



Student Handbook

© Spring College International Pte Ltd
Updated on 14th November 2011

1. Our Vision

To become an internationally distinguished education provider

2. Our Mission

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

3. Our Values and Culture
Values

S-Specialist in education

P-Professional in providing first rate service and quality courses

R-Reliable in being truthful and maintains integrity when in dealings with students

I-Inspires creativity in achieving academic excellence

N-Noting of student's progress in the course of study

G-Global education for all nationalities

*Values expression: Based on honest and reliable school-building principles, SCI takes note of student's progress and through professional level of teaching and service to stimulate student's learning interest to make talents with global vision.

Culture

Creativity and achievement, Excellence, Grow together

4. Attendance
4.1 Total Attendance

Students holding student passes must maintain their attendance above 90%. This will facilitate the renewal of the student pass. Absence from school without a valid reason is considered as truancy. Serious disciplinary actions will be taken against students who display truancy. Students who do not need student passes must maintain their attendance above 75%.

4.2 Medical Leave

In the event of taking medical leave, the student must notify and submit a medical certificate to his/her teacher. If no medical certificate is submitted, the student will be considered guilty of truancy. If a student constantly applies for medical leave, the school will investigate.

4.3 Applying for Leave

Students must submit a Student Leave Application form which can be obtained through the teacher-in-charge. In the event of urgent leave, students must call SCI and submit a letter of absence signed by the guardian.

4.4 School Holidays

In view of an upcoming holiday, SCI will issue a letter of notification to the students. Teachers will inform the students of the upcoming holidays.

4.5 Make-up Classes

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

5. Code of Conduct
5.1 Disciplinary Approaches and Decisions

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

5.2 Behaviour in School Premises

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

Classroom Rules and Regulations are as follows:

- Do not speak loudly or walk around in class. Maintain minimum noise level and class order.
- No eating or drinking. Only water is allowed.
- Do not litter. Keep the classroom clean and neat. Throw all rubbish into the rubbish bin.
- No vandalism of the school properties.
- Students are not allowed to adjust any electrical appliances.
- There is no need for companion to the washroom. Please go alone and do not disturb others.
- Before leaving the classroom, bring along your valuables to prevent any loss.
- Arrange all tables and chairs back to the orderly arrangement before leaving the classroom.

5.3 Behaviour outside of School

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

5.4 Dress Code and Appearance

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

5.5 Forms of Misconduct which will result in Disciplinary Actions

- a) Conduct and actions which constitute as criminal offences.
- b) Obstruction to the operations and activities of the SCI, staff, students and visitors.
- c) Violent, indecent, offensive behavior and language.
- d) Fraud, deceit, or dishonesty.
- e) Cheating or plagiarism in academic work or examinations.
- f) Unauthorized use of School premises and property.
- g) Theft, misuse, damage or vandalism of School property
- h) Borrowing of School Library's materials without authorization.
- i) Actions that compromise safety in school premises.
- j) Breach of school's rules and regulations.
- k) Failure to disclose personal information required by law.
- l) Failure to adhere to instructions and orders of SCI
- m) Smoking is not allowed.

5.6 Library

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

5.7 Use of Internet

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

5.8 SCI Implements IT Applications to Spur Future Growth

SCI has embarked on harnessing IT power to drive its future business growth to realise her ambition to be a truly a global institution providing quality courses, services and teaching facilities.

It is the broad vision of SCI Principal to leverage the changing face of technology applicable in our modern society.

Recently it has launched three IT systems to spearhead this development with;

- a) **Computer Information Management Systems (CIMS)**
This system is a database for the capturing and depository of student data, course information and operational information
- b) **Learning Management System (LMS)**
Student assisted learning is transformed with the provision of an interactive platform for students, parents/guardians and stakeholders.

It provides SCI community with instant updates on SCI services, student performances, SCI activities, learning environment and bonding of the community.

- c) **Staff Management Application (SMA)**
Staff now has an application for emails, calendaring, documentation controls and publishing materials on sites using Google Apps.

