



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 preparing 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 lifestyle here very different from what you are used to in your home country. I hope the notes in this handbook will prepare you in advance and help you when you arrive in Singapore and report to our College.

Finally, I hope this handbook will provide you with the details and advice to make your studies 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. MESSAGE FROM THE PRINCIPAL

Welcome to TEG International College!

Since TEG International College's (TEG) inception in 1994, the college has been developing its students holistically through cost-effective courses with high-quality curricula and extracurricular activities that meet student and industrial needs.

TEG currently offers programmes in the fields of Hospitality & Tourism, Business & Retail, Engineering, Facilities, Logistics & Supply Chain Management, Smart Embedded Systems, Aviation Management, Community Care, Artificial Intelligence, and English for students and working adults who realise the need to continuously upgrade their knowledge and skills. We will continue to roll out more exciting courses to enhance your academic qualifications, career development, and employability.

We provide comprehensive facilities, including well-equipped classrooms and a computer room, to assist our students as they face 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 Skills & Workforce Development Agency (SWDA).

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

Mr. Rao Suresh

Principal

TEG International College

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”

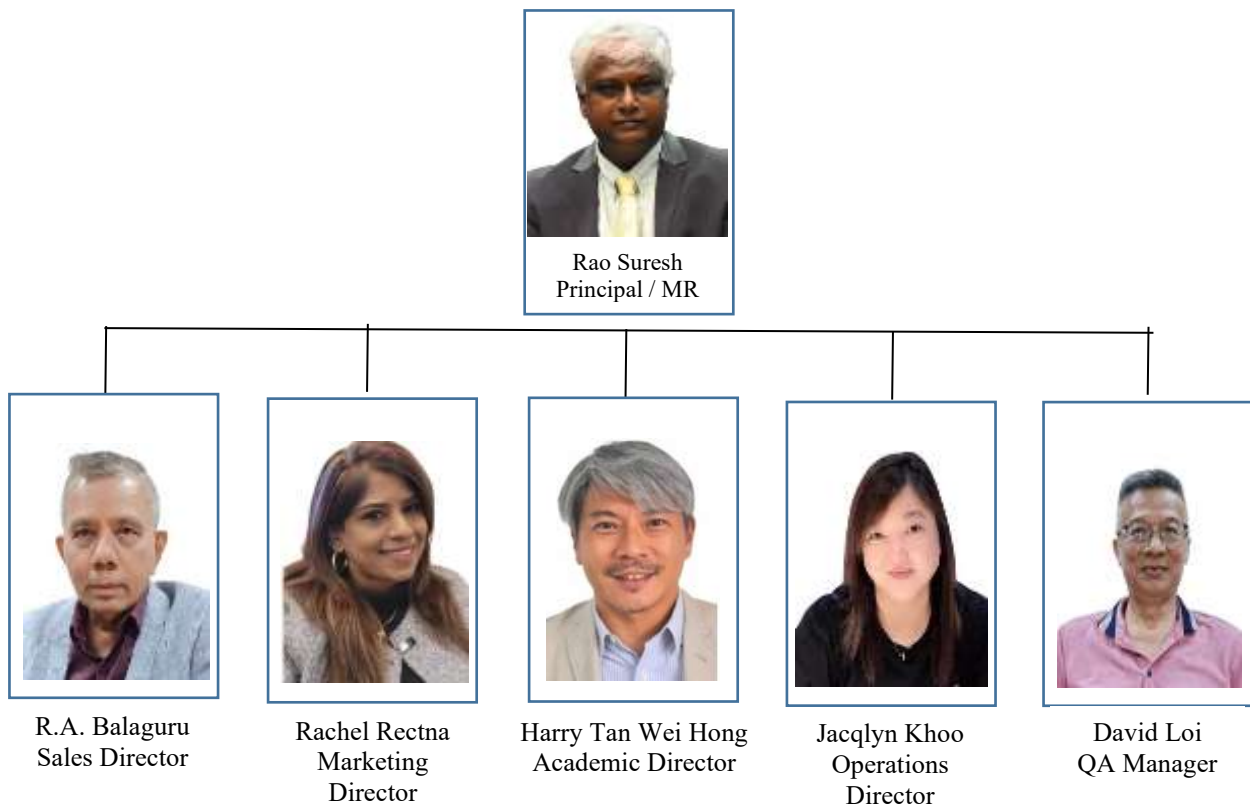
3. ABOUT TEG INTERNATIONAL COLLEGE

TEG International College, founded in 1994 with the principal objective of promoting vocational-based education leading to a Higher Diploma in Singapore, is totally committed to students' career development and opportunities. We are committed to academic and vocational excellence and strive constantly to open doors to new opportunities for our students.

