



STUDENT HANDBOOK



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Dear Students,

Welcome to TEG International College.

I hope that you will find your course stimulating and rewarding. This handbook is specially prepared to assist you in making your preparation for studying in Singapore. It contains information which would be useful to you. If you are an International Student and this is your first visit to Singapore, you may find the life-style here very different from your country. I hope the notes contained in this handbook will prepare you in advance and to help you when you arrive in Singapore and when you report to our College. Finally, I hope that this handbook will provide you with details and advice to make your study at the TEG International College enriching and fruitful.

I look forward to meeting you soon.

Yours sincerely

Mr Rao Suresh

Principal

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1. Vision, Mission, Values and Culture

Vision

“To be a top international vocational college in Asia”

Mission

“Providing the best vocational education to fulfill every student’s ambition”

Values

*Care and Support
Team Work and Integrity
Creativity & Excellence*

Culture

“An excellent institution in providing employability skills”

2. Message from the Principal

Welcome to TEG International College!

Since TEG International College (TEG) inception in 1994, the college has been developing its students holistically through cost effective courses with quality curriculums and extracurricular activities meeting the student and industrial needs.

TEG currently provides programmes in the field of hospitality, tourism, retail and engineering to students and working adults who realised the need to continuously upgrade their knowledge and skills. We will continue to roll out more exciting courses for enhancing your academic qualification, career development and employability.

We provide comprehensive facilities such as fully equipped classrooms and computer room to assist our students for the challenges ahead.

Our prime focus has always been providing quality education and support services. As a result of assiduously applying high standards to our business operations, we have achieved the prestigious 4-Year EduTrust Certification award from Committee for Private Education.

Our commitment to provide unwavering quality education and support services will ensure our students receive the services and support for a successful learning journey at TEG International College.

Mr. Rao Suresh
Principal

3. About TEG International College

TEG International College, founded in 1994 with the principal objectives of promoting vocational based education leading to Higher Diploma in Singapore, is totally committed in students' pathway to a better career pathway and opportunity. We are committed to academic and vocational excellence and striving constantly to open doors to new opportunities to our students.

Syllabus Updating at TEG International is unremitting, focused on keeping our students abreast of the best development in the academic world and meeting the challenge of securing the best possible results. We provide a conducive learning environment with state-of-the-art facilities.



Our Location in the west of Singapore gives easy access to bustling MRT stations, fashionable shopping centres, places of historical interest, and popular eateries. Within the campus, there is a supermarket, a food court, and student hostels.

3.1 The Management Team

- Rao Suresh, Principal/MR
- R.A. Balaguru, Sales Director
- Rachel Ratna, Marketing Director
- Esther Lee, Academic Director
- Jacqlyn Khoo, HR/Acc. Senior Manager
- David Loi, QA Manager

3.2 The Academic & Examination Board

Academic Board:

	<p>Ms Lee Soy Mei, Esther Master of Arts in Education Columbia Graduate School Chairman of Academic Board</p>
	<p>Dr Sudhakar Aishwarya Ph.D, Doctor of Philosophy in Management (Alagappa University) Master of Business Administration (Annamalai University) Deputy Chairman of Academic Board</p>
	<p>Dr Kalavaguta Sreedhar Ph.D in Civil Engineering University Tenaga Nasional (UNITEN) Member of Academic Board</p>



Mr. Harry Tan Wei Hong
Bachelor of Business (Marketing), Queensland
University of Technology
Member of Academic Board



Dr Rhys Tay Sim Leong
Ph.D in Business Administration,
Charisma University
Member of Examination Board



Mr Yip Weng Seng
Bachelor of Contemporary Music,
Southern Cross University
Member of Examination Board

Examination Board:

	<p>Ms Lee Soy Mei, Esther Master of Arts in Education Columbia Graduate School Chairman of Examination Board</p>
	<p>Dr Sudhakar Aishwarya Ph.D, Doctor of Philosophy in Management (Alagappa University) Master of Business Administration (Annamalai University) Deputy Chairman of Examination Board</p>
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Bachelor of Business (Marketing), Queensland
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Ph.D in Business Administration,
Charisma University
Member of Examination Board



Mr Yip Weng Seng
Bachelor of Contemporary Music,
Southern Cross University
Member of Examination Board

3.3 Courses Offered by TEG

Courses offered by TEG include the following:

S/N	Course Title	Awarding Body	Full-time (months)	Part-time (months)
1.	Diploma in Business and Retail Management	TEG International College	12	9
2.	Diploma in Facilities Management	TEG International College	12	9
3.	Diploma in International Hospitality Management	TEG International College	12	9
4.	Higher Diploma in Global Hospitality, Tourism and Event Management	TEG International College	24	NA
5.	Higher Diploma in International Hospitality and Tourism Management	TEG International College	18	9
6.	Higher Diploma in International Tourism and Hospitality Management	TEG International College	12	NA
7.	Post-Graduate Diploma in Hospitality and Project Management	TEG International College	12	12
8.	Specialist Diploma in Integrated Design and Engineering Principles	TEG International College	12	6
9.	Certificate in General English and English for Academic Purposes Level 1	TEG International College	3	NA
10.	Certificate in General English and English for Academic Purposes Level 2	TEG International College	3	NA
11.	Certificate in General English and English for Academic Purposes Level 3	TEG International College	3	NA
12.	Certificate in General English and English for Academic Purposes Level 4	TEG International College	3	NA