5.9 **Learning Management System (LMS)**

A truly community web based interactive system whereby students, parents/guardians and stakeholders can come together to work their interests. It is available for access in the comfort of the user, anywhere, anytime, literally 24 hours, 7 days a week!

Students are able to access their own information domains and be aware of their progress and goals for their pursuit of an all rounded education with SCI. Users use a ID and password for access.

Students can expect to have discussions with their teachers on lessons, assignments, coursework, examination techniques and topical subjects matters like AEIS & QT exams,

Besides assignments, coursework and lesson notes are available for downloading and schedule information for class, examinations and activities for reference. SCI envisage that this will be expanded to allow students to submit their work online. This feature would help students to manage their study plans because they can upload the completed assignments as and when they have available and do not need to be physically present in class at the time. By having this feature, SCI creates learning environment beyond the physical space and time of day of the classroom.

Students have transparency on their attendance records. Surveys can be submitted online, together with feedback, thus eliminating the physical requirements to reach the intended parties quickly. With this, all forms for support of student services are available online together with the student handbook. It enhances the access readiness through which students can avail themselves at time of need and not having to lose these forms and delay the intending actions.

Managing of their personal particulars made available directly to them provides currency to this information and kept their movements in real time. They are also able to check their payment records to better manage expectations and accuracy.

At large, parents/guardians can play effective roles of the child/ward and have a systematic approach to the learning environment made transparent and convenient to access.

6. Examination

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

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

Re-examination

In the event when a student fails to turn up for an examination, he/she will be allowed a re-examination only if he/she submits a medical certificate or a letter stating a valid reason of absence. The student will be charged a fee for the re-examination. If the student fails to turn up again, actions will be taken.

For examinations of courses designed by SCI, a student may request for re-examination if he/she fails the first one. He/she must submit request in writing to the Examination Board for consideration. The student will be charged a fee for the re-examination. This request can only be made once for each examination.

Graduation/Progression

The graduation (with certification) criteria is

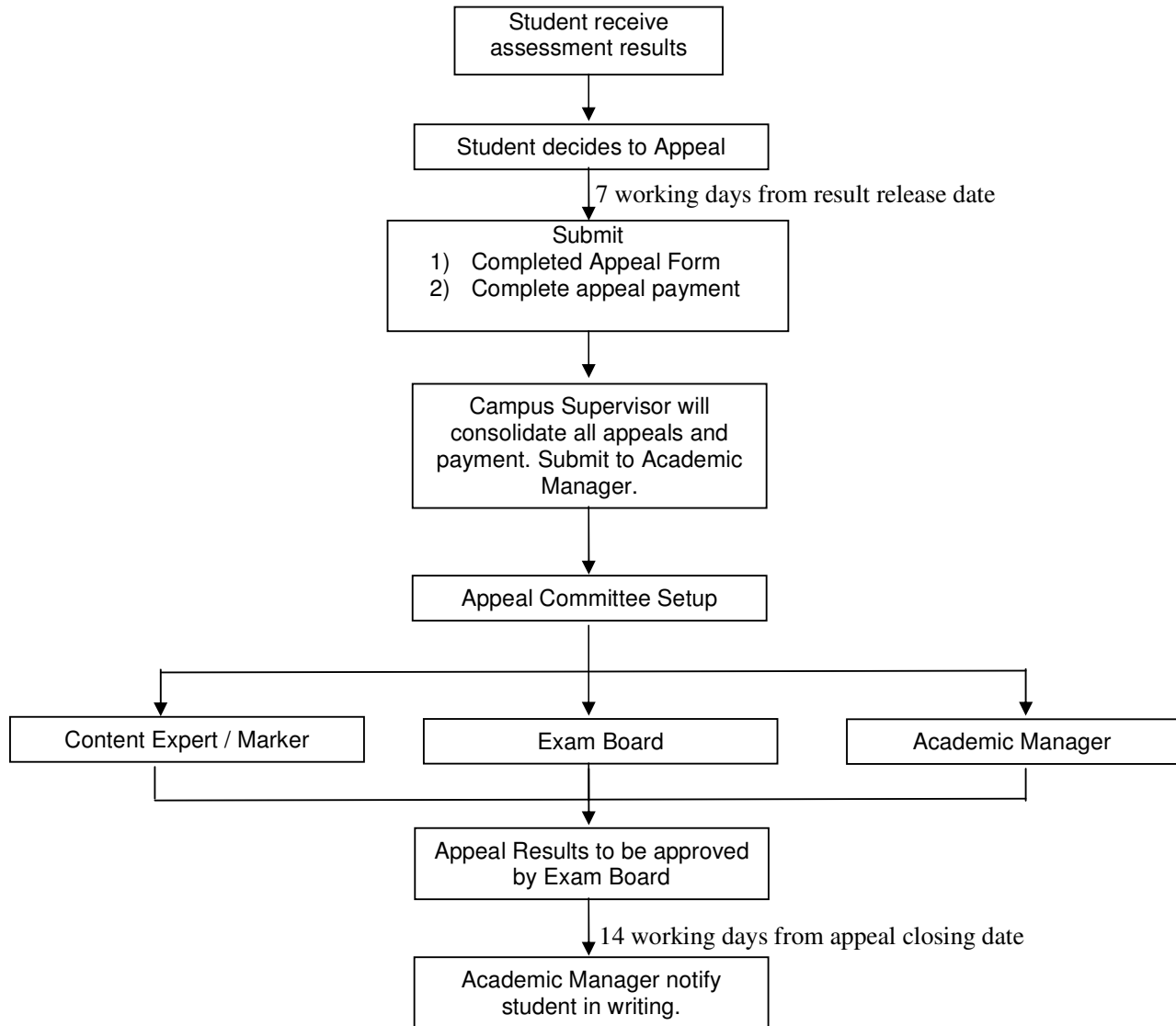
- 1) Meet ICA Attendance requirement(90% for student pass holders)
- 2) Obtain a minimum 50% on the assessment mark.