Syllabus Updating at TEG International is ongoing and focused on keeping our students up to date with the latest developments in academia and 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



c3.2 The Academic & Examination Board

Academic Board:

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

Examination Board:

	Ms. Lee Soy Mei, Esther Master of Arts in Education Columbia Graduate School Chairman of the Examination Board
	Mr. Harry Tan Wei Hong Bachelor of Business (Marketing) Queensland University of Technology Acting Chairman of the Examination Board
	Dr. Kalavaguta Sreedhar PhD in Civil Engineering University Tenaga Nasional (UNITEN) Member of the Examination Board
	Mr. Somanchi Vanamali Master of Business Administration, (Nagarjuna University) Member of the Examination Board
	Mr. Balakumaran S/O Krishnasamy Bachelor of Science National University of Singapore Member of the Examination Board
	Mr. Habib Kassim Master of Business Administration University of Western Sydney, Australia Member of the 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 the 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 Systems	TEG International College	12	12
15.	Higher Diploma in Business Management	TEG International College	18	18

16.	Higher Diploma in Artificial Intelligence, Data Analytics & Cyber Security	TEG International College	24	18
17.	Certificate in General English and English for Academic Purposes Level 1	TEG International College	3	NA
18.	Certificate in General English and English for Academic Purposes Level 2	TEG International College	3	NA
19.	Certificate in General English and English for Academic Purposes Level 3	TEG International College	3	NA
20.	Certificate in General English and English for Academic Purposes Level 4	TEG International College	3	NA

Please refer to the 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 enroll on a course offered by TEG
- All students throughout their study experience with TEG

a. Prospective Students

TEG shall process all course applications (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 for 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 students' outcomes/achievements
- Provision of student support services
- Process all appeals of results submitted by students so that they are addressed fairly and within the stipulated timeline
- Implement timely intervention actions in line with established procedures for matters relating to students' conduct, attendance and academic underperformance

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 Students' 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 ● Lost 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-hour coverage in Singapore and overseas (if the student is involved in school-related activities) throughout the entire course duration.

Exemption for Singaporean/PR students who 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 an orientation programme for all newly-enrolled students covering:

- a) TEG's Vision, Mission, 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 the Ministry of Manpower.

4.4 Fee Protection Scheme Group (FPSG)

As required under the EduTrust Certification Scheme, TEG has adopted the Fee Protection Scheme - Group (FPS-G) to provide full protection for all fees paid by its 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 fees 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 office entrance.

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. The student is responsible for informing Student Support Services no later than 4 weeks before the expiry date to renew their Student's Pass. TEG shall assist the student with the renewal by uploading the application to SOLAR, subject 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 grounds. Students shall be aware that any number of days of absence from class will adversely affect their 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 steps below to complete your leave application:

Step 1

Complete the Leave Application Form and submit it 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 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 under its attendance policy, which may lead to the 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 applies to hospitalisation cases, where the MC must be submitted within 48 hours of discharge from the hospital.

Please note that we accept all National University Polyclinics MC and TEG-approved Private Clinics listed on the Student Notice board.

4.8 Fees and Payment Methods

4.8.1 Course Fees

“*Course fees*” refers to all monies paid by the student for enrolment purposes, which will be protected under the Fee Protection Scheme Group (FPSG). This does not include the course application fee and agent commission fee (if applicable). GST is not included in the 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-exam 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 Payment 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 subject to GST 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

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

- a. Cash
- b. Paynow
- c. Bank Transfer
- d. Telegraphic Transfer (TT)
- e. Internet Banking

Please ensure that you receive an official receipt issued by TEG when paying fees. You are advised to retain the receipt for verification of your payment status, should it be required.

4.9 Student Counselling Services

TEG provides the following counselling services to students:

- a. Pastoral Counselling by an in-house counsellor for students with behaviour issues;
- b. Academic Counselling by a lecturer for students who underperform academically and/or face problems understanding the lectures; and
- c. Attendance Counselling by the Student Support Services for students with poor attendance issues.

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

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

4.10 Other Services Guidance

4.10.1 Banks:

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

This letter is issued to you strictly for the purpose of opening a bank account for your personal use. Bank account details, such as account numbers and internet banking passwords, are highly confidential and should not be shared with strangers or third parties

to avoid becoming 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 anyone asks you 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, calculate and dispense the appropriate 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 comprising the Mass Rapid Transit (MRT) System, buses, and taxis, with fares at reasonable levels.

The nearest MRT Station and bus interchange is at Boon Lay, a 10-minute drive from TEG. Students can purchase an EZ-Link Card as a convenient way to pay for fares when travelling on all public buses and MRT trains.