Please refer to TEG Website for more details

3.4 Campus & Facilities

Address: 5 Jurong West Ave 5, #03-06 Singapore 649485

Facilities	Floor Area (sq.m)	Maximum Capacity (Pax)
Classroom #01-01	105.9	70
Classroom #01-02	87.69	58
Classroom #01-03	70.84	47
Classroom #03-04	93.96	49

3.5 Equal Opportunities Policy

TEG is committed to its equal opportunities policy in conducting its operations to:

- All prospective students who submit an application to enrol into a course offered by TEG
- All students throughout their study experience with TEG

A. Prospective Students

TEG shall process all course application (to enrol into a course offered by the college) with equal opportunity regardless of age, sex, race, gender reassignment, disability marital status and religion or beliefs, except where acceptance of the application is not logically possible.

B. TEG's Students

TEG shall adopt the basis of equal opportunity when conducting the following processes to its students:

- a. Student recruitment including Pre-course Counselling, Student Selection and Admissions
- b. Delivery of its course curriculum including learning materials
- c. Conducting student assessment
- d. Monitor and examine data relating to student's outcomes/achievements
- e. Provision of student support services
- f. Process all appeal of results submitted by students are addressed fairly and within stipulated timeline
- g. Implement timely intervention actions in line with established procedures for matters relating to student's conduct, attendance and underperform academically

4. **Student Support Services**

List of Student Support Services

No.	Categories	Support Services	Responsibilities
1	Course Application	<ul style="list-style-type: none">• Pre-course Counselling	Sales & Marketing Department
2	Admission	<ul style="list-style-type: none">• Student's Pass Application• Student Contract• ICA Formality (Collection of Student's Pass)• New Student Orientation	Student Support Service Department
3	Student Services	<ul style="list-style-type: none">• Arrival and Airport Pick-up, if requested• Hostel Accommodation, if requested• General Enquiries• Student's Pass Renewal• Medical Insurance• Refund Request• Request for Transfer/ Withdrawal/ Deferment of Course• Application - Leave / Absence• Feedback and Dispute Resolution• Loss and Found	Student Support Service Department

		<ul style="list-style-type: none"> • Request for Letter • Pastoral Counselling • Attendance Counselling 	
4	Course Matters	<ul style="list-style-type: none"> • Course Time-table, Results and Certificate • Industrial Attachment • Academic Counselling • Re-assessment / Re-module • Result Appeal • Career Guidance 	Academic Department
		<ul style="list-style-type: none"> • Course Progression 	Sales & Marketing Department
5	Fee Matters	<ul style="list-style-type: none"> • Issuance of Receipts • Fee Protection Scheme 	Student Support Service Department

4.1 Group Medical Insurance Scheme

TEG has put in place a medical insurance scheme which provides for:

- Minimum annual coverage limit of not less than S\$20,000 per student;
- At least B2 ward in government and restructure hospitals and 24 hours coverage in Singapore and overseas (if student is involved in school-related activities) throughout the entire course duration.

Exemption for Singaporean / PR students if they are already covered by their own medical insurance plan.

TEG appointed medical insurance provider is NTUC Income Insurance Co-operative Pte Ltd. Students can download the group medical insurance policy's coverage, any exclusion and claim procedure from TEG's website or SSSD Counter.

4.2 Pre-Course Counselling Service

TEG has dedicated Sales and Marketing staff as well as the well-trained agents to provide pre-course counselling services to prospective students.

The pre-course counselling services cover the following areas:

- Campus location and a general description of the facilities;
- Application requirements and procedures;

- c) Course counselling to match the aspirations of the prospective students with the course
- d) Course admission requirements, modules and outlines, (we refer to website)
- e) Course duration, classes and assessment schedules;
- f) Type of certification awarded at the end of course;
- g) Total fees payable throughout the course duration;
- h) Fee Protection Scheme (FPS) adopted by TEG, payment methods and schedule;
- i) Student contract clauses;
- j) Transfer/Withdrawal/Refund policies and procedures;
- k) Students' support services;
- l) Medical insurance and declaration;
- m) Student's Pass application procedures and documents checklist, accommodation, airport pick-up, medical check-up, Singapore Law (for international students only);
- n) Reference to CPE official website for more details.

4.3 Orientation Services

TEG provides orientation programme for all newly-enrolled students covering:

- a) TEG's Vision, Mission and Values and Culture
- b) Advisory Note to Students and Student Contract;
- c) Student Handbook;
- d) Additional for International Students;
- e) ICA Regulations;
- f) Leave of Absence / Disciplinary Issues;
- g) Fee Protection Scheme (FPS);
- h) Medical Insurance;
- i) Transfer Policy and Procedure;
- j) Withdrawal Policy and Procedure;
- k) Refund Policy & Procedure
- l) Deferment Policy and Procedure
- m) Dispute Resolution Policy
- n) Feedback and Suggestion
- o) List of Student Support Services
- p) School Attire

4.4 Fee Protection Scheme (FPS)

As required under the EduTrust Certification Scheme, TEG has adopted the insurance scheme under the Fee Protection Scheme (FPS) to provide full protection to all fees paid by their students. All fees refer to **all money** paid by the students to be enrolled in a private education institution, excluding the course application fee, agent commission fee (if applicable), miscellaneous fees (non-compulsory and non-standard fee paid only when necessary or where applicable, for example, the re-exam fee or bank charges and GST).

TEG has appointed Lonpac Insurance Bhd (Insurance Policy Number: Z/21/BM00/000977) as the FPS provider. Upon purchasing the protection, the FPS provider shall issue a copy of the Certificate of Insurance to the student directly via email. A copy of the Certificate of Insurance will also be printed and filed into the student's personal file by the Student Support Services.

4.5 Renewal of Student's Pass

All International students must remember to renew their Student's Pass no later than 4 weeks before the expiry date. TEG will not be responsible if the Student's Pass expires or is rejected by the ICA due to expiry upon renewal.

Students are required to pay for the Student's Pass renewal fee to ICA together with the completed the ICA Form 16 through the Student Support Service Department.

4.6 Leave Application

Students are not allowed to take leave during the semester / term without valid reason(s). Leave Application Form is available at TEG Administration Office (Student Support Services). Please take note that the number of days you are absent will adversely affect your attendance rate. As such, International Students are encouraged to make use of the school term holidays to go back to their countries for holidays.

Please follow the below steps to complete your leave application:

Step 1

Complete the Leave Application Form and submit to Student Support Services (SSS).

Step 2

Student Support Services will process your application and will inform you of the result on the next working day. If necessary, an interview will be conducted.

Step 3

Once your application is approved, you can proceed to book the air ticket. You need to submit the a copy of your air ticket (if applicable) to SSS for verification.

Step 4

You must return to school and report to the SSS by the date indicated in the Leave Application Form, failing which, TEG reserves the right to cancel your Student's Pass.

4.7 Medical Leave:

If you are absent from class or examination due to medical reasons, a Medical Certificate (MC) covering the days of absence must be submitted to the SSS within 48 hours, failing which, the MC will not be considered. An exception is hospitalization cases where the MC must be submitted within 48 hours after being discharge from hospital.

Please note that we accept the original copy (for STP holder) and photocopy (for non-STP holder) of the Medical Certificate which is issued by a general practitioner or a specialist registered with the Singapore Medical Council.

<http://www.smc.gov.sg/PRSCPDS/scripts/profSearch/profframe.jsp>

4.8 Fees Payment Methods:

Fees are clearly indicated in the Student Contract which you have signed before the commencement of the course. All fees (refer to monies that are paid by the student to be enrolled in TEG) need to pay directly to the TEG International College.

Please ensure that you are given an official receipt issued by TEG when making payment of fees. You are advised to keep the receipt for verification of payment status when required.

Student can pay their fees and charges (where applicable) in Singapore dollar through the following methods:

- a. Cash
- b. Telegraphic Transfer (TT)
- c. Bank Transfer
- d. Cheque

4.9 Other Services Guidance

4.9.1 Banks:

The nearest bank to the School located at Boon Lay mrt station. All foreign students must bring along their student's passes and passports to open a bank account. They could also apply for an ATM card at the same time. The college can assist to issue the letter to the bank for you to open a bank account. However, please note on the following:

This letter issued to you is strictly for the purpose of opening a bank account for your personal use. Bank account details such as account numbers, internet banking passwords, are highly confidential and not to be shared with strangers or third parties to avoid being a victim of scams. You also need to exercise caution if you receive any transfer of funds from either known or unknown persons.

Please notify the college or the Singapore Police Force if you are asked by anyone to reveal such information. For more information, refer to <https://www.police.gov.sg>

4.9.2 Post Office:

Students can obtain postal and telecommunication services at one of the 60 main branches, which is located at Jurong Point. This branch is within 15 minutes by bus from TEG College. A 24-hour Self-service Automated Machine (SAM) is available outside of this post office. The machine can weigh a mail item and calculate and dispense the relevant postage. SingPost provides both local and international courier services that extend to over 200 countries.

4.9.3 Public Transport:

Singapore has an efficient and reliable public transport system which comprises Mass Rapid Transit (MRT) System, the Buses and the Taxis at reasonable fares.

The nearest MRT Station and bus interchange is located at Boon Lay which is within a 10 minutes drive from TEG. Students can purchase an EZ-Link Card as a convenience way to pay for the fare when traveling on all public buses and MRT trains.

4.9.4 Student Personal Particulars:

TEG staff will contact students only by means of telephone, email and postal address. Should there be any changes in their personal particulars; students must update their

records with the school as soon as possible. All student data and particulars are strictly for School Internal Use only.

4.9.5 Confidentiality of Student's Information:

TEG is committed to maintaining the confidentiality of the student's personal information and undertakes not to divulge any of the student's personal information to any third party without the prior written consent of the student.

4.10 *Dispute Resolution Policy and Procedure*

TEG has set up a close-loop feedback and complaint management system to gather and address all feedback/complaints received either from students, staff, external partners or the public. The School will investigate and act to resolve the concerns within 21 working days, depending on the complexity of each case.

TEG has a standard Student Feedback and Complaint procedure to handle student feedbacks and complaints. All cases will be documented in standard forms.

4.11 *Course Transfer*

A. Course Transfer Policy

- a. Course Transfer refers to a student request for a transfer to another course within TEG International College or a change in period of study (from full-time to part-time or vice versa). Courses offered in collaboration with partner institutions will be governed separately by different institution's regulations which are beyond the purview of college.
- b. The College shall provide pre-course counseling for the intended course
- c. Student's request for transfer can only be processed upon if the student meets the entry requirements of the new course and student has completed the installment obligations (payments) for all overdue fees of the existing course (if any).
- d. The College's refund policy shall apply for all qualified refunds.
- e. Student requesting for course transfer within the College must withdraw from the existing course by terminating the existing Standard PEI-Student Contract, before signing a new Standard PEI-Student Contract for the new course.
- f. Fee Protection Scheme (FPS) for existing course fees paid will be cancelled. A new FPS will be purchased for the intended course fees paid after contract signed.
- g. Consent from parent/guardian is needed if student is below the age of 18.
- h. The College will take a maximum of 4 weeks to complete the course transfer process.

For STP Holder

- For Student's Pass holder, course transfer is subject to ICA's approval of the new Student's Pass.
- In the event that the application of Student's Pass pertaining to transfer is rejected by ICA, the student is required to cancel his current Student's Pass within 7 working days.

B. Course Transfer Procedures:

a. Request for Transfer

Student shall submit their transfer request in writing by completing the Course Transfer Form to Student Support Services. Request must be accompanied with valid reason.

For student below 18 years old, the legal parent/guardian must also sign the Course Transfer Form to consent the request.

- b. Student Support Services conducts the following checks to ensure:
 - i. The Course Transfer Form is duly completed by student;
 - ii. The student meet the minimum entry requirements of the new course
Refer the student to the Sales & Marketing Department for Pre-course Counselling.
- c. The Sales & Marketing staff shall conduct Pre-course Counselling to the student.
Document the pre-course counselling conducted in the Pre-course Counselling Checklist.
- d. The HR/Accounts Manager shall determine whether the student qualify for any refund based on TEG's Refund Policy. If the student qualified for refund, the HR/Accounts Manager shall compute the breakdown of amount refundable (in accordance with the Student Contract) into the Course Transfer From.
Note: All qualified refund shall be approved by management and refund to students in accordance with the procedure 'Criterion 4.3 Refund'.
- e. The Student Support Services shall obtain approval of the student's request for transfer from the management.

- f. Upon management approval, the Student Support Services (SSS) shall on behalf of the student proceed to submit the application for Student's Pass for the new course.
- g. The SSS staff shall keep the student inform on the status of the Student's Pass application.
Refer to procedure 'Criteria C5.3.1 Pre-course Counselling' for more details
- h. Upon receiving the In-Principal Approval from ICA, the SSS staff shall arrange for the student to sign the new Student Contract. Student shall make payment after the Student Contract is signed.
- i. SSS staff shall make arrangement for the student to complete the Student's Pass formality at ICA.
- j. Upon student collections of the new Student's Pass, inform the academic department on the student transfer. The SSS staff shall transfer the student to the new course.
- k. File all documents relating to the student transfer in the Student P-file.

C. Time Frame for processing student's request for transfer

TEG International College shall complete the transfer process within 4 weeks from the date of student's request.

4.12 Course Withdrawal

A. Course Withdrawal Policy:

- a. Course withdrawal refers to a student's request to discontinue from all courses with the College.
- b. Despite the student having signed the Standard PEI-Student Contract, the Management is prepared to listen and give consideration to genuine case of withdrawal requested by students.
- c. Consent from parent/guardian is needed if student is below 18 years old.
- d. Student is liable for overdue fees (if any).
- e. The College's refund policy shall apply for all qualified refunds.
- f. Fee Protection Scheme (FPS) for the course fee paid will be cancelled.

- g. The College will take a maximum of 4 weeks to complete the course withdrawal process.

For STP Holder

Student's Pass holder is required to submit Cancellation of STP to TEG International College for cancelation of Student's Pass with ICA

B. Course Withdrawal Procedure:

- a. Student's submit the completed 'Withdrawal Request Form' including stating the reason for the withdrawal to Student Support Services (SSS).

For students below the age of 18, the 'Withdrawal Request Form must be signed by the students' parents/guardians.

- b. Upon received of the completed 'Withdrawal Request Form', the SSS staff shall submit the completed form to HR/Accounts Department for checking whether the student qualify for any refund as per TEG's Refund Policy and outstanding fees.
- c. The HR/Accounts Manager shall check:
 - i. If, the student qualified for any refund, compute the breakdown of the qualified refund.
 - ii. If there are outstanding fees, update the outstanding amount in the form.
 - iii. Fill in the name and date, and sign the 'Certified by HR/Account Manager'
- d. The SSS staff shall obtain the approval from the principal.
- e. The SSS staff shall inform the student on the approval of the withdrawal request. If the student qualified for refund, ensure that the student complete the 'Student's Bank Details for Refund' in the 'Withdrawal Request Form'.
- f. The College shall complete the refund to student within 7 working days from the date of request.
- g. Upon ICA's request through the SOLAR, TEG International College will upload the student's past attendance records and academic transcript into the ICA's SOLAR system.

C. Time Frame for Processing Withdrawal Request

TEG International College shall complete the withdrawal process within 4 weeks from the date of submission of the request by student.

4.13 Deferment

A. Deferment Policy

- a. All the students shall be briefed on the Deferment Policy and Procedure during Pre-course Counselling by Course Counsellors and New student orientation by Student Support Staff
- b. The Deferment Policy and Deferment Procedure can also be found in the Student Handbook, TEG Website and Notice Boards
- c. The Student Support Services clearly explains the following to the student upon management approval of the course deferment request:
 - i. The implication on the status of the Student's Pass;
 - ii. The need to sign a new Student Contract or an addendum to the existing Student Contract

Circumstances in which a deferment application will be granted

- **For Deferment of course:**

- a. Student request for deferment of course to a later date is required to submit the 'Deferment Form' with reason(s) with reason to the Student Support Service Department.
- b. Parent / Legal guardian's written consent is required if the student is under 18 years of age;
- c. The maximum allowable period for deferment is 12 months;
- d. Make known to the student that he/she is required to submit a new request if there is a further need to defer the course commencement date.
- e. Request for deferment must be approved by the Deputy Director.

- **Deferment of module(s)**
 - a. Student fill-up and submit the 'Deferment Form' to request to defer a module or the remaining yet to complete modules of the course he/she is studying;
 - b. Parent / Legal guardian's written consent is required if the student is under 18 years of age
 - c. The maximum allowable period for the deferment shall be not more than 12 months or the allowable date to complete the course whichever is earlier;
 - d. Request for deferment must be approved by the Director, Academic

Time Frame for processing a deferment case

The College shall complete the processing of deferment request within 4 weeks from the date of submission of the request by student.

B. Deferment Procedure

- **For Course Deferment**
 - a. Student Support Services received the 'Deferment Form' from student
 - b. Brief the student on the following:
 - i. Implication on the status of the Student's Pass
 - ii. Need to sign a new Student Contract or an Addendum to Existing Student Contract
 - c. Issue a new 'Letter of Offer' to student to process the deferment of course with new course intake date
 - d. Obtain approval from Deputy Director for the deferment request.
 - e. Inform the student and the respective marketing staff on the approval of the deferment request.
 - f. Generate a new Student Contract or an Addendum to Existing to Existing Student Contract (Addendum).
 - g. Obtain the required signatories on the new Student Contract or Addendum to effect the deferment.
 - h. File a copy of the above documents in the Student Portfolio file

- **For Module(s)**

- a. Student Support Services received 'Deferment Form' with supporting documents from the student who wish to defer the module(s) of the course that the student is studying currently.
- b. The staff shall brief the student on the following:
 - i. Implication on the status of the Student's Pass
 - ii. Whether there is a need to sign a new Student Contract or an Addendum to Existing Student Contract
- c. The staff shall obtain approval from Academic Director for the deferment request.
- d. Student Support Service staff shall follow the below respective procedure for handling existing Student's Pass and Student Contract :
 - i. Student Selection Process Criterion C5.3.2 for actions pertaining to application/renewal of Student's Pass;
 - ii. Student Contract Management Criterion C4.2.1 for actions pertaining to Student contract.
- e. File a copy of the above documents in the Student P-file

C Administrative fees for Deferment_

For any 'Deferment', student is required to pay an administrative fee set out in Schedule C of the Standard PEI-Student Contract.

D. Time Frame for processing a deferment case

TEG International College shall complete the deferment process within 4 weeks from the date of submission of the request by student.

4.14 Refund

A. Refund Policy:

a. Refund for Withdrawal Due to Non-Delivery of Course:

TEG International College shall notify the student within three (3) working days upon knowledge of any of the following:

- (i) It does not commence the Course on the Course Commencement Date;
- (ii) It terminates the Course before the Course Commencement Date;
- (iii) It does not complete the Course by the Course Completion Date;
- (iv) It terminates the Course before the Course Completion Date;
- (v) It has not ensured that the student meets the course entry or matriculation requirement as set by the organisation stated in Course Details within any stipulated timeline set by CPE; or
- (vi) The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

The student shall 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.

b. Refund for Withdrawal Due to Other Reasons:

If the Student withdraws from the Course for any reason other than those stated in 5.1(i) to 5.1(vi), TEG International College will, within seven (7) working days of receiving the Student's written notice of withdrawal, refund to the Student an amount based on the refund table.

c. Refund During Cooling-Off Period:

TEG International College will provide the Students with a cooling-off period of seven (7) working days after the date that the Standard PEI-Student Contract has been signed by both parties.

The Student will be refunded the highest percentage (stated in Refund Table) of the fees already paid if the Student submits a written notice of withdrawal to the TEG International College within the cooling-off period, regardless of whether the Student has started the course or not.

d. List of non-refundable fees

- Course Application Fee
- Assessment Fee
- Course Material Fee
- Medical Insurance Premium
- Miscellaneous Fees

e. **Refund Table**

• **Refund Table (Full-time & Part-time Courses):**

% of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received
100	("Maximum Refund") More than [30] days before the Course Commencement Date
50	Before, but not more than [30] days before the Course Commencement Date
0	After the Course Commencement Date

• **Refund Table for Short Course (1 week to 4 weeks)**

% of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received
100	("Maximum Refund") More than [30] days before the Course Commencement Date
50	Before, but not more than [30] days before the Course Commencement Date
0	After, but not more than [Zero] days after the Course Commencement Date

B. Refund Procedures

- a. Student who wishes to request for withdrawal from the course shall complete and submit 'Withdrawal Request Form' including the 'Student's Bank Details for Refund' to Student Support Services.

- b. The Student Support Service staff submits the Withdrawal Form to HR/Accounts Manager for determining whether the student qualifies for any refund.
- c. The HR/Accounts Manager shall determine whether the student qualify for any refund. If qualified, compute the refund amount according to TEG International College's Refund Policy.
- d. The Student Support Service staff shall obtain management approval for the qualified refund and withdrawal request.
- e. Upon management approval, HR/Accounts Manager shall prepare the following payment to be refunded to student:
 - i. For International Students – telegraphic transfer
 - ii. For local students – cheque issued by local bank
- f. The Student Support Service staff shall notify the students on the approval of withdrawal request and qualified refund, if any.
- g. The Student Support Service staff shall brief the student on the computation of the refund amount. Student Support Service staff shall refund the approved qualified amount to student within 7 working days from date of withdrawal request.

Refund payment made as follow:

- i. To local students will be via a cheque issued by a local bank.
Student shall sign the 'Received by' column to acknowledge the receipt of refund payment.
- ii. To international students, payment will be made via telegraphic transfer.
A copy of the telegraphic transfer of the refund amount through a local bank to the student's bank's details provided by the student.
All bank charges incurred will be borne by the student.

4.15 Student Counselling Service

TEG provides the following counselling services to students:

- a. Pastorial Counselling by in-house counsellor for students with behaviour issues;
- b. Academic Counselling by lecturer for students who underperform academically and/or facing problems understanding the lectures; and

- c. Attendance Counselling by the Student Support Services for students with poor attendance issues.

Should you require Pastorial Counselling, please approach the Student Support Services or contact them at telephone no. +65 6334 0004.

The Student Support Service staff will make arrangement for the counselling service which are available from Monday to Friday, 1.00pm to 2.00pm or 5.00pm to 6.00pm.

4.16 Code of Conduct for Students

As a student of TEG, it is your responsibility to observe proper conduct at all times for maintaining a conducive learning environment.

a. **Student Dress Code & Attire**

Students are required to be properly attired at all times and to observe a sense of decorum when they are in the school premises.

- Plan White Shirt with collar and black
No sleeveless T-shirts or singlets for male students
- No revealing clothing for female students
- Black (covered) shoes; No slippers to be worn;
- Hair Must be short and neat (for males students)
- Dyeing of bright colour of hair is not allowed

Students who are improperly attired may be denied access to the school's premises.

b. **Smoking**

TEG has a vital interest in maintaining a healthy and safe environment for its students, faculty, staff and visitors while respecting individual choice. Consistent with these concerns and Smoking (Prohibited in Certain Places) Act, Singapore, restrict smoking in most areas in all campus buildings, eating places and areas with regular human traffic such as bus stops and food courts etc.

Smoking is permitted only in areas specifically designated and posted as smoking areas. Any students who are found to be smoking in their class room, wash room, or elsewhere in the premises will be subject to the campus student conduct process and appropriate sanctions and/or disciplinary action.

c. **Gambling or Card Games**

Gambling or any form of card games, regardless of whether money is involved, is strictly disallowed in the school premise.

d. **Facilities and Services**

TEG has provided facilities and services aim to build up a holistic educational experience for students. Students must understand that any form of misuse of facilities and services will not be tolerated. Students found guilty of vandalism will be severely dealt with.

e. **Spitting & Littering**

Spitting and littering are strictly prohibited in the school.

f. **Classroom Courtesy**

We would like all students to study in a conducive environment and not be interrupted by any form of disturbances or distractions during class. For this reason, all hand phones, other gadgets must be switched off or tuned to the silent mode. It is also a simple courtesy and respect for the lecturer to refrain from listening to music in the class, even if it is through the use of headphones.

g. **Food and Drink**

Students are not allowed to eat or drink in classrooms, computer laboratories, and libraries.

h. **Parking of Vehicles**

A student who drives cars or ride motorcycles to the campus shall park their vehicles at public parking lots available opposite to the school.

i. **Conduct Outside the School (for international students)**

All students who are holding the student's pass must adhere to Singapore laws, rules and regulations:

- a. Students are not allowed to enter or to be retained as a student in any other school or course other than that indicated in the Student's Pass.
- b. Students are not allowed to engage in any form of employment, or in any business, profession or occupation, whether paid or unpaid.
- c. Students must not indulge in any activity which is inconsistent with the purpose for which the Student's Pass has been issued.
- d. Students must not smoke in non-smoking area, and engage in drug abuse or illicit traffic of narcotic drugs and psychotropic substances.
- e. Students must not be involved in any criminal offence in Singapore.

4.17 Disciplinary Intervention Action

All students shall familiarize themselves and adhere to the College's policies and code of conduct (listed under Clause 2.11 in the Student Handbook) that are applicable to them.

- All student shall ensure that their behaviour is always respectful of others and supportive of the learning environment.
- The College shall take appropriate disciplinary intervention action(s) against offender who committed any of the following:
 - a. dishonesty
 - b. misconduct
 - c. disruption of the academic environment
 - d. vandalize and/or destruction of college property
 - e. fraud
 - f. misdemeanours or other offences against persons or things
 - g. failure to abide by the college's regulations and policies
 - h. failure to respect the right of others
 - i. failure to abide by the Singapore rules and regulations
- Such disciplinary action(s) shall be in accordance to the below stated sequence.
 - a. 1st Counselling
 - b. 1st Warning Letter
 - c. 2nd & Final Warning Letter
 - d. Expelled from the school

However, the intervention action may vary depending on the seriousness of the offences.

5. Academic Matters

5.1 Course Induction

When the new semester/module starts, your lecturer will conduct a course induction to help you gain a comprehensive understanding of the course information and academic expectations including module assignment. The induction will include familiarization with the course time table, course outline and lesson plans.

5.2 Attendance Policy

- a. All full-time students who are holding Student's Pass should achieve a minimum attendance of 90% per month.
- b. To qualify for assessment/examination, students should achieve the following minimum attendance rate:
 - 80% attendance rate for Student's Pass holders
 - 75% attendance rate for non-Student's Pass holders.
- c. All students must submit a valid medical certificate to the Student Support Services whenever absent on medical ground.
- d. Students who need to apply for leave of absence with valid reason(s) must submit the application form to Student Support Services for management approval prior to making travelling arrangement. Approval by the management will be considered on a case-by-case basis.

(Please take note that written approval from parent or legal guardian is required for students below 18 years old).

- e. The College shall notify Immigration and Checkpoints Authority of Singapore (ICA) whenever the student on Student's Pass is absent continuously for more than seven (7) days or if the monthly attendance is less than 90% without a valid reason.
- f. The College shall implement disciplinary intervention actions against students who does not meet the requirements as stipulated under Clause 3.2. The disciplinary intervention actions shall follow the below sequence:
 - i. 1st Counselling
 - ii. 1st Warning Letter
 - iii. 2nd & Final Warning Letter
 - iv. Expulsion/Expelled from the school

However, the disciplinary intervention action may vary depending on the seriousness of the infringement.

5.3 Punctuality

You are expected to be punctual for all the class lessons. In addition, you are expected to submit all your course assignments (assessment) timely before the assignment due date which is made known to you by your lecturers.

If you face the problem to submit the assignment by the assignment due date, you need to approach your lecturer before the deadline and obtain an extension for late submission, subjected to approval.

5.4 Assessment Malpractice

Malpractice consists of those acts which undermine the integrity and validity of assessment, the certification of qualifications and/or damage the authority of those responsible for conducting the assessment and certification.

All reported cases of assessment malpractice, including plagiarism, cheating, collusion, will be investigated and dealt with by the Academic Director and the Academic Board. Student caught with assessment malpractice shall be appropriately dealt with disciplinary action ranging from automatic failure of the whole module to expulsion from TEG.

5.5 Plagiarism

Plagiarism is incorporating unattributed direct quotation or paraphrasing from someone else's work into your own. In effect, it is stealing another's work and passing it off as your own.

During your time at TEG, you will be given advice by your tutors and within the module guides and award guides on how to use other people's work (published or unpublished) to support your own arguments and analysis, in essays, seminar papers and dissertations.

5.6 Cheating

Cheating is interpreted widely as any attempt by a student to gain unfair advantage in an assessment by dishonest means. Cheating includes:

- communicating or trying to communicate in any way, with another candidate in an examination;
- Introducing unauthorized material into an examination (e.g. books and crib notes);
- Obtaining an examination paper in advance of its authorized release;
- Stealing another student's essay and passing it off as your own.

5.7 Collusion

Collusion is a situation in which two or more students have collaborated to produce a piece of work to be submitted (in whole or in part) for assessment, and this is presented as the work of one student alone.

Collusion, which is intended to deceive markers that the work submitted has been

independently produced by one student, is a form of cheating, and once identified, will be dealt with by TEG as a serious offence. Such collusion, which is intended to give the student concerned an unfair advantage over other students, will thus attract a serious penalty.

There are occasions on which students are encouraged or even required to work together and to produce joint projects or reports, which are then assessed as a joint effort. Sometimes students work together in a group, but produce independent work.

It is extremely important therefore if you are in any doubt about the appropriateness of group work in the production of assignments, you ask your tutor for clarification.

5.8 Communication / Feedback

TEG regards effective communication between students and the school as an essential element to enable the students' successful and enjoyable learning journey.

TEG utilizes the following channels to communicate essential information with you during your studies duration:

- Notice Board
- Website
- Lecturers and Staff

You are advised to check the notice board for updated information on a regular basis.

However, if you need to speak or feedback to the TEG on any matter, please approach your lecturer for academic related matter and approach our Student Support Service staff for any other services.

5.9 Assessment (examination and/or assignment)

Your lecturer will brief you on the module assignment (assessment) covering the assignment brief and the due date for submission. The assignment due date is also available in the Course Timetable. You are strongly advised to submit the module assignment not later than the assignment due date.

5.10 Release of Assessment Results / Student Progress Report

The academic department shall issue the student assessment (assignment) results in the form of 'result slips' within 3 months from the date of examination/assignment due date.

The result slips also act as the 'Student Progress Report' as it will include the past assessment results of the modules completed in the current course that the student is studying.

5.11 Attendance Requirement to Qualify for Assessment

- If you are holding a Student's Pass, you must achieved at least 80% attendance rate to qualify for assessment.
- If you are a non-Student's Pass holder, you must achieved 75% attendance rate to qualify for the assessment.

Attendance rate is calculated based on module duration.

5.12 General Guidelines for Examination Only

- Students are allowed into the examination room at least 10 minutes before the commencement of the examination.
- Students must bring some form of identification with them i.e. Identity Card / Passport / Student's Pass.
- Students must place their Identity Cards on the top left hand corner of their desk before the commencement of the examination.
- Students are not allowed to bring into the examination room any unauthorized books, written materials, printed documents, pictures, drawings, notes or other papers.
- Hand phones and all electrical devices which emit noise must be turned off.
- Students may bring their writing materials, non-programmable calculator, identity cards and their wallets. All other items such as films, notes and textbooks must be placed either at the front or at the back of the examination room. No electronic dictionary of any form is allowed.
- Once the examination begins, students will not be allowed to leave their seats without permission from the invigilator. In any event, students will not be allowed to leave until at least 30 minutes after the commencement of the examination.
- Candidates may only turn over their examination papers once they are instructed to do so by the Invigilator.
- Students who have completed the examination can only leave after the invigilator has collected the question papers and answer scripts.

6. EduTrust Certification Scheme

6.1 Committee for Private Education

The Committee for Private Education (CPE), SkillsFuture Singapore (SSG/CPE) is a statutory board empowered with the legislative power to regulate the private education sector. In addition to its role as the sectoral regulator of private education institutions, the CPE facilitates capability development efforts to uplift standards in the local private education industry.

The Committee for Private Education takes a balanced and holistic approach towards raising the quality and standard of the private education sector, SSG/CPE's two-tier regulatory regime comprises the mandatory Enhanced Registration Framework (ERF) and the EduTrust Certification Scheme (EduTrust). The ERF set out the basic standards that Private Education Institutions (PEIs) need to adhere to in order to operate. The EduTrust requires PEIs to provide a higher standard of educational services in order to be certified.

For further information, please visit the Committee for Private Education's website at [https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-\(peis\)](https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-(peis))

6.2 EduTrust Certification Scheme

EduTrust Certification of a PEI is done through an assessment of how well its systems and processes address and align with the seven criteria required under the EdTrust Framework and produce the desired outcomes through effective implementation. A certificate is awarded to a PEI which meets the minimum requirements to be certificate. The type of certificate awarded depends on the extend and consistency over a period of time to which the PEI meets or exceed the requirements.

TEG is EduTrust certficied with 4-years validity.

Education's website at [https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-\(peis\)](https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-(peis))

7. Singapore Immigration Regulations for International Students

- i. A student must attend a minimum of 90% of the scheduled course (subject) hours and not be absent from the course for consecutive 7 days, without any valid reasons.
- ii. A student must not engage in any form of activities that may contravene the conditions (including those stated in the Student's Pass application form, In-principle Approval letter and Student's Pass card) in which a Student's Pass is issued (e.g. illegal employment).
- iii. A student must not remain in Singapore after the expiry of the Student's Pass and the school shall inform ICA of his/her means and date of departure.
- iv. A student is only permitted to attend the course after approval of the Student's Pass has been given by ICA.
- v. A student must not be retained as a student in any other school(s) or course(s) other than that indicated in the Student's Pass.
- vi. A student must surrender the Student's Pass for cancellation within seven days from the date of cessation or termination of his/her studies or courses.

*** International Students are defined as those who hold a Student's Pass.**

8. Contact Us

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