider.
Under the FPS insurance scheme, students' fees are insured by them.
In case of events, as stated above, students will be able to claim their unconsumed fees from Lonpac Insurance Bhd.

To view a copy of the Fee Protection Scheme – Group Insurance Policy,

https://www.genetic.edu.sg/pages/fees-protection–scheme

For more details of the FPS and FPS Instruction Manual, please refer to the SSG website at www.ssg.gov.sg

3.3 PAYMENT OF COURSE FEE AND LATE PAYMENT CONSEQUENCES POLICY

GCS adopt the stated clause 2.5 in Standard-PEI Student Contract 4.0, that

GCS considers a payment made [1] day after the scheduled due date(s) in Schedule B for the Course Fees and [1] day after the scheduled due date(s) in the invoices for the Miscellaneous Fees as late. GCS will explain to the Student its policy for the late payment of Course Fees and Miscellaneous Fees, and any impact on the Course/module completion (if applicable).

A late fee of $100 will be charged if the payment is not received 1 day after the scheduled due dates. Failure to pay fees on time will result in, GCS has to disallow the student to continue with their course/modules, until the outstanding balance is settled.

4.1 ADMISSION PROCEDURE

The admission requirements for every course are readily available on the website and the marketing collateral such as course brochures for each course. It is the responsibility of the Course Counsellor and Agents to highlight to the student the entry requirements during pre-course counselling.

Registration Process

Applicants who wish to enroll on a course with GCS, are required to complete the **Student Application Form** and submit the necessary documents to Genetic Bukit Merah Office or email to: **grace@genetic.edu.sg**

The Course Counsellor will follow up and contact the applicant for further information or documents (if required), and arrange for a pre-course counselling session.
If the applicant did not fully meet the entry requirements, the Principal is consulted to determine whether the applicant can benefit from joining the course before he/she can be accepted before proceeding with the application.

If the application cannot be accepted, the Admin Manager will inform the Course Counsellor to inform the applicant that the application is rejected and give the applicant the reason for the rejection.

The applicant who met all the entry requirements, the Admin Manager will then proceed with the application and input the details into the school management system to trigger payment of the Application Fees.

Applicants are required to pay the Application Fees which can be made via:
1. Bank Transfer
2. Cash
3. Cheque

Selection Process

Applicants are required to fill in the Student Application Form and submit the necessary documents.

The Admin Manager will check to ensure that all necessary had been submitted and verify the applicants' suitability for the course and that they meet course admission requirements by filling out the Student Selection and Admission Monitoring/Observation of Staff form as well as **verifying the originality of supporting documents and stamped "Certified True Copy".** This is monitored, endorsed and signed by Head of Admin.

For the applicant who submits the documents through the email, the verification of the originality of supporting documents submitted by Applicants is done during the admission process and the candidate is required to bring their original documents to be sighted and copies made stamped "Certified True Copy".

All students must be proficient in English. Admin Manager will use the A**dmission Requirement and English Proficiency Requirement form** to monitor whether student had met the entry and English Proficiency requirement. This is monitored, endorsed and signed by Head of Admin.

Student who did not meet the English requirement, GCS will administer the English Proficiency Test to assess the prospective student's level of English so that the student can cope as courses will be taught in English.

The Admin Manager will submit the Student Application Form together with all the documents to Head of Admin to verify, and to be approved by the Principal.

Approval of Application

The application is again check and vet by the Principal before he approves the admission of this student. A Letter of Offer will be issued to the student confirming the admission and signed by the Principal.

If the application is not approved, the Admin Manager will send an email or WhatsApp a Letter of Rejection to the Applicant.

If the applicant is an international student and is approved for enrolment, the Admin Manager shall submit the Student Pass application to ICA.

The Admin Manager shall update and inform the student of the status of their application.

Admission Process

Upon approval of the application, the Admin Manager will inform the student and conduct the admission process as follows:
1. Communication with international students, parents or guardians on the status of their Student's Pass application
2. Execution of Student Contract and a cooling-off period
3. Payment of course fee
4. Purchase of FPS-G and premium amount (if applicable)
5. Orientation for newly enrolled students to inform them of essential course and student support services information

Orientation

All newly enrolled students will go through an Orientation on their first day of school held in the Classroom, to inform them of essential course information, student support services information and the GCS's policies.

For students/parents who are unable to attend, a separate arrangement will be made.

Students/Parents can also access the information which is available in the Student Handbook and Orientation Slides.

4.2 TIMETABLE

The student will receive the timetable after signing the SSG-Approved standard student contract.

It is the responsibility of the students to follow the timetable and fulfill the attendance requirements of the course.

The student can also refer to the school's website for the class timetable and academic calendar https://www.genetic.edu.sg/pages/academic-calendar.

4.3 PERIODIC PROGRESS REPORT

ACADEMIC ACHIEVEMENTS

Academic Achievement	Frequency of Providing Progress Report	Provided by	Communication Channel
Formative Assessment	Within 1 week after the last day of the assessment	Lecturer	Printed Copy/E-mail or LMS
Summative Assessment	Within 2 months after the last day of the assessment	Admin Manager	Printed Copy/E-mail
Assignments, class activities, projects, etc.	Feedback and results will be given within 1-3 days after it is evaluated and marked	Lecturer	Printed Copy/E-mail or LMS

If student is below the age of 18, reports shall be copied to the parents or guardians.

NON-ACADEMIC ACHIEVEMENTS

For non-academic achievements (E.g., events/workshops and/or holistic programmes attended) is provided to the students on a quarterly basis (every 3 months).

4.4 MINIMUM ACADEMIC STANDARDS

The passing percentage for each module is equal or greater than 50

To be awarded with the Certificate, Diploma, Higher Diploma, or Specialist Diploma, students must pass all the modules of the course

4.5 ATTENDANCE

Attendance is a requirement to meet regulatory and course requirements. The Admin Manager will be responsible for administering/handling students with attendance issues.

The attendance policy of GCS is as follows:
1. Attendance requirements by ICA for student pass holders must be at least **90%**
2. Attendance requirements for all other students who do not require ICA's student pass must be at least **75%**
3. Attendance requirements for sitting assessments, graduation and awards must be at least **75%** and **90%** for STP students
4. Application and approval for a leave of absence and
5. For absenteeism based on medical grounds, a medical certificate must be presented and issued by certified general practitioners, polyclinics, or hospitals as proof of absence.