4.10.4 Student Personal Particulars:

TEG staff will contact students only by 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 Students' Information:

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

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.

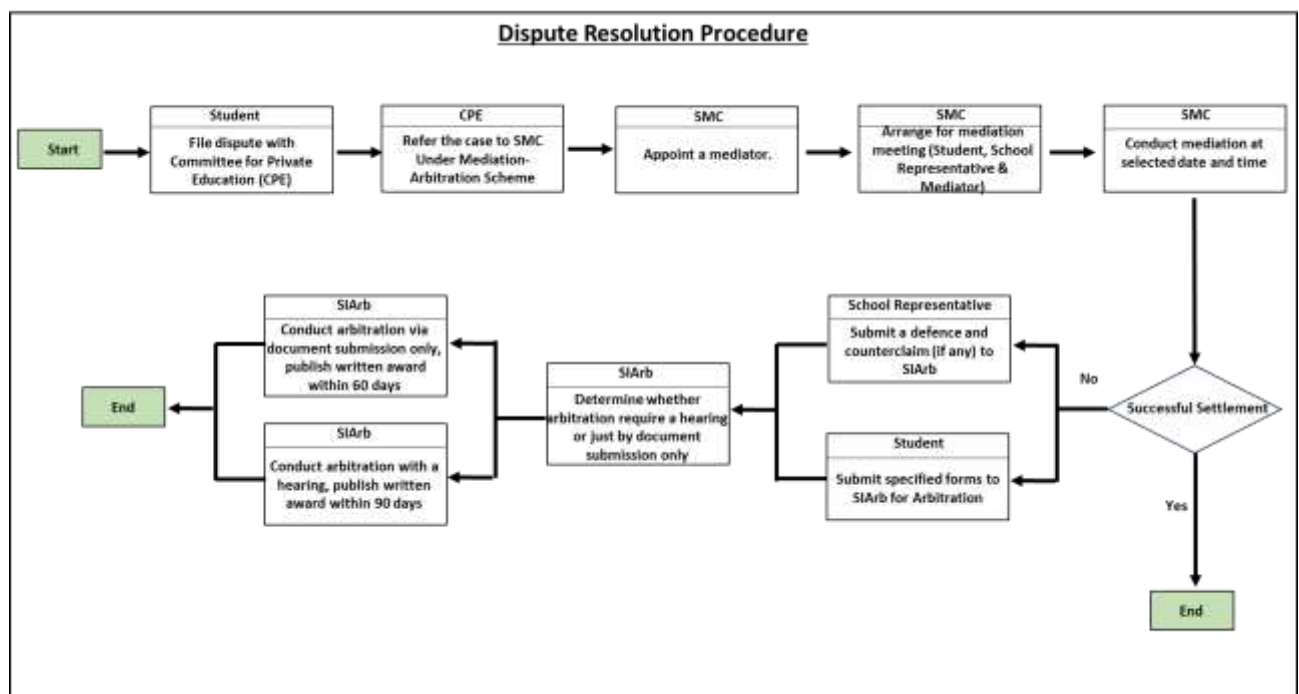
TEG International College (TEG) is committed to resolving dispute matters regardless of whichever dispute resolution channel the student had chosen, such as:

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

Note: For amounts that exceed SGD\$20,000 but are 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

