



Student Handbook

© Spring College International Pte Ltd
Updated on 05th December 2015

1. SCI's Core Values

- 1.1 Our Vision
To become an internationally distinguished education provider
- 1.2 Our Mission
To provide high quality courses, teachers, service and learning environment
- 1.3 Our Values and Culture

a) 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.

b) Culture

- Creativity and achievement, Excellence, Grow together

2. Attendance

- 2.1 Total Attendance
 - a) Students holding student passes must maintain their attendance above 90% to facilitate the renewal of the student pass.
 - b) SCI expects that in all cases, a student should have a valid reason for not attending class. She/he must produce proper evidence (e.g. medical certificate from a registered practitioner, exam attendance, etc.) to justify any absence. Absence from school without a valid reason is considered as truancy; serious disciplinary actions will be taken against students who display truancy.
 - c) Students who do not need student passes must maintain their attendance above 75%.
- 2.2 Medical Leave
 - a) In the event of taking medical leave, the student must notify and submit a medical certificate to his/her teacher.
 - b) If no medical certificate is submitted, the student will be considered as truancy. If a student constantly applies for medical leave, the school will investigate.
- 2.3 Applying for Leave
 - a) Students must submit a Student Leave Application form which can be obtained from the office.
 - b) In the event of urgent leave, students must call SCI and submit a letter of absence signed by the guardian.
- 2.4 Make-up Classes
 - a) Students who fail to turn up for a class should be aware that make-up classes are not available.
 - b) If a class is postponed due to unforeseen circumstances, SCI will make the necessary arrangements.

3. School Holiday

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

4. Code of Conduct

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

- 4.2 Behaviour in School Premises
- a) Students are to abide by the School's Classroom Rules and Regulations. Classroom Rules and Regulations are as follows:
- Do not speak loudly or walk around in class. Maintain minimum noise level and keep the class in order.
 - No eating or drinking. Only water is allowed.
 - Do not litter. Keep the classroom clean and neat.
 - No vandalism of the school properties.
 - Students are not allowed to adjust any electrical appliances (air-condition, fans etc).
 - There is no need for companion to the washroom. Please go alone and do not disturb other students.
 - Before leaving the classroom, bring along your valuables to prevent any loss. Waste should be thrown onto the rubbish bins.
 - Arrange all tables and chairs back to the orderly arrangement before leaving the classroom.
 - Before leaving the classroom, teacher should clean the whiteboard, turn off all electrical appliances in the class and close the door.
 - Do not use handphones, computers, ipads and other electronic devices in the classrooms and only electronic dictionaries are allowed to be used.
- 4.3 Behaviour outside of School
- a) Students are to adhere to the Singapore Law.
- b) Acts of misconduct such as stealing, fighting, may lead to prosecutions by the police.
- c) In such events, SCI may suspend the student to facilitate further investigations.
- d) If the student is found guilty, he/she will be subjected to disciplinary actions.
- 4.4 Dress Code and Appearance
- a) Students are to be properly dressed for their lessons in school.
- b) SCI reserves the right to bar students from entering if they are improperly dressed.
- c) Ragged clothes, mini-skirts, revealing clothing and slippers are deemed as improper.
- 4.5 Forms of Misconduct which will result in Disciplinary Actions
- a) 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 behaviour 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. SCI's Facilities

5.1 Library

- a) Students are free to read the books within School premises.
- b) Care for the books. Do not vandalise them.
- c) Students are to register at the office to borrow the books for a period of 2 weeks.
- 5.2 Use of Internet and computer
- a) The use of Internet is strictly for educational purposes.
- b) Surfing of illegal or prohibited websites is not permitted.
- c) Students are to obtain permission from the office to use the computer.
- 5.3 Learning Management System (LMS)
- a) Learning Management System (LMS) is transformed with the provision of an interactive platform for students, parents/guardians, and stakeholders.
- b) Students are able to access their own information domains anytime with their individual user and password. (In the events of misinformation, the administrative staffs will issue the student a new user and password.)
- c) Students can keep track of their progress and goals for their pursuit of an all rounded education with SCI.
- d) Students can expect to have discussions with their teachers on lessons, assignments, coursework, examination techniques and topical subject matters like AEIS & QT exams,

- e) Coursework and lesson notes are available for downloading and schedule information for class, examinations and activities for reference.
- f) Surveys can be submitted online, together with feedback.
- g) It enhances the access readiness through which students can avail themselves at time of need and not having to lose these forms and delay the intending actions.
- h) Managing of their personal particulars online.
- i) Check their payment records to better manage expectations and accuracy.