All students will be informed of the Attendance requirement during Pre-Course Counselling, in Student Handbook, Orientation and published on GCS's website.

Intervention measures to help students with poor conduct or attendance:

Depending on the issue, appropriate intervention measures will be taken for a student with attendance or disciplinary issues.

a. If the student is absent for 3 consecutive days, the Admin Manager calls the students to found out the reason for absenteeism.

b. If the reason provided is not valid, the Admin Manager will send the first warning letter.

c. The Programme Director/Admin Manager continues monitoring the situation with the student after issuing the first warning letter.

d. If in case where the student continues to be absent for 5 consecutive days, the Admin Manager issues the second warning letter and inform Principal/Appointed counsellor to arrange for counselling. The Principal/Appointed Counsellor will fill up the student counselling form and let the student acknowledge it. If follow-up needed, it has to be stipulated in the form also.

e. If STP student is absent for 7 consecutive days without valid reason and are unreachable, the Admin Manager will send the final warning letter, inform the Principal and ICA for pass cancellation.

f. If the monthly attendance percentage of STP student falls below 90%, the Admin Manager will also notify the ICA.

g. For local (non-STP) students to be absent without giving valid reasons, reminders is issued advising them to maintain at least 75% attendance. The Admin Manager continues calling and emailing the students to report for class and where necessary, to attend counselling sessions for any difficulties they may be facing. However, the second (2nd) warning letter is issued and to arrange counselling with the Principal if any student remains unreachable (5 consecutive days).

h. In the monthly Academic Department meeting, the Programme Director and the assigned lecturer will discuss with all the members if there are any issues on the attendance of the students. The Academic Department will provide the corrective actions/disciplinary actions/intervention measures.

4.6 DISCIPLINARY POLICY AND PROCEDURES

All students are expected to maintain a high standard of behavior. It is expected of the student to exhibit self-discipline and positive conduct. Rules to ensure appropriate behavior are established and enforced to maintain a safe and orderly environment

Disciplinary actions may be taken on students who breach the following:

- Attendance policy
- Cheating or attempted cheating during exams or other assessments
- Plagiarism
- Signing in or out for another student on an attendance sheet
- Causing damage to GCS's property or vandalism
- Committing theft
- Forging medical certificates or other official documents
- Disorderly behavior, assault, fighting, hooliganism, or possession of a dangerous weapon
- Gambling
- Smoking and/or Vaping
- Possession or taking of illegal drugs
- Violate any Code of Conduct/student discipline rules or policies
- Disrupting any teaching, study, assessment or other activities of the administration of GCS
- Obstructing any staff in the performance of his or her duties
- Disobeying, without reasonable cause, any instruction of the staff, including failing to leave any premise or part of a premise when directed to do so
- Withholding relevant information or furnishing false or misleading information for purposes connected with academic progression or enrolment or proposed enrolment as a student, whether such withholding or furnishing of information takes place before or after the person becomes a student of the programme
- Harassment of GCS's staff/Lecturer and other students
- Aggressive or hostile behaviour directed towards fellow students or staff
- Bullying (including cyber-bullying); verbal abuse and abuse transmitted electronically such as by email, SMS text messages or other electronic means

Where a student is reported to have committed any disciplinary offences, the Principal may exercise or impose the following penalties:

Stage 1: Verbal Warning.
A verbal warning is issued by the Principal and recorded.

Stage 2: Warning Letter.
A warning Letter is issued by the Admin Manager/Principal and recorded, and student acknowledgement is required. Interviews and Counselling will be carried out where necessary. Up to 1 Warning Letter will be issued.

Stage 3: Expulsion.
Students will be expelled as a last resort if counselling and warnings fail. For STP students, the student pass will be terminated upon completion of the formalities of expulsion.

Pastoral counselling shall be given to students who have Attendance and/or Disciplinary problems to identify what is their difficulties, and personal or other problems to help the student. For students who did not improve after counselling, GCS may take disciplinary actions against them, including barring their examination/coursework submission or as a last resort, expulsion.

All students will be informed of the disciplinary policy, via Student Handbook, Orientation and published on GCS's website.

4.7 COURSE WITHDRAWAL

All requests must be made in writing through the submission of the relevant application Form and any supporting documents. Verbal notice is not accepted.

For students under the age of 18, written consent from the parent/legal guardian must be obtained.

All requests will be reviewed on a case by cases basis and GCS will have the final decision on the outcome.

GCS's refund policy shall apply for all qualified refunds. Students are to refer to GCS Refund Policy and the Standard PEI–Student Contract for further details.

Withdrawal Policy

I. The definition of withdrawal is when a student discontinues the courses with the School.

II. Conditions for granting the withdrawal:
   a. All outstanding fees must be settled prior to request.

III. For International Students, 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 school for cancellation of the student's pass with ICA.

IV. A student who has withdrawn will have their student contract terminated

Withdrawal Application Process:
The conditions for Withdrawal are:

GCS's adopts the Withdrawal Policy as stated in the Standard PEI–Student Contract Version 4.0 Clause 3 Termination and Refund Policy and Schedule E Refund Events). This policy will act as a framework in guiding the implementation of detailed refund processes and withdrawal procedures in the following areas:

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3.1 To 3.7 in Standard PEI-Student Contract Version 4.0 – Termination and Refund policy (Please refer to the diagram in Schedule E)

3.8 Refund for Withdrawal During the Cooling-Off Period

3.9 Refund for Withdrawal Outside the Cooling-Off Period

Upon receiving the withdrawal application, Admin Manager will process request within 4 weeks from the point of the student's request and Head of Admin to conduct an interview/counselling session to:

I. Understand and determine the reason for withdrawal applications and if solutions for student retention are possible. If no solutions are found, the School will note the reason for withdrawal in the Course Transfer/Withdrawal Form which would be submitted for final approval. Approval will be done within 7 working days from the student's submission date.

II. A written notification will be given to the student to inform them of confirmation of their course withdrawal request.

The first step in the withdrawal process is to check if the student is eligible for a refund. If YES, the process will be expedited, and a refund given within 7 working days.

The computation of the refund amount will be explained to the student when he/she comes to collect the money and sign the acknowledgement of the refund given. For refunds given via TT, Bank Transfer, or other electronic means, a follow-up email will be sent to the student showing the computation of the refund amount.

