



## Student Handbook

*Updated: 12 August 2024*

### **SISH Institute Pte. Ltd**

CPE Reg UEN: 200714877H (Valid from 26 Sept 2023 to 25 Sept 2027)

#### **Mailing Address:**

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# Welcome to **SISH Institute**

I would like to extend a very warm welcome to SISH Institute (SISH). At SISH, we believe in providing quality and effective services to all our students. We strive to develop our students in a holistic manner.

SISH Institute is a forward looking school with a clear focus on hospitality education. Our programmes designed in collaboration with established education institutes, not only equip our students with the professional and business knowledge and skills for the global hospitality industry, but also aim to inculcate an attitude of service excellence and entrepreneurship.

Our comprehensive range of Certificate, Diploma, Degree, Masters and Professional Learning programmes, Unique learning approach and Caring student support create a truly distinctive educational experience.

If you want a unique learning experience that will adequately prepare you for a successful career in the dynamic and fast-paced hospitality and tourism industry, join us now at SISH Institute - **Where Service Becomes Nature!**

**Stephen See**  
Executive Director

## 1. Brief History about SISH INSTITUTE

**SISH Institute (SISH)** was founded with the purpose to provide quality education for students who want to pursue higher education. The Institute was established in 2007 with a vision to be a leading international center of learning, recognized for its high quality on its academic teaching, learning and the provision of a distinctive student's experiences. SISH is a specialty school dedicated to business and hospitality education and training. SISH offers higher education programmes, which include Certificates, Diplomas and Advanced Diplomas and Post-Graduates programmes in language, hospitality, business, and leisure and tourism studies.

SISH firmly believes in sound systems and processes such as having stringent selection criteria for lecturers, developing a rigorous curriculum and having regular internal quality assessments.

SISH has received our 4-Year Enhanced Registration Framework in 2011 and achieved the prestigious EduTrust (4-Year certification) in 2012, 2016 and 2020.

At SISH, we are confident that our students will receive a quality education and a unique learning experience. We have a team of full-time lecturers, including both local and partner faculty members, and part-time lecturers who are experienced academicians and/or industry practitioners. To ensure that students' learning needs are adequately met, SISH Institute has maintained a teacher to student ratio at 1:100 for lectures and 1:25 for tutorials/practical with support from our lecturers.

SISH maintains close industry links which enables us to develop and offer relevant and up-to-date programmes to our students. At SISH we not only prepare our students for today's demanding business world but also to shoulder future business leadership challenges.

### 1.1 Our VISION

A world where young leaders are shaping a better future.

### 1.2 Our MISSION

To nurture future leaders rooted in Eastern values, through a rigorous teaching pedagogy that emphasize critical thinking, experiential learning and global mindedness.

### 1.3 Core VALUES

- Excellence
- Empowerment
- Empathy
- Ethics
- Equity

## 1.4 Our SERVICE GUARANTEE STATEMENT

We provide quality services by continuously exceeding customer expectations.

## 1.5 Our SCHOOL FACILITIES

SISH Institute is located within the heart of the city centre in Singapore and is equipped with state-of-the-art facilities for conducive learning.