The progression (to the next module) criteria is

- 1) Meet ICA Attendance requirement(90% for student pass holders)
- 2) Obtain a minimum 30% on the assessment mark.

Appeal

Appeal Process (Flowchart)



7. Liabilities

In no event will SCI be liable for:
 the loss of course materials issued by SCI

- the loss of personal belongings of students
- injuries sustained by students

8. Intellectual Property Rights

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

9. Expulsion of Student

Expulsion is the final resort that SCI takes against unrepentant students who:

- Violate Singapore Law
- Disregard the rules and regulations of SCI

10. Fee Protection Scheme (FPS)/Payment Schedule and Methods

To comply with requirements of EduTrust, FPS is implemented to both local and international students. (Students may refer to the website link of Council of Private Education: www.cpe.gov.sg)

SCI is using the insurance service of Lonpac Insurance BHD together with the Escrow service of DBS Bank Limited.

All course fees except the Application Fee are required to be covered by FPS insurance or deposited into the FPS Escrow Account. Student is required to pay six months of the fees at the first payment. Second and subsequent payments of the balance will be collected in six monthly intervals.

Payment Methods:

1. FPS Insurance: Cash, cheque, NET or Telegraphic Transfer to SCI. SCI will buy insurance for the student on the same day.
2. FPS Escrow: Cash, cheque or Telegraphic Transfer to be deposited into DBS Escrow Account

11. Refund Policy and Procedure

Refund Policy

1. The school's refund policy is as follows:

A. REFUND due to the school's non-performance

- Non-commencement of Course without good reason on commencement date.
- Non-completion of Course without good reason by completion date.
- Termination of Course without good reason prior to course completion.
- Breach of obligation under the Standard Student Contract.

Amount: Entire amount of the Tuition Fees (plus GST) less 3rd party charges (e.g. ICA application fee)

Time Frame for Refund: Within 7 working days with necessary documentation

B. REFUND due to ICA not approving the student pass

Amount: Entire amount of the Tuition Fees (plus GST) less 3rd party charges (e.g. ICA application fee).

Time Frame for Refund: Within 7 working days with necessary documentation

C. REFUND due to Student's withdrawal:

Amount: The amount refunded is based on when the student's written notice of withdrawal is received, as indicated in the table below:

% (Total Fee)	Receipt of Student's Written Notice of Withdrawal
70%	More than [30] days before the Commencement Date
50%	Before, but not more than [30] days before the Commencement Date
20%	After, but not more than [03] days after the Commencement Date
10%	More than [3] days after the Course Commencement Date, but not more than [7] days after the Course Commencement Date
0%	More than [07] days after the Commencement Date

Time Frame for Refund: Refund made within 7 working days from effective date of withdrawal (if this is different from date of receipt of notice).

2. Students have a 7 day cooling off period after signing the contract, during which they are entitled to get the maximum refund (70%).

Refund Procedure

1. The procedure for student initiated refund (due to Student's withdrawal / change of mind during 7 day cooling period, etc) is as follows:

- The student fills a refund request form and return SCI requesting a refund with the reasons.
 - The administrative staff gives this form to the Administrative Supervisor for processing.
 - Administrative Supervisor looks into the student’s eligibility for a refund. He calculates the amount of refund and talks to the student showing the breakdown of the refund. The student then signs an acknowledgement form
 - Administrative Supervisor presents the case to Finance Supervisor for approval.
 - After Finance Supervisor has approved, Administrative Supervisor writes to inform the insurance company of the student’s withdrawal and refunds the money directly to students.
 - The student signs an acknowledgement form confirming receipt of his money.
2. The procedure for a college initiated refund (due to SCI not performing / ICA not approving the student pass, etc) is as follows:
- Administrative Supervisor in consultation with the Management Team decides not to run the course.
 - Upon receipt of confirmation that the course will not run, Administrative Supervisor calculates the amount of refund due to the students and obtains approval from Finance Supervisor to give the refund.
 - After Finance Supervisor has approved, Administrative Supervisor will write to inform the insurance company of the student’s withdrawal and refunds the money directly to students.
 - The student signs an acknowledgement form confirming receipt of his money.

12. Transfer/Withdrawal Policy and Procedure

Transfer / Withdrawal Policy

- The school allows students to transfer from a course X to another course Y within the school with payment of a transfer fee as indicated in the Student Contract.
- Should a student transfer from course X to another course Y, then withdraw from course Y during the 7 day cooling off period, this is treated as a withdrawal from the original course X.
- The school allows students to withdraw from a course in accordance with the fee refund policy.
- A transfer to another private school is regarded as a withdrawal from Spring College International.
- The unconsumed course fee by students who withdraw because they are successful in their application for educational institutions funded by the Singapore Government (Institute of Technical Education, the polytechnics or universities) will not be refunded, but can be used to pay for other enrichment or tuition courses offered by the school.
- If the student is below 18 years of age, the parent or guardian’s approval for the transfer / withdrawal will be required.

The table below summarizes the key aspects of the transfer and withdrawal policies.

	Transfer	Withdrawal
Circumstances in which request will be granted	The (new) course is being run and has vacancies.	Principal to interview first
Additional fee payable	S\$30 for part-time courses S\$100 for full-time courses	No charge
Status of student pass	Apply a new student pass for student	Cancel the existing student pass.
Condition for refund	Balance of student’s money can be transferred to new course. 7 days cooling period will also apply for the new course.	Not more than 7 days after course commencement
Time frame for processing	4 weeks	4 weeks

Transfer / Withdrawal Procedures

SCI’s procedure for **withdrawal/transfer to another** school is as follows:

- a. When the student gives written notice of his intention to withdraw, the counter staff hands the letter of withdrawal to one of the administrative staff, who will talk to the student to find out why he wants to withdraw.

- b. If the student withdraws due to dissatisfaction with the college management or course of study, the administrative staff will inform Academic Supervisor, who will interview the student to understand his situation and to administer the end course survey (if necessary)
- c. If the student withdraws due to his/her personal reasons, the administrative staff will pass the case to Administrative Supervisor for processing.
- d. The Administrative Supervisor attends to the various withdrawal matters including
 - issuance of a letter to student effecting the withdrawal
 - cancellation of the student pass
 - termination of the contract
 - informing the FPS escrow/insurance provider
 - refunding the student (if applicable)
 - issuing the attendance record, if it is requested by the student

The school's procedure for **transfer to another course within the school** is as follows:

- a. When the student gives written notice of his intention to transfer course, the administrative staff gives the letter of transfer to Academic Supervisor.
- b. Academic Supervisor will discuss with student the reasons for his wanting to transfer, and explain to the student the implications for his student pass, etc. The student is invited to decide how he wants to proceed, whether to:
 - stop temporarily and start again later in his new course, or
 - maintain his current course and apply for a new student pass simultaneously for the new course.
- c. If the student wishes to stop temporarily,
 - a) the administrative staff will inform Academic Supervisor, who will interview the student to understand his situation.
 - b) Academic Supervisor then passes the case to the Administrative Supervisor with instructions, if any, for processing.
 - c) Administrative Supervisor attends to the various transfer matters including
 - issuance of a letter to student effecting the transfer
 - cancellation of the student pass and applying for a new one
 - termination of the existing contract and issuance of a new one
 - informing the FPS provider
 - transferring the student's account to the new course (unused fee, how much to top up, etc)
- d. If the student wishes to maintain his current course and simultaneously apply for a new student pass for new course
 - a) The student fills in FRM-ADM-O-031 Application Form for Course Transfer. The student pays the Service Fee for Course Transfer. If the student is under 18, the application form needs to be signed by his/her guardian/parent.
 - b) After the student pass is approved, the Administrative Supervisor gives a new contract to the student.
 - c) The student signs the contract, and pays the balance. A receipt is issued to the student.
 - d) Administrative Supervisor terminates the student's old FPS insurance, and buys a new FPS insurance for the student. A confirmation letter is sent to the student by the FPS insurance provider to the student.

13. Student Support Service

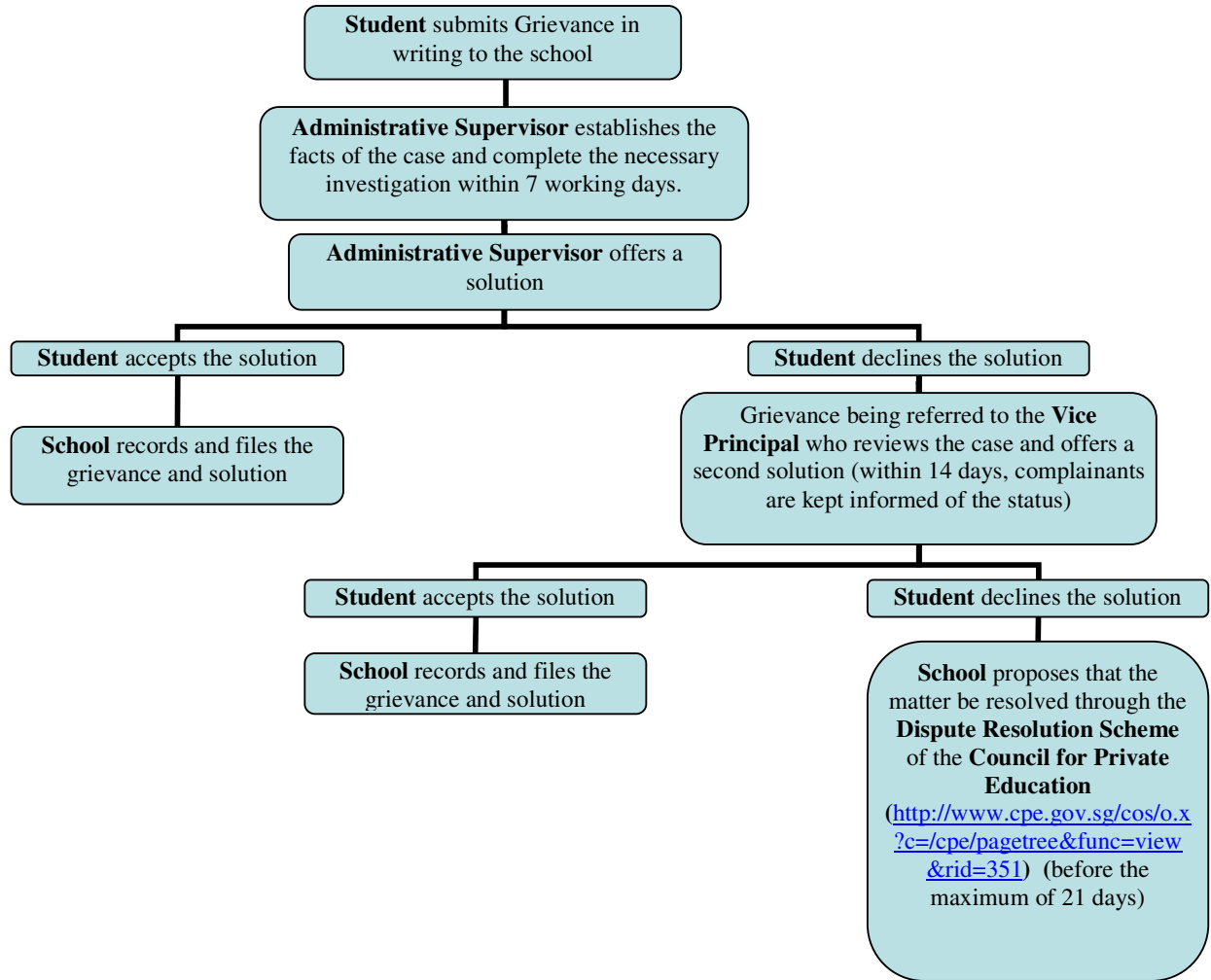
Services	Details	Staff-In-Charge
Student Welfare	Airport pickup Accommodation arrangements Student orientation program by Spring College International staff. Medical insurance coverage for hospitalization and related medical treatment for the entire course duration.	Administrative
Academic-	Special help in the form of extra lesson time or	Academic

related	counselling for students who face difficulties in class.	
Administrative	Student Pass Application /Renewal Replacement of Student's Pass upon loss FPS application Complaints/Dispute Resolution Refund of course fees Transfer/Withdrawal of course	Administrative
Extra-curriculum Activities	Volunteer work at nursing home Green Club Study Group	Administrative
Counselling Services	Pre-course counselling Pastoral counselling Career guidance Advice on future education path	Trained staff & agents(for pre-course counselling)
Maintenance	Facility Maintenance system Fire drill exercise	Administrative

14. Feedback

- The school accepts feedback / complaints in hard copy (e.g. letter or fax) or soft copy (e.g. email) from the students. Upon receipt of the feedback / complaint, administrative staff will look into the matter and to report to Administrative Supervisor.
- The school gives an acknowledgement or initial response to the feedback / complaint within 3 working days.
- The school targets to resolve feedback / complaints within 14 working days.
- On disputes, it is the school's policy is to try to reach a fair and amicable solution (that is, a solution is found to address the grievance that is fair and acceptable to both parties, the student and the school). (Dispute Resolution Process as below)
- All feedback / complaints (including disputes) and the actions taken to resolve them are filed in the school's Complaint Log that also provides information on nature of complaint / grievance and the time taken to resolve.

Dispute Resolution Process



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

16. The Do's & The Don'ts

Though Singapore is commonly known as the a country which has strict regulations, adjusting to life in Singapore and abiding by these law and regulations are actually relative simple.

The following is prohibited:

- Littering
- Spitting
- Possession of drugs
- Possession of pornography
- Jaywalking
- Sale of Chewing gum
- Sale and possession of pirated materials

On public transport:

- No eating and drinking
- No smoking
- No flammable goods