Verify and confirm that the parent/legal guardian's written consent has been given if he/she is under 18 years of age

Inform ICA to cancel the Student's Pass application (for STP Holders)

Check to verify if the student is eligible for a refund

Issue a formal letter of Withdrawal to the student/parent

Admin Manager will update the FPS status into the Lonpac Insurance Bhd excel template and FPS File 1 within 3 working days to ensure that the coverage period and amount are adequate.

Update the status of the student withdrawal in the AIMS System and Withdrawal record.

4.8 COURSE TRANSFER

Transfer Policy

I. The definition of transfer is when a student changes the course or period of study (from full-time to part-time or vice versa) but remains as a student of the school.

II. Transfer will only be allowed if the student fulfill the entry requirements of the course to transfer.

III. Student can transfer from diploma to certificate or another diploma/higher diploma but different specialization.

IV. Student transfer from the current course to another course shall be considered as having withdrawn from the current course.

V. Unconsumed fees (if any) will be transferred for the new course and student will need to pay the remaining amount of the new course

VI. Any transfer requests must be submitted before the term/intake commencement. Submissions after new course term/intake start date will apply to the next term instead of the current one.

VII. Conditions for granting the transfer:
    I. All outstanding fees must be settled prior to request.
    II. Student must fulfil the admission criteria of the new course and will be subjected to the School's student selection and admission procedures.

VIII. For international students, the course transfer is subjected to ICA's approval of the new Student's Pass. ICA will be informed through the application of the new Student's Pass.

IX. A student who transfers within the School must have their existing contract terminated. A new Student Contract will be signed based on the procedures for executing student contracts.

Transfer Procedures:

Students who wish to transfer are required to submit their request for transfer using the Course Transfer/Withdrawal Form. For students under 18 years of age, the parent/guardian must approve and endorse the Transfer Application form.

Upon receiving the transfer application, Operations/Admin Department will process the transfer request within 4 weeks from the point of the student's request to inform the student of the outcome in writing and conduct interview/counselling to:

• Understand the reason(s) for the transfer application

• Inform the student of the processing time within 4 weeks from the point of the student's request to informing the student of the outcome in writing

• Explain to the student that the parent/legal guardian's written consent is required if he/she is under 18 years of age

• Explain to the student that the transfer application is subject to ICA approval (for student pass holders)

• Explain to the student the difference in the course fee and entry requirements and refund (if applicable)

• Inform the student of the difference in the Fee Protection Scheme (FPS) amount, period of coverage.

• Explain to the student that signing a new contract or issuing an addendum to the existing contract when a course transfer request has been approved.

The Operations/Admin Department will then proceed with the transfer as follows:

- Student must meet all minimum entry requirement of the new course they wish to transfer to.

- The Standard-PEI Student Contract of the current course will be voided upon approval of the course transfer.

- A new Standard-PEI Student Contract or addendum for the new course will need to be signed upon approval of the course transfer.

- All outstanding fees must be paid.

- GCS will conduct interview/counselling session with student/parents

- Verify and confirm that the parent/legal guardian's written consent has been given if he/she is under 18 years of age

- Submit an application to ICA for the course transfer (for STP Holders)

- Admin Manager will update the FPS status into the Lonpac Insurance Bhd excel template and FPS File 1 within 3 working days to ensure that the coverage period and amount are adequate.

- Head of Admin to work out the difference in the course fee

- Issue a formal letter of Reject to the student/parent if the transfer application is not approved

- Issue a formal letter to the student/parent if the transfer is approved

- Conduct pre-course counselling to ensure that the student/parent has been informed of the crucial information of the new course

- Update the status of the student transfer in the AIMS System and Transfer record

4.9 COURSE DEFERMENT

Deferment Policy

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

II. Conditions for deferment:

- Grounds of Deferment are the following but are not limited to: (case by case basis evaluated by the Principal)

  * if the student is ill and is supported with a medical certificate issued by a recognized clinic/hospital
  * events/circumstances which are beyond the schools/students control such as:
    o bereavement of direct family members
    o natural disaster
    o work commitment (if any)

- The requests of deferment is not automatically granted unless approved by the Principal as the Chairman of BoA
- The maximum deferment period is 6 months but subject to review and approval by the Principal.
- If the student failed to return on the approved deferred period, it shall be considered as deemed automatic withdrawal from the course

III. ICA will be informed through the application of the new Student's Pass. The course deferment is subjected to ICA's approval of the new Student's Pass.

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

Deferment Application Process

Students who wish to defer are required to submit their request for deferment using the Course Deferment Form. For students under 18 years of age, the parent/guardian must approve and endorse the application form.

Upon receiving the deferment application, Operations/Admin Department will process the deferment request within 4 weeks from the point of the student's request to inform the student of the outcome in writing and conduct an interview/counselling to:

• Understand the reason(s) for the deferment application

• Inform the student the processing time of within 4 weeks is required to process the deferment application

• Explain to the student that the parent/legal guardian's written consent is required if he/she is under 18 years of age

• Explain to the student that the deferment application is subject to ICA approval (for student pass holders)

• Explain to the student that the maximum allowable period of deferment a student can apply is up to 6 months

• Inform the student that the FPS protection will be changed based on the deferment period and course end date

• Explain to the student that signing a new contract when a course deferment request has been approved.

The operations/Admin Department will then proceed with the deferment as follows:

- GCS will conduct interview/counselling with student/parents

- Verify and confirm that the parent/legal guardian's written consent has been given if he/she is under 18 years of age

- Approval of deferment is also subjected to availability of the course / module offered

- For student's pass holders, their deferment is subject to the approval of their student's pass by ICA.

- Should the student decide to proceed with deferment, the School will note the reason for deferment on the Course Deferment Form which would be submitted for final approval. Approval will be done within 7 working days from the student's submission date.

- A written notification will be issued to the student to inform them of the student request status. The maximum deferment period is 6 months per deferment request

- Submit the application to ICA for the course deferment (for STP Holders)

- Admin Mgr will update the FPS status into the Lonpac Insurance Bhd excel template and FPS File 1 within 3 working days to ensure that the coverage period and amount are adequate.

- Issue a formal letter of Reject to the student/parent if the deferment application is not approved

- Issue a formal letter to the student/parent if the deferment application is approved

- Signing a new contract or issuing an addendum to the existing contract when a course deferment has been approved.