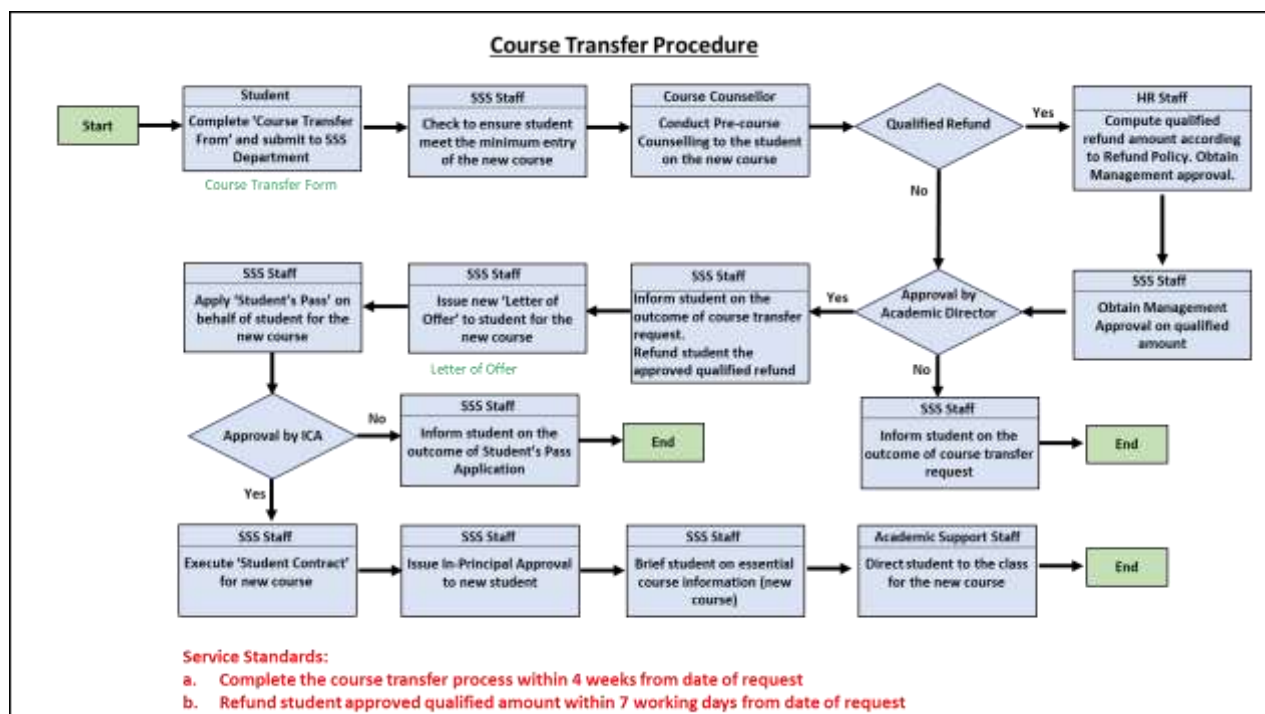
A. Policy

- a. Course Transfer refers to a student's 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 by the regulations of the respective institutions, which are beyond the purview of the college.
- b. The College shall provide pre-course counselling for the intended course
- c. Student's request for transfer can only be processed if the student meets the entry requirements of the new course and the student has completed the instalment obligations (payments) for all overdue fees of the existing course (if any).
- d. The College's refund policy shall apply to all qualified refunds.
- e. Student requesting 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 the contract is signed.
- g. Consent from the parent/guardian is needed if the 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 a 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 the student's request for transfer

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

5.3 Course Withdrawal

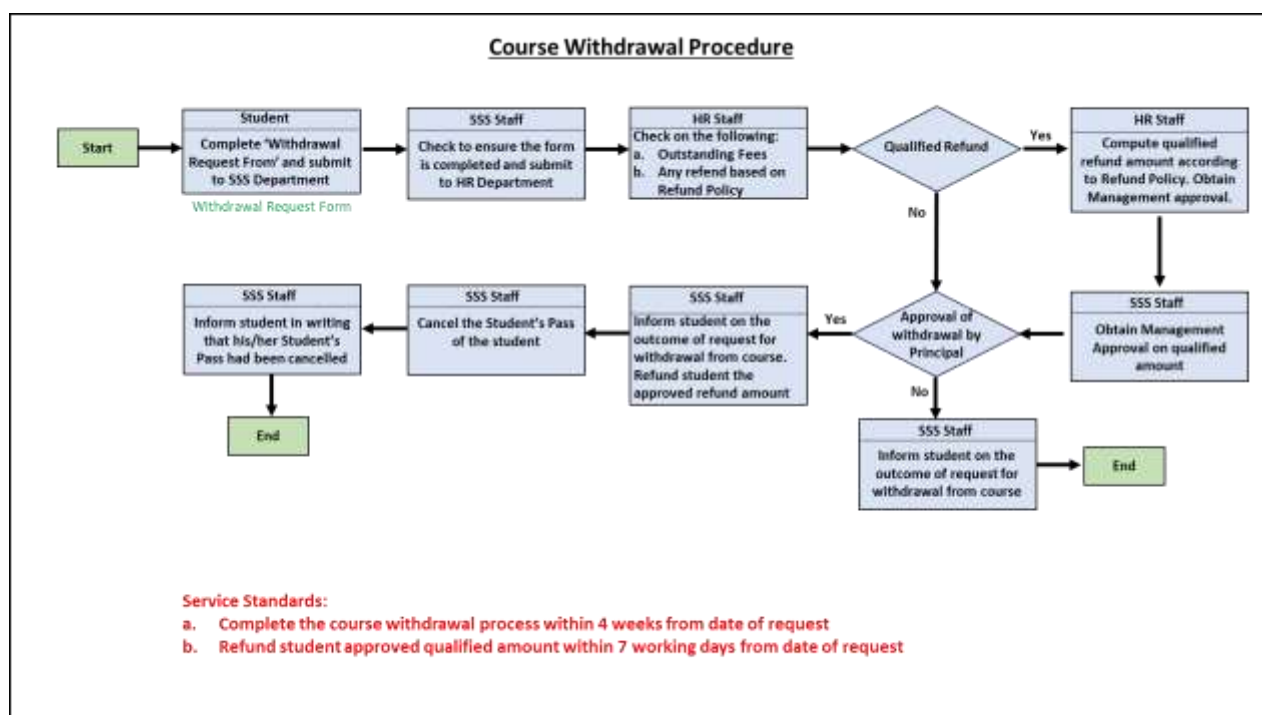
A. Policy

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

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 the 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.