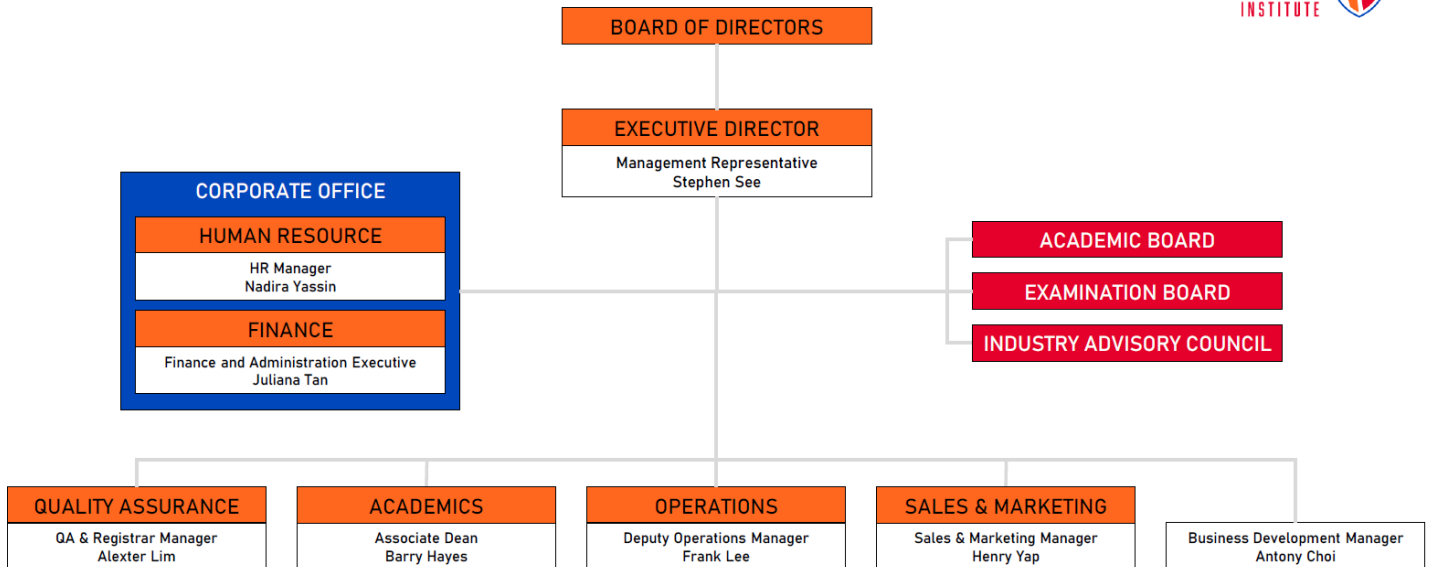
- **7 Modern Classrooms**
- **2 Hospitality Training Rooms**
- **Campus-Wide Wireless Internet Connection**

To ensure that students' learning needs are adequately met, **SISH** has maintained a teacher to student ratio at 1:100 for lectures and 1:25 for tutorials/practical with support from our lecturers.




### **Classroom Capacity**

1. Classroom 1 – 29sqm 18 Pax (max 19 Pax)
2. Classroom 2 – 27sqm 16 Pax (max 18 Pax)
3. Classroom 3 – 44sqm 26 Pax (max 29 Pax)
4. Classroom 4 – 27sqm 14 Pax (max 18 Pax)
5. Classroom 5 – 22sqm 10 Pax (max 14 Pax)
6. Classroom 6 – 20sqm 10 Pax (max 13 Pax)
7. Classroom 7 – 81sqm 50 Pax (max 54 Pax)
8. Classroom 8 (Meeting Room) – 19sqm
9. Classroom 9 (F&B Training Room 1) – 67sqm (max 44 Pax)
10. Classroom 10 (Hotel Training Room 2) – 40sqm (max 26 Pax)

## 1.6 Our MANAGEMENT TEAM / ORGANISATIONAL CHART



## 1.7 Our MEMBERS OF ACADEMIC AND EXAMINATION BOARD

Academic Board Members	
	<p><b>Dr. Mamata Bhandar, Ph.D. (Chairman)</b></p> <ul style="list-style-type: none"> <li>• Ph.D. School of Computing, National University of Singapore</li> <li>• Masters in Computing (M.Comp), School of Computing, National University of Singapore</li> <li>• Bachelors in Technology (B.Tech), in Electrical and Electronics Engineering, Jawaharlal Nehru Technological University, India</li> </ul>
	<p><b>Dr. Ch'ng Huck Khoon, PhD.</b></p> <ul style="list-style-type: none"> <li>• PhD in Finance, University of Sains Malaysia</li> <li>• Certified Financial Planner (CPE), Financial Planning Association of Malaysia</li> <li>• MBA, major in Finance, University of Stirling, Scotland, UK</li> <li>• Diploma in Commerce, Tunku Abdul Rahman College, Malaysia</li> </ul>
	<p><b>Mr. Edwin Choy Keng Hsing</b></p> <ul style="list-style-type: none"> <li>• Master of Business (Finance), National University of Singapore</li> <li>• Bachelor of Electrical Engineering (Honours), University of Queensland, Australia.</li> </ul>



