



**STUDENT HANDBOOK 2026**

1. Contents

<b>1. INTRODUCTION TO SCI</b> .....	3
1.1 OUR VISION .....	3
1.2 OUR MISSION .....	3
1.3 OUR VALUES.....	3
1.4 ORGANISATION CHART .....	4
1.5 LOCATION AND CONTACT.....	4
1.6 FLOOR AREA AND SEATING CAPACITY.....	5
<b>2. ATTENDANCE</b> .....	6
2.1 ATTENDANCE REQUIREMENT .....	6
2.2 MAKE-UP CLASSES .....	7
<b>3. SCHOOL HOLIDAY</b> .....	7
<b>4. CODE OF CONDUCT</b> .....	7
4.1 DISCIPLINARY APPROACHES AND DECISIONS.....	7
4.2 BEHAVIOUR IN SCHOOL PREMISES.....	7
4.3 BEHAVIOUR OUTSIDE OF SCHOOL.....	8
4.4 DRESS CODE AND APPEARANCE .....	8
4.5 FORMS OF MISCONDUCT WHICH WILL RESULT IN DISCIPLINARY ACTIONS .....	8
<b>5. SCI'S FACILITIES</b> .....	9
5.1 LIBRARY .....	9
5.2 LEARNING MANAGEMENT SYSTEM (LMS).....	9
<b>6. EXAMINATION</b> .....	10
6.1 RE-EXAMINATION .....	11
6.2 GRADUATION / PROGRESSION .....	11
6.3 APPEAL PROCESS.....	12
<b>7. INTELLECTUAL PROPERTY RIGHTS</b> .....	13

<b>8. FEE PROTECTION SCHEME (FPS) / PAYMENT SCHEDULE AND METHODS / STUDENT CONTRACT .....</b>	<b>13</b>
<b>9. REFUND POLICY .....</b>	<b>14</b>
9.1 REFUND POLICY.....	14
<b>10. TRANSFER / WITHDRAWAL / DEFERMENT POLICY.....</b>	<b>16</b>
<b>11. REFUND, TRANSFER, WITHDRAWAL, DEFERMENT PROCEDURE.....</b>	<b>17</b>
<b>12. STUDENT SUPPORT SERVICES .....</b>	<b>18</b>
<b>13. FEEDBACK / DISPUTE RESOLUTION POLICY AND PROCEDURES.....</b>	<b>19</b>
13.1 DISPUTE RESOLUTION POLICY .....	19
13.2 FEEDBACK / DISPUTE RESOLUTION PROCEDURE .....	20
<b>14. DATA PROTECTION NOTICE &amp; CONSENT / PDPA .....</b>	<b>20</b>
<b>15. UPDATES AND CHANGES TO TERMS AND CONDITIONS.....</b>	<b>27</b>
<b>16. OTHER INFORMATION .....</b>	<b>27</b>
16.1 STUDENT'S PASS APPLICATION AND PROCEDURES.....	27
16.2 ADVICE ON ACCOMMODATION AND COST OF LIVING IN SINGAPORE .....	28
16.3 GENERAL HEALTHCARE SERVICE IN SINGAPORE .....	28
16.4 RELEVANT SINGAPORE LAWS .....	28
<b>17. REFERENCE TO SSG.....</b>	<b>29</b>

## 1. INTRODUCTION TO SCI

### 1.1 OUR VISION

PROMOTER OF CREATIVE EDUCATION

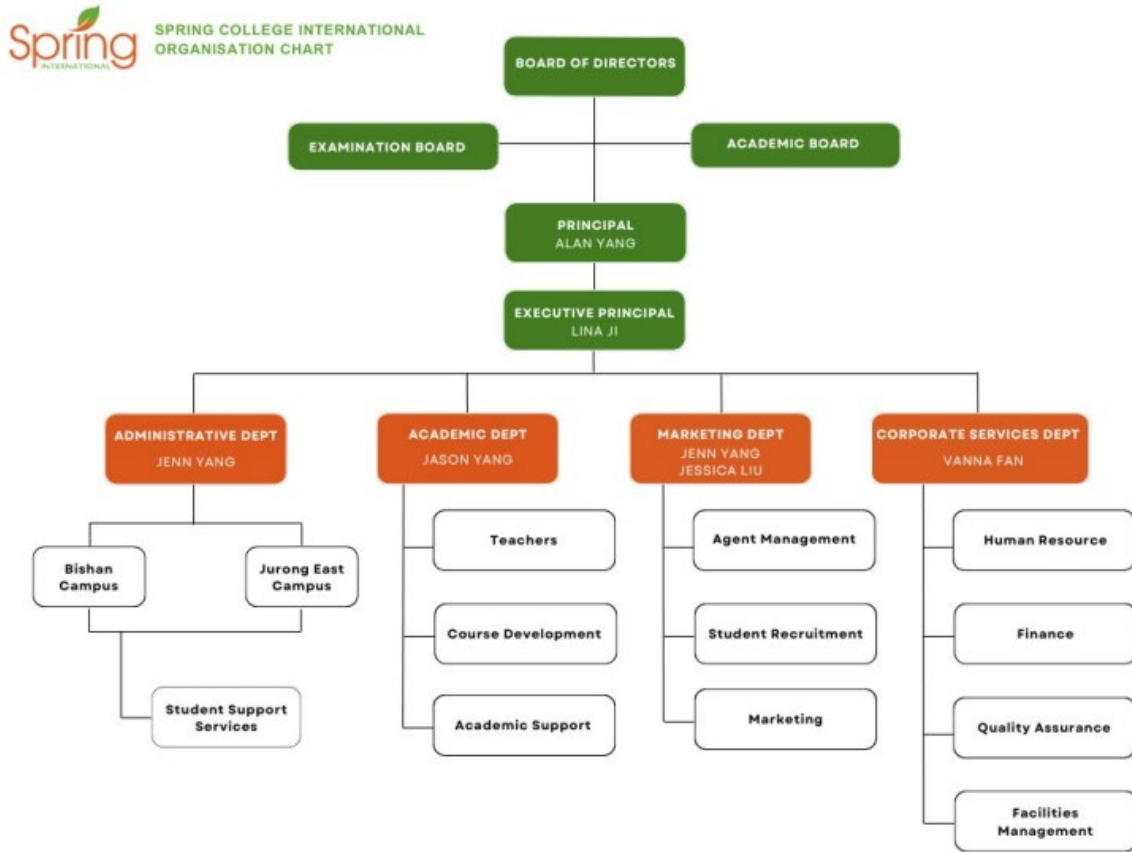
### 1.2 OUR MISSION

FOCUS ON THE GROWTH OF STUDENTS AND STAFF

### 1.3 OUR VALUES

**VALUES:** INNOVATION AND SERVICE

1.4 ORGANISATION CHART



1.5 LOCATION AND CONTACT

Spring College International (Jurong East)

Block 135 Jurong Gateway Road #03-327 Singapore 600135

Operating Hours: 08:30am-6:00pm

Spring College International (Bishan)

Block 512 Bishan Street 13 #03-526 Singapore 570512

Operating Hours: 08:30 am-6:00 pm

1.6 FLOOR AREA AND SEATING CAPACITY

CLASSROOM NUMBER	FLOOR AREA (SQURE METER)	CAPACITY
Jurong East Room 1	15.50	10
Jurong East Room 2	16.00	10
Jurong East Room 3	14.40	9
Jurong East Room 4	14.40	9
Jurong East Room 5	15.80	10
Jurong East Room 6	15.80	10
Jurong East Room 7	21.80	14
Jurong East Room 8	14.60	9
Jurong East Room 9	10.20	6

CLASSROOM NUMBER	FLOOR AREA (SQURE METER)	CAPACITY
Bishan Room 1	17.31	8
Bishan Room 2	22.15	10
Bishan Room 3	17.31	8

## 2. ATTENDANCE

### 2.1 ATTENDANCE REQUIREMENT

- a. The College requires all students to be regular and punctual for their lessons. The minimum attendance requirements and leave application policy guidelines are as follow.
  - International Students on Student Pass – minimum 90% per month
  - All Non-Student Pass holders – minimum 75% per month
  - Immigration and Checkpoints Authority of Singapore (ICA) will be notified by the College whenever an International Students on Student Pass has a monthly attendance of less than 90%.
  - Student Pass Holders who miss 7 consecutive days of class will be liable to have their student pass be cancelled with effect from the 8th day and the Letter of Cancellation will be sent electronically to the student's registered email address or made available for collection at the College.
  - Any student leave should be supported by Medical Certificates or justifications that need to be approved by the College. These should be submitted via the Student Leave Application Form to the Administrative Department.
- b. For classroom-based learning, attendance will be taken at the start of each class session. Students are expected to arrive on time for every class. A student will be marked late if they arrive after the scheduled class start time (e.g. after 9am or 1pm). A student will be marked absent if they arrive more than one hour after the scheduled class start time.
- c. For e-learning courses, the sessions are conducted via Zoom Classes or other online assessment platforms. Students are required to log into their personal email accounts to access and to keep their cameras turned on throughout the session, except during break time. Each session is recorded, and a screenshot of the students will be taken within the first 30 minutes of the class. Additionally, Lecturers are required to take attendance on the Attendance Record.
- d. As part any students that do not meet the minimum attendance requirements in the Student Attendance Policy will be considered for
  - Student Counselling Sessions as part of early intervention measures
  - Disciplinary actions and the Student Disciplinary Policy would apply (for repeated offences)

- As attendance is monitored and tracked by the College's Attendance System, Warning Letters would be issued

### 2.2 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 notify students via email.
- 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

Students are to abide by the College'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 college properties.
- Students are not allowed to meddle with any electrical appliances (for e.g., adjusting the temperature of air-conditioner and speed of fan etc).
- There is no need for a 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 into the rubbish bins.

- Arrange all tables and chairs back to the orderly arrangement before leaving the classroom.
- Before leaving the classroom, students should clean the whiteboard, turn off all electrical appliances in the class and close the door.
- Do not use handphones, computers, iPad 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 college.
- b. SCI reserves the right to bar students from entering if they are improperly dressed.
- c. Ragged clothes, miniskirts, revealing clothing and slippers are deemed as improper.

### 4.5 FORMS OF MISCONDUCT WHICH WILL RESULT IN DISCIPLINARY ACTIONS

- a. Leaving classroom / college grounds without permission
- b. Continual absent from class without valid reasons
- c. Continual late coming without valid reasons
- d. Bullying, including cyber bullying.
- e. Cheating in any form of assessments, including tests and examinations
- f. Open defiance and rudeness
- g. Improper attire and grooming
- h. Violation of any other College's Policies
- i. Unlawful actions (according to Singapore Laws)
- j. Infringement of any College's Policies and/or Procedures, including the Student Academic Honesty Policy

The school takes misconduct/malpractice extremely seriously and investigates all alleged cases of misconduct. Any student suspected of misconduct will be dealt with accordingly. Should any student be expelled from the course, no refund on fees paid will be made.

Students may be suspended or expelled from SCI under the following circumstances:

- a. Criminal Offences / Theft
- b. Vandalism or Mishandling of Office Premises / Assets / Properties
- c. Falsification of Information
- d. Cheating
- e. Students caught signing / marking attendance for friends
- f. Working while on Student Pass
- g. Poor Attendance

## 5. SCI'S FACILITIES

Both campuses are within close proximity to public libraries within 3 minutes' walk. Our students can get easy access to academic resources since both of our premises are conveniently located within walking distance from regional libraries. In addition, both of our campuses are also located near shopping malls that can satisfy students' daily needs. Besides the favourable locations, Spring College International also provides adequate infrastructures and facilities to meet the students' needs. Facilities include:

- Classrooms
- Library
- Study Area
- Rest Area
- Administration Office
- Student Service Centre
- Vending Machine
- Water cooler
- Wireless Network Wi-Fi
- CCTV Camera

### 5.1 LIBRARY

- a) Students are free to read the books from the in-house library corner within School premises.
- b) Care for the books. Do not vandalise them.
- c) Students are to register at the office if they want to borrow the books for a period of 2 weeks

### 5.2 LEARNING MANAGEMENT SYSTEM (LMS)

- a) Learning Management System (LMS) provides 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 event of misinformation, the administrative staff will issue the student with a new user and password.)
- c) Students can keep track of their progress and goals, including examination results and academic progression for their pursuit of an all-rounded education with SCI.
- d) Feedback forms can be downloaded online, and submitted in-person to the School.
- e) Students can manage their personal particulars online.
- f) Students can check their payment records to better manage expectations and accuracy.

## 6. EXAMINATION

### Code of Conduct (Students) - 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 when preparing their assignments and/or assessments.
- b. Any examples of inappropriate use of sources or use of others' work in place of your own, will be penalised.
- c. Failure to understand and follow protocol on academic conduct may ultimately result in a student being subjected to disciplinary actions or terminated from their course.
- d. Academic misconduct can be broken down into the four categories below:

#### Plagiarism

- Plagiarism involves the incorporation by a student in an assessment, material which is not their own in the sense that all or a substantial part of the work has been copied without any attempt at attribution or has been incorporated as if it is the student's own work when it is wholly or substantially the work of another person.

#### Collusion

- Student A copies Student B's work with B's knowledge.

#### Commission

- Paying someone else to prepare coursework for you.

#### Cheating under examination

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

e. It is not always possible to find the source of the work, but a judgement may be made as to whether the work is original or not by using other evidence. The following are acceptable forms of evidence of plagiarism:

- Text from a known source
- Unusual writing structure
- Changes in font
- Work not in keeping with the student's usual standard
- Uses American spelling when convention is English
- Changes in referencing convention
- Old references
- Inappropriate referencing style
- Excellently written essay with poorly written introduction and conclusion
- Web addresses still attached
- Doesn't answer the question
- No personal views
- Student unable to discuss the work in a way that shows satisfactory understanding when asked by a lecturer in a meeting

### 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 fee according to the PEI-student contract. If the student fails to turn up again, actions will be taken against him/her.
- 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 a request in writing to the Examination Board for consideration.
- d. The student will be charged for the re-examination fee according to the PEI-student contract.
- e. This request can only be made once for each examination.

### 6.2 GRADUATION / PROGRESSION

- a) The progression criteria for:  
Preparatory Course

1) Students must attain the minimum mark required to pass each module, in accordance with the prescribed grading scale

- 50% (Primary)
- 50% (Secondary, O Level & A level)

2) Meet Attendance requirements

Diploma/Advanced Diploma & Certification courses

1) Students must attain the minimum mark required to pass each module, in accordance with the prescribed grading scale

- 50% (Certificate)
- 30% (Diploma/Advanced Diploma: sub-pass)

2) Meet attendance requirements

b) The Graduation criteria for:

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 PROCESS

- a. Upon release of results, students who are dissatisfied with the outcome may submit an Examination Appeal Form to the Academic Department. Students are given 7 working days to submit an appeal after the release of exam results.
- b. The Academic Executive is to acknowledge the receipt of the Examination Appeal Form within 3 working days and proceed to submit the appeal to the Academic Manager.
- c. The Academic Manager is to review the appeal request and decide if it is a valid appeal. If the request qualifies for an appeal, a different marker will be designated to reassess the student's assessment.
- d. Comments in relation to the re-mark must be stated in the Examination Appeal Form, which would then be circulated to the Examination Board for review and approval.
- e. All decisions signed off by the Examination Board will be final.

- f. The Academic Executive will inform the student of the final decision within 4 weeks (for in-house courses) or 8 weeks (for courses with external partners) from the appeal request.
- g. For results / awards that are from courses with any External Academic Partners, the College will need to adhere to their appeal process and any decision made by the External Academic Partners will be final.
- h. The Examination Board will need to review and approve any changes to any Assessment Results and/or Awards upon the completion of the Appeal Process. This would be documented in the Examination Appeal Form.

### 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. Refer to Clause 15.

### 8. FEE PROTECTION SCHEME (FPS) / PAYMENT SCHEDULE AND METHODS / STUDENT CONTRACT

- a. Under the EduTrust Certification scheme, all EduTrust-certified Private Education Institutions are required to adopt the Fee Protection Scheme (FPS) to provide full protection to all fees paid by their students. (Students may refer to this link for more information: [https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-\(peis\)/protection-of-course-fees](https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-(peis)/protection-of-course-fees))
- b. Spring College International adopts an insurance scheme to protect its students' fees. The insurance service is provided by GREAT EASTERN GENERAL INSURANCE LIMITED.
- c. All course fees (exceptions explained in FAQ 1) are required to be covered by FPS insurance.
- d. Details on implementation of FPS
- e. Insurance Scheme:
  - Students will pay FPS fees together with course fees.
  - SCI will purchase insurance from GREAT EASTERN GENERAL INSURANCE LIMITED Insurance upon collection of fees.

Students will receive the insurance certificate via email from the insurance provider for SCI's FPS.

## Student Contract

The Standard PEI-Student Contract ("Student Contract") SCI is a very important legal document between the College and the student.

It is the responsibility of the College to explain the following contents of the student contract in English or in the native language of the student, where applicable.

- a. Course information and Fees
- b. Course information and Fees Refund Policy, including Refunds for Withdrawal for Cause and Refunds for Withdrawal without Cause
- c. Any other information as deemed necessary

All students are required to sign two original hardcopy sets of the student contract. One set will be given to the student and one set will be kept by the College. Alternatively, students may sign on the digital copy of the student contract, thereafter, both parties will retain the soft copy instead of a printed copy.

If any amendment, which will change the original intent of the student contract is made, both the student and the College must sign beside the amendment(s) on both sets of the original student contracts / digital copy.

All fields must be completed in the student contract. Where it is not applicable, it must be indicated with "not applicable or N/A".

A sample of the Standard PEI-Student Contract used by the College can be found on SSG's website.

## 9. REFUND POLICY

### 9.1 REFUND POLICY

- a. The maximum processing time from students request of withdrawal (with refunds) to the issuance of the qualified refund amount should not exceed 7 working days and the Marketing Executive would need to inform students on how the refund amounts are being computed.
- b. As the Student Contract can differ based on which periods that they are signed, and that each Student Contract is a legally binding document, reference should be made to each Student Contract that is signed with the school with regards to the termination and refund policy.
- c. As the refund table can differ based on which periods that they are signed, and that each Student Contract is a legally binding document, reference should be made to each Student Contract that is

## STUDENT HANDBOOK

signed with the school with regards to the % of refunds as stated in the refund table (Schedule D of the Student Contract).

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

% of [the amount of Course Fees paid under Schedules B and C]	If the Contracting Party's written notice of withdrawal is received:
[70%]	more than [20] working days before the Course Commencement Date
[50%]	on or before, but not more than [20] working days before the Course Commencement Date
[30%]	after, but not more than [3] working days after the Course Commencement Date
[0%]	More than [3] working days after the Course Commencement Date

24 March 2026 and onwards

% of [the amount of Course Fees paid under Schedules B and C]	If the Contracting Party's written notice of withdrawal is received:
[70%]	more than [20] working days before the Course Commencement Date
[50%]	on or before, but not more than [20] working days before the Course Commencement Date
[20%]	after, but not more than [3] working days after the Course Commencement Date

[0%]	More than [3] working days after the Course Commencement Date
------	---

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

- Application Fees

## 10. TRANSFER / WITHDRAWAL / DEFERMENT POLICY

### *Course Transfer, Withdrawal and Deferment Policy*

- The maximum processing time from students requesting any transfer, withdrawal and deferment to notifying students of the outcome in writing should not exceed 4 weeks.
- The College will base the student requests on the following definitions: -
  - Course Transfer: Student changes the course or period of study (from full-time to part-time or vice versa) but remains as a student of the College
  - Course Withdrawal: Student discontinues all courses with the College
  - Deferment: Student delays or postpones the course (or modules)
- Conditions for granting Course Transfer:
  - All outstanding fees must be settled prior to approval of request.
  - Students must fulfil the admission criteria of the new course and will be subjected to the College’s student selection and admission procedures.
  - ICA will be informed by the College through the cancellation of the student pass (for student pass holders) for students who have withdrawn from the College.
- Conditions for granting Course Withdrawal:
  - All outstanding fees must be settled prior to approval of request.
  - ICA will be informed through the cancellation of the Student’s Pass. Student’s Pass Holder is required to submit his/her Student’s Pass to the School for cancellation of the Student’s Pass with ICA.
  - All students who withdrew will have their contract terminated.
- Conditions for granting Course Deferment:

- Deferment is subjected to the availability of courses and modules offered. The College reserves the right to offer similar courses and modules in replacement of discontinued courses or modules.
  - The maximum period of deferment that is allowed will be 12 months (i.e., Students will need to commence the Course within this maximum period). Requests for extension can be considered on a case-by-case basis.
  - Students are to note that they will need to apply for a new student pass when rejoining the College.
  - Deferments are subjected to ICA's approval of the new Student's Pass. The College will inform ICA in the event of any Deferments and cancel the old Student's Pass.
- e. The Administrative Executive is to ensure that they inform ICA of any changes to the status of all student pass holders. This would include the following policy guidelines: -
- Course Transfer: ICA will be informed through the application of the new Student Pass.
  - Course Withdrawal and Deferment: ICA will be informed through the cancellation of the Student Pass.
- f. A new student contract and/or a student contract addendum is to be signed when a course transfer or deferment has been approved by the College.
- g. For any Course Transfers, Withdrawal or Deferment, the College would need to obtain the student's parent / legal guardian's written consent if they are under 18 years of age.

### 11. REFUND, TRANSFER, WITHDRAWAL, DEFERMENT PROCEDURE

- a. For any requests on Refunds, students are to fill in the Withdraw / Transfer / Refund Form and state the reasons for the request before submitting them to the Marketing Executive.
- b. For any requests on Transfers, Withdrawals and Deferments, students are to fill in the Withdraw / Transfer / Refund Form or Deferment Request Form and submit them to the Administration Executive. For eligible refund cases, the students are to also 'TICK' on the Refund Box in the Withdraw / Transfer / Refund Form as well.
- c. Students should state the reasons for the request.
- d. Administrative Executive and/or Marketing Executive would need to then arrange a meet-up with the student to understand more on the rationale of request if necessary. This would be part of the processing of student request and details would need to be documented in the Withdraw / Transfer / Refund Form or Deferment Request Form.

- e. For any refund cases, the Administrative Executive and/or Marketing Executive would need to explain and document down in the Withdraw / Transfer / Refund Form on how the refund amount is being computed.
- f. Administrative Executive and/or Marketing Executive would also need to inform External Academic Partners and seek permission for deferment of studies and/or course transfers for students that are enrolled in courses with External Academic Partners.
- g. Academic Manager or a member of the Management Team would need to approve (for Course Transfer / Deferment) or acknowledge (Course Withdrawals) all requests in the Withdraw / Transfer / Refund Form or Deferment Request Form.
- h. For students below the age of 18 Years Old, a written consent would need to be gotten from the parent / legal guardian. Evidence of consent can either be signing off on the Withdraw / Transfer / Refund Form or Deferment Request Form or any emails / letters that will need to be attached.
- i. Upon Management approval or acknowledgement, Administrative Executive and/or Marketing Executive would need to notify students in writing of the outcome via the following documents: -
  - Notification of Course Transfer
  - Notification of Course Deferment
  - Notification of Course Withdrawal

## 12. STUDENT SUPPORT SERVICES

1. List of Comprehensive Services Available in the College:

Services	Details	Staff In-Charge
Student Welfare	<ol style="list-style-type: none"> <li>1. Airport pickup.</li> <li>2. Accommodation arrangements.</li> <li>3. Student orientation program.</li> <li>4. Medical insurance coverage for hospitalization and related medical treatment for the entire course duration.</li> <li>5. Arrange medical check-up.</li> <li>6. Apply / extend Social Visit Pass and Visa for parents.</li> <li>7. Assist in Student’s Pass application and collection.</li> </ol>	Administrative

Services	Details	Staff In-Charge
Academic Related	<ol style="list-style-type: none"> <li>1. Special help in the form of extra lesson time or counselling for students who face difficulties in class.</li> <li>2. Parents-Teachers Meetings</li> </ol>	Academic
Administrative	<ol style="list-style-type: none"> <li>1. Registration of external examinations (AEIS, O Levels, etc.).</li> <li>2. Reprint Certificate/Transcript</li> </ol>	Administrative
Extra-Curriculum Activities	<ol style="list-style-type: none"> <li>1. Study Group.</li> <li>2. Field Trip.</li> <li>3. Festive Celebrations.</li> <li>4. Community Services (CSR Programme).</li> </ol>	Administrative
Counselling Services	<ol style="list-style-type: none"> <li>1. Pastoral counselling.</li> <li>2. Career guidance.</li> <li>3. Advice on future education path.</li> </ol>	Administrative
Health and Safety	<ol style="list-style-type: none"> <li>1. Fire drill exercise.</li> <li>2. CCTV safety monitoring.</li> <li>3. First aid.</li> <li>4. Emergency Help.</li> </ol>	Administrative

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.

## 13. FEEDBACK / DISPUTE RESOLUTION POLICY AND PROCEDURES

### 13.1 DISPUTE RESOLUTION POLICY

- a. The College's Dispute Resolution Policy and Procedures will cover all students' official complaints that it receives from any formal channels. These will be communicated to students and aligned with the Private Education Regulations.
- b. All official complaints must be properly recorded and/or documented. Any correspondence (including actions taken) between the College and the complainant must be annexed as evidence. This is to ensure that any staffs handling the case are kept aware of the progress / outcomes.

- c. The College is to respond to respective students within 3 working days of receipt of any official complaints received. This is to ensure that students are aware that the College is aware of the Complaint received and is in the process of handling it.
- d. All complaints must be resolved within 21 working days. If the deadline is not adhered to, respective students must be notified and the reasons with regards to the delay must be made known.
- e. If the College and the student cannot come to an agreement, or the student does not accept the final decision made by the Management Team, they will be referred to Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) for mediation.

### 13.2 FEEDBACK / DISPUTE RESOLUTION PROCEDURE

- a. The College adopts an integrated approach, using both formal and informal channels to managing various feedback provided by any stakeholders (i.e., staff, students, and general public). There are many platforms, channels, and avenues whereby stakeholders can voice their issues and/or provide constructive feedback to the College.
- b. The official feedback channel would be via the Feedback Form and/or Email.
- c. Any stakeholder can fill up the form and submit it to the College via email or hardcopy.
- d. For any official feedback to be processed, the Feedback Form would need to be submitted. Any other feedback from other channels would be considered informal feedback.
- e. Upon submission of the Feedback Form, respective Departments (i.e., Corporate Service Department for Internal Feedback and Administrative Department / Academic Department for External Feedback) are to acknowledge the receipt with the person providing the Feedback within 3 working days.
- f. Respective departments will then review the feedback and discuss it with relevant parties (internally) on the feedback itself. A formal investigation will be carried out when necessary.
- g. Relevant parties will then propose a solution and/or action to be carried out for the feedback received (if any). Administrative / HR Executive will need to explain this to the person giving the feedback.
- h. 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.
- i. For official complaints (external) received, it would need to adhere to the Dispute Resolution Policy and Procedure.

### 14. DATA PROTECTION NOTICE & CONSENT / PDPA

The information provided in Application Form is to enable SCI to:

- a) Administering and/or managing the Applicant's application(s) for Admission and Enrolment;
- b) Managing the Applicant's relationship with SCI (including the announcement of statements or notices of the Applicant, sending the Applicant marketing, advertising and promotional information, including materials and information on courses in SCI, general student-related activities within SCI, as well as related talks, seminars and/or events via postal mail, electronic mail, SMS or MMS, fax and/or voice calls; and);
- c) Processing the Applicant's application(s) for scholarships and/or financial aid, and if successful, administering and/or managing the Applicant's scholarship and/or financial aid programmes, which may include use of personal data for direct marketing purposes for event invitations, surveys and/or publicity of SCI' financial aid programmes;
- d) Responding to requests for information from public agencies, ministries, statutory boards, or other similar authorities
- e) Allow the compilation and analysis of statistics for marketing purpose (**hereinafter referred to collectively as "Purposes"**)

Your personal data may be disclosed by SCI to its third-party service providers, agents, or collaborators (including their lawyers / law firms), which may be sited outside of Singapore, for one or more of the above Purposes, as such third-party service providers, agents or collaborators, if engaged by SCI, would be processing your personal data for one or more of the above Purposes.

By submitting your Application Form, you:

- a) consent to SCI collecting, using, disclosing and/or processing your personal data for the Purposes as described above;
- b) consent to SCI collecting personal data about you from sources other than yourself and using, disclosing and/or processing the same, for one or more of the Purposes as described above;
- c) consent to SCI disclosing your personal data to its third-party service providers, agents, or collaborators (including their lawyers / law firms), for the Purposes as described above;
- d) consent to SCI transferring your personal data out of Singapore to its third-party service providers, agents, or collaborators where such third-party service providers, agents, or collaborators are sited (whether in Singapore or outside of Singapore), for the Purposes as described above;
- e) have read and understood the above provisions.

SCI seeks to include each student's name, affiliation, and full contact details into the SCI Mailing List to enable dissemination of information about future activities and opportunities. Should you wish to withdraw your consent to be contacted for this purpose stated above, please indicate your intent to withhold consent by contacting us. Please allow 7 working days for your withdrawal of consent to take effect.

By attending school activities & event, you consent to the use of your photograph, voice, likeness, and image in any broadcasts of this event and in subsequent productions drawn from video or audio recordings of this event. The photographs and recordings may be published or broadcasted in the official SCI and affiliates' publications and in publicity materials, including the SCI and affiliates' websites and social media. All recordings, articles, quotes, photographs, films, audio or video and/or any reproductions of same in any form, are the property of SCI. SCI, its affiliates, employees, representatives and agents are released from any and all claims, demands, costs and liability that may arise from the use of these interviews, recordings, photographs, videotapes or films, and/or any reproductions of same in any form, as described above, arising out of being interviewed, recorded, photographed, videotaped or filmed.

It is the responsibility of students to remove themselves from group and candid shots/recordings that the photographers / videographers intend to capture, if they do not wish to have their photos/audio-visual recordings taken at the activities & event.

### **Personal Data Protection Policy (PDPA)**

#### **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 the College, 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 timetables and examination details via postal mail, electronic mail, SMS or MMS, fax and/or voice calls;
- b. Administering and/or managing relationships with the College (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-College competitions;
- e. Providing pastoral care and counselling 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 the College and/or a third party on the College'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 the College's business and administrative purposes;
- o. Promoting the College to prospective students, including but not limited to the Academy'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 the College staff or third-party photographers and/or videographers) during events or seminars organised by the College or its affiliates for publicity purposes;
- r. Engaging alumni including but not limited to notification on the College and alumni-related initiatives and activities, invitation to the College 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 the College'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 the College, 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 the College's premises (including but not limited to the use of security cameras);
- w. Conducting checks with the DO NOT CALL Registry;
- 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, the College will notify you and seek your consent.

The College 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 authorization 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 <http://statutes.agc.gov.sg>.

**4. 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, the College may not be in a position to continue to provide our services to you or administer any contractual relationship in place, in which case the College 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 the College in respect of the use of your Singapore telephone number(s) for the receiving of marketing or promotional information.

### **5. Administration & Management of Personal Data**

As the College 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 the College 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. The College is not permitted to reveal any personal data about any other individual. The College 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.

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.

The College 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: Spring College International (Jurong East)  
Block 135 Jurong Gateway Road #03-327 Singapore 600135  
Spring College International (Bishan)  
Block 512 Bishan Street 13 #03-526 Singapore 570512
- Telephone: +65 6896 0880 (Jurong East) | +65 6358 1068 (Bishan)

- Email: [supervisor@spring.edu.sg](mailto:supervisor@spring.edu.sg)

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

## 6. Notice

Please note that this Policy does not derogate from the terms and conditions governing your relationship with the College and its related corporations. The College'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.

## 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. OTHER INFORMATION

### 16.1 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 school, 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.

## 16.2 ADVICE ON ACCOMMODATION AND COST OF LIVING IN SINGAPORE

- ❖ Accommodation:
  - Student Hostel, \$800 - 1500
  - Homestay, including: 2 meals per day on weekdays, 3 meals per day on weekends; laundry, \$2000 - 3000.
- ❖ Typical cost of meal: S\$5 per pax per meal

## 16.3 GENERAL HEALTHCARE SERVICE IN SINGAPORE

For further information about healthcare services in Singapore, please refer to [www.singhealth.com.sg](http://www.singhealth.com.sg)

## 16.4 RELEVANT SINGAPORE LAWS

<b>Immigration</b>	All International students studying in Singapore must have a valid passport and a Student Pass from ICA (Immigration and Checkpoint Authority).
<b>Employment</b>	International students are not allowed to work in Singapore without a Work Pass Exemption from the MOM (Ministry of Manpower).
<b>Driving</b>	All drivers must be in possession of a valid Singapore driving license and the vehicle must be insured.

<b>Drugs</b>	Possession of Controlled Drugs is presumed to be for trafficking, an offence which can carry the death penalty.
<b>Alcohol Abuse</b>	Any offence committed while being intoxicated (drunk) is punishable under the law. Drunk driving is a serious offence.
<b>Smoking</b>	Smoking in specific public places and indoor restaurants is prohibited.
<b>Traffic</b>	Jay walking is an offence.
<b>Littering</b>	Littering, spitting and vandalism (with graffiti) in public areas are serious offences.

## 17. REFERENCE TO SSG

1 Paya Lebar Link

#08-08 Paya Lebar Quarter 2

Singapore 408533

Tel: +65 6785 5785

Website: <https://portal.ssg-wsg.gov.sg/feedback>

Opening Hours

Mon – Fri 9am – 5pm

Sat, Sun, and PH - Closed