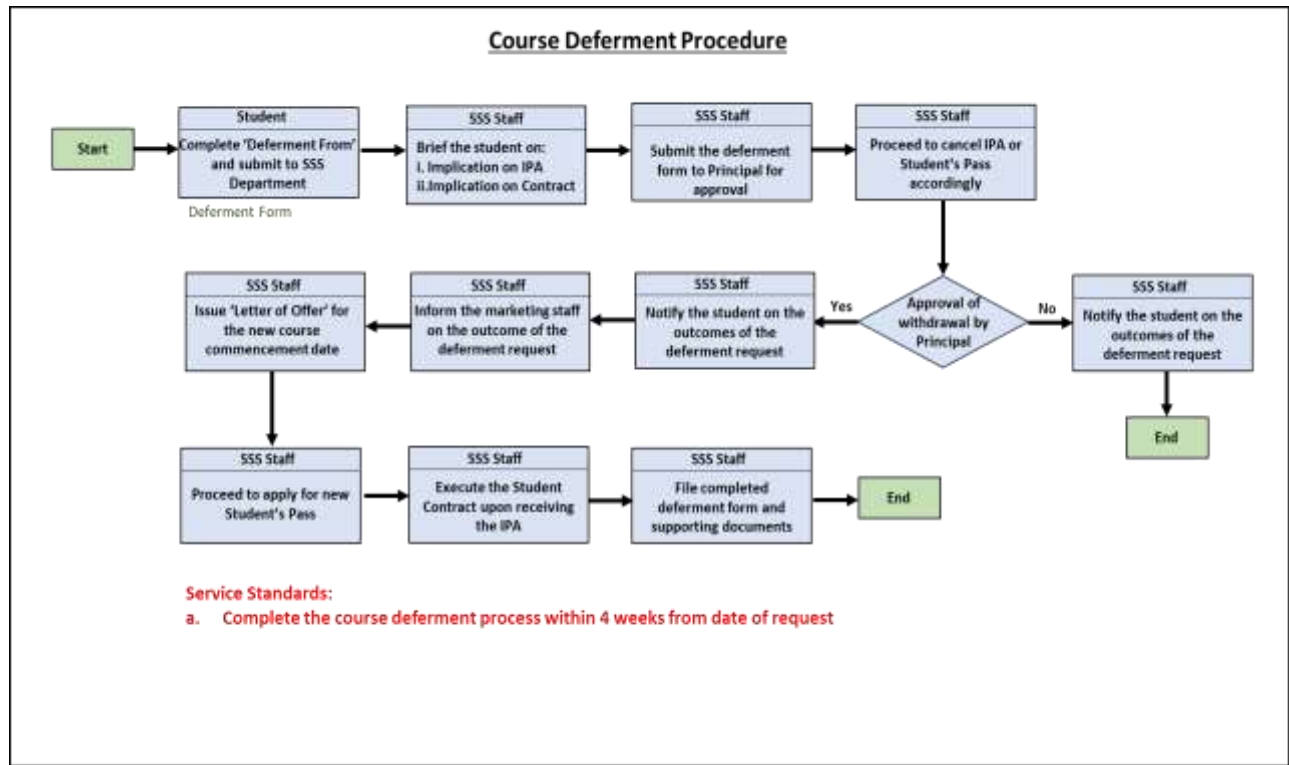
- **Deferment of module(s)**

- a. Student fills out and submits 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

