



STUDENT HANDBOOK



STUDENT HANDBOOK

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

Table of Contents		
No.	Contents	Page
1	Principal Message	5
2	Vision, Mission, Values and Culture	6
3	About TEG International College	7
3.1	The Management Team	7
3.2	The Academic & Examination Board	8
3.3	Courses Offered by TEG	10
3.4	Campus & Facilities	11
3.5	Equal Opportunities Policy	12
4	Student Support Services	13
4.1	Group Medical Insurance Scheme	14
4.2	Pre-course counselling Service	14
4.3	Orientation Services	15
4.4	Fee Protection Scheme	15
4.5	Renewal of Student's Pass	16
4.6	Leave Application	16
4.7	Medical Leave	17
4.8	Fees & Payment Methods	17
4.9	Student Counselling Services	18
4.10	Other Services Guidelines	19
5	Policies and Procedures	20
5.1	Dispute Resolution	20
5.2	Course Transfer	21
5.3	Course Withdrawal	22
5.4	Deferment	23
5.5	Refund	26
6	Code of Conduct for Students	29
7	Disciplinary Intervention Action	31

8	Academic Matters	33
8.1	Course Induction	33
8.2	Attendance Policy	33
8.3	Attendance Requirement to Qualify for Assessment	34
8.4	Punctuality	34
8.5	Assessment (Examination and/or Assignment)	34
9	Communication / Feedback	37
10	EduTrust Certification Scheme	38
11	Singapore Immigration Regulations for International Students	39
12	Contact Us	39

1. 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, business & retail, engineering, facilities, logistics & supply chain management, smart embedded system, aviation management, community care, Artificial Intelligent and English course 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

2. 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”

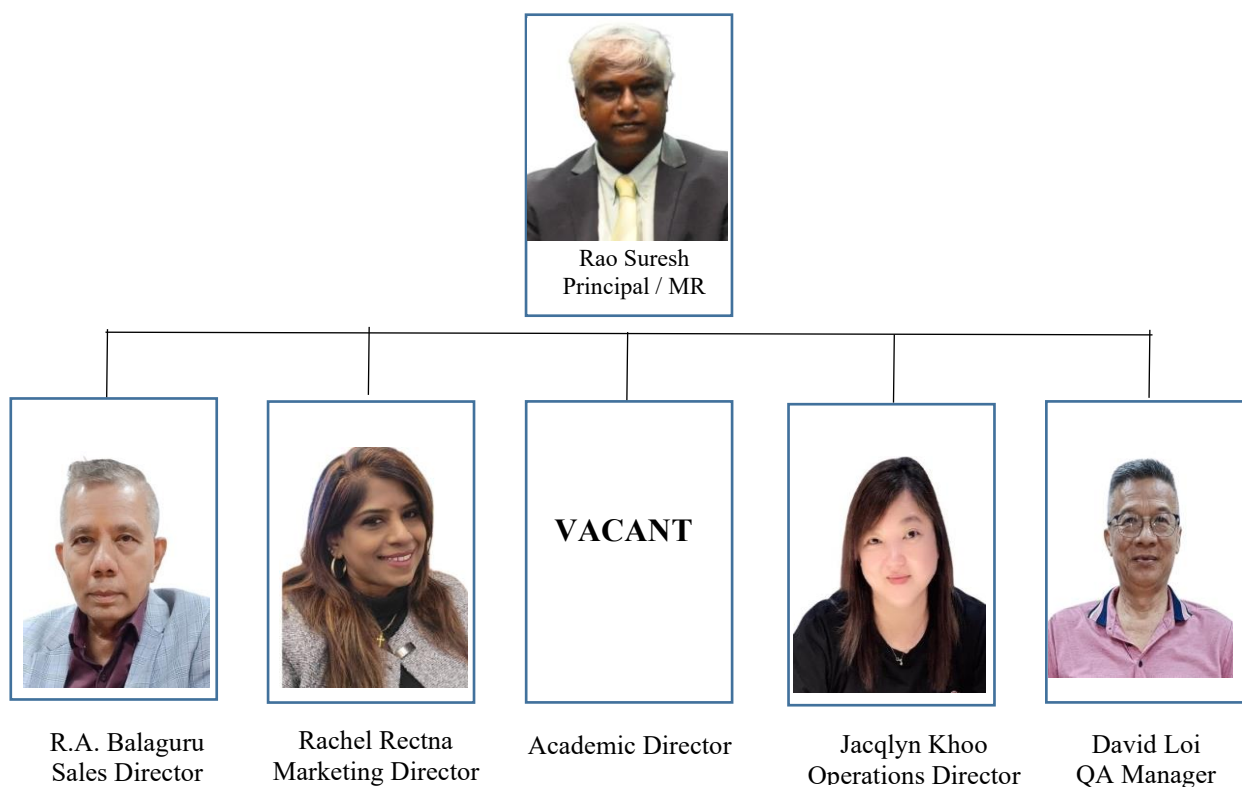
3. ABOUT TEG INTERNATIONAL COLLEGE

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



3.2 The Academic & Examination Board

Academic Board:

	Ms Lee Soy Mei, Esther Master of Arts in Education Columbia Graduate School Chairman of Academic Board
	Dr Kalavaguta Sreedhar Ph.D in Civil Engineering University Tenaga Nasional (UNITEN) Member of Academic Board
	Mr. Harry Tan Wei Hong Bachelor of Business (Marketing), Queensland University of Technology Member of Academic Board
	Mr Somanchi Vanamali Master of Business Administration, (Nagarjuna University) Member of Academic Board
	Mr. Balakumaran S/O Krishnasamy Bachelor of Science National University of Singapore Member of Academic Board

Examination Board:

	Ms Lee Soy Mei, Esther Master of Arts in Education Columbia Graduate School Chairman of Examination Board
	Dr Kalavaguta Sreedhar Ph.D in Civil Engineering University Tenaga Nasional (UNITEN) Member of Examination Board
	Mr. Harry Tan Wei Hong Bachelor of Business (Marketing), Queensland University of Technology Member of Examination Board
	Mr Somanchi Vanamali Master of Business Administration, (Nagarjuna University) Member of Examination Board
	Mr. Balakumaran S/O Krishnasamy Bachelor of Science National University of Singapore 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.	Post-Graduate Diploma in Hospitality and Project Management	TEG International College	12	12
6.	Specialist Diploma in Integrated Design and Engineering Principles	TEG International College	12	6
7.	Diploma in international Hospitality Management (Blended)	TEG International College	12	9
8.	Diploma in International Hospitality Management (E-Learning)	TEG International College	8	0
9.	Diploma in Aeronautical Science	TEG International College	12	12
10.	Advanced Diploma in Housekeeping and Maintenance Management	TEG International College	12	0
11.	Diploma in Community Care for Elderly	TEG International College	12	12
12.	Diploma in Housekeeping and Maintenance Operations	TEG International College	12	0
13.	Diploma in Logistics and Supply Chain Management	TEG International College	12	9

14.	Post Graduate Diploma in Smart Embedded System	TEG International College	12	12
15.	Certificate in General English and English for Academic Purposes Level 1	TEG International College	3	NA
16.	Certificate in General English and English for Academic Purposes Level 2	TEG International College	3	NA
17.	Certificate in General English and English for Academic Purposes Level 3	TEG International College	3	NA
18.	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:

- Student recruitment including Pre-course Counselling, Student Selection and Admissions
- Delivery of its course curriculum including learning materials
- Conducting student assessment
- Monitor and examine data relating to student's outcomes/achievements
- Provision of student support services
- Process all appeal of results submitted by students are addressed fairly and within stipulated timeline
- 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	Pre-course Counselling	Sales & Marketing Department
2	Admission	- Student's Pass Application - Student Contract - ICA Formality (Collection of Student's Pass) - New Student Orientation	Student Support Service Department
3	Student Services	- 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 - Request for Letter - Pastoral Counselling - Attendance Counselling	Student Support Service Department
4	Course Matters	- Course Time-table, Results and Certificate - Industrial Attachment - Academic Counselling - Re-assessment / Re-module - Result Appeal - Career Guidance	Academic Department
		Course Progression	Sales & Marketing Department
5	Fee Matters	- 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:

- a. Minimum annual coverage limit of not less than S\$20,000 per student;
- b. 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 NTUC Income Insurance Co-operative Pte Ltd. as the medical insurance provider. Students can download the group medical insurance policy's coverage, any exclusion and claim procedure from TEG's website.

4.2 Pre-Course Counselling Service

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

The pre-course counselling services cover the following topics:

- a) Programme / Campus Information;
- b) Fees Payable and Payment Methods;
- c) Fee Protection Scheme;
- d) Medical Insurance and General Healthcare Services; and
- e) Policies and Procedures;

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) Information for International Students;
- e) ICA Regulations;
- f) Course Information;
- g) Leave of Absence / Disciplinary Issues;
- h) Fee Protection Scheme (FPS);

- i) Medical Insurance;
- j) Transfer Policy and Procedure;
- k) Withdrawal Policy and Procedure;
- l) Refund Policy & Procedure;
- m) Deferment Policy and Procedure;
- n) Dispute Resolution Policy;
- o) Feedback and Suggestion;
- p) List of Student Support Services;
- q) School Attire; and
- r) Student's Pass Holders are not permitted to engage in any form of employment or attend an industrial attachment/internship programme whether paid or unpaid without a work pass issued by Ministry of Manpower.

4.4 Fee Protection Scheme Group (FPSG)

As required under the EduTrust Certification Scheme, TEG has adopted the insurance scheme under the Fee Protection Scheme - Group (FPS-G) 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 which are paid only when necessary or where applicable such as 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 appointment, Lonpac Insurance Bhd shall issue a Master Certificate to TEG International College. A copy of the Master Certificate is displayed on the wall at the entrance of the office.

4.5 Renewal of Student's Pass

All International students must ensure that their Student's Pass are valid to enable them to study in Singapore. Student is responsible to inform the Student Support Services no later than 4 weeks before the expiry date for renewing their Student's Pass. TEG shall assist the student in the renewal by uploading the application into the SOLAR which is subjected to ICA's approval. Students are required to pay the renewal fees to ICA through the Student Support Service Department.

4.6 Leave Application

Students are encouraged not to take leave throughout their learning journey with TEG without valid reason(s) such as on compassionate ground. Student shall be aware that any no. of days of absent from class will adversely affect your attendance rate and academic learning.

Any student who needs to apply for leave is required to submit the completed 'Leave Application Form' to Student Support Services. 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 will take the necessary action base on its attendance policy which may lead to cancellation of 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 may not be considered. An exception is hospitalization case where the MC must be submitted within 48 hours after being discharge from hospital.

Please note that we accept all National University Polyclinics Mc and TEG approved Private Clinic which is posted in the Student Notice board.

4.8 Fees and Payment Methods

4.8.1 Course Fees

“*Course fees*” refers to all monies that are paid by the student for enrolment purpose which will be protected under the Fee Protection Scheme Group (FPSG). This do not include course application fee and agent commission fee (if applicable). GST is not included as part of fees to be protected. Course fees are clearly indicated in the Student Contract which you have signed before the commencement of the course.

4.8.2 Miscellaneous Fees

No.	Type and Purpose of Fees	Amount (S\$)**
a	Assessment Appeal Fee (Per Module)	250.00
b	Deferment Fee	50.00
c	Exemption Fee (Per Module)	50.00
d	Late Submission of Assignment/rework/project (per month)	50.00
e	Re-eam Fee / Re-submission of Project or Assignment	200.00
f	Re-module / Re-exam	500.00
g	Replacement of Certificate (Certify True Copy of Certificate)	100.00
h	Late Paymeny Fee (pre month)	100.00
i	Student’s Pass Medical Check-up Fee (Payable to Medical Clinic)	50.00
j	Overseas Courier Charges	100.00
k	Local Courier Charges	30.00

**All fees above are subjected to GEST 9%

No.	Type and Purpose of Fees	Amount (S\$)*
a	ICA Student’s Pass Processing Fee for Renewal – To ICA	45.00
b	ICA Student’s Pass Issuance Fee – To ICA	90.00

* No GST charge for the above fees

4.8.3 Payment Modes

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

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.

4.9 Student Counselling Services

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.

4.10 Other Services Guidance

4.10.1 Banks:

The nearest bank from the School is 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>

4.10.2 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.

4.10.3 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.

4.10.4 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.

4.10.5 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.

5. POLICIES AND PROCEDURES

5.1 Dispute Resolution

A. Policy

A dispute could arise from any of the following:

- Complaint resolution that is unacceptable to the complainant
- Complaints that are unresolved after 21 working days
- Appeals submitted for suspensions and expulsion.

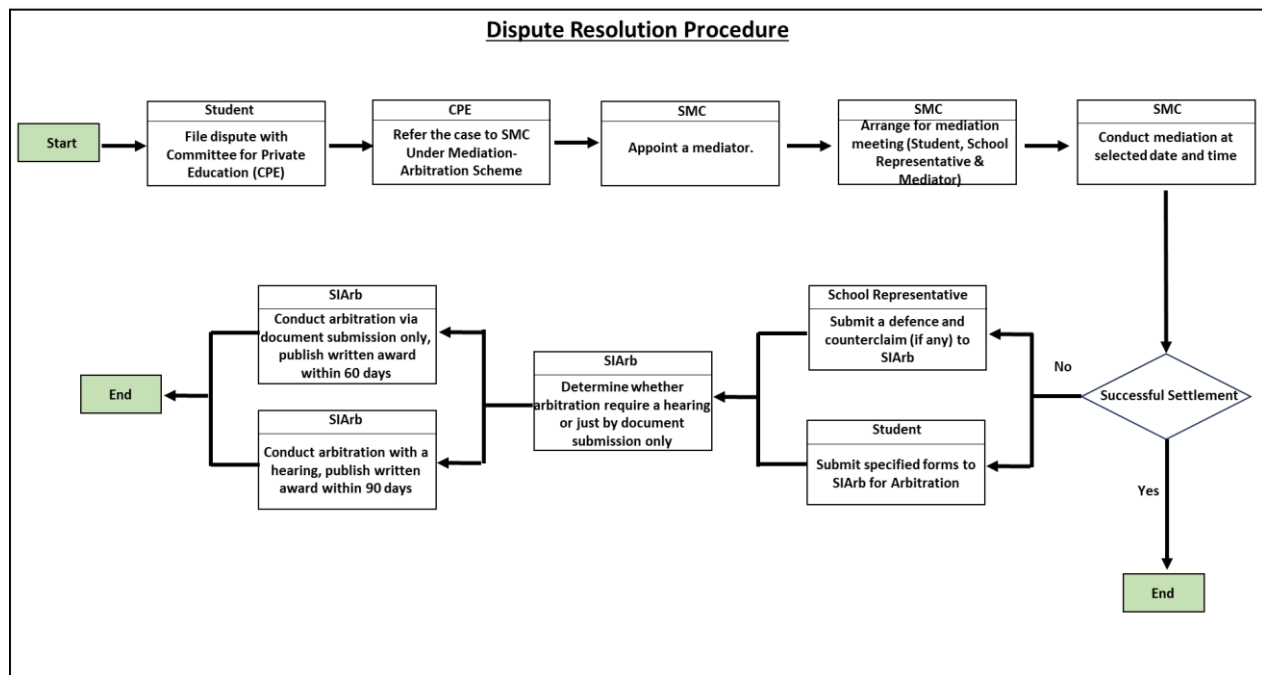
TEG International College (TEG) is committed to resolve dispute matter regardless of whichever dispute resolution channel the student had chosen such as:

- SSG/Mediation-Arbitration Scheme; or
- Small Claims Tribunal (SCT), for clear cut refund issues of equivalent or less than S\$20,000; or

Note: For amount that exceed SGD\$20,000 but is below SGD\$30,000, the claim can still proceed with SCT if both parties consent to it in writing

- Students' own legal counsel.

B. Procedure



5.2 Course Transfer

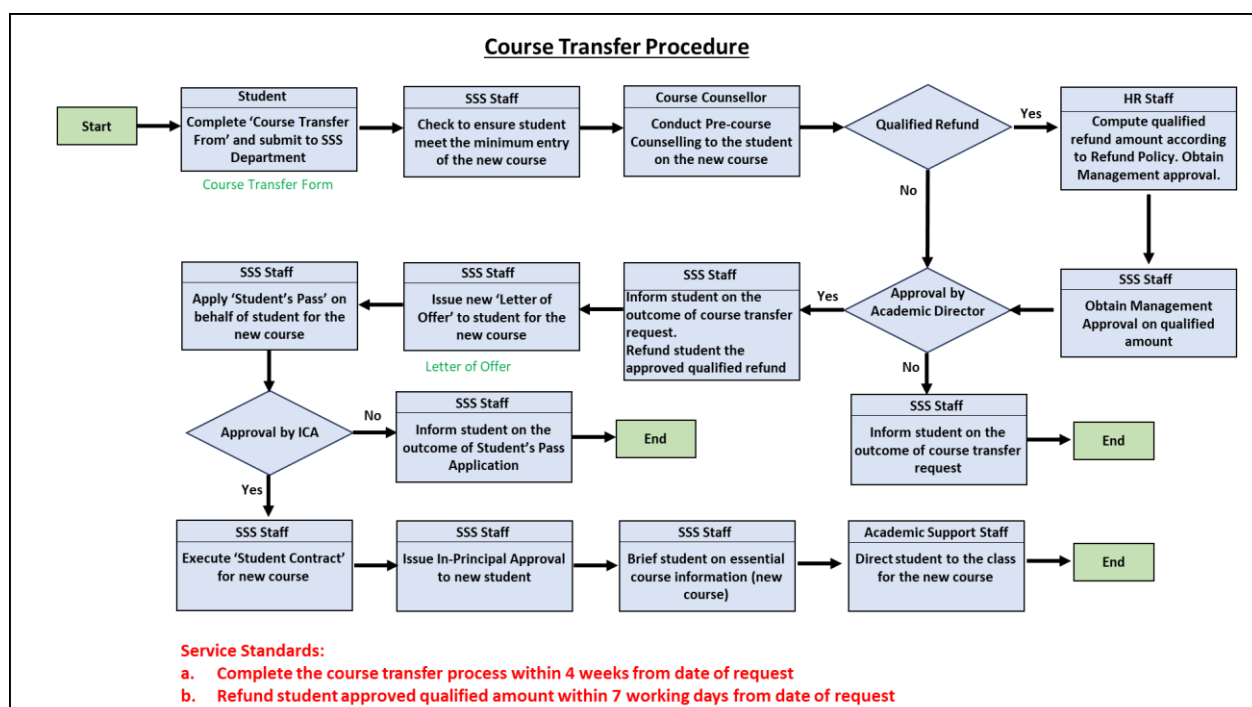
A. Policy

- 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. Procedure



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.

5.3 Course Withdrawal

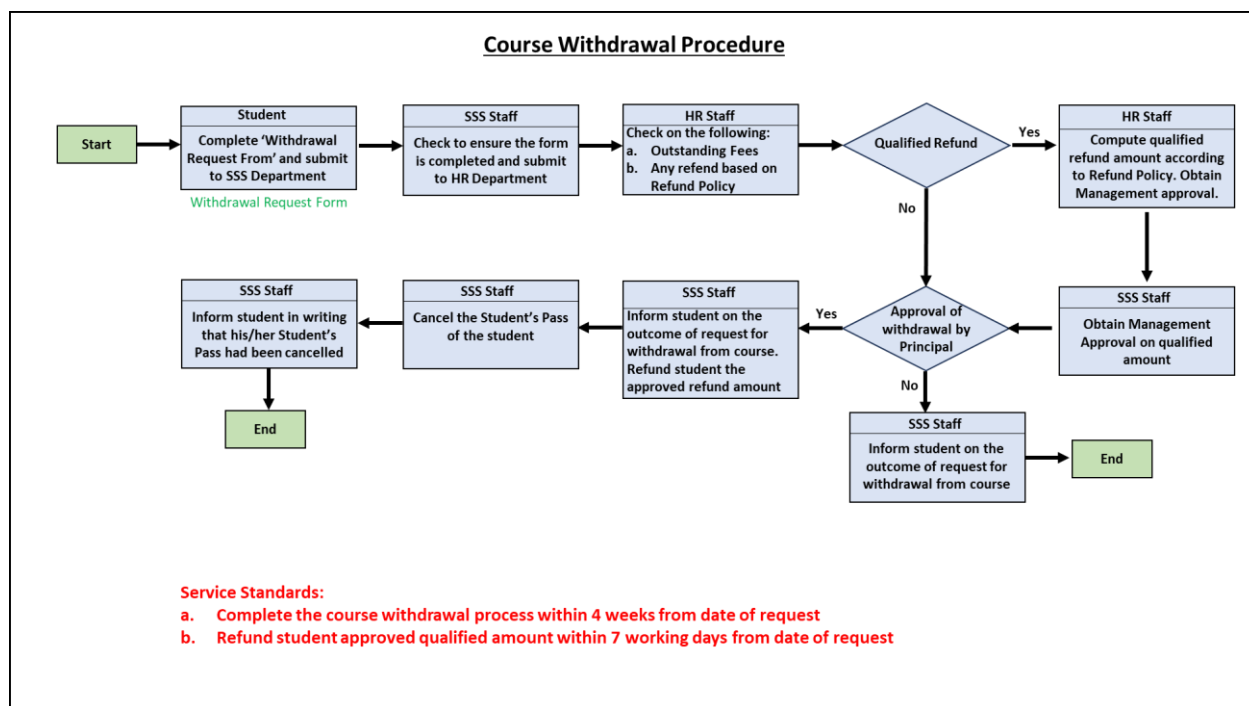
A. Policy

- 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. Procedure



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.

5.4 Deferment

A. 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.

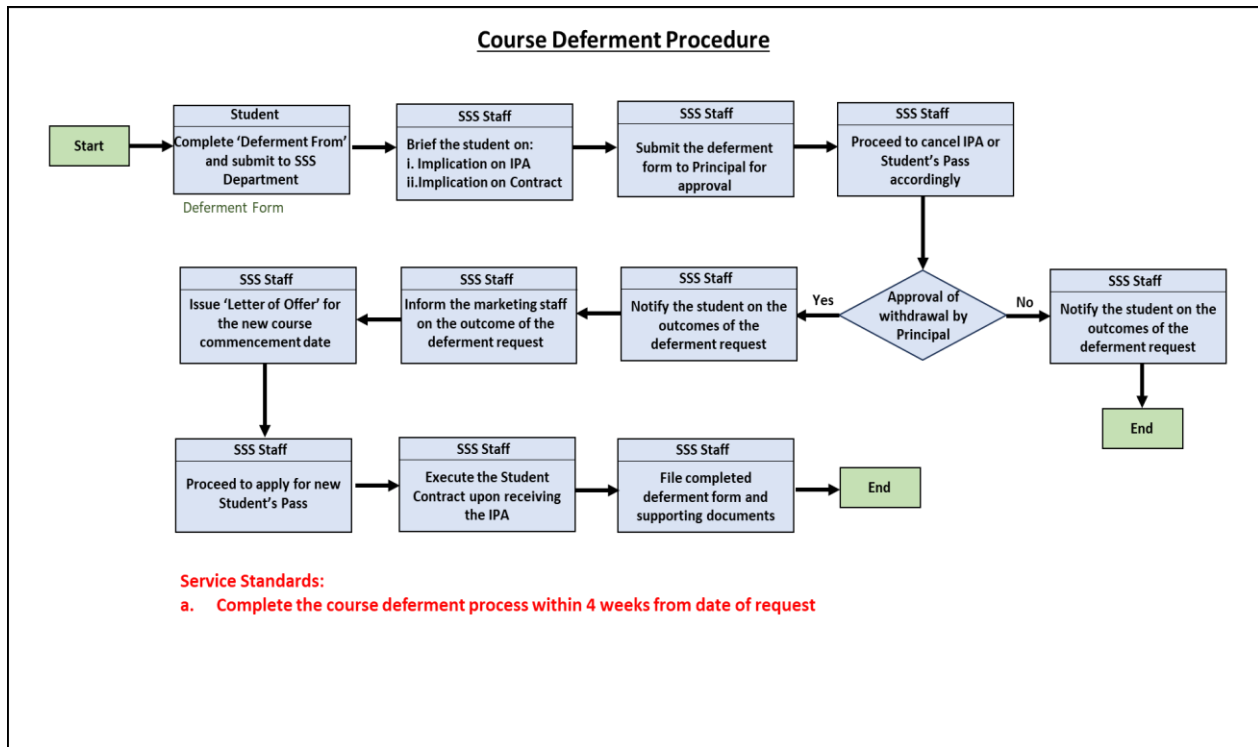
- **Deferment of module(s)**

- 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

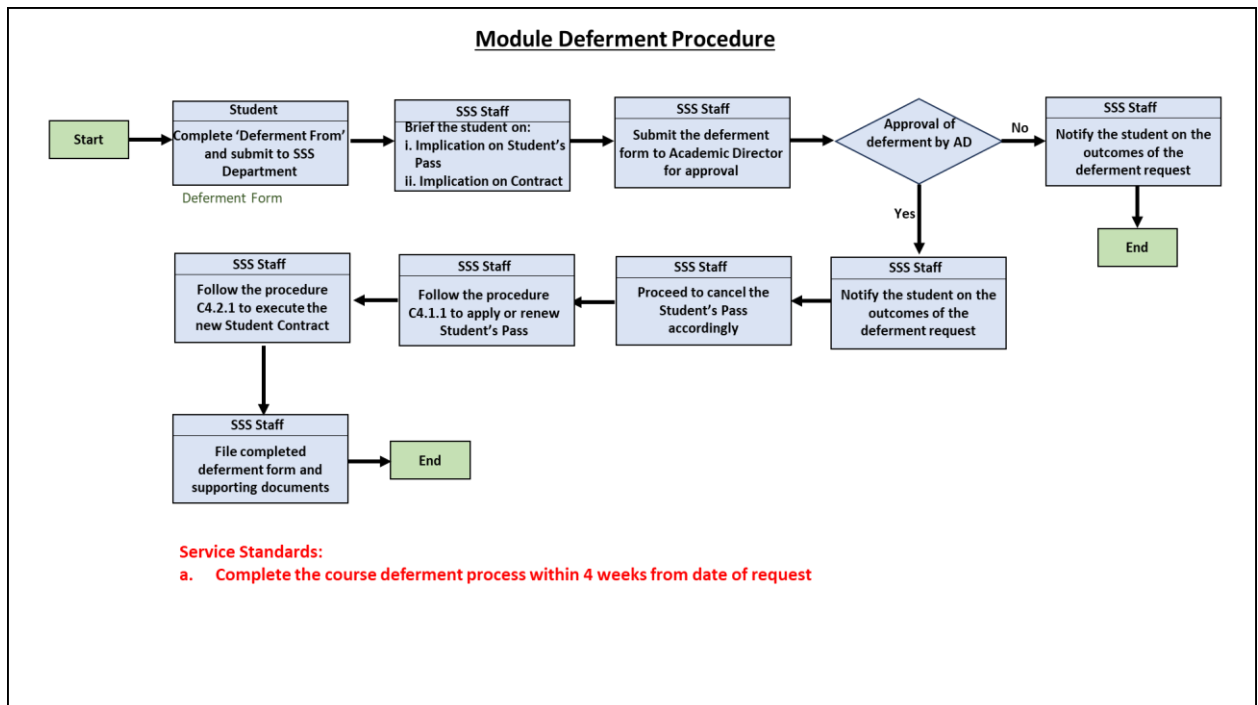
Time Frame for processing a deferment case

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

B. Procedure – Course Deferment



C. Procedure – Module Deferment



D 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.

E. 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.

5.5 Refund

A. 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 SSG; 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

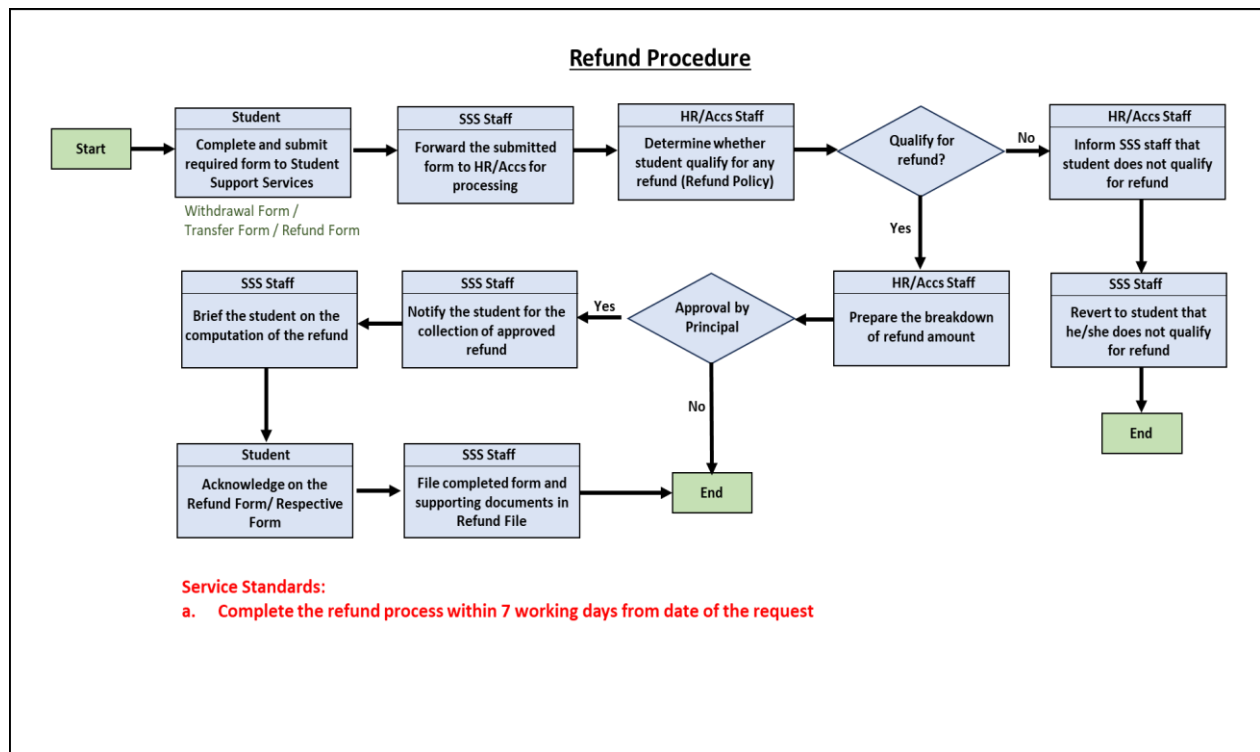
- Course Application Fee
- Assessment Fee
- Course Material Fee
- Medical Insurance Premium
- Miscellaneous Fees

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

B. Procedures



6. 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.

7. 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.

A. Discipline Policy

The college established the Discipline Policy as follows:

i. Abide by Singapore Laws and Student Code of Conduct

Students are expected to maintain and uphold the highest standards of integrity and honesty in line with respect of self, respect of others, and abide by the Singapore laws and the Student Code of Conduct.

ii. Disciplinary Measures

The disciplinary measures that the college will take against the student who had committed an offence shall be implemented in the following order:

- a. 1st Counselling
- b. 1st Warning
- c. 2nd Warning (Final Warning)
- d. Expulsion/Termination of Study

Note: The counselling and warning are considered as intervention measures conducted by the college to prevent recurrence.

iii. Serious/Major Offence

The order of implementing disciplinary measures will be determined **in accordance to the** seriousness of the offence. Student may be subjected to the most serious disciplinary measure 'Expulsion/Termination of Study' for major offences such as:

- a. Breaking a Singapore law such as theft, fighting, possession of dangerous weapon
- b. Illegal working
- c. Assault
- d. Drug related offences
- e. Sexual misconduct such as sexual assault, outrage of modesty and voyeuristic act
- f. Bullying / Harassment

- g. Non-compliance to Student Code of Conduct
- h. Student's Pass Holder absent for more than 7 continuous days.

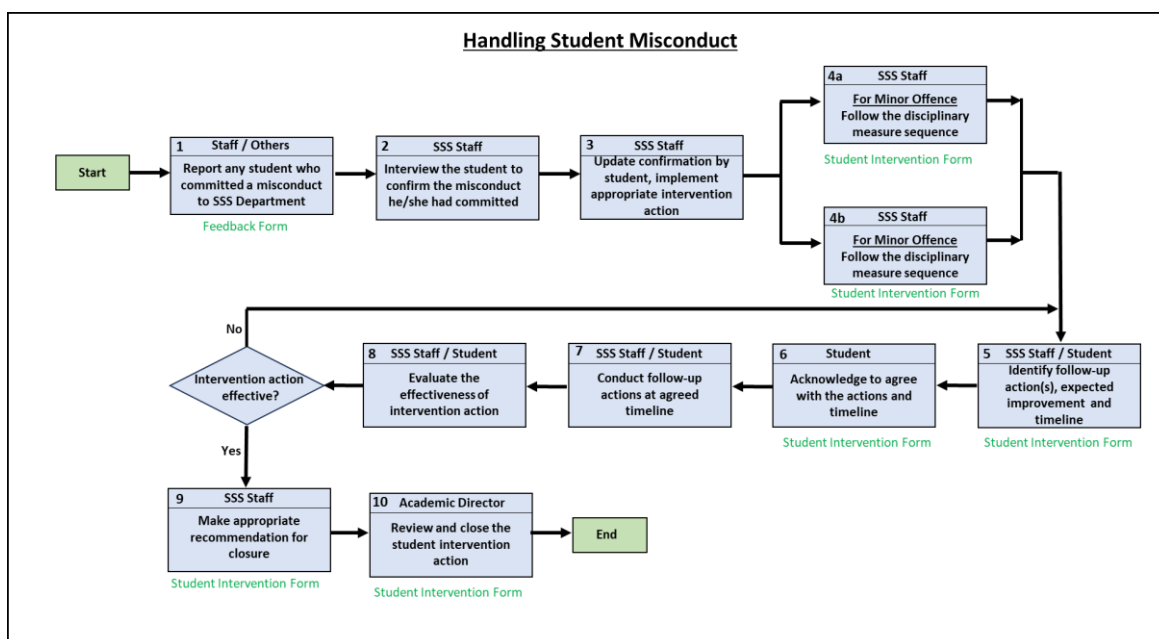
iv. Minor Offences

Student who had committed a minor offence shall be subjected to the disciplinary actions as listed under the Discipline Measures.

Examples of minor offences:

- a. Poor Attendance (failed to achieve 90% monthly attendance)
- b. Late for attending classes
- c. Violating dress code
- d. Untidy dressing

B. Handling Student Misconduct



8. Academic Matters

8.1 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.

8.2 Attendance Policy

The college established the Student Attendance Policy as follows:

i. Monthly Attendance Requirements

a. Student's Pass Holders

All Student's Pass Holders must achieve a minimum monthly attendance rate of 90% (under the terms and conditions of Student's Pass Holders issued by the Immigration & Checkpoints Authority (ICA)).

b. Non-Student's Pass Holders

All Non-Student's Pass Holders must achieve a minimum monthly attendance rate of 80%.

ii. Intervention Measures

a. Any student whose monthly attendance rate falls below attendance requirement (mentioned above) at any one time throughout the duration of the course shall be subject to the intervention measure in the following sequence:

- 1st Counselling
- 1st Warning
- 2nd and Final Warning

Upon exhaustion of the above intervention measures, the student shall be recommended for 'termination' of Student's Pass. All termination of Student's Pass must be approved by the Principal.

Note: Student is liable to have his/her Student's Pass cancelled if he/she is absent for lesson for a continuous 7 days.

iii. Attendance Requirement for Students to Qualify for Assessment

Students must achieve the below minimum attendance rate for the module to qualify for the respective module assessment:

- 80% for Student's Pass Holders;
- 75% for Non-Student's Pass Holders.

The minimum attendance rate to qualify for assessment is calculated based on per module basis. Student who has failed to achieve the minimum attendance rate for the module will be barred from assessment and will be considered as has failed the module assessment. This student will be required to meet up with his/her lecturer to establish a make-up plan.

8.3 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 for the assignment submission and obtain an extension for late submission which is subjected to approval.

8.4 Assessment (examination and/or assignment)

8.4.1 Briefing on Module Assignment (assessment)

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.

8.4.2 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.

8.4.3 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.

a. 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.

b. 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.

c. 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.

8.5 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.

9. 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.

10. EDUTRUST CERTIFICATION SCHEME

• SkillsFuture Singapore Agency

The SkillsFuture Singapore Agency (SSG) 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 SSG facilitates capability development efforts to uplift standards in the local private education industry.

The SSG takes a balanced and holistic approach towards raising the quality and standard of the private education institutions, the SSG'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 SSG'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))

- **EduTrust Certification Scheme**

EduTrust Certification of a PEI is done through an assessment on how well the PEI's systems and processes address and meet the requirements stipulated under the seven(7) criteria of the EduTrust Certification Scheme Guidance Document. A certificate is awarded to the PEI whose implementation of systems and processes met the requirements stipulated in the EduTrust Certification Scheme Guidance Document. The type of certificate awarded depends on the score obtained during the EduTrust assessment.

TEG International College is EduTrust certified with 4-years validity.

SSG'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))

11. SINGAPORE IMMIGRATION REGULATIONS FOR INTERNATIONAL STUDENTS

- i. A student holding a valid Student's Pass is required to attend a minimum of 90% monthly attendance rate. Any student who is absent from class lesson for a consecutive 7 days, without any valid reasons may be subjected to termination.
- 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 issued 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.**

12. CONTACT US

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