6. Examination

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

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

6.1 Re-examination

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

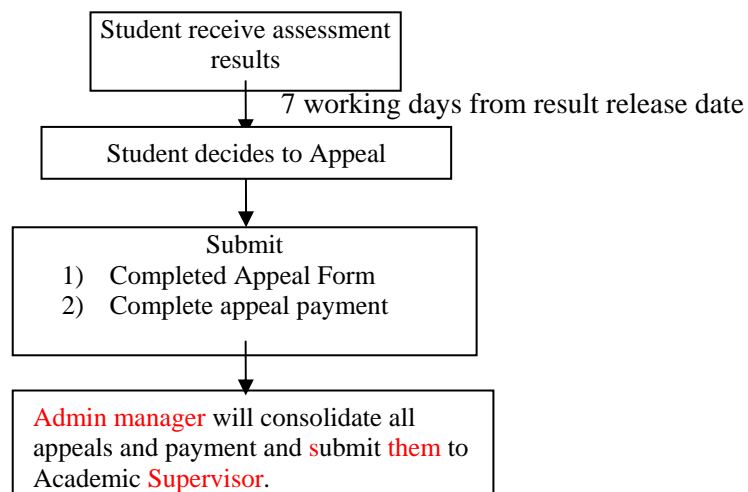
6.2 Graduation/Progression

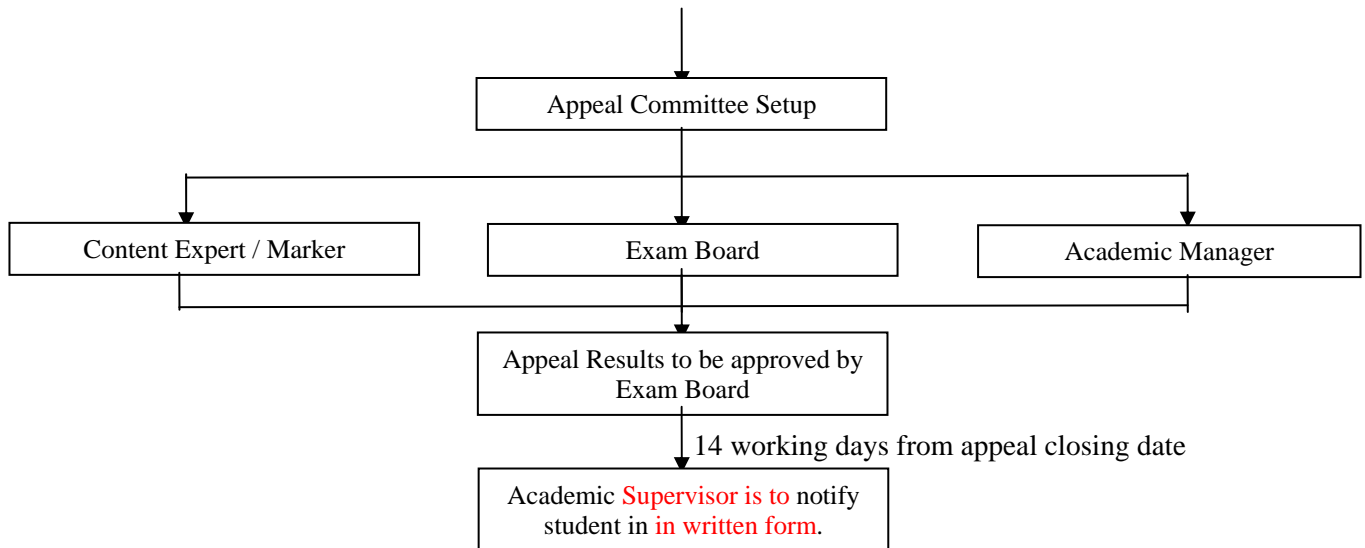
- a) The progression criteria is:
 - Preparatory Course
 - 1) Obtain a minimum 30% to pass each subject
 - 2) Meet Attendance requirement
 - Diploma or Certification courses
 - 1) Obtain a minimum 50% to pass each module
 - 2) Meet Attendance requirement
- b) The Graduation criteria is
 - Preparatory Course
 - 1) Complete the whole course or join another course
 - 2) Meet Attendance requirement
 - Diploma or Certification courses
 - 1) Pass all the modules
 - 2) Meet Attendance requirement