- Update the status of the student deferment in the AIMS System and Deferment record

4.10 REFUND

GCS's refund policy is based on the policy stated in the Standard PEI-Student Contract version 4.0 Clause 3 Termination and Refund Policy and Schedule E Refund Events.

3. TERMINATION AND REFUND POLICY (Please refer to the diagram in Schedule E)

3.1 GCS will notify the Student in writing within three (3) working days after becoming aware of any of the following (each a **"Refund Event"**):

(a)   It cannot commence the provision of the Course on the Course Commencement Date;

(b)   It cannot complete the provision of the Course by the Course Completion Date;

(c)   The Course will be terminated before the Course Completion Date;

(d)   The Student does not meet the course entry or matriculation requirements as stated in Schedule A; or

(e)   The Immigration & Checkpoints Authority of Singapore (the "ICA") rejects the Student's application for the Student Pass.

3.2 Where any of the Refund Events in Clause 3.1(a) to (c) above has occurred:

(a) GCS 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.

(b) If the Contracting Party accepts such alternative study arrangements, GCS shall set forth such alternative study arrangements in a written contract and this Contract shall automatically terminate on the date that such new written contract comes into effect.

(c) If GCS does not propose alternative study arrangements to the Contracting Party within the time stipulated in Clause 3.2(a) above, or the Contracting Party does not accept such alternative study arrangements, the Contracting Party may forthwith terminate this Contract by way of a written notice to GCS.

3.3 Where any of the Refund Events in Clauses 3.1(d) to (e) has occurred, GCS shall forthwith terminate this Contract by way of a written notice to the Contracting Party.

3.4 If the Contract is terminated pursuant to Clause 3.2(b) read with Clause 3.1(a), GCS shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.

3.5 If the Contract is terminated pursuant to Clause 3.2(b) read with either Clause 3.1(b) or Clause 3.1(c), GCS 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.

3.6 If the Contract is terminated pursuant to Clause 3.3 or Clause 3.2(c) read with Clause 3.1(a), GCS shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.

3.7 If the Contract is terminated pursuant to Clause 3.2(c) read with either Clause 3.1(b) or Clause 3.1(c), GCS 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.

3.8 **Refund for Withdrawal During the Cooling-Off Period:**

Notwithstanding anything herein contained, the Contracting Party shall be entitled to, without any liability whatsoever to GCS, forthwith terminate the Contract at any time within the Cooling-Off Period by way of a written notice to GCS. GCS shall return all Course Fees and Miscellaneous Fees paid to it within seven (7) working days of the receipt of the written notice.

3.9 **Refund for Withdrawal Outside the Cooling-Off Period:**

Without prejudice to Clauses 3.1 to 3.8 above, the Contracting Party may terminate the Contract at any time before the Course Completion Date by providing a written notice to GCS. Upon receipt of such notice, GCS shall within seven (7) working days, refund to the Contracting Party such amount (if any) as determined in accordance with Schedule D.

REFUND POLICY

% of [the amount of Course Fees and Miscellaneous Fees paid under Schedules B and C]	If the Contracting Party's written notice of withdrawal is received:
70%	more than [30] working days before the Course Commencement Date
0%	on or before, but not more than [30] working days before the Course Commencement Date
0%	after, but not more than [7] working days after the Course Commencement Date
0%	more than [7] working days after the Course Commencement Date

MISCELLANEOUS AND NON-REFUNDABLE FEES (IF APPLICABLE)

Purpose of Fee	Amount (S$) and When Payable
Late Student Pass Renewal processing Fee: i. Less than 14 days but more than 7 days before date of renewal ii. Less than 7 days to renewal date	$ 10.00 $ 50.00
ICA Student Pass Issuance (On Renewal) – Payable to ICA	$90.00 + $45.00 (ICA Processing Fee)
Resit Examination Fee	$150.00(per module)
Appeal Fee	$100.00(per module)
Replacement of Genetic Student Card	$30.00(per student)
Replacement of Diploma Certificate	$100.00(each certificate)
Replacement of Transcript	$100.00 (per transcript)
Course Transfer Application Fee	$100.00
Deferment Application Fee	$100.00
Course Materials Fee	$600.00 to $ 1500.00
Late Payment of Course Fee: 1 day after the scheduled due date(s)	$100.00
Remodule – 1st Option (class arranged within the course duration and module time-table is within the semester scheduling) * This fee will be FPS protected	$1030.40
Remodule – 2nd Option (class arranged within the course duration but module time-table is not within the semester scheduling) * This fee will be FPS protected	$1840.00
Airport Pickup Services	$120.00

All Miscellaneous Fees are subject to prevailing GST rates = GST 9%

All Miscellaneous Fees are non–refundable.
The Finance Department will process the refund request within 7 working days from the date of Refund Request/Withdrawal (if eligible).

4.11 APPEAL

Upon approval of the results from the Board of Examiners, the Admin Manager will distribute the result slip to the respective student. The examination results shall be released within **2 months** from the date of examination.

Academic Department shall issue the results of the internal examination, together with the progress report/term results (if any) on a specific date.

In the event, that a student wishes to appeal their results:

1. Students may, upon notification of the results, appeal by completing the Appeal Form within 14 working days of the assessment results released.
2. The Academic Department shall acknowledge the appeal and initiate appeal process.

For Internal programmes, the student may submit an appeal by completing the Appeal Form and must pay the appeal fee of S$100.00 (may subject to prevailing GST).

The submission of the appeal must be lodged within 14 working from the results release date. After which no appeal will be accepted.

The outcome of the appeal will be informed to the student in writing within 4 weeks from the date of appeal.

4.12 FEEDBACK AND COMPLAINT

1.Students are encouraged to communicate actively with Genetic Computer School through the following channels:

- Face-to-Face
- Telephone Call at 6339-7588
- E-mail at **feedback@genetic.edu.sg**
- Feedback and complaint form from the reception area and/or in the website at **https://www.genetic.edu.sg/pages/forms-for-download**
- Course Evaluation
- End-of Module Evaluation (Module, Teachers)
- Student Satisfaction Survey

2. Upon receipt of the Positive or Negative feedback, Genetic Computer School will acknowledge within the 3 working days. The feedback and complaint will be recorded in the central log **http://kms.gcsdesktop.com or Feedback Log Book.**

3. All feedback will be strictly considered as private and confidential.

4. All feedback and complaints shall be resolved within 21 working days.

4.13 DISPUTE AND GRIEVANCE RESOLUTION

GCS adopts the dispute resolution policy based on the Private Education Regulations.