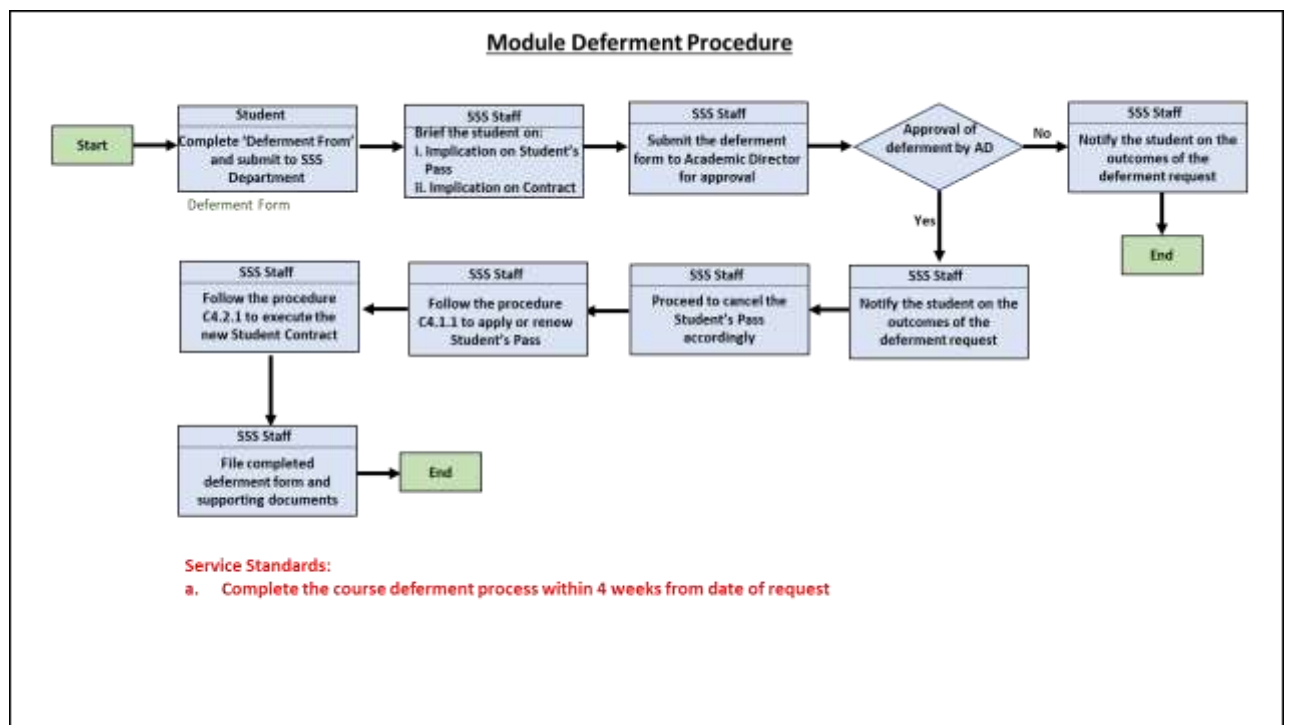
Time Frame for processing a deferment case

The College shall complete processing the deferment request within 4 weeks of the student's submission.

B. Procedure – Course Deferment



C. Procedure – Module Deferment



D Administrative fees for Deferment

For any 'Deferment', the 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 of the student's request submission.

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 SWDA; or
- (vi) The Student's Pass application is rejected by the 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 Students with a cooling-off period of seven (7) working days from the date the Standard PEI-Student Contract is signed by both parties.

The Student will be refunded the highest percentage (as stated in the Refund Table) of the fees already paid if the Student submits a written notice of withdrawal to TEG International College within the cooling-off period, regardless of whether the Student has started the course.