6.3 Appeal

Students who have not passed their modules may submit an appeal for review of results using FRM-ACA-I-014 Results Appeal Form giving their reasons. This appeal must be submitted within 1 week of the release of exam results.

Appeal Process (Flowchart)





7. Intellectual Property Rights

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

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

- 8.1 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)
- 8.2 SCI is using the insurance service of Etiqa Insurance BHD.
- 8.3 All course fees except the Application Fee are required to be covered by FPS insurance.
- 8.4 Payment Methods:
FPS Insurance: Cash, cheque, NET or Telegraphic Transfer to SCI. SCI will buy insurance for the Student on the same day.

9. Refund Policy and Procedure

9.1 SCI Refund Policy

1. Full Refund

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

- a) It does not commence the Course on the Course Commencement Date;
- b) It terminates the Course before the Course Commencement Date;
- c) It does not complete the Course by the Course Completion Date;
- d) It terminates the Course before the Course Completion Date;
- e) It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation within any stipulated timeline set by CPE;
- f) The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

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

2. Partial refund

a) Refund due to Student's withdrawal:

The amount refunded after deducting 3rd party charges (e.g. ICA student pass application fee, SCI application fee, bank charges, etc), is based on when the student's written notice of withdrawal is received, as indicated in the table below:

% of [the aggregate amount of the fees paid under Clause 1.11 and 1.12]	If Student's written notice of withdrawal is received
[70%] [Except for 3rd party charges]1	("Maximum Refund") More than [30] days before the Course Commencement Date
[50%] [Except for 3rd party charges]1	Before, but not more than [30] days before the Course Commencement Date
[20%] [Except for 3rd party charges]1	After, but not more than [3] days after the Course Commencement Date
[10%] [Except for 3rd party charges]1	More than [3] days after the Course Commencement Date, but not more than [7] days after the Course Commencement Date
[0%] [Except for 3rd party charges]1	More than [7] days after the Course Commencement Date
*3rd party charges (e.g. ICA student pass application fee, SCI application fee, bank charges, etc)	

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

The Student will receive the refund within seven (7) working days of the above notice by student via email or filling refund form.

3. No refund

- a) No refund due to termination of student from school

Under the following conditions, student will be terminated from school:

- student violates Singapore laws,
- student violates ICA rules and subject to cancellation of student pass
- student keeps violating SCI rules repeatedly, and underwent counseling by the school many times and still do not change, finally the principal will make decision to terminate student.

- b) No refund due to Course extension

As a result of emergency and unforeseen things (for eg: epidemic, earthquake and other natural disasters) and school is unable to continue class so no choice but to postpone.

- c) No refund due to student request to stop school and suspension for current students, where the course has already commenced for more than 7 days, there will be no refund of fees.

Course suspension will be granted to students with medical certificates through which the doctor has certified that the student in question is unable to continue the course due to medical reasons. SCI will approve of the course deferment for that particular student.

However, with regard to the balance of the fees, students are to re-enrol again with the school in the span of 1 year (from the official withdrawal date to the same date the next year), otherwise, it will be assumed that student has chosen to drop out from the course. Student needs to redo the admission procedure, besides the course fee, other fees need to be paid again, for example: student pass application fee, FPS, medical insurance, material fee, examination fee etc.

4. The refund is done by cheque (in Singapore currency) to the student. Should the client be overseas, the refund will be done through an electronic bank transfer and sent directly to the student's bank account or any other account designated by the student. Students have to bear the fees chalked up during the transfer process, banks' service charges, and losses caused by fluctuations in the exchange rate.