The dispute resolution is also communicated to students via the Website, Student Handbook and during Pre-Course Counselling and Student Orientation.

When there is a dispute and/or complaint, the first course of action is to resolve all disputes and complaints at the earliest opportunity.

If the matter cannot be resolved internally or if the student/parent is unsatisfied with the outcome, GCS and/or student/parent may approach the SSG Mediation – Arbitration Scheme which is jointly drawn up with the Singapore Mediation Centre (SMC), and the Singapore Institute of Arbitrators (SIArb) and is designed to provide students and Private Education Institutions (GCS) a quick and affordable way of resolving disagreements.

Refer to the link below for more information on SSG's structured approach in resolving disputes between the students and the PEI:

https://www.skillsfuture.gov.sg/pei/dispute-resolution

4.14 RULES AND REGULATIONS

1.Confidentiality of Information
Under Genetic Confidentiality & Security Policy, confidential information shall not be released without prior written consent/authorization from the student.

2. Dress Code
Students are required to dress appropriately and not allowed to wear flips flops, sandals, shorts and singlet.

3. Consumption of Food and Drinks
Students are not allowed to consume food and drinks inside the classroom.

4. Smoking
As the school is a smoke free campus, students are advised to refrain from smoking in the school's premises. Anyone caught smoking in a prohibited place is liable on conviction to a fine of up to $1,000 under NEA's regulations. Students who wish to kick the habit may consult the Health Promotion Board for counseling services.

5. Tea Breaks
Students will be released for a 15-30 minutes tea break.

4.15 CODE OF CONDUCT

Do's
- Do always follow Genetic Computer School's rules and regulations.
- Do adhere to ICA's regulations as any breach of regulations may lead to dismissal or cancellation of student's pass.
- Do show courtesy to your fellow course mates, lecturers, and the school's staff.
- Do switch off and place your mobile phones in your bags during lessons and examinations.
- Do try to attend to incoming calls only after the lesson or during break times.
- Do adhere to the lesson schedule and be punctual in attendance.
- Do switch off the computers after use

Don'ts
- Do not work illegally as a Student's Pass Holder

Working without a valid work pass is an offence under the Employment of Foreign Manpower Act. It is also a breach of the Terms and Conditions of your Student's Pass. If convicted, student may face a fine of up to $20,000, or imprisonment of up to two years, or both. Student may be permanently barred from working in Singapore. Student's Pass may also be cancelled by the Immigration & Checkpoints Authority (ICA).

Student's Pass Holder 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.

- Do not instigate other students to cause disruption which may lead to inconveniences to all.
- Do not leave the class frequently to attend to phone calls.
- Do not use vulgarities in the school.
- Do not vandalize the school's properties or cause damage to equipment and facilities.
- Do not litter
- Do not install or download any illegal software in the school's computer

Code of Conduct – for Students sitting for an examination (Academic Courses)

GCS's code of conduct for students sitting for an examination can be found in the Student Handbook and briefed during Orientation and/or by the Lecturer/Teacher/Trainer before the examination date.

The Code of Conduct for students sitting for examination is as follows:

a) Students must SWITCH OFF their mobile phones, and other portable electronic devices and leave them in their bags before entering the exam room
b) Students are advised to arrive outside the exam room 15 minutes before the scheduled examination time. When the room is ready, students will be instructed to enter
c) Students who arrive more than 30 minutes late will NOT BE ALLOWED into the examination room. If students turn up late at their examination room because of a major public transport service disruption, they will be given the full duration of time allocated for the paper. Students who are affected by such situations must inform the Chief Invigilator immediately when they reach their examination centre
d) Students are to leave their bags at the front of the room
e) Students are to move to the column/seats as directed by the Invigilator
f) Students are required to bring their Student/Identity Card with them for verification, all writing instruments, approved calculators, and any other material required & permissible for that examination. They will not be allowed to borrow any material during the examination
g) Only bottled water is allowed in the exam room. Food and other drinks are not allowed
h) Students are allowed to visit the restrooms accompanied by another invigilator. The chief invigilator on duty will help if there is only one invigilator in the examination room
i) Students must not leave the exam room for the entire duration of the examination
j) Students are required to write their names and student registration numbers on (every sheet of) their answer scripts
k) Students are not allowed to use correction fluid/tape and electronic dictionaries or translators during the examination
l) Students must always follow the instructions of the invigilator

Students who are caught cheating during the examination will be dealt with and subjected to disciplinary actions

4.16 COMMUNICATION WITH LECTURERS AND STAFF

At the beginning of each module, the lecturer in charge will provide their contact details (E.g. office telephone number, email addresses, etc.).

The e-mail provided by the lecturer and staff are for study/academic and administrative matters only. Students are also required to ensure that they do not provide the contact details (email addresses in particular) of the Lecturer and staff to any third party without prior consent.

4.17 UPDATE CONTACT DETAILS

It is the responsibility of the students to ensure that their contact details lodged with the Admin Manager/SAE are correct and current.

For any changes in contact details, please obtain the 'Update Particulars' form from the Admin Manager or Student Admin Executive (SAE).

4.18 STUDENT SURVEY

Genetic Computer School views feedback as an important integral process for continual improvement to our student administration processes, teaching and learning delivery standards, facilities and infrastructures as well as the quality in our student support services.

The evaluation shall be administered in an open and transparent manner to give all students an opportunity to provide constructive feedback on teaching, learning and assessment strategies and other academic / non-academic matters. All feedback will be treated with the strictest confidentiality.

A representative from the Academic Department will administer the survey and students will be informed on the dates and/or frequencies.

1. Student Satisfaction Survey
2. Course Evaluation Survey
3. Graduate Employment Survey
4. Teacher's Evaluation by the students
5. Module Evaluation by the students
6. Pre-Course Counselling Survey
7. Communication Survey
8. Post-Event Satisfaction Survey
9. Agent-Student Satisfaction Feedback

4.19 COURSE FEES AND OTHER FEES

First instalment of the course fee is due within 7 days upon signing the standard Student Contract.

For subsequent payments students must follow their respective Student Contract for details about payment.

All fees are due and **payable by or BEFORE the specified due date** in the student contract in Singapore dollars.