## Examination Board Members



### Dr. Mamata Bhandar, Ph.D. (Chairman)

- Ph.D. School of Computing, National University of Singapore
- Masters in Computing (M.Comp), School of Computing, National University of Singapore
- Bachelors in Technology (B.Tech), in Electrical and Electronics Engineering, Jawaharlal Nehru Technological University, India



### Mr Barry Hayes

- Post Graduate Diploma in Education. PG Dip. Ed. Cumbria University (UK)
- Master's Degree. Sports Business Management. Sheffield Hallam University (UK)
- BA (Hons) Combined Studies, Business. University of Wolverhampton (UK)
- Fellow – Institute of Hospitality (UK)
- Advanced Certificate in Training and Assessment (ACTA)
- Diploma in Adult and Continuing Education (DACE)



### Dr. Ngo Trung Ha, Ph.D.

- PhD in Education Management, Vietnam National University – Hanoi
- Masters in Education Management, Vietnam National University – Hanoi
- Certified Trainer Certificate for Sustainable Tourism Programmes, Swiss Sustainable Tourism Programme
- Certificate of ASEAN Master Assessor, ASEAN Secretariat and William Angliss Institute
- Certificate of VTOS Master Trainer, Environmentally and Socially Responsible Tourism Capacity Development Programme
- Member of national committee (MOLISA and General Department of Vocational Training)

## 2. COURSE INFORMATION

These are the courses offered by SISH Institute:

	Type of Courses	Full-Time* (Months)	Part-Time* (Months)	Maximum Candidature Period (FT/ PT) (Months)	Awarded By
	<b><u>LANGUAGES</u></b>				
1	Certificate in English Communication Level 1	6	NA	18/ NA	SISH Institute
2	Certificate in Academic English (Elementary)	6	NA	18/ NA	SISH Institute
3	Certificate in Foundation English	3	NA	9/ NA	SISH Institute
4	Certificate in Teaching English as a Foreign Language	3	NA	9/ NA	SISH Institute
5	Certificate in Basic Japanese	6	6	18 / 18	SISH Institute
	<b><u>PREPARATORY COURSE</u></b>				
6	Preparatory Course for Admission to Government Schools (Secondary 1)	6	NA	18/ NA	SEAB
7	Preparatory Course for Admission to Government Schools (Secondary 2)	6	NA	18/ NA	SEAB
8	Preparatory Course for Admission to Government Schools (Secondary 3)	6	NA	18/ NA	SEAB
9	Preparatory Course for Admission to Government Schools (Primary 2)	6	NA	18/ NA	SEAB
10	Preparatory Course for Admission to Government Schools (Primary 3)	6	NA	18/ NA	SEAB
11	Preparatory Course for Admission to Government Schools (Primary 4)	6	NA	18/ NA	SEAB
12	Preparatory Course for Admission to Government Schools (Primary 5)	6	NA	18/ NA	SEAB
	<b><u>TOURISM AND HOSPITALITY MANAGEMENT</u></b>				
13	Certificate in Travel, Tourism and Hospitality Management	6	6	18/ 18	SISH Institute
14	Diploma in Food and Beverage Operations	6	9	18/ 27	SISH Institute
15	Certificate in Hospitality (Food and Beverage)	6	9	18/ 27	SISH Institute
16	Advanced Diploma in Hospitality and Tourism Management (6 months Industrial Attachment)	18	24	60/ 78	SISH Institute
17	Diploma in Hospitality Operations (6 months Industrial Attachment)	6	NA	24/ 33	SISH Institute
	<b><u>CASINO MANAGEMENT</u></b>				
18	Diploma in Casino Management	9	12	27/ 36	SISH Institute
19	Advanced Diploma in Casino Management	9	12	27/ 36	SISH Institute
	<b><u>EVENTS MANAGEMENT</u></b>				
20	Higher Diploma in Events Management (6 months Industrial Attachment)	9	12	33/ 42	SISH Institute