9.2 Refund Procedure

1. The procedure for SCI-initiated refund (due to SCI non-performance/ICA Rejection of Student Pass) is as follows:

- a) Administration Manager consults the Management Team and decides not to conduct the course.
 - b) Upon receipt of confirmation that the course will not be conducted, Administration Manager calculates the amount of refund due to the students and obtains approval from Vice-Principal.
 - c) After Vice-Principal has approved, Finance staff prepare refund cheque bearing student's name to give to the student.
 - d) The administration staff notifies student to collect the cheque and to sign on the payment voucher. If student is overseas, the refund will be done through electronic bank transfers and sent directly to the student's bank account or any other account designated by the student. Students have to bear the fees chalked up during the transfer process, banks' service charges, and losses caused by fluctuations in the exchange rate.
 - e) Admin staff will cancel the FPS within 3 working days and amend the status of the FPS File 1 of the student.
2. The procedure for student initiated refund (due to Student's withdrawal / change of mind during 7 day cooling period, etc) is as follows:
- a) The student submits a refund request form to SCI requesting a refund with the reasons.
 - b) The administration staff process refund according to SCI refund policy, hand over form to Administration manager for processing.
 - c) Administration manager determines eligibility and amount to be refunded.
 - d) Administration manager presents the case to Vice-Principal for approval.
 - e) After Vice-Principal has approved, Finance staff prepare refund cheque bearing student's name to give to the student.
 - f) The administration staff notifies student to collect the cheque and sign on the payment voucher. If student is overseas, the refund will be done through electronic bank transfers and sent directly to the student's bank account or any other account designated by the student. Students have to bear the fees chalked up during the transfer process, banks' service charges, and losses caused by fluctuations in the exchange rate.
 - g) Admin staff will cancel the FPS within 3 working days and amend the status of the FPS File 1 of the student.

10. Transfer/Withdrawal Policy and Procedure

10.1 Transfer / Withdrawal Policy

- a) SCI allows students to transfer from one course to another within SCI with payment of a transfer fee. The transfer fee is indicated in the student contract under miscellaneous fee schedule.
- b) SCI allows students to withdraw from a course in accordance with the fee refund policy.
- c) A transfer to another private school is regarded as a withdrawal from SCI.
- d) The unconsumed course fee by students who withdraw because they are successful in their application for primary or secondary schools funded by the Singapore Government will not be refunded, but can be used to pay for other enrichment or tuition courses or holiday courses offered by the SCI. This must be consumed within one year from date thereof.
- e) If the student is below 18 years of age, the parent or guardian's approval for the transfer / withdrawal is required.
- f) The table below summarizes the key aspects of the transfer and withdrawal policy.

	Transfer	Withdrawal
Circumstances in which request will be granted	The (new) course is being conducted and has vacancies.	Academic/Administration Supervisor to interview student first.
Additional fee payable	\$30 for part-time course \$100 for full-time course	No charge for refund request
Status of student pass	Apply for 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 (subject to student pass approval)	4 weeks

10.2 Transfer / Withdrawal Procedures

1. SCI's procedures for transfer to another school is as follows:
 - a) Student is to fill in transfer and withdrawal form. If student is under the age of 18, consent from parent or guardian is required.
 - b) The student then gives written notice of his intention to withdraw to the administration staff and the administration staff will enquire for the reason for withdrawal.
 - c) If the student transfer due to dissatisfaction for academic reasons, Academic Supervisor will interview the student to understand the situation and to have the student complete the end course survey (if necessary)
 - d) If the student transfers school due to personal reasons, the administration staff will hand the case to Administration Manager for processing.
 - e) Expound on the potential consequences of transferring school or courses to parents such as application for student pass to another school is rejected.
 - f) The Administration Manager attends to the various transfer matters including
 - Informing student who is effecting the withdrawal with a letter
 - 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
 - g) All Transfers will be done within 4 weeks (subjected to student pass approval date if applicable)
2. SCI Procedure for Transfer to Another Course within SCI is as Follows:
 - a) Student is to fill in transfer and withdrawal form. If student is under the age of 18, consent from parent or guardian is required.
 - b) Academic Supervisor will discuss with student the reasons for wanting to transfer, and explain to the student the implications on his student pass, etc. The student is left to decide how he wants to proceed, whether to:
 - Stop temporarily and start again later in his new course, or
 - Continue with current course and then apply for a new student pass for the new course to start immediately upon completion of current course.