d. List of non-refundable fees

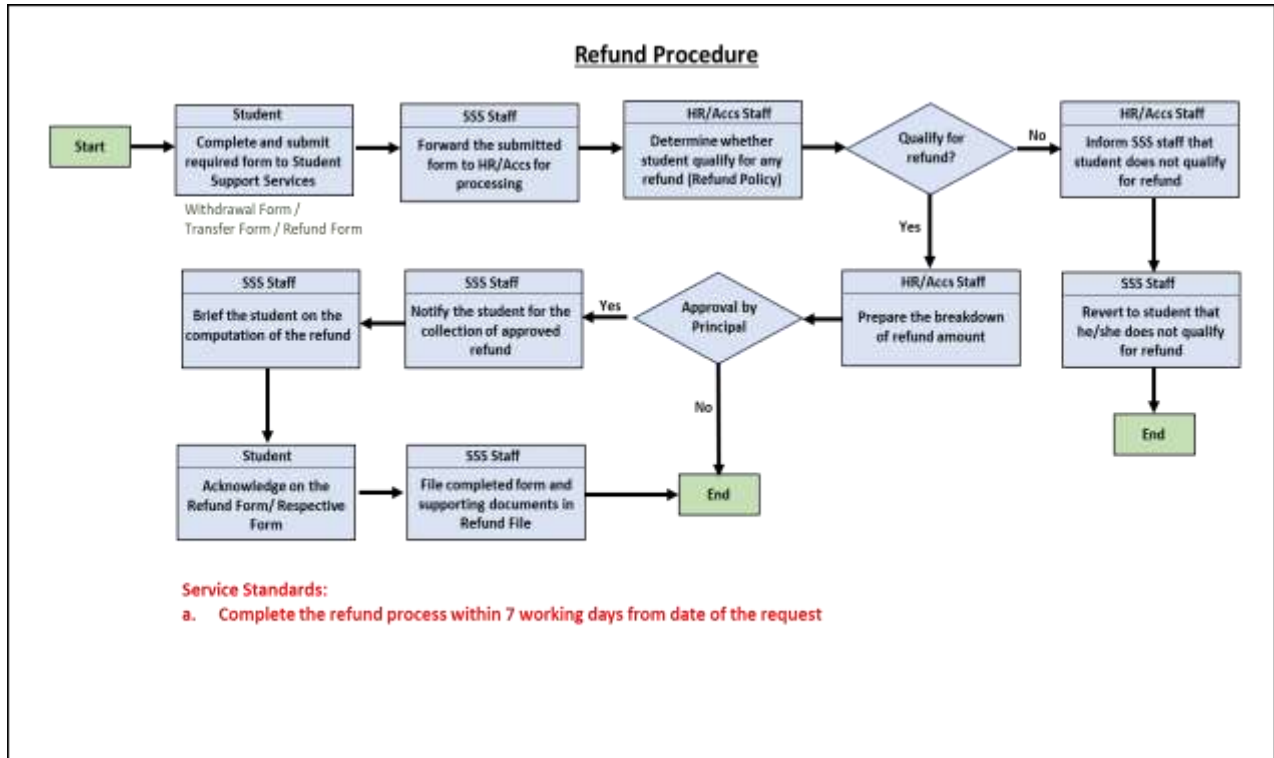
- Course Application Fee
- Assessment Fee
- Course Material Fee
- Medical Insurance Premium
- Miscellaneous Fees

e. Refund Table

● Refund Table (Full-time & Part-time Courses):

% of [the amount of fees paid under Schedules B and C]	If the 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 TEG student, it is your responsibility to maintain proper conduct at all times to ensure a conducive learning environment.

a. Student Dress Code & Attire

Students are required to be properly attired at all times and to observe decorum on the school premises.

- Plan a white shirt with a 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 male 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 the Smoking (Prohibited in Certain Places) Act, Singapore restricts smoking in most areas of all campus buildings, eating places, and areas with regular human traffic, such as bus stops and food courts.

Smoking is permitted only in areas specifically designated and posted as smoking areas. Any students found smoking in their classroom, washroom, or elsewhere on 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 premises.

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 want all students to study in a conducive environment, free from disturbances or distractions during class. For this reason, all hand phones and other gadgets must be switched off or tuned to the silent mode. It is also a simple courtesy and a sign of respect for the lecturer to refrain from listening to music in class, even if using headphones.

g. **Food and Drink**

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

h. **Parking of Vehicles**

A student who drives a car or rides a motorcycle to the campus shall park their vehicle in a public parking lot located opposite the school.

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

All students who are holding a 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 a 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 familiarise themselves and adhere to the College's policies and code of conduct (listed under Clause 2.11 in the Student Handbook) that apply to them.

A. Discipline Policy

The college established the Discipline Policy as follows:

i. I abide by Singapore Laws and the Student Code of Conduct

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

ii. Disciplinary Measures

The disciplinary measures that the college will take against the student who has 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 intervention measures conducted by the college to prevent recurrence.

iii. Serious/Major Offence

The seriousness of the offence will determine the order in which disciplinary measures are implemented. A 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, or possession of a 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 with the Student Code of Conduct
- h. Student's Pass Holder is absent for more than 7 continuous days.