21	Advanced Diploma in Events Management (6 months Industrial Attachment)	9	12	33/ 42	SISH Institute
	<b><u>Business Management</u></b>				
22	Certificate in Foundation Studies	6	NA	24/ NA	SISH Institute
23	Certificate in Business Management	6	6	18/ 18	SISH Institute
24	Diploma in Business Management	9	12	27/ 36	SISH Institute
25	Advanced Diploma in Business Management	9	12	27/ 36	SISH Institute
	<b><u>Aviation Programmes (Incorporated with IATA)</u></b>				
26	Certificate in Airline Cabin Crew Training	6	9	18/27	SISH Institute
27	IATA Airline Cabin Crew Certificate	3	3	9/9	IATA
28	Diploma in Aviation and Travel Operations (6 months Industrial Attachment)	9	12	33/ 42	SISH Institute
29	Higher Diploma in Aviation Management	9	15	27/45	SISH Institute
	<b><u>Bachelor Degree and Post Graduate Diplomas Programmes</u></b>				
30	Post Graduate Diploma in Management (Major in Business Analytics)	6	9	18/27	SISH Institute
31	Post Graduate Diploma in Management (Major in Digital Marketing)	6	9	18/27	SISH Institute
32	Post Graduate Diploma in Management (Major in Educational Management)	6	9	18/27	SISH Institute
33	Post Graduate Diploma in Management (Major in Entrepreneurship)	6	9	18/27	SISH Institute
34	Post Graduate Diploma in Management (Major in Healthcare Management)	6	9	18/27	SISH Institute
35	Post Graduate Diploma in Management (Major in Hospitality Management)	6	9	18/27	SISH Institute
36	Post Graduate Diploma in Management (Major in Project Management)	6	9	18/27	SISH Institute
37	Post Graduate Diploma in Management (Major in Public Administration)	6	9	18/27	SISH Institute
38	Post Graduate Diploma in Management (Major in SME Management)	6	9	18/27	SISH Institute
39	Post Graduate Diploma in Hospitality Management	6	9	18/ 27	SISH Institute
40	Bachelor's Degree in International Hotel Management (Top Up) (6 months Industrial Attachment)	9	9	24 / 24	VATEL, France
41	Bachelor of Science (Honours) Air Transport Management (Airline and Airport Specialist)	36	54	72 / 96	University of West London
	<b><u>MBA Programme</u></b>				
42	MBA in International Hotel Management (6 months Industrial Attachment)	12	12	24. 36 if re- module/re- course	VATEL. France

\* Exclude Industrial Attachment duration

### 3. STUDENT ADMISSION POLICY & PROCEDURE

#### 3.1 Course Admission Criteria

\*Refer to our website for more information about the admission criteria.

#### 3.2 Course Completion Criteria & Award

SISH's awards will be conferred upon successful completion of SISH courses and obtaining minimum a 'pass' in all required subjects.

Externally developed courses completion criteria and awards will be based on the universities, professional bodies and/or awarding bodies policies/requirements. In Vatel courses, students are required to pass all required subjects and achieve at least a GPA2.0.

#### 3.3 Contractual Commitment

All prospective students of SISH will enter into a CPE Standard Student Contract with SISH Institute upon admission. For externally developed courses, an additional contract will be signed with the universities, professional bodies and/or awarding bodies if applicable.

The maximum course candidature period refers to the maximum duration that students can be given to complete a course of study, failing which a student's candidature will be terminated. Students who want to defer the course have to ensure they can complete the course within the maximum course candidature period. The maximum course candidature period is calculated based on (duration of coursework x 3) + duration of industrial attachment. The maximum candidature period starts from the course commencement date stated in the student contract.

For Externally developed courses, the maximum course candidature period will be based on the universities, professional bodies and/or awarding bodies policies/requirements. For Vatel MBA courses, the maximum course candidature period is 24 months. If a student fails and needs to repeat any subject or dissertation to complete the programme, he/she is allowed to do so within an extra year. For Vatel Bachelor's programmes, the maximum course candidature is 24 months only.

#### 3.4 School Fees and Policy

SISH is committed to transparency and accuracy for all fees.

##### 3.4.1 Payment of Course Fees

Prior to course fee payment, all students **MUST** sign the Advisory Note (Form 12) and the CPE Standard Student Contract. The school officer will ensure that all students understand the content of the CPE Standard Student Contract before they sign on the contract. If the student is under 18 years of age; legal guardian/parents shall sign the contract.

For International Students, the first installment is payable upon receiving the Singapore Immigration's In-Principle Approval (IPA) Letter for a Student's Pass or two weeks before the course commencement date; whichever is later.

For Local Students, the first installment is payable one-week before the commencement date.

The remaining fee installments if applicable, are payable on the dates indicated in the Payment Schedule - Schedule B of the CPE Standard Student Contract. Late payment charges may be imposed if the payment is made after the due date.

Students who fail to make his/her payment may be barred from class and/or examinations and/or all pending results would be withheld by the School.

Method of payment for all fees will be in Singapore Dollar (SGD). Types of payment accepted include - NETS, Credit Card, e-Banking, Telegraphic Transfer (T/T).

An official receipt will be issued immediately upon receiving of payment.

Students should retain their receipts as proof-of-payment. An administrative charge will be levied for every request to retrieve a copy of the receipt.

### 3.4.2 Administrative/Miscellaneous Fee – General All Courses

Purpose of Fee	Amount (with GST, if any) (S\$)
Course Application Fee (Inclusive of Student's Pass Processing Fee)	\$110 (Local applicants) \$220 (Applicants from Vietnam, Laos, Cambodia, Myanmar, Malaysia and South Asia) \$370 (Other international applicants)
Student's Pass Processing Fee (to pay direct to ICA)	\$45 (with effect from 1 April 2024)
Student's Pass Issuance Fee (to pay direct to ICA)	\$60
Multiple Journey Visa (if applicable) (to pay direct to ICA)	\$30
Re-application of Student's Pass	\$51
Renewal of Student's Pass (Inclusive of ICA charges)	\$200
ICA Medical Examination (to pay direct to the clinic)	Up to \$65 (as charged by the clinic) for doctor's consultation, HIV test, chest x-ray & medical report For express service, up to \$100 (or as charged by the clinic)
Course Progression Fee (Inclusive of ICA charges)	\$150 for students who require Student's Pass \$120 for students who do not require Student's Pass
Re-module	\$1,020 per module (Diploma, Higher Diploma, Advanced Diploma & Vatel) For UWL modules, as charged by UWL
External Examination Fee	As charged by external examination bodies
Extension of FPS Insurance	As charged by FPS Provider
Proof of Study	\$25 per letter
Re-Examination	\$205
Examination Results Appeal	\$52 For UWL modules, as charged by UWL
Courier Service (Certificates/Transcripts)	Zone 2 - China, Thailand, Vietnam, Brunei, Indonesia, Korea, Taiwan \$50 Zone 3 - India, Japan \$60 Zone 5 - UK, France \$80 Other countries - as charged by DHL per collection
Late Payment Charges	10% of the outstanding payment
Extension Fee (Dissertation Submission Date)	For 3 <sup>rd</sup> Year to 4 <sup>th</sup> Year student = \$2,000 For 4 <sup>th</sup> Year to 5 <sup>th</sup> Year student = \$3,000
SISH Uniform Accessories	\$50

### 3.5 Fee Protection Scheme (FPS)

FPS is a pre-requisite that PEIs, such as SISH Institute, have to meet in order to apply for EduTrust certification. FPS protects students' fees in the event that SISH Institute is unable to continue operating due to insolvency, and/or closure, as well as if SISH Institute is unable to pay a judgement sum due to a student.

Under the FPS Group Insurance (FPS-G), Contract of Insurance (COI) is issued to SISH Institute by the FPS Insurer.

Fees refer to all monies that are paid to SISH Institute by the student to be enrolled in SISH Institute. The following fees are exempted from the FPS:

- a) Course application fee
- b) Prevailing Goods and Services Tax (GST)
- c) Miscellaneous fees
- d) FPS insurance premium
- e) Examination fees collected less than 2 months before examination date

Re-module fees, if collected, have to be protected.

Course application fee refers to the fee that the student pays for the sole purpose of processing the application form submitted so that SISH Institute can check if the student meets the course admission requirements. This application fee must not have any fee component that is used to offset course fee payment.

Miscellaneous fees refer to non-compulsory fees potentially chargeable on account of, or arising from, the Student's undertaking of the Course, and as described in Schedule C of Student's Contract. Such fees are normally collected by SISH Institute when the need arises.

Further details can be found here: [EduTrust Fee Protection Scheme Instruction Manual \(Version 6.0\)](#)

### 3.6 Refund Policy and Procedures

SISH shall have a fair and reasonable refund policy for any payment made and maintain up-to-date and accurate refund records at all times. The refund policy is clearly communicated to all its students via the website, student contract and student handbook. The refund policy must be clearly explained to all students and prospective students. The policy should also be available in students' native languages where applicable. Students must also be communicated about the computation of the refund amount.

#### 3.6.1 Refund for Withdrawal Due to Non-Delivery of Course:

SISH shall inform the student immediately **within three (3) working days** upon knowledge of any of the following:

- i) It does not commence the Course on the Course Commencement Date; *(For example, insufficient number of students to commence the course.)*

- ii) It terminates the Course before the Course Commencement Date; *(For example, termination of partnership agreement with external education partner.)*
- iii) It does not complete the Course by the Course Completion Date. *(For example, closure of school.)*
- iv) It terminates the Course before the Course Completion Date; or *(for example, closure of school)*
- v) It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A of the Student Contract within any stipulated timeline set by CPE; or
- vi) The Student’s Pass application is rejected by Immigration and Checkpoints Authority (ICA).

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

**3.6.2 Refund for Withdrawal Due to Other Reasons:**

If the Student withdraws from the Course for any reason other than those stated in the above circumstances (i) to (vi), SISH shall, within **seven (7) working days** of receiving the Student’s written notice of withdrawal, refund to the Student an amount based on the below table.

% of [amount of fees paid under Schedule B and C of the Student Contract]	If student’s written notice of withdrawal is received
<b>90%</b>	more than 30 days before the Course Commencement Date
<b>50%</b>	before, but not more than 30 days before the Course Commencement Date
<b>25%</b>	after, but not more than 3 days after the Course Commencement Date
<b>0%</b>	more than 3 days after the Course Commencement Date

**3.6.3 Refund During Cooling-Off Period:**

SISH shall provide the Student with a cooling-off period of **seven (7) working days** after the date of the Student Contract has been signed by both parties. The Student will be refunded the highest percentage stated in Schedule D of the Student Contract of the fees already paid if the Student submits a written notice of withdrawal to SISH within the cooling-off period, regardless of whether the Student has started the course or not.

### 3.6.4 Non-refundable Fees:

The following fees are non-refundable:

- 1) Application Fee
- 2) External Examination Fees (*if applicable*)
- 3) Relevant bank charges paid by SISH
- 4) Fees charged for administrative services (for example, late payment charges, reprints of transcripts)
- 5) Consumed miscellaneous fees (Refer to Schedule C of the Student Contract)
- 6) Transfer of Programme Fee
- 7) Course Progression Fee

### 3.6.5 Transfer Applications

For approved transfer applications, the balance of the unconsumed course fees can be transferred to the new course. (Refer to the “Transfer” definition in the Transfer/Withdrawal Policy)

### 3.6.6 Review

SISH reviews the refund policy and refund procedures once a year to ensure that it remains fair to the students and for continual improvement.

### 3.6.7 Withdrawal and Refund Procedures

#### Refund for Withdrawal Due to Non-Delivery of Course<sup>1</sup>

- a) Student Services Executive shall notify the student or parents/guardian (if the student is under 18 years old) within 3 working days by issuing an authorized formal letter. Student Services Executive shall notify the company if students are under company sponsorship.
- b) Student Services Executive shall provide student with information and details of the alternative confirmed course arrangement to allow student to make appropriate decision on the alternative arrangement within 3 working days.
- c) If the student decides to withdraw, he/she or guardian/parents (if student under 18 years old) or company (if student under company sponsorship) should give a written notice to Student Services Executive of his/her intention to do so, and Accountant shall refund fees in accordance with the Refund Policy as set out in the Standard Student Contract. If not, Student Services Executive shall proceed with alternate arrangement for the student.
- d) Student Services Executive shall assess and reply any request for withdrawal within **4 weeks**. Student Services Executive will issue a formal letter to the Student to effect the withdrawal.



- e) Accountant shall prepare refund after receiving Student's notice of withdrawal (and in any event no later than seven (7) working days after receiving student's written notice) refund to the Student the amounts stated in the Standard Student Contract.
- f) Student Services Executive shall verify and confirm the refund amount with the Student. The computation of the refund amount will be clearly communicated to the student. In the event of dispute over the refund amount, the Institute shall activate the Dispute Resolution Policy.
- g) Student Services Executive will inform ICA for cancellation of Student Pass for International Students.
- h) Student Services Executive will proceed to cancel FPS. Accountant prepares the refund amount in form of cheque or Telegraphic Transfer.
- i) Student shall acknowledge upon collection of the refund.
- j) Student Services Executive shall update the Course Monitoring List, School Management System, Master Monitoring List and Student's P-File.
- k) Executive Director shall review and monitor the refund process to ensure the respond time no more than 7 working days after receiving Student's written notice of withdrawal.

#### **Executing the Refund Process (Withdrawal Due to Other Reasons)**

- a. Upon receiving student's request for withdrawal, the student will be required to fill in the Student Withdrawal Form. All requests on withdrawals and refunds are to be accompanied by a duly completed "**Student Withdrawal Form**" and company/parent/guardian approval where applicable, the school will process the request and refund to the student within 7 working days after receiving the Student's written notice of withdrawal, according to the Refund Policy applicable to the course. The completed withdrawal form shall be submitted to the Registrar Office.
  - For students under 18 years of age, parental/guardian approval is required for processing the request for withdrawal.
  - For students under company sponsorship, company approval is required for processing the request for withdrawal.
- b. For new commencing students - a "cooling-off" period of 7 working days will be given upon the signing of the student contract. A student is able to withdraw from the course with a submission of a written notice within these 7 working days, notwithstanding if the course commencement date has passed. The student will be entitled to the maximum refund amount stipulated in the Standard Student Contract.
- c. Student Services Executive will verify that the Withdrawal Form is valid.
- d. Associate Dean will counsel the student (and parents/guardian if the student is under 18 years old).

- e. If the Student decides to withdraw, Student Services Executive shall ensure that the Withdrawal Form is duly completed. Student Services Executive shall reply any request for withdrawal within **4 weeks**.
- f. Deputy / Operations Manager will issue past attendance records (if enroll in another course in another PEI) and a formal letter to the Student to effect/reject the withdrawal. Executive Director will approve/reject withdrawal and refund (if any) and sign formal letter to student.
- g. Student Services Executive shall verify and confirm the refund amount with the Student. The computation of the refund amount will be clearly communicated to the student. In the event of dispute over the refund amount, student shall appeal to the management and activate the Dispute Resolution Policy if necessary.
- h. Student Services Executive will inform ICA for cancellation of Student Pass for International Students.
- i. Student Services Executive will proceed to cancel FPS. Accountant prepares the refund amount (if any) in form of cheque or Telegraphic Transfer. The FPS refund amount is determined by FPS Provider.
- j. Student shall acknowledge upon collection of the refund (if any).
- k. Student Services Executive shall update the Course Monitoring List, School Management System, Master Monitoring List and Student's P-File.
- l. Executive Director shall review and monitor the refund process to ensure the respond time no more than 7 working days after receiving Student's written notice of withdrawal.

### 3.7 Student Privacy Policy

- a) Except as otherwise specifically provided for below, SISH will grant access to Confidential Student Information to authorized SISH personnel only if there is a need to know based on what is reasonably in the School's view an official or educational interest. "Confidential Student Information" means any personally identifiable information relating to the student which is received from the student or arises out of the student's course of study in the School or information relating to the student's whereabouts or physical or mental condition and well-being. It excludes information that: (i) is publicly known or available from other sources who are not under a confidentiality obligation to the source of the information; (ii) subsequently becomes public by publication or other means through no action or fault of the School; (iii) has been lawfully received from a third party without a breach of this privacy statement; (iv) is already known by or available to the School without a confidentiality obligation; