



KINGSTON
International College

Student Handbook

Administrative
Updated 27 September 2024

Content page

ABOUT KINGSTON	2
ORGANISATION CHART	3
COLLEGE LOCATION AND CONTACT	4
COLLEGE PREMISE AND FACILITIES	5
PERSONAL DATA PROTECTION ACT	8
STUDENT SUPPORT SERVICES	12
PRE-COURSE COUNSELLING	13
STUDENT SELECTION AND ADMISSION PROCEDURE	14
FEE PROTECTION SCHEME (FPS) GROUP INSURANCE	19
MEDICAL INSURANCE	20
STUDENT CONTRACT	21
REFUND POLICY	23
REFUND PROCEDURE	25
COURSE TRANSFER, WITHDRAWAL AND DEFERMENT POLICY	27
COURSE TRANSFER, WITHDRAWAL AND DEFERMENT PROCEDURE	29
DISCIPLINARY POLICY	31
DISCIPLINARY PROCEDURE	32
ATTENDANCE POLICY	34
ATTENDANCE PROCEDURE	34
IMMIGRATION MATTERS	35
STUDENT ACADEMIC HONESTY POLICY	36
ASSESSMENT RESULTS, APPEALS AND AWARDS POLICY	37
ASSESSMENT RESULTS, APPEALS AND AWARDS PROCEDURE	37
FEEDBACK MANAGEMENT	39
DISPUTE RESOLUTION POLICY AND PROCEDURE	40
ADVICE ON ACCOMMODATION AND COST OF LIVING IN SINGAPORE	41
GENERAL HEALTHCARE SERVICES IN SINGAPORE	41
RELEVANT SINGAPORE LAWS	41
STUDENT CODE OF CONDUCT	42
REFERENCE TO CPE	43

About Kingston

At Kingston, we give our students access to an excellent education in one of the world's most cosmopolitan cities. Our students are provided with a well-rounded education and education pathways to equip them with necessary skills and knowledge.

We adopt innovative, student-centric teaching methodologies that enhance students' learning experience. Supported by high-caliber staff and education facilities that provide students with a comfortable, conducive learning environment, we nurture our students to realize their full potential.

We strongly believe that education philosophy and teaching pedagogy can accelerate students' progress in learning and develop them into responsive, committed and high-achieving individuals. This unique opportunity adds a rich and valuable dimension to both young children and adult learners education experience.

VISION

To be an industry and career focused school to meet the needs of a diverse and quick changing society.

MISSION

- To discover, create, apply and share knowledge, and to inculcate ethical values and creativity in students through The Kingston Programme.
- To help students to be more open minded and globally adaptable to changes which will in turn expand their intellectual horizon.
- To aid students in attaining knowledge and technical expertise necessary for a successful career.

VALUES

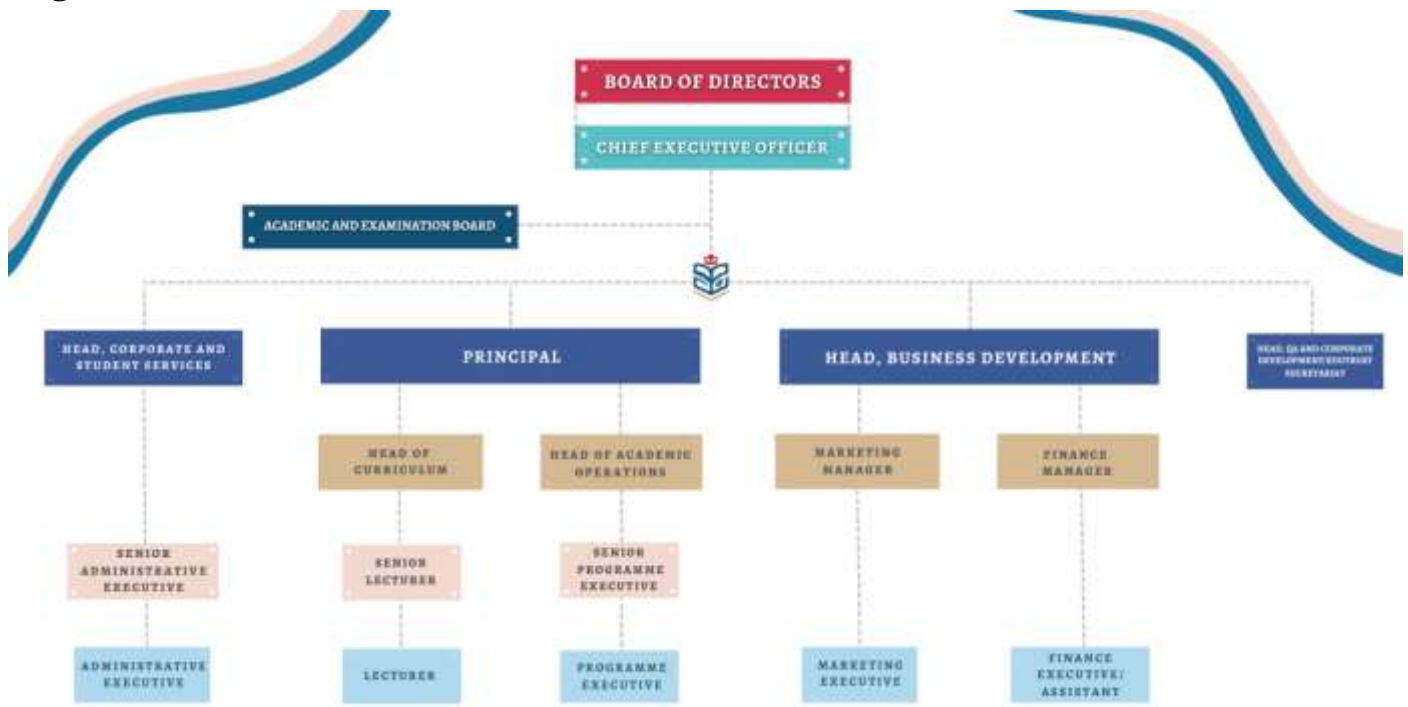
K : Knowledge-Building

I : Innovation and Imagination

S : Sharing and Support

Care : To provide a supportive learning environment

Organisation Chart



Academic and Examination Board Members:

- 1) Mr Goh Chin Hong
- 2) Ms Nura Ali
- 3) Mr Willard Tan

Management Council:

- 1) Dr Ho Kah Leong
- 2) Mrs Wong Ma Jia Lan
- 3) Mr Goh Ming Feng (Ryan)

College Location and Contact

Our main premise is located at:

10 Anson Road #28-16 International Plaza Singapore 079903

Getting here at our premise:

Buses No: 57, 131, 167, 186, 532, 533, 534, 535, 536, 542, 543, 548 and 549

Nearest MRT Station: Tanjong Pagar

Our 2nd premise is located at:

3 Shenton Way #03-01 Shenton House, Singapore 068805

Getting here at our premise:

Buses No: 10,100, 196, 75, 97

Nearest MRT Station: Shenton Way

Our 3rd premise is located at:

456 Alexandra Road, #09-02, Fragrance Empire Building, Singapore 119962

Getting here at our premise:

Buses No: 51, 57, 61, 93, 97, 97E, 100, 120, 166, 175, 408, 963, 963E, 963R (bus stop in front of Fragrance Empire Building)

Buses No: 10, 30, 30E, 51, 143, 175, 176, 188, 188E (bus stop in front of PSA Building)

Nearest MRT Station: Labrador Park

Contact: +65 6269-9916

Website: www.kingston.edu.sg

Email: info@kingston.edu.sg

Opening hours: 9am – 6pm

Key Personnel:

Administrative matters : Mr Gary Neo

Academic matters : Ms Nura Ali

Marketing matters : Mr Kenneth Soo

Pastoral Counsellor : Mr Ho Siew Kwong & Ms. Johanna Austria

College Premise and facilities (Main Premise)



Main Entrance: Entryway into college



Classrooms: Place where classes are conducted



Reception: Place where students can communicate with the staffs for assistance

Other facilities:

- Wi-Fi
- Water Dispenser
- Books (for project work/assignments)
- Computers

College Premise and facilities (2nd Premise)



Main Entrance: Entryway into college



Classrooms: Place where classes are conducted



College Premise and facilities (3rd Premise)



Classrooms: Place where classes are conducted



Library: Place where students may read books

Other facilities:

- Wi-Fi
- Water Dispenser
- Computers (for project work/assignments)

Personal Data Protection Act

1. Introduction

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

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

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

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

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

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

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

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

[Updated] Do Not Call Provisions

Kingston International College complies with the Do Not Call Provisions of the Personal Data Protection Act. This means:

1. We will not send marketing messages to Singapore telephone numbers registered with the Do Not Call Registry, unless we have received clear and unambiguous consent in written or other accessible form.
2. All marketing messages will include information identifying the College and how recipients can contact us to stop receiving such messages.
3. We maintain an internal Do Not Call list for individuals who have withdrawn consent or indicated they do not wish to receive marketing messages.
4. We will honor any request to withdraw consent for receiving marketing messages promptly.

If you wish to receive marketing messages from us, you can provide express consent that will override your Do Not Call Registry listing.

- x. Purposes, which are reasonably related to the above.

By providing the Personal Data, including those related to a third party (e.g.- information of your parents) to us through the various channels (e.g.- written form, webpage, email, etc.), you represent and warrant that consent, including that of the third party, has been obtained for collection, use and disclosure of the Personal Data for the respective purposes. In the event the personal data is to be used for a new purpose, Kingston will notify you and seek your consent.

Kingston ensures that your Personal Data held by us shall be kept confidential. When transferring personal data to our third party service providers, agents and/or our affiliates or related corporations whether in Singapore or elsewhere in order to carry out one or more of the purposes listed above, we will require them to ensure that your Personal Data disclosed to them is kept confidential

and secure.

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

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

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

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

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

[Updated] Data Breach Notification

In the event of a data breach that is likely to result in harm to affected individuals, Kingston International College will:

1. Assess the data breach and its potential impact on affected individuals.
2. Notify affected individuals and the Personal Data Protection Commission (PDPC) within 3 calendar days of determining that the data breach is notifiable.
3. Provide information on the nature of the breach, its potential consequences, and the measures we are taking to address the breach.
4. Take immediate steps to contain the breach and minimize potential harm to affected individuals.

We have implemented a comprehensive data breach management plan to ensure swift and effective response to any data security incidents."

[Updated] Deemed Consent

In some situations, Kingston International College may deem that you have given consent for the collection, use, or disclosure of your personal data, even if you have not expressly provided consent. This may occur:

1. By conduct: If you voluntarily provide personal data for a purpose and it is reasonable that you would do so.
2. By contractual necessity: If the collection, use, or disclosure of personal data is necessary to fulfill a contract between you and the College.
3. By notification: If we notify you of a new purpose for using your data and provide you with a reasonable period to opt-out, and you do not opt-out.

We will always assess the circumstances carefully before relying on deemed consent and ensure that the use of personal data is within reasonable expectations."

1. Withdrawal of Consent

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

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

2. Administration & Management of Personal Data

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

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

[Updated] Kingston International College retains personal data for specific periods based on the type of data and its purpose. For example:

- Student academic records are retained for Five [5] years after graduation.
- Financial records are kept for Five [5] years to comply with legal requirements.
- Alumni contact information is retained indefinitely unless requested otherwise.

We regularly review our retention periods to ensure we only keep personal data for as long as necessary for the purposes for which it was collected, or as required by law. When personal data is no longer needed, we securely delete or anonymize it.

Your Personal Data is retained to the extent one or more of the purposes for which it was collected remains valid and/or for other legal or business purposes for which retention may be necessary.

Kingston will take commercially reasonable efforts to take appropriate precautions and preventive measures to ensure that the electronic storage and transmission of your personal data is adequately protected and secured with the appropriate security arrangements and that our data intermediary are aware of the requirements of PDPA. However, we cannot assume responsibility for any unauthorized use of your personal data by third parties, which are wholly attributable to factors beyond our control.

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

- **Address** : 10 Anson Road, #28-16, International Plaza, Singapore 079903
- **Telephone** : 62699916
- **Email** : dpo@kingston.edu.sg

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

Notice

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

Student Support Services

The core list of support services are:

- (a) Student handbook is given out to all newly enrolled students to orientate them on important information of the College
- (b) Medical Insurance coverage in accordance with the guidelines by CPE is provided to all enrolled students, via Liberty Insurance. Exemption for Singaporean/PR if they are already covered by their own medical insurance plan (proof must be shown to the College to be able to opt-out)
- (c) The Student Services department that handles / processes all student requests.
- (d) Feedback form is easily available for students to provide valuable insights into helping the College to continually improve the student experience.

List of Comprehensive Services Available in the College:

(a) For all new students **(with Student Pass)**

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

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

(b) For all Current & Enrolled Students **(with Student Pass)**

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

- Certified Counselor
- Students' Outings and Activities
- Educational Tours
- Library Access for References
- Personalize updates to parents on admission matters / students' progress which includes :
 - Informing parents on student admission matters / services, including airport pick up, accommodation, etc.
 - Informing parents on student issues, including attendance rate, behavior, academic performance, etc.
- Student Progress Reports
- Principal – Student dialogue sessions

(c) For enhancing overall Student Experience

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

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

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

Pre-course Counselling

Students must certify through a Pre-Course Counselling Form that the Agent / Course Counsellor has performed counselling services in the areas required, which may include:

- Proper matching of students' needs and the College's courses
- Providing professional guidance and advice regarding the suitability of the College's courses to the prospective students
- Future prospects upon completion of the College's courses
- Any other information deemed necessary

Student Selection Procedure

1. Student Application

- 1.1 The College's approved external recruitment agents / designated internal staff would conduct information sessions with potential students to identify their needs. Suitable courses will then be recommended based on the applicants' needs, and the applicant would be required to sign off on the Pre-Course Counselling Form to acknowledge that he/she has been informed of the various critical information. The completion of Pre-course Counselling shall then be indicated on the Student Selection and Admission Checklist.
- 1.2 Thereafter, the agent/staff would conduct an initial assessment on the applicant's suitability, taking into consideration the minimum requirements of the course (including assessing suitability based on English Test if necessary). The completion of this assessment should be indicated on the Student Selection and Admission Checklist
- 1.3 The Diagnostic Test / English Proficiency Test will be administered under, but not limited to, the following circumstances before the students sign the contract:
- The course curriculum requires the Diagnostic Test / English Proficiency Test to be carried out.
 - The college is unable to verify the authenticity of the qualifications received.
 - The college determines that it is important to have a better understanding of the student's proficiency level.
 - As a testing medium to ascertain that students have the required English proficiency to undertake the courses.
 - To compare student's progress at the start and end of the course

S/N	Course	Remarks	Responsible By
1	Preparatory for Admission to Government Schools	Prospective student must complete the English and Mathematics Diagnostic Test of the course.	Programme Executive (Invigilator) Designated Lecturer (Marker)
2	Preparatory for IELTS course	Prospective student must complete the English Diagnostic Test of the course.	Programme Executive (Invigilator) Designated Lecturer (Marker)
3	Certificate courses	Prospective student must complete the English Proficiency Test of the course. The qualifying marks to be at least 20 / 80 marks.	Programme Executive (Invigilator) Designated Lecturer (Marker)
4	Diplomas	Prospective student must complete the English Proficiency Test of the course. The qualifying marks to be the following: Level 3 Foundation Diploma - 30 / 80 marks Level 4 Diploma / All other Diplomas - 40 / 80 marks Level 5 Advanced Diploma - 50 / 80 marks	Programme Executive (Invigilator) Designated Lecturer (Marker)
5	Advanced Diploma	Prospective student must complete the English Proficiency Test of the course. The qualifying marks to be the following: CTH Level 5 Advanced Diploma / All other Diplomas - 50 / 80 marks	Programme Executive (Invigilator) Designated Lecturer (Marker)
7	Master's Degree	Prospective student must complete the English Proficiency Test of the course. The qualifying marks to be the following: Master – 91 / 120 marks	Programme Executive (Invigilator) Designated Lecturer (Marker)

- 1.4 Should the student fail the Diagnostic Test / English Proficiency Test, a re-test will be arranged. Each student is allowed for a maximum re-test of 3 times.
- 1.5 If the applicant does not meet the minimum entry requirements of the course, the staff/agent would evaluate to see if the applicant is both suitable and interested for other courses offered by the College. If the applicant meets the minimum entry requirements, the agent/staff shall invite the applicant to submit the Student Application Form, together with all the supporting documents, and to pay the application fee.
- 1.6 For applicants applying with the College, the Head, Corporate and Student Services will have to sight and verify the originality of the supporting documents (i.e. certificates, transcripts, etc).
- 1.7 For overseas applicants applying through agents, the agent will first verify the originality of the supporting documents. In addition, before the student signs the student contract, the Head, Corporate and Student Services will do a second verification of the originality of the supporting documents.
- 1.8 The Student Services Department shall then check the application and supporting documents for completeness, before indicating this on the Student Selection and Admission Checklist.
- 1.9 The agent shall then pass the Student Application Form, with supporting documents, and the Student Selection and Admission Checklist to the Head, Corporate and Student Services/Principal for processing.

2. Processing of Application

- 2.1 Upon receipt of the application documents, the Head, Corporate and Student Services will verify the originality and authenticity of relevant supporting documents, and indicate its completion on the Student Selection and Admission Checklist.
- 2.2 Next, the Head, Corporate and Student Services shall again check that applicant has met the minimum entry requirements for the course that he/she is applying for.
- 2.3 The Student Services Department shall then prepare and create a student folder, and file all the application documents in the folder. In addition, the Student Services Department shall also include a Student P-File Checklist in the folder, so as to ensure that all relevant documents are properly filed.
- 2.4 After which, the Head, Corporate and Student Services shall prepare a Letter of Acknowledgement to be given to the applicant (stating the receipt of the application documents). A copy of the Letter of Acknowledgement should also be filed in the Student's P-File.
- 2.5 Upon verification that the Student P-File is in order, the Head, Corporate and Student Services shall forward the P-File to the Principal for approval.

3. Approval of Application and Monitoring of Selection Process

- 3.1 Upon receipt of application documents, the Principal shall check and ensure that the application, along with all supporting documents, has been duly processed.
- 3.2 Next, the Principal shall then indicate on the Student Selection and Admission Checklist whether the applicant should be offered enrolment with the College.
- 3.3 In addition, should the application require approval from the University Partner, the Principal, with the relevant support, shall forward the application to the Partner and obtain its approval, if applicable.
- 3.4 After which, the Principal shall return the application documents and the Student Selection and Admission Checklist to the Student Services Department.

3.5 For courses offered by external partners, the student applications will be forwarded to the partner for final approval, if applicable.

4. Notification of Application Outcome

4.1 Upon approval of the application by the Principal, the Head, Corporate and Student Services shall prepare a Letter of Acceptance, which will be given to the applicant for his/her necessary action. A copy of the Letter of Acceptance should also be filed in the Student's P-File.

4.2 Should the application be rejected, the Head, Corporate and Student Services shall prepare a Letter of Rejection which will be given to the applicant. A copy of the Letter of Rejection should also be filed in the Student's P-File. Note: Any special admission conditions (e.g. exemptions) would be listed in the Letter of Acceptance.

4.3 For courses offered by external partners, where the partner does not issue a Letter of Acceptance, the points 4.1 and 4.2 applies.

4.4 For courses offered by external partners, where the partner issues a Letter of Acceptance, it will be sent to the Head, Corporate and Student Services who will give to the applicant for his/her necessary action. A copy of the Letter of Acceptance should also be filed in the Student's P-File.

4.5 Should the application be rejected, a Letter of Rejection will be given to the applicant. A copy of the Letter of Rejection should also be filed in the Student's P-File.

Student Admission Procedure

5. Preparation of admission documents

Points 5.1 and 5.2 are applicable only for international students **(with Student Pass)**:

5.1 Upon acceptance of the enrolment offer by the student, the Head, Corporate and Student Services will apply for Student's Pass via the ICA SOLAR + System. After which, the Head, Corporate and Student Services will also indicate its completion on the Student Selection and Admission Checklist.

5.2 The Head, Corporate and Student Services shall then inform students/agents when the College has received the In-Principle Approval Letter (IPA) for the Student Pass, along with the following information: -

- Course Start Date
- Medical Checkup (if applicable)
- ICA Formalities and collection of student pass (when ready)

Note: should the Student's Pass application be rejected, an appeal would be submitted upon request by student. If the appeal is not successful or not requested by student, the admission process shall be terminated.

5.3 After which, the Head, Corporate and Student Services shall also indicate the completion of sending the IPA on the Student Selection and Admission Checklist.

5.4 Upon receipt of IPA (for international students) and acceptance of offer (for local students), the College will then explain the key sections of the standard student contract, and require the student to acknowledge as evidence on Form 12 – Advisory Note. Next, the College will proceed with the execution of the standard student contract. These documents should be filed in the Student P-File in accordance with the Student P-File Checklist.

5.5 For Matriculation with External Academic Partners (if applicable), Head, Corporate and Student Services is to submit matriculation information and documents to the partner.

5.6 A copy of the Student Card (if applicable) and Matriculation Documents are kept in the Student's P-File.

5.7 For more details, please refer to Manual GD4C4.2.2 Student Contract. The Head, Corporate and Student Services would indicate the completion of student contract execution in the Student Selection and Admission Checklist.

6. Course Fee Collection and FPS

6.1 After the student has signed the Standard Student Contract and Form 12 – Advisory Note, the College will proceed with course fee collection in accordance with reference from Manual GD4C1.1.1 Leadership and Corporate Governance. The Head, Corporate and Student Services will also indicate completion of course fee collection in the Student Selection and Admission Checklist.

6.2 Next, the Finance Executive will proceed with the necessary FPS procedures by adhering to the process with reference from Manual GD4C4.2.2 Fee Collection and Fee Protection Scheme.

6.3 Receipts and Certificate of Insurance should be filed in the Student P-File in accordance with the Student P-File Checklist.

7. Update of Student Register

7.1 The Student Services Department shall key in the relevant student information, based on the Student Contract and application documents, in the Student Particulars Master List found in the School Management System. This is to ensure that the College has an accurate electronic record of all students.

7.2 After which, the Head, Corporate and Student Services would indicate completion of student register in the Student Selection and Admission Checklist.

7.3 The student register will show students:

- Who are currently enrolled;
- Who are on suspension;
- Who are expelled;
- Who have terminated or withdrawn; and
- Who have graduated

8. Monitoring Process for Student Admission

8.1 Upon completion of the above steps, either another Administrative Executive who did not perform the admission procedures for the particular student or the Head, Corporate and Student Services will verify that all steps have been properly adhered to.

8.2 This will be done through the items in the Student Selection and Admission Checklist. The Head, Corporate and Student Services shall note down the evidence of monitoring the execution of student admission by signing off on the Student Selection and Admission Checklist in the "Document Verified by" column.

8.3 Such a process ensures that there is proper monitoring on the staff carrying out the admission procedures.

8.4 Upon completion of monitoring, the Head, Corporate and Student Services shall then file the Student Selection and Admission Checklist back in the relevant P-Files.

9. Student Orientation Programme

9.1 As part of the College's admission process, all new students will be required to go through an Orientation Programme that includes briefing session(s) on the following (not limiting) information:

- College's history, include its Vision, Mission & Values
- College's location, including physical and academic facilities / resources available to student
- Organization Chart (Indicating Management Team)
- Introduction of Academic and Examination Board members
- Fee Protection Scheme
- Dispute resolution process
- Appeal procedures for academic results
- Suite of student support services
- Relevant Singapore laws and regulations, including ICA regulations and attendance requirements
- Attendance requirements and procedures for taking attendance
- Leave application process
- Course fees and duration
- Course completion and award criteria
- Other important details in Student Handbook

9.2 Upon the completion of the Student Orientation Programme, students are required to sign on the Orientation Checklist to acknowledge all relevant documents and / or information are given to students and / or are re-visited as part of the Orientation and On-Boarding Process.

9.3 Students are also required to complete the Pre-course Counselling and Orientation Satisfaction Survey to acknowledge that the above important information has been communicated to them.

Fee Protection Scheme (FPS) Group Insurance

The Fee Protection Scheme (FPS) Group Insurance serves to protect the students' fees in the event a Private Education Institution (PEI) is unable to continue operations due to insolvency, and/or regulatory closure.

Furthermore, 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 College has in place the Fee Protection under the Insurance Scheme.

For all enrolled students under CPE approved courses will be held covered under FPS in the form of Insurance, the insurance is covered by one of the CPE appointed insurance companies (**Liberty Insurance Pte Ltd**) to protect fees paid by the students.

Liberty Insurance Pte Ltd

Policy Number: **FPS032Y17**

Validity Date: **01/01/2024 to 31/12/2024**

For students who are covered under FPS in the form of Insurance, they can pay their fees (in Singapore currency) through the following methods:

1. Cash
2. Credit Card
3. SGD crossed cheque
4. Telegraphic transfer
5. Internet Banking
6. PayNow

Company Name: KINGSTON INTERNATIONAL COLLEGE PTE LTD

Bank Name: THE DEVELOPMENT BANK OF SINGAPORE (DBS BANK)

Bank Account: 001-902899-0

Swift Code: DBSSSGSG

For payment of fees in other currencies, payment can be done through the following method:

1. [Flywire](#)

The student is to indicate their name and FIN (if applicable) upon transfer of fees and provide a reference number to the school.

FPS is applicable to all students (regardless of nationality and type of passes i.e. dependent's pass, student's pass, work permit etc.) unless it is a short course and there is an FPS waiver approved by CPE.

The following are ways for students to be ensured that their fees are well-protected:

- (1) Students should be aware of the clauses and details of the adopted FPS when signing the student contract and the advisory note.

Medical Insurance

The College provides medical insurance for all enrolled students who hold the student identity card.

Insurance Company: Liberty Insurance Pte Ltd

Insurance Limit : Every insured student has an insurance limit of S\$20,000

Summary of Terms

- Covers treatment at C/B2/B1 wards at Singapore Government / Restructured Hospitals; student has to seek medical treatment within 24 hours
- Covers student who is within the borders of Singapore or is participating activities overseas organised by the College

Claiming Methods

- this is a refund insurance plan, in other words, the insured student has to pay for the medical fees by him/herself when he/she is hospitalised
- the student has to submit a claim form with the assistance of the College's Student Services Department
- The College will submit the claim on behalf of the student and upon confirmation from the medical insurance provider, will inform the student of the claim outcome

Notes

- interpretation of this medical insurance policy is based on the original contract provided by the insurance company in English
- the student may wish to increase coverage and can purchase additional insurance coverage by themselves or with the assistance of the College

Student Contract

1. INFORMATION ON EXECUTING STUDENT CONTRACT

1.1 Students are informed on the details and clauses of the Standard Student Contract (“Student Contract”) through the various stages. They are as such:-

- Pre-application stage
- Pre-course counseling stage
- Acceptance and admission stages
- Post-enrolment stage

1.2 Various monitoring mechanisms (i.e. various forms / monitoring procedures / etc.) have also been set in place to ensure that students are aware of the Student Contract and its details.

1.3 The various platforms / materials or documents that should capture information on the Student Contract are as such (not limited to) :-

- College’s Official Website
- Student Handbook
- Agent Training Materials
- Orientation Programme Materials

1.4 All original copies of the student contracts must be kept in the students’ P-Files which are archived for a minimum of 5 Years.

1.5 The signed student contract is a legal document that will be used as the basis in the event of any disputes / conflicts.

2. PRE-APPLICATION STAGE

2.1 During pre-application stage, prospective students can refer to the College’s Official Website for a copy of the college’s Student Contract.

2.2 The College’s website also provides a link to CPE’s website to find out more details of the student contract.

3. PRE-COURSE COUNSELLING STAGE

3.1 At the pre-course counselling stage, approved external recruitment agents / designated internal staff conducting the pre-course counselling are to inform prospective students on the clauses in the standard student contract. The explanations are to be carried out in the prospective student’s native language for better understanding, if necessary.

3.2 The Student Contract is listed as one of the checklist items under the Pre-course Counseling Form. Respective approved external recruitment agents or the designated internal staff conducting the Pre-Course Counselling are required to sign off on the form as evidence that they have explained to the prospective student on the student contract clauses and prospective student is to sign on the same form to confirm that they have fully understood the explanation provided. Reference to manual: C5.3.1 Pre-Course Counselling

4. ACCEPTANCE AND ADMISSION STAGES

- 4.1 Upon the College's approval of the prospective student and the student's acceptance of offer, the College is to explain the terms and conditions stated in the Student Contract and ensure that each student fully understands them. Upon completion of explanation, the student is to proceed to sign on the Form 12 – Advisory Note indicating that they have understood the explanation and then proceed to sign on two original copies of the standard student contract. 1 copy will be given to the student and 1 copy will be kept by the College.
- 4.2 The Head, Corporate and Student Services must also check / ensure the following as part of the procedures for Executing the Student Contract : -
- Each student has an individual student contract for the course they are admitted to
 - Each Student Contract sign is meant for admission to one course only
 - That any amendments made in the Student Contract are countersigned by both the College representative and the student.
 - Explaining to students that there is a cooling off period where a maximum refund (less any non-refundable fees) is allowed within 7 working days after signing the Student Contract.
 - That a new Student Contract or an addendum will be issued for students who wish to repeat a module
 - Payment due dates are not earlier than the contract sign date and that no payments (including issuing of invoice) are to be collected prior to signing of the Student Contract.
 - A new student contract is signed for course transfers.
 - Students are to sign on the Form 12 – Advisory Note to document that they have fully understood the student contract. Signing on Form 12 – Advisory Note must be done before signing on the actual Student Contract.
 - A parent / guardian is required to sign on the Student Contract for students that are below the age of 18.
 - Any discounts given to the student must be clearly documented in the student contract.
- 4.3 Head, Corporate and Student Services is required to check that all Student Contracts and Form 12 are duly completed. The Head, Corporate and Student Services will resolve any missing or incomplete information.
- 4.4 Student Services Department is to keep the duly executed original copy of the Form 12 – Advisory Note and the Student Contract in the Student P-file. After which, the Head, Corporate and Student Services will indicate completion of the student contract execution in the Student Selection and Admission Checklist.

5. POST-ENROLMENT STAGE

- 5.1 All newly enrolled students are required to go through the College's orientation programme where the College will reinforce information on the Student Contract. At the end of the orientation, students are required to sign on the Orientation Checklist and complete the Pre-Course Counselling and Orientation Satisfaction Survey to indicate that they have been oriented in this area.

Refund Policy

- a) The College shall ensure a fair and reasonable refund policy is detailed for all students.
- b) The maximum processing time from the student's withdrawal / refund requests to the issuance of the refund shall not exceed more than 7 working days.
- c) The College adopts the Refund Policy as per the Standard Student Contract as set out by CPE. This Policy will act as a framework in guiding the implementation of detailed refund processes and procedures in the following areas:-
 - Refund for Withdrawal Due to Non-Delivery of Course
 - Refund for Withdrawal Due to Other Reasons
 - Cooling off Period
- d) The College will communicate to students on the computation of the refund amount.
- e) The College is to maintain an up-to-date and accurate refund records after processing of the refund.
- f) The College shall regularly review the refund policy and procedure for continual improvement.
- g) Non-Refundable Fees: -
College Application Fees (\$350/\$570) after GST
- h) Refund Policy: -

Refund for Withdrawal Due to Non-Delivery of Course:

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

- (i) It cannot commence the provision of the Course on the Course Commencement Date
- (ii) It cannot complete the provision of the Course by the Course Completion Date;
- (iii) The Course will be terminated before the Course Completion Date;
- (iv) The Student does not meet the course entry or matriculation requirements as stated in Schedule A; or
- (v) The Immigration & Checkpoints Authority of Singapore (the "ICA") rejects the Student's application for the Student Pass.

The Student should be informed in writing of alternative study arrangements (if any), and also be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid should the Student decide to withdraw, within ten (10) working days of the above notice.

Refer to the standard student contract 4.0 Clause 3.1 to 3.7

Refund for Withdrawal Due to Other Reasons:

If the Student withdraws from the Course for any reason other than those stated in Clause 3.1 of the standard student contract, the College will, within seven (7) working days of receiving the Student's written notice of withdrawal, refund to the Student an amount based on the table in Schedule D of the standard student contract.

Refund During Cooling-Off Period:

The College will provide the Student with a cooling-off period of ten (10) calendar days after the date that the Contract has been signed by both parties.

The Student will be fully refunded of the fees already paid if the Student submits a written notice of withdrawal to the College within the cooling-off period, regardless of whether the Student has started the course or not.

Schedule D - Refund Table

% of [the amount of Course Fees and Miscellaneous Fee paid under Schedule B and C	If the Contracting Party's written notice of withdrawal is received:
[60%]	("Maximum Refund") More than [30] days before the Course Commencement Date
[30%]	On or before, but not more than [30] days before the Course Commencement Date
[0%]	After, but not more than [14] days after the Course Commencement Date
[0%]	More than [14] days after the Course Commencement Date, but not more than [30] days after the Course Commencement Date
[0%]	More than [30] days after the Course Commencement Date

Notes:

Should a course be cancelled due to, but not limited to the conditions below, the College will decide on the status of the fees paid with the students' interest in mind. Conditions where a course may be cancelled:

- 1) The intake does not meet a minimum enrolment of 10 students.
- 2) The teacher is suddenly hospitalised and a substitute lecturer cannot be found.

Refund Procedure

Information on Student Refunds:

- (1) All refund policy statements are detailed in the College's Refund Policy. All conditions must be satisfied before the College can proceed with the applications. The whole refund process should not take more than 7 working days (timeline to be monitored by the Head, Corporate and Student Services), from date of application to issuance of funds to the student.
- (2) Date of application will refer to the date that the College receives the duly executed Student Request Form with all supporting documents.
- (3) The refund policy can also be found on the following platforms :-
 - College's Official Website
 - Student Handbook
 - Official Receipt
 - Student Contract
 - Orientation Programme Materials
- (4) Reasons for Refund are based on the following :-
 - Refund due to Non-Delivery of Course
 - Refund due to Other Reasons
 - Refund during Cooling off period
 - Excess payments
 - Any other reasons approved by the College

1. Student to fill in Student Request Form

- 1.1 Student who would like a refund will fill up and submit the Student Request Form. The form will be submitted to the Head, Corporate and Student Services for processing.
- 1.2 Any supporting documentations that are required to process the refund must also be submitted along with the Student Request Form.
- 1.3 Reasons for Refund must also be clearly documented in the Student Request Form.
- 1.4 The Head, Corporate and Student Services is to acknowledge receipt of the refund request by signing on the form. This is to be done within 3 working days from the date of application.
- 1.5 After which, the Head, Corporate and Student Services is to refer to the student's Student Contract to establish if a refund is to be made to the student.
- 1.6 The Head, Corporate and Student Services is to work out the refund amount (if any) based on the refund policy stated in the student contract. This amount is to be indicated on the Student Request Form.
- 1.7 Upon establishing of the refund, the Head, Corporate and Student Services is to seek the approval of CEO as part of Management Approval before the refund amount can be issued.
- 1.8 The Management approval will be documented in the Student Request Form.
- 1.9 All refund amounts will strictly adhere to the refund policy as stated in the student contract unless otherwise decided by the college's management.

1.10 Upon Management Approval of refund amount, the Head, Corporate and Student Services is to pass the Student Request Form to the Finance Executive for final processing and issuance of refund.

1.11 The Head, Corporate and Student Services is to contact the student to inform on the refund status and collection of the refund payment if approved.

2. Communicate to students on the computation of the refund amount

2.1 During the collection of the refund, the Head, Corporate and Student Services is to communicate to the student on the computation of the refund amount.

2.2 Subsequently, the student is to acknowledge the receipt of the refund amount on the Remittance Advice whenever applicable.

Course Transfer, Withdrawal and Deferment Policy

a) The policy on transfer/withdrawal/deferment

- i. Definition of Transfer: 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 college
- ii. Definition of Withdrawal: when a student discontinues all courses with the College
- iii. Definition of Deferment: when a student delays or postpones the course (or module)
- iv. The maximum processing time for transfer, withdrawal, deferment process, from the point of student's request to informing student of the outcome in writing, should not be more than 4 weeks.
- v. All requests must be made in writing through the submission of the Student Request Form and any supporting documents. Verbal notice is not accepted.
- vi. For students under the age of 18, written consent from the parent / legal guardian must be obtained.
- vii. All request will be reviewed on a case by case basis and the College will have the final decision on the outcome.
- viii. Communication of the College's transfer, withdrawal, deferment policies and procedures to all students will be through the following platforms:
 - Student Handbook
 - Orientation Programme Materials
 - College's Official Website
- ix. For Student's Pass holder, 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
- x. A student who transfers within the College must have their existing contract terminated. A new student contract will be signed based on the procedures for executing student contracts.
- xi. A student who withdrew will have their student contract terminated. ICA will be informed through the cancellation of the Student's Pass.
- xii. The College does not allow any deferment. Any related cases would be treated as withdrawal instead.

b) Conditions for granting of Transfer

- All outstanding fees must be settled prior to request
- Students must fulfil the admission criteria of the new course and will be subjected to the College's student selection and admission procedures.
- Student to fill in Student Request Form, including submission of any supporting documents and adhering to the process as stated in the Course Transfer and Withdrawal Procedures.

c) Conditions for granting of Withdrawal

- All outstanding fees must be settled prior to request

d) Conditions for Refund

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

e) Student Pass Status

For Course Transfers

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

In the event that an application pertaining to transfer is rejected by ICA, the student pass is to be cancelled within 7 days.

For Course Withdrawals

Student's Pass holder is required to submit his/her Student's Pass to the college for cancelation of Student's Pass with ICA.

Course Transfer, Withdrawal and Deferment Procedure

- 1.1 Students who would like to transfer or withdraw submits the Student Request Form to the Head, Corporate and Student Services for processing.
- 1.2 Any supporting documentations that are required to process request must also be submitted along with the Student Request Form.
- 1.3 For eligible refund cases, the 'Refund' section of the Student Request Form will be completed as well.
- 1.4 Reasons for the request should also be documented in the Student Request Form.
- 1.5 For students below the age of 18, the parent / legal guardian's written consent must be obtained. Written consent may be obtained through signing on the student request form or a separate email or letter correspondence would suffice.
- 1.6 Upon receipt of the Student Request Form (including supporting documents), the Head, Corporate and Student Services is to meet up with the student to find out further the student's intention of the request. This is to be done within 2 working days upon receipt of the Student Request Form (based on the date of application).
- 1.7 **For Course Transfers**
The Head, Corporate and Student Services is to inform student on the following conditions and information:
 - i. Student must meet all minimum entry requirement of the new course they wish to transfer to
 - ii. The standard student contract of the current course will be voided upon approval of the course transfer
 - iii. A new standard student contract for the new course will need to be signed upon approval of the course transfer
 - iv. All outstanding fees must be paid
 - v. For Student's Pass holder, 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.
- 1.8 After which, the Head, Corporate and Student Services is to conduct the pre-course counselling with the student to ensure that relevant course information is communicated to the student.
- 1.9 Both the Head, Corporate and Student Services and the student are required to sign off on the Pre-Course Counselling to confirm that the former has fully communicated and the latter has understood all information communicated.
- 1.10 Upon completion of pre-course counselling, the Head, Corporate and Student Services is to seek the approval from a member of the Management Team. This is to ensure that the student has met the entry requirements of the course transferred into.
- 1.11 Such Approval should be documented in the Student Request Form.
- 1.12 A Notification for Course Transfer Request will be given to student to inform them of the student request status.
- 1.13 For approved course transfer requests, student is to proceed with the application process of the new course. Refer to Manual: GD4C4.1.1 Pre-Course Counselling, Student Selection and Admissions
- 1.14 **For Course Withdrawals**
If after meeting the student and possible solutions for student retention are not possible, the Head, Corporate and Student Services is to seek approval from a member of the Management Team.
- 1.15 Such Approval should be documented in the Student Request Form.

- 1.16 An Acceptance of Course Withdrawal Request will be given to the student to inform them of the student request status.
- 1.17 **For Course Deferment**
The College does not allow any deferment (except Master Courses). Any related cases would be treated as withdrawal instead.
The Head, Corporate and Student Services is to inform student on the following conditions and information:
- i. The standard Student Contract of the current course will be voided upon approval of the course deferment
 - ii. A new standard Student Contract for the intake will need to be signed upon approval of the course deferment
 - iii. For Student's Pass holder, student pass extension is subject to ICA's approval of the new Student's Pass. ICA will be informed through the application of the new Student's Pass.
 - iv. Approval of deferment is also subjected to availability of the course/module offered
- 1.18 After which, the Head, Corporate and Student Services is to conduct the pre-course counselling with the student to ensure that relevant course information is communicated to the student.
- 1.19 Both the Head, Corporate and Student Services and the student are required to sign off on the Pre-Course Counselling Form to confirm that the former has fully communicated and the latter has understood all information communicated.
- 1.20 Upon completion of pre-course counselling, the Head, Corporate and Student Services is to seek the approval from a member of the Management Team.
- 1.21 Such Approval should be documented in the Student Request Form.
- 1.22 A Notification for Course Deferment Request will be given to student to inform them of the student request status.
- 1.23 **Follow Up Actions upon Approval of Student Request**
Head, Corporate and Student Services is to complete upon approval of student requests are:
- Terminating existing student contract (to be done upon signing of new contract) or issue a student contract addendum to existing student contract
 - Processing of Refunds if any (Refer to Manual GD4C4.4.1 Refund)
 - Informing ICA of the change in Student's Pass Status (including cancellation of current Student's Pass). If the application pertaining to transfer is rejected by ICA, the student pass is to be cancelled within 7 days
 - Updating FPS Service Provider (Refer to procedure on updating FPS Service Provider)
 - Declare past attendance records to students who are enrolling in another course in another Private Education Institute (for course withdrawals)

Disciplinary Policy

- The following are categories of misconduct:
 - Minor Misconduct
 - Major Misconduct

- Minor misconducts are considered as follows:
 - i. Frequent Lateness for Classes / Leaving Class Early / Absent from Class Without Valid Reasons
 - Warning letter and counselling shall be given to students who are frequent latecomers, leave classes early or absent from class without valid reasons.
 - ii. Foul / Abusive Language / Rumours Mongering / Slanderous allegations directed at Fellow Students / Staff / Office Bearers / Business Associates with the Institute
 - All students are required to practice courtesy to all fellow students, staff, office bearers, or business associates at all times.
 - Students shall avoid arguments, use of foul or abusive language, threats, insults, defamation, slandering and etc.
 - iii. Consumption of Alcohol
 - Students shall not be allowed to consume alcohol in the College
 - iv. Smoking on Campus Grounds
 - As this is a smoke-free campus, students are expected to adhere to the policy during their course of study.
 - Those who are caught smoking inside the campus will be subjected to disciplinary action.
 - v. Disruptive Behaviour / Mischief During Lessons
 - Students are expected to be attentive during class at all times. Should they create a nuisance or disturb students in class or disrupt lecturers from lecturing, the lecturers reserve the right to warn the students or send them home if the warning is not taken seriously.
 - Lecturers shall report the students to the Programme Executive. The Principal shall determine if a counselling session is needed.
 - vi. Inappropriate Dress Code
 - Students are expected to adhere to the dress code policies during their course of study. They should ensure appropriate dressing in order to project a professional image. Outlandish, revealing dressing and untidiness are not acceptable.

- Major Misconducts are considered as follows:
 - i. Criminal Offences / Theft
Criminal offences include, but not limited to: -
 - Creating fights or injuries on another party in the College's premises
 - Conduct which is likely to endanger the life or injure other classmates
 - Drug possession / consumption
 - Any other serious offences, criminal or otherwise
 - International Students who work / moonlight illegally
 - Stealing of College properties or student valuables
 - ii. Vandalism or Mishandling of Office Premises / Assets / Properties (Major)
 - In the event if the student has vandalized or mishandled the Institute's premises, assets or properties for whatsoever reason, the student shall compensate the Institute or replace the damaged items.
 - iii. Falsification of Information
 - Information provided to the college for the purpose of course application procedures, attendance administration must be accurate, complete and truthful.
 - Falsification of information is a serious offence which may result in expulsion.
 - iv. Cheating

- Any form of plagiarism or cheating in assignments, projects or examinations will result in a fail grade for the unit and administrative fee may apply.
- v. Students caught signing / marking attendance for friends
 - Disciplinary actions shall be taken on students who are found to have cheated in their attendance taking.
 - Both students would be dealt with seriously and may be subjected to expulsion.
- vi. Working while on Student Pass
 - Students on Student Pass that have been caught working will be immediately expelled and reported to ICA.
- vii. Infringement of Policies and Procedures
 - All policies and procedures can be obtained from the Student Handbook and will be updated periodically. Students are expected to observe strict adherence to each and every policy and procedure of the College.
- Disciplinary Committee and Hearing
 - Based on the discretion of the College, it can hold disciplinary hearings which will discuss and review on misconducts by the Students.
 - The College shall ensure a fair hearing for all students without any form of discrimination

Disciplinary Procedure

1. Management of Student Conduct

- The student code of conduct is communicated to students through the orientation programme and student handbook.
- Lecturers or staff that have identified students that have poor conduct or have broken the student code of conduct will inform the Principal.
- Investigation is to be done to verify the validity of the allegation against the student, and if found to be valid, student is to be called in for counselling. The details of the counselling are to be recorded in the Academic/Pastoral Counselling Form.
- Where, it is a minor misconduct, the college will issue a warning letter to the student and inform the parent/guardian if the student is under 18 years old.
- Where a student receives 3 warning letters for misconduct, the student may be liable for suspension or expulsion, at the discretion of the Disciplinary Committee.
- For major misconduct, a Disciplinary Committee Hearing is to be convened.

2. Disciplinary Committee Hearing (if necessary)

- The College's Principal shall act as the Chairman of the Disciplinary Committee and selected Management Team Members shall make up the members of the Committee.
- The Chairman shall explain the reasons for initiating such a session and ask the student to respond to the Committee's queries on attendance or any other disciplinary issues.
- The Disciplinary Committee shall then discuss the outcome of the case and put forth their recommendation to the CEO for his/her final approval.
- Upon approval, the Disciplinary Committee will issue a formal letter to the student, notifying him/her of the outcome.
- Appeals, if any, must be submitted within 3 working days of receipt of letter to the CEO. Following which, this process would follow the College's dispute resolution process as stated in the Manual: GD4C2.4.1 Feedback Management.

Attendance Policy

The college encourages all its students to be regular and punctual for their daily classes. Please note the attendance requirement and leave application guidelines as mentioned below:

- All students on a Student Pass should have a minimum attendance of 90% per month.
- All non-student pass holders should have a minimum attendance of 75% per month.
- Any absenteeism should be supported by medical certificates / approved student leave.
- Immigration and Checkpoints Authority of Singapore (ICA) will be notified by the college whenever a student 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 and the letter of cancellation will be emailed to the student via the email address registered with the College.

Attendance policy will be communicated to students during orientation and requirements are also available and stated here.

Attendance is to be taken twice per class. Students that enter the class within 15 minutes from the start of class will be considered late, while students that enter the class after 15 minutes from the start of class will be marked as absent.

The college will monitor student attendance on a monthly basis, and intervention actions (pastoral or academic counselling) will be taken to help students with poor attendance.

Attendance Procedure

1. As set out in the Terms and Conditions of Student's Pass, Student Pass Holders who miss 7 consecutive days of class will be liable to have their student pass cancelled with effect from the 8th day and the letter of cancellation will be emailed to the student via the email address registered with the College.

- The following table for actions to be taken form part of the Student Attendance Policy:

Monthly Average Attendance Rate	Action(s) to be Taken
< 90%	1 st Warning Letter to be issued (Including failure to meet completion requirement reminder for courses with attendance requirement)
	2 nd Warning Letter to be issued if there is no improvement in the attendance rate by the following month (Including Termination from College reminder and if applicable, Cancellation of Student Pass reminder)
	Final Warning Letter to be issued if there is no improvement in the attendance rate after the issuance of 2 nd Warning Letter (Including Disciplinary board action and if applicable, Termination from College and Cancellation of Student Pass)

Immigration Matters

Student's pass application and procedures

- To apply for a Student's Pass from the Immigration & Checkpoints Authority of Singapore (ICA), international students must provide accurate and the most updated information relating to their:
 - personal particulars;
 - educational qualifications;
 - financial ability;
 - family background;
- Students may apply for visa entry at <http://www.ica.gov.sg>.
- For Student Pass collection from ICA, the student has to bring his/her IPA letter, passport, passport-sized photograph, medical report, printout of E-forms 16 and V36.
- Students may be required to attend an interview in person in order to substantiate your application for a Student's Pass. This pass grants the student permission to stay in Singapore and pursue their studies approved by the Singapore government. It states the period of time that the student is allowed to stay.
- Student pass granted strictly forbids students from working, whether for a payment or without payment. All international students are required to abide by this regulation. You are not allowed to seek any form of employment, paid or unpaid, or be involved in any business, profession or occupation. You are not to take part in any activity which is detrimental to the security, reputation and well-being of Singapore.
- Prior to the student's pass or immigration status in Singapore, do seek advice from the Admissions Office as soon as possible. Also, according to immigration law, some international students are required to pay a certain amount of Security Deposit to ICA. This information is available on ICA's official website at <http://www.ica.gov.sg>.
- For student pass renewal, students must inform PEI to renew their student passes one month before the expiry date. There will be no renewal of student passes after the expiry date.
- Upon the completion, withdrawal or termination of your course with our college, your Student's Pass must be cancelled.
- Upon the cancellation of your student's pass card, ICA will approve your stay in Singapore on social visit status for a short period. Please adhere to the validity period of the social visit status granted to you by ICA. Students must return their student passes to ICA within 7 days after the end of their courses. No foreign student may stay in Singapore after his/her pass expires.

Student Academic Honesty Policy

- a) There is an expectation for students to be authors of their own work, and to acknowledge when they use other authors' words or ideas
- b) Any examples of inappropriate use of sources or use of others' work in place of your own, will then be penalised. Failure to understand and follow protocol on academic conduct may ultimately result in a student being subjected to disciplinary actions or terminated from his/her course.
- c) Definitions
 - Academic misconduct can be broken down into the four categories below:
 - i. Plagiarism
“...passing off someone else's work, whether intentionally or unintentionally, as your own, for your own benefit.” Carroll 2002.
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.
 - ii. Collusion
Student A copies Student B's work with B's knowledge
 - iii. Commission
Paying someone else to prepare coursework for you
 - iv. Cheating under examination
Any form of communication with other students or external sources. Bringing unauthorised materials/technology into the examination.
- d) 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 are still attached
 - Doesn't answer the question
 - No personal view
 - Student unable to discuss the work in a way that shows satisfactory understanding when asked by a lecturer in a meeting
- e) All appeals shall be managed in a fair and impartial manner.
- f) Appeals are to be submitted in writing, within 10 working days from the release of assessment results and the results of the appeals are to be made known to the students within 4 weeks.

Assessment Results, Appeals and Awards Policy

- a) All assessment results, including awards (if students are graduating) are to be disseminated to all relevant students within 3 months from the date of the last examination.
- b) Dissemination of awards can be in the form of information provided to students. Actual graduation would not fall under the 3 months timeframe.
- c) Information about appeals, including period and timeframe of any appeals, would need to be disseminated to students upon the release of examination results at the latest.
- d) All appeals shall be managed in a fair and impartial manner.
- e) Appeals are to be submitted in writing, within 10 working days from the release of assessment results and the results of the appeals are to be made known to the students within 4 weeks.

Assessment Results, Appeals and Awards Procedure

1. Assessment Results

- 1.1 Upon completion of the marking and moderation of examination papers, the Programme Executive will release the examination results to all students.
- 1.2 Final examination results and awards must be released within three months upon completion of the final examination and/or assignment of the course.

2. Assessment Appeals

- 2.1 The following is the appeal procedure:

Courses with External Partners

- Upon release of results, students who are dissatisfied with the outcome may submit an Examination Appeal Form to the Programme Executive. This is to be done within 10 working days of the release of examination results.
- The Programme Executive is to acknowledge the receipt of the Examination Appeal Form within 3 working days, and proceed to submit the appeal together with the appeal letter to the External Partner.
- The appeal letter must contain the following information:
 - i. The student's name, email address, postal address and details of where the student studies.
 - ii. Kingston International College number.
 - iii. The student's CTH candidate registration number
 - iv. The student's CTH unit examination or assignment due date that the appeal relates to.
 - v. The stage/decision that is being appealed against, (Stage 1 Chair of the Exam Board, Stage 2 Academic Council, Stage 3 Independent Adjudicator)
 - vi. The grounds for the appeal, refer to definition of appeal above
 - vii. A date for a resit if the student has provisionally arranged a resit should the appeal not be upheld.
 - viii. Supporting Evidence
 - ix. Requested Outcome
- All decisions made by the External Partner are subject to their appeal processes, and approved decisions are final.
- The Examination Board is to review and endorse the appeal results before the Programme Executive informs the students of the appeal outcome (to be done within 4 weeks of the date of the appeal).
- Should there be changes required, the Programme Executive will make the necessary amendments to the results slip and submit to the Principal for approval.

In-house Courses

- Upon release of results, students who are dissatisfied with the outcome may submit an Examination Appeal Form to the Programme Executive. This is to be done within 10 working days of the release of examination results.
- The Programme Executive is to acknowledge the receipt of the Examination Appeal Form within 3 working days, and proceed to submit the appeal to the Principal.

- The 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 re-mark the paper. Comments in relation to the re-mark must be stated in the Examination Appeal Form, which would be circulated to the Examination Board Chairman for his/her review and approval.
- All decisions made by the Examination Board are final.
- The Programme Executive will inform the student of the final decision within 4 weeks from the date of the appeal.
- Should there be changes required, the Programme Executive will make the necessary amendments to the results slip based on the appeal result.

3. Progression and Award of Certificates

- 3.1 The Programme Executive is to compile a list of students who are up for progression to the next level / are to be awarded course completion certificates. The Programme Executive is to conduct a preliminary round of checking to ensure that students meet the progression/award criteria as communicated to them before course commencement.
- 3.2 After which, the list of progression/award students (including the achievement of award criteria) should be reviewed and endorsed by the Examination Board.
- 3.3 All awards have to be approved by the Examination Board before students are awarded the certificate, to ensure consistent standards and integrity of courses offered.
- 3.4 Upon Examination Board approval, the Programme Executive will print out the certificates based on the approved list of graduating students.
- 3.5 For external partner courses, the certificate will be issued by the awarding body.
- 3.6 Students would then be informed to collect their certificates from the Programme Executive.
- 3.7 Programme Executive has to update and maintain the Progress Report Collection Record and the Certificate Collection List to keep track of the collecting status.

Feedback Management

1. Feedback Management System

1.1 The College adopts an integrated approach to managing various feedbacks provided by stakeholders (i.e. staff, students and general Public). There are many platforms, channels and avenues where stakeholders can voice their issues and / or provide constructive feedback to the college. They are as such:

- Emails
- Principal Dialogue Sessions
- Student Surveys

1.2 The official feedback channel would be via the Feedback Form and the following steps would cover any such feedback received.

1.3 Any person can fill up the form, both on paper (i.e. printed hardcopy feedback forms) or online (i.e. digital version) with links provided and submit it to the College.

1.4 Internal Feedback from students would be handled and recorded by the Corporate and Student Services Department.

1.5 For any official Feedback to be processed, the Feedback Form would need to be submitted. Any other feedback from other channels would be considered as suggestions and / or compliments.

1.6 Upon submission of the Feedback Form, Student Services Department is to acknowledge the receipt of the Feedback within 3 working days.

1.7 Head, Corporate and Student Services will then review the feedback and discuss it with relevant parties (internally) on the feedback itself. A formal investigation will be carried out if necessary.

1.8 Relevant parties will then propose a solution and / or action to be carried out for the feedback received (if any) and the Student Services Department will need to explain this to the person giving the feedback.

1.9 If there are actions to be taken, it should be documented in the Feedback Form and actions taken would need to be acknowledged by the person giving the feedback.

2. Review of Feedback Management System

2.1 The College aims to review all such feedbacks minimally on an annual basis. An annual Feedback and Complaints Analysis Report will be prepared and submitted to the Management Team for their review.

2.2 The College is to review feedbacks and complaints received in the respective areas and provide recommendations to Management Team on how to improve the College's Policies and Processes.

Dispute Resolution Policy and Procedure

1. Dispute Resolution Policy for Students

- 1.1 All feedbacks and complaints must be properly recorded and /or documented. Any correspondence (including actions taken) between the College and the complainant must be annexed as evidences. This is to ensure that any staffs handling the case are kept aware of the progress / outcomes.
- 1.2 In the event of any appeals for retention, suspension, expulsion and awards, the College's Dispute Resolution Policy and Procedure shall follow.
- 1.3 Corporate and Student Services Department is to respond to respective students within 3 working days of receipt of any complaints/feedbacks received. This is to ensure that students are kept informed of the status of their feedbacks/complaints and that the College is aware and in the process of handling it.
- 1.4 All feedbacks / complaints must be resolved within 21 working days. In the event that the deadline is not adhered to, respective students must be notified and the reasons with regards to the delay must be made known.
- 1.5 In the event that the College and the student cannot come to an agreement or the student does not accept the final decision made by the School's Management Team, they will be referred to Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb).

2. Dispute Resolution Procedure for Students

2.1 The College communicates the Dispute Resolution procedures to its students through the following channels:

- The College's Official Website
- Student Handbook
- Student Orientation Programme
- Pre-course Counselling

2.2 Students who wish to provide any official complaints to the College should adhere to the following procedure:

- Students are to approach the Student Services Department to request for a Feedback Form. Students can fill up the printed hardcopy Feedback Form or the online Feedback Form via a link and submit to the College.
- The Student Services Department is to acknowledge the negative feedback / complaint received. This should be done within 3 working days.
- Head, Corporate and Student Services will review the negative feedback / complaint and discuss it with relevant parties on issue raised. A formal investigation will be carried out if necessary.
- Relevant parties will then propose a solution for the issue raised and the Student Services Department will explain it clearly to the student. This should be done within 14 working days upon receipt of the complaint.
- The student should acknowledge the situation within 7 working days, whether he / she accepts or is satisfied with the proposed solution.
- If the student is not satisfied with the proposed solution, he / she can escalate the matter up to the CEO (for non-academic issues) or the Principal (for academic issues). The respective person will investigate the case and take necessary actions to resolve it.
- If the student is still not satisfied with the outcome / decision, he / she will be referred to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb).
- The entire process should not take more than 21 working days unless otherwise specified. If the entire process takes more than 21 days to resolve, students need to be informed of the reason as to why it is so and justification needs to be provided by the College. Justifications need to be recorded on the Feedback Form under the Remarks section.

Note: For suggestions and compliments, they can be generic and / or positive. This would not be covered under the Dispute Resolution Policy and Procedure.

Advice on Accommodation and Cost of Living in Singapore

- Accommodation:
 - Room, Dual-shared –S\$750 per pax per month
 - Room, Tri-shared –S\$650 per pax per month
 - Room, Quad shared –S\$550 per pax per month
- Typical cost of meal: S\$5-10 per pax per meal

General Healthcare Services in Singapore

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

Relevant Singapore Laws

Relevant Singapore laws are to be complied with and observed, especially those pertaining to Immigration and Checkpoint Authority (ICA) and Ministry of Manpower (MOM). This includes:

- Immigration requirements
 - All international students studying in Singapore must have a valid passport and valid Student Pass from the ICA (Immigration and Checkpoint Authority).
- Laws on driving
 - All drivers must be in possession of a valid Singapore driving license and the vehicle must be insured.
- Drugs and alcohol abuse
 - Possession of Controlled Drugs is presumed to be for trafficking, an offence which can carry the death penalty.
- Employment
 - International students with Student Pass are not allowed to work in Singapore without a valid Training Work Permit from the MOM (Ministry of Manpower).
- Smoking
 - Smoking in specific public places and indoor restaurants is prohibited.
- Traffic
 - Jay walking is an offence.
- Littering
 - Littering, spitting and vandalism (with graffiti) in public areas are serious offences.
- Rough Sleeping
 - Rough sleeping is considered a violation of the country's law and may result in fines or legal consequences.
- Any others deemed necessary, please refer to the following website.
 - Singapore Law Website: <http://www.singaporelaw.sg/>

*It is important to note that ignorance of the law is not a valid excuse to break the law, the responsibility lies on everyone to know the law. If in doubt, please check with the college or relevant authorities, or seek legal counsel.

Student Code of Conduct

The code of conduct, which is not meant to be exhaustive in scope, will help remind us of the standards we have set for ourselves to foster a college environment which all of us can be proud of. Our commitment to these standards contributes to the good image of the college and a pleasant environment for everyone. The Student Code of Conduct represents our ideals for character development and behaviour.

- To observe proper decorum (in behaviour, attire and hairstyle) that is befitting of a Kingston International College student.
- To comply with all standing regulations including those that are issued from time to time. When in doubt, please contact the Principal and College staff.
- No smoking in and around the college premises. Under the Smoking Act, it is an offence for a person below the age of 18 years to be in possession of any tobacco product.
- Behave with propriety at all times, that is, no disrespectful behaviour and insubordination to teachers and staff of Kingston International College.
- Do not drink or eat in the classroom/library/other learning areas.
- Do not misuse or abuse substances such as drugs, inhalants, psychoactive drugs (e.g. heroin, cocaine, ecstasy).
- Do not gamble. Students who are caught gambling would face disciplinary action. Repeat gambling offenders may eventually face expulsion from the College.
- Do not litter.
- No fighting or acts of disturbance.
- No unauthorised removal of college property, including books from the library. This is tantamount to theft.
- No unauthorised entry into Kingston International College premises.
- Do not steal college property or belongings of other students.
- The use of handphones during lessons and assessments/tests is not allowed. They must be switched off.
- To be in proper attire and hairstyle at all times (no caps, slippers, sunglasses, short skirts, singlets etc).
- Do not damage or lose college property. Always report any damage or loss of college property to the nearest teacher, or any Kingston staff. Please call 6269-9916 to report any loss or damage.
- Do not forge medical certificates or other official documents.
- Males must not intrude into the ladies toilet and vice versa.
- No unauthorised audio and video recording of lessons etc.

Reference to CPE

The Committee for Private Education (CPE) was appointed by SkillsFuture Singapore (SSG) Board in October 2016 to carry out its functions and powers relating to private education under the Private Education Act. The CPE is supported by a team of dedicated staff from SSG to regulate the sector, provide student services, consumer education and facilitate capability development efforts to uplift standards in the local private education industry.

SkillsFuture Singapore (SSG)

1 Paya Lebar Link

#08-08 Paya Lebar Quarter 2

Singapore 408533

Tel: (65) 6785 5785

Enquiry/Feedback: <https://service-portal.skillsfuture.gov.sg/s/feedback/>

Website: <https://www.ssg.gov.sg/cpe/student-services/student-resources.html>

Opening hours:

Monday – Friday: 8:30 am – 5:30 pm

Saturday, Sunday and Public Holidays: Closed