If the student wishes to stop temporarily,

- c) Academic Supervisor then hand the case to the Administration Manager with instructions, if any, for processing.
- d) Administration Manager 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. Student needs to pay for the student pass application fee.
 - Termination of the existing contract and issuance of a new one
 - Informing the FPS provider
 - Transferring the student's account to a new account to show unused course fees, how much to top up, etc (if applicable) .
- e) All Transfer/withdrawal will be done within 4 weeks (subjected to student pass approval date if applicable)

If student remains in his current course, and applies for a new student pass for new course,

- a) Academic Supervisor then hands the case to the Administration Manager with instructions, if any, for processing.
- b) Student pass will be cancelled and a new one will be applied for. Student needs to pay for the student pass application fee.
- c) After the student pass is approved, the existing contract will be terminated and a new one will be issued.
- d) Student has to pay the outstanding balance of course fees if necessary.
- e) 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.

- f) All Transfers/withdrawals will be done within 4 weeks (subjected to student pass approval date if applicable)

10.3 SCI Withdrawal Procedures

1. SCI Procedure for students to withdraw from their current courses is as follows:

- a) Student is to fill in transfer and withdrawal form. If student is under the age of 18, consent from parent or guardian is required.
- b) The student then gives written notice of his intention to withdraw to the administration staff and the administration staff will enquire for the reason for withdrawal.
- c) If the student withdraws due to dissatisfaction arising from reasons of an academic nature, Academic Supervisor will interview the student to understand the situation and to have the student complete the end course survey (if necessary)
- d) If the student withdraws due to personal reasons, the administration staff will hand the case to Administration Manager for processing.
- e) The Administration Manager attends to the various withdrawal matters including
 - Informing student who is effecting the withdrawal with a letter
 - 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
- f) All Transfers/withdrawals will be done within 4 weeks (subjected to student pass approval date if applicable)

11. Deferment / Extension

Course suspension will be granted to students with medical certificates through which the doctor has certified that the student in question is unable to continue the course due to medical reasons. SCI will approve the course deferment for that particular student.

12. 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

13. Student Support Service

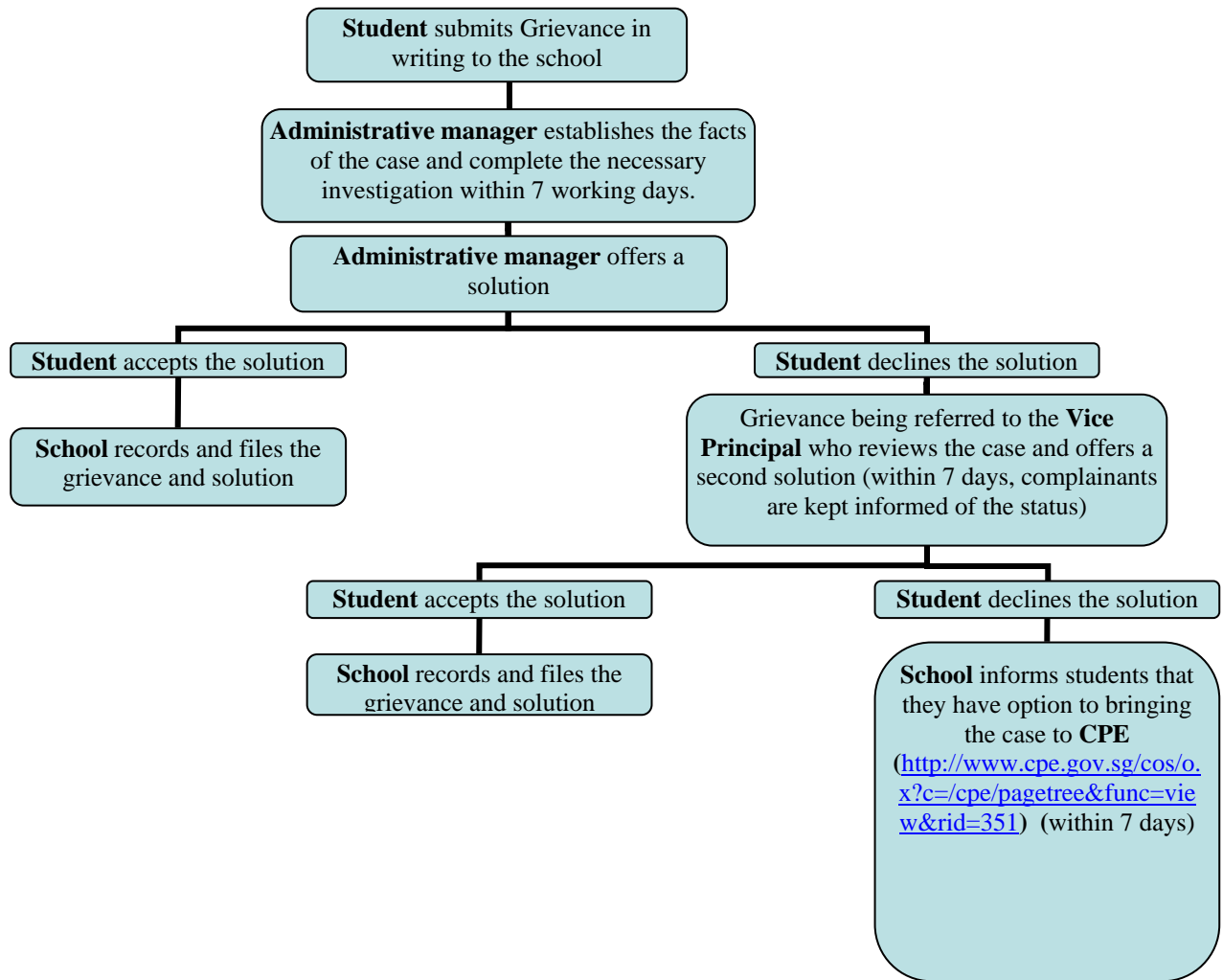
Services	Details	Staff-In-Charge
Student Welfare	Airport pickup Accommodation arrangements Student orientation program by Spring College International staff. Medical insurance coverage for hospitalization and related medical treatment for the entire course duration. <i>Arrange medical check-up</i> <i>Management of grievances</i>	Administrative
Academic-related	Special help in the form of extra lesson time or counselling for students who face difficulties in class. <i>Course materials</i> <i>Transfer/Withdrawal of course</i>	Academic
Administrative	Student Pass Application /Renewal Replacement of Student's Pass upon loss FPS application <i>Application / extension of VISA for students and their parents/guardian</i> <i>Application of FPS</i> <i>Registration of external examinations (AEIS, O Levels, etc.)</i> Complaints/Dispute Resolution Refund of course fees Transfer/Withdrawal of course <i>Assist in fee payment procedure</i>	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

- a) SCI accepts feedback / complaints in hard copy (e.g. letter or fax) or soft copy (e.g. email) from the public, staff or students. Upon receipt of the feedback / complaint, Administrative staff will look into the matter and report to the administration manager. All submissions will be on FRM-ADM-O-048 Feedback Form.
- b) When it is a no merit case, Administrative Manager closes the case and informs student of the action.
- c) When the case merits action, a solution is provided to the student. SCI targets to resolve feedback / complaints at this stage within 7 working days.
- d) When the case is not resolved, it is to be brought to the Vice-Principal's attention for action. SCI's target is to resolve feedback / complaints at this stage within 7 working days.
- e) When student still does not accept the solution, the SCI informs the students (within 7 days) that they have an option to bringing the case to Council for Private Education and request for CPE Mediation - Arbitration Scheme, Singapore Mediation Centre and Singapore Institute of Arbitrators.
- f) SCI abides by the process and action taken by CPE. SCI would cooperate in providing necessary documents and assistance for the resolution of the case.

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

- a) Singapore has strict regulations; adjusting to life in Singapore and abiding by these law and regulations are actually relative simple.
- b) The following is prohibited:
 - Littering
 - Spitting
 - Possession of drugs
 - Possession of pornography
 - Jaywalking
 - Sale of Chewing gum
 - Sale and possession of pirated materials
- c) On public transport:
 - No eating and drinking
 - No smoking
 - No flammable goods