Fee Protection Scheme

Genetic Computer School has in place a Fee Protection Scheme – Group Insurance (FPS-G) to protect for fees paid by student of both local and international students.

The FPS serves to protect for fees paid by student in the event that the PEI is unable to continue operations due to insolvency, and/or regulatory closure.

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

The Fee Protection Scheme (FPS) is applicable to ALL students (regardless of nationality and the type of passes or permits ie. Dependent's Pass, Student's Pass, Work Permit, etc).

It is mandatory for all students to apply for FPS and sign a student contract when they enrol for programmes with any PEI with EduTrust Certification or Enhanced Registration Framework (ERF).

Genetic Computer School has appointed Lonpac Insurance Bhd as our FPS insurance provider. Under the FPS insurance scheme, students' fees are insured by them.
In case of events, as stated above, students will be able to claim their unconsumed fees from Lonpac Insurance Bhd.

To view a copy of the Fee Protection Scheme – Group Insurance Policy,

https://www.genetic.edu.sg/pages/fees-protection-scheme/

For more details of the FPS and FPS Instruction Manual, please refer to the SSG website at www.ssg.gov.sg

Fees are made to Genetic Computer School in accordance to their categories. Application Fee, Miscellaneous Fee can be paid over the counter in Singapore Dollars via **cheque**, **cash**, **cashier's order**, **Bank Transfer** or **telegraphic transfer, PSEA** DIRECT to Genetic Computer School account:

Bank Account Name	Genetic Computer School Pte Ltd
Bank Account Number	001-066812-9
Bank/Branch	Development Bank of Singapore (DBS) 12, Marina Boulevard, DBS Asia Central, Marina Bay Financial Centre, Tower 3 Level 3, Singapore 018982
Swift Address	DBSSSGSG

Foreign currencies are only accepted when the student has to pay the **Application Fee** prior to enrolling the course. The student is advised to pay in Singapore dollars, but if the student chooses to pay in foreign currency, we will advise the student of the prevailing foreign currency exchange rate at the point of payment. Any bank charges are to be borne by the student.

The school will issue the student an official receipt for any payment made. Should the student not be presently physically, a copy of the scanned receipt will be emailed to the student and the original copy delivered thereafter.

<u>Mode of Payment</u>
*The modes of payment available are cash, cheque, cashier's order, Telegraphic Transfer, Bank Transfer or PSEA

5.1 LANGUAGE OF INSTRUCTIONS

All classes and assessments are conducted in English.

5.2 INSTRUCTIONAL METHODS

Instructional Methods	Description of the Method
Lecture	A prepared oral presentation on a given topic. The content covered is not too lengthy and is combined with other presentation and application methods.
Case study	Students, either individually or in groups, are to analyze a case – a written account of a situation, and present findings and/or recommendations.
Project	Individual, open-book, formative assessment; a collection of students' works that are associated with the learning outcomes. This collection of work is gathered over the period of the module
Independent Study	Students are given an hour in a week to do an independent study where they research, gather information, use their notes, etc. without supervision by the lecturer
Written Activities/Lab Activities	Students are given in-class activities or laboratory activities to assess the knowledge and abilities acquired in class and/or the objective of the current class session.

Note(s):
- All current active courses are taught in a **face-to-face** or through classroom facilitation.
- If there is a need for **online learning** (E.g., asynchronous and/or synchronous), students will be notified verbally and/or through e-mail by the Admin Manager and/or assigned lecturers. This will be decided by the Academic Department and Board of Academics.

5.3 STUDENT-TEACHER RATIO

The average Teacher-Student ratio of Genetic Computer School is **1:25**.

This ratio will ensure that the learning experience of each student would be at its optimum level. This is to maintain a high-quality standard for the student's education.

5.4 AWARD'S CRITERIA

The students must comply with the following award's criteria:

- Minimum 75% attendance for local students
- Minimum 90% attendance for international students
- Must pass all the examinations and assessments of all modules of the course

6
STUDENT SUPPORT SERVICES

To meet the needs of students and enhance their educational experience and improve student retention, student support services are a vital element in providing the services students may need. They help students stay engaged, overcome barriers, and meet their goals.

At GCS, a wide range of student support services are available to meet the needs and expectations of students as well as to create an environment conducive to learning and enhance students' holistic educational experience. The services available to students shall be communicated to students via various channels such as the Website and Student Handbook.

Student requesting Student Counselling service will need to fill up the Student Counselling and Advice Form. Student will pass the form to the school and school will arrange for appropriate Counsellor.

Support services available to students such as:
- Airport pick-up services upon students' request for STP students
- Accommodation arrangements for STP students if they can't find a place to stay
- Pastoral counselling
- Activities to promote mental well-being,
- Bonding activities
- Close collaboration with parent/legal guardian for students under 18 years of age,
- Learning Support Service

Airport pick-up service and accommodation arrangement
Upon the student's request, the student support service staff shall arrange for airport pick-up and/or accommodation arrangements if the student is unable to find a place to stay.

Pastoral Counselling
The Pastoral Counselling Service helps students with difficulties. A trained Pastoral Counsellor will be engaged to help students through a process of talking, listening and empowerment. The student is provided with a safe place to express their feelings and thoughts about what they perceive to be an issue. Counselling aims to help the student to understand themselves and their situation better and find new ways of coping with issues that cause them to be upset and general well-being.
If the trained Pastoral Counsellor finds that the student may require more professional/phycological help such as stress, anger, depression, anxiety, substance abuse, domestic violence, etc., the student will be referred to a professional psychiatrist.

Bonding activities

To promote bonding, GCS shall encourage staff and students to participate in various activities such as Outdoor Camping, Festive Celebrations, Family Carnivals, Overseas Birthday celebrations, Potluck, Student Exchange Programmes, etc. for team bonding because Student, Lecturer, and Staff can talk and enjoy each other's company and built trust and harmony.

Activities to promote mental well-being

People who are emotionally well, experts say, have fewer negative emotions and can bounce back from difficulties faster.

Students can approach the engaged trained Pastoral Counsellor if he/she wishes to seek help with stress, depression, or any mental health issue.

To promote mental well-being, GCS shall encourage staff and students to participate in activities to improve mental well-being such as:

- Walking
- Cycling
- Yoga
- Swimming
- Meditation
- Adequate sleep
- Connecting with people or catching up with friends
- listening to music

Close collaboration with parent/legal guardian for students under 18 years of age

For students under 18 years of age, GCS shall collaborate closely with the parent/legal guardian via:

- Teacher–Parent meeting (Updating of student's progress or problems)
- Email
- Telephone call

Learning Support Service

The Operations/Admin Department will arrange appropriate provisions to meet the learning needs of the individual and/or cohort of students who require learning support.

The focus of the Learning Support is:

- To provide effective support for those students who are disadvantaged by a specific learning difficulty
- To provide support for those students who have been identified as having difficulties/barriers to learning from the referral process or through data collection and/or assessment
- To provide support for those students who may require extra lessons or remedial lessons.

7

OTHER SCHOOL RELATED PROCEDURE

7.1 PRIVACY POLICY

This Policy statement sets out Genetic Computer School policies relating to your personal information.

Genetic Computer School endeavors to ensure the privacy of personal information by introducing appropriate practices and procedures.

All student information will solely be used for internal business and administrative purposes.

Genetic Computer School takes all reasonable precautions to keep personal information secured and to protect personal information from loss, misuse or alteration. Genetic Computer School will not reveal any student information to any external organization unless required by law, or with consent from the student.

Genetic Computer School will not sell trade or rent your personal information to others.

This Policy statement sets out Genetic Computer School policies relating to your personal information.

7.2 RELEVANT CONTACTS

|	
Admin Manager	grace@genetic.edu.sg
Complaint and Feedback	feedback@genetic.edu.sg
Any issues/enquiries on Personal Data Protection Act	dpo@genetic.edu.sg
Any issues/enquiries on examination appeal/certificates & etc.	admin@genetic.edu.sg
IT Support/Technical Support	helpdesk@genetic.edu.sg
Student Counselling Related Matters	linda@genetic.edu.sg
For any request of information. Example courses, etc.	info@genetic.edu.sg

7.3 EMERGENCY EVACUATION PLAN

FIRE EVACUATION PLAN
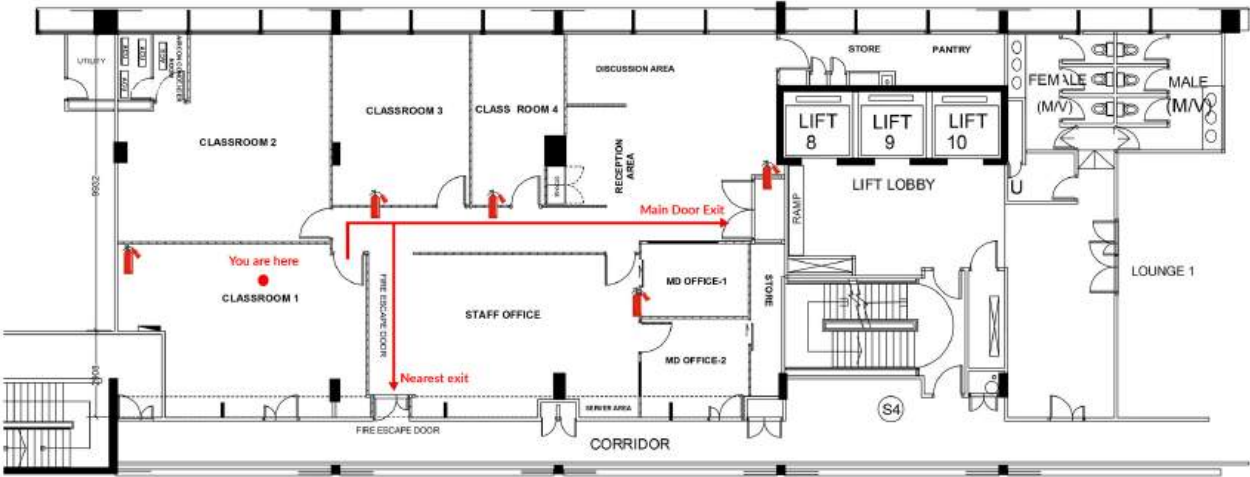
Legend

- Fire Extinguisher
- Escape Route
- You are here

FIRE EVACUATION PLAN
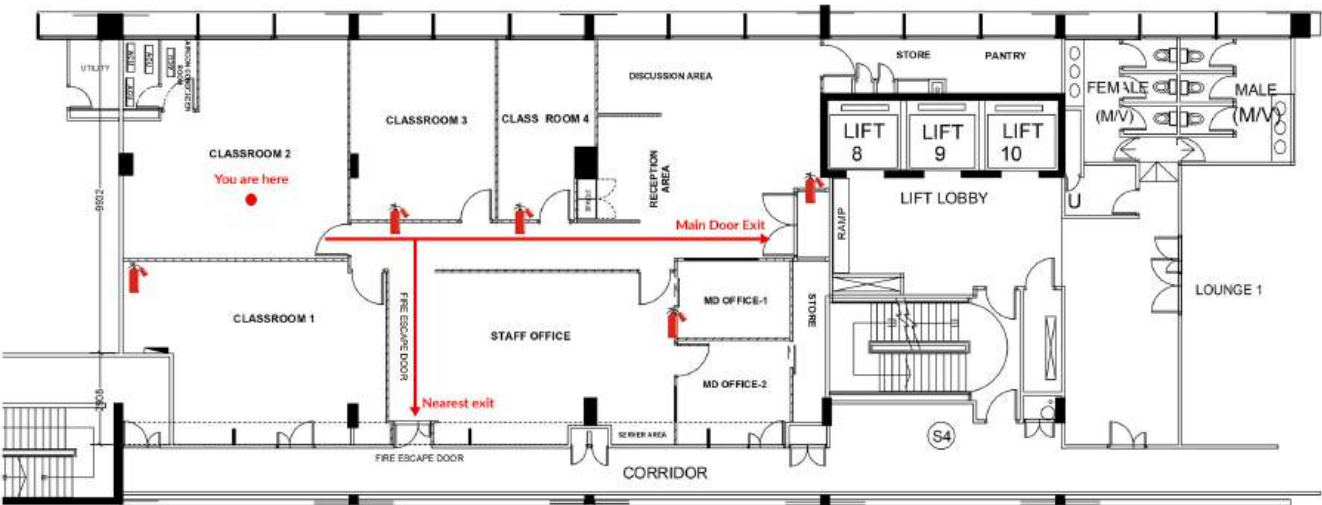
Legend

- Fire Extinguisher
- Escape Route
- You are here

7.4 COMMON LAW IN SINGAPORE

Singapore has efficient and effective system to help nationals and foreigners. People coming to Singapore are expected to respect and follow rules as done by nationals. Following are a quick reference to some of the rules that you are expected to follow.

Offences	Rules and Fines
Jaywalking	Pedestrian crossing a road within 50 meters of a pedestrian crossing, overhead pedestrian bridge or an underpass risk an S$50 fine.
Smoking	Smoking is prohibited in the majority of indoor locations in Singapore—including cinemas, air conditioned shopping malls and offices, bus interchanges and shelters, swimming pools, sports stadia, etc. Designated smoking areas are allowed in certain premises such as eating establishments and entertainment outlets. Penalties for violations by smokers: An individual who is caught smoking in a prohibited place is liable on conviction to a fine of $200. If convicted in court, the offender may be liable to a fine of up to $1,000. For details, refer to https://www.nea.gov.sg/our-services/smoking-prohibition/overview
Spitting	Spitting in public places is an offence
Littering	Great efforts are made to keep Singapore clean. A person caught littering in public places will be fined $300 and repeated offenders of serious littering offences will be sentenced to Corrective Work Order. For details, refer to https://www.nea.gov.sg/our-services/public-cleanliness/overview
Drugs Trafficking	The maximum penalty for drug traffickers is mandatory death sentence.
Fireworks	Any individual found keeping, possessing or letting off dangerous fireworks (including firecrackers, rocket fireworks, and sand cracker) is liable to a fine not exceeding S$5,000 or imprisonment for up to 2 years, or both.
Gambling	Government registered and approved establishment/activities like Charity draws, Toto, 4-D Draw, Singapore Sweep, Horse-Racing and Casino are the only authorized form of gambling in Singapore. All other gambling activities are illegal in Singapore.

Offences	Rules and Fines
Vandalism	Vandalism of public property is an offence and is liable on conviction to a fine not exceeding $2,000 or to imprisonment for a term not exceeding 3 years and/ or liable to not less than 3 strokes of the cane.
Chewing Gum	Chewing gum is banned in Singapore, except those classified 'therapeutic' gums.

** These rules and regulations are updated on a periodic basis. Students are expected to update themselves and adhere accordingly. Singapore is well organised and access to information is readily available. Students are expected to conduct research on varied information about Singapore and remain updated.
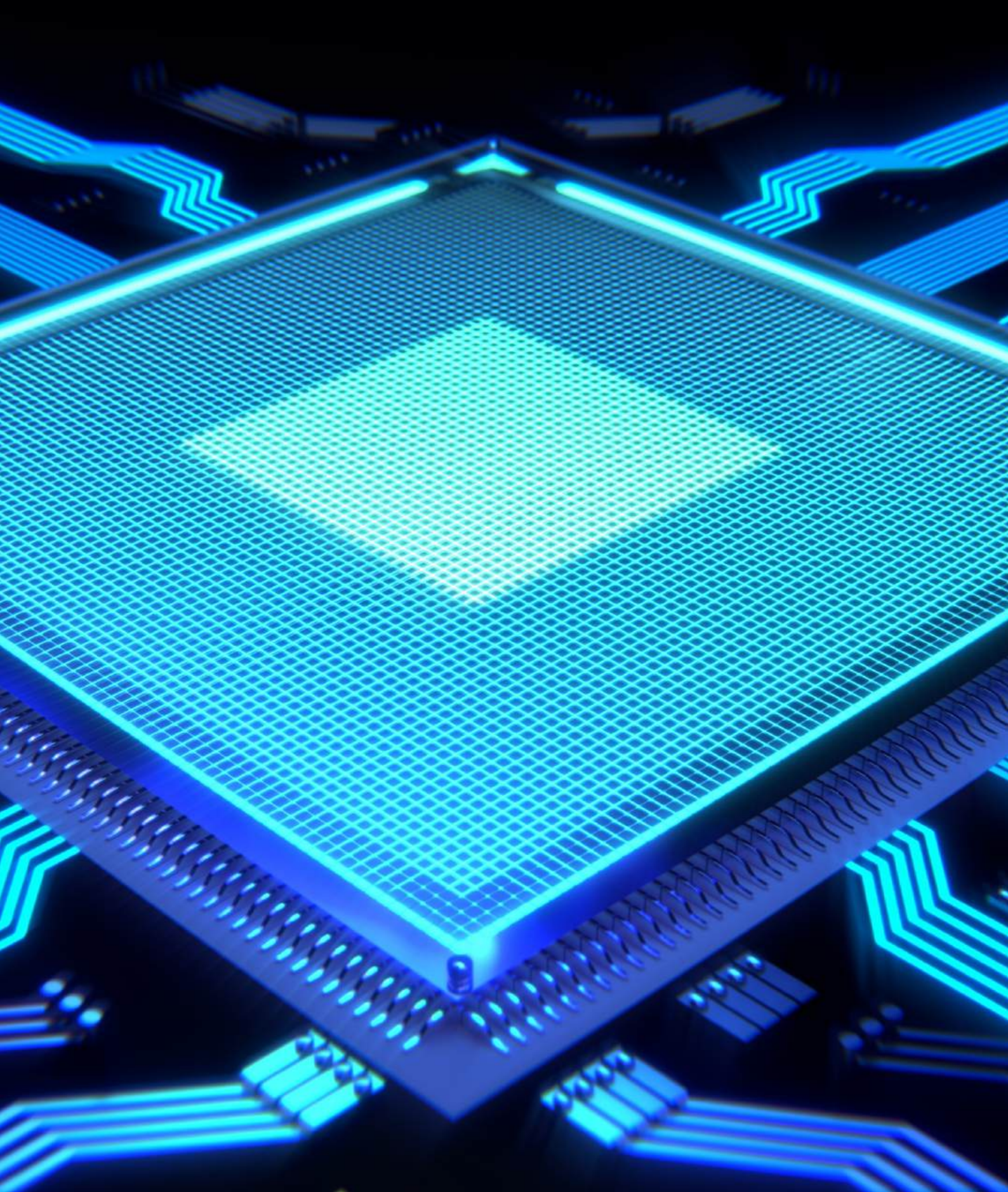
CONTACT US

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