iv. Minor Offences

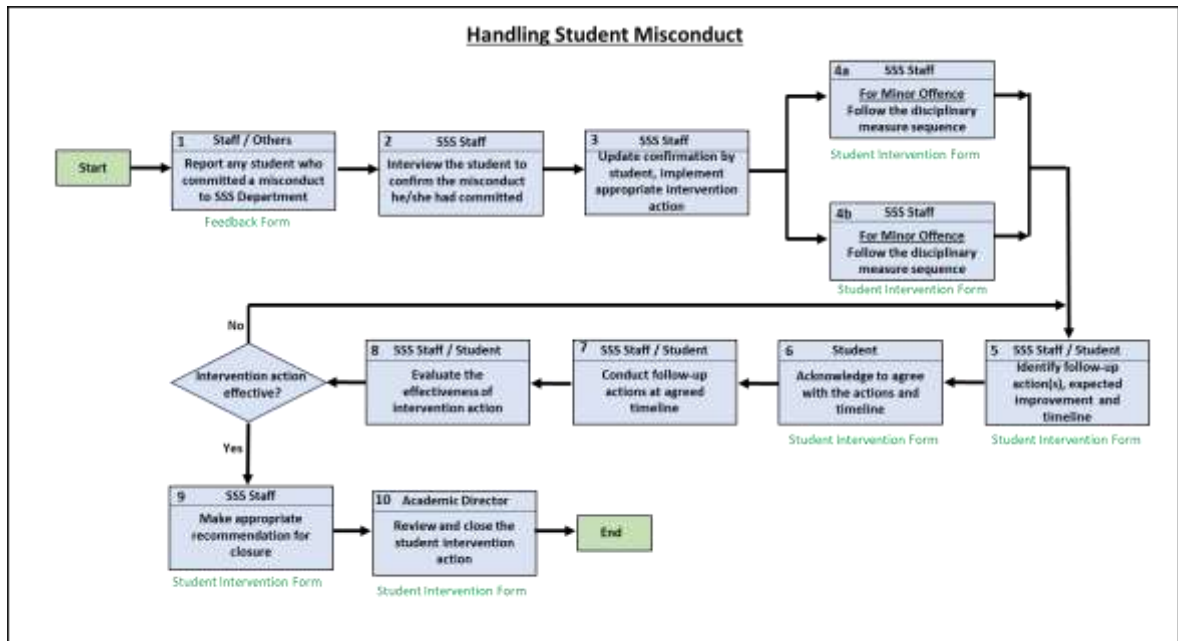
A student who has committed a minor offence shall be subjected to the disciplinary actions as listed under the Discipline Measures.

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 the module assignment. The induction will include familiarisation with the course timetable, 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 Pass Holders must achieve a minimum monthly attendance rate of 80%.

ii. Intervention Measures

a. Any student whose monthly attendance rate falls below the 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 the Student's Pass. The Principal must approve all terminations of the Student's Pass.

Note: Students are liable to have their Student's Pass cancelled if they are absent from lessons for a continuous 7 days.

8.3 Attendance Requirement for Students to Qualify for Assessment

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

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

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

8.4 Punctuality

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

If you face the problem of submitting the assignment by the due date, you need to approach your lecturer before the deadline for the assignment submission and obtain an extension for late submission, which is subject to approval.

8.5 Assessment (examination and/or assignment)

8.5.1 Briefing on Module Assignment (assessment)

Your lecturer will brief you on the module assignment (assessment), including the assignment brief and the submission due date. 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.

8.5.2 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 unauthorised books, written materials, printed documents, pictures, drawings, notes or other papers.

- Handphones and all electrical devices which emit noise must be turned off.
- Students may bring their writing materials, a non-programmable calculator, identity cards and their wallets. All other items, such as films, notes, and textbooks, must be placed at the front or 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 examination begins.
- 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.

8.5.3 Assessment Malpractice

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

All reported cases of assessment malpractice, including plagiarism, cheating, and collusion, will be investigated and dealt with by the Academic Director and the Academic Board. A student found guilty of assessment malpractice shall be appropriately dealt with, 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 advised 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 an 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 unauthorised material into an examination (e.g. books and crib notes);
- Obtaining an examination paper in advance of its authorised 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 one student has independently produced the work submitted, 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 when students are encouraged, or even required, to work together and 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, that if you are in any doubt about the appropriateness of group work in the production of assignments, you should ask your tutor for clarification.

8.5.4 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 of the examination/assignment due date. The result slips also serve as the 'Student Progress Report', as they include the past assessment results for the modules completed in the current course the student is studying.

9. COMMUNICATION / FEEDBACK

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

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

- Notice Board
- Website
- Lecturers and Staff

You are advised to check the notice board regularly for updated information. However, if you need to speak or provide feedback to the TEG on any matter, please approach your lecturer for academic-related matters and approach our Student Support Service staff for any other services.

10. EDUTRUST CERTIFICATION SCHEME

● Skills & Workforce Development Agency

The Skills & Workforce Development Agency (SWDA) is a statutory board empowered to regulate the private education sector. In addition to its role as the sectoral regulator of private education institutions, the SWDA facilitates capacity development to raise standards in the local private education industry.

The SWDA takes a balanced, holistic approach to raising the quality and standards of private education institutions. The SWDA'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) must adhere to in order to operate. EduTrust requires PEIs to provide a higher standard of educational services to be certified.

For further information, please visit the SWDA'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 a 4-year validity.

SWDA'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

- 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 for consecutive 7 days without a valid reason may be subject to termination.
- 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).
- 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.
- A student is only permitted to attend the course after approval of the Student's Pass issued by ICA.
- A student must not be retained as a student in any other school(s) or course(s) other than those indicated in the Student's Pass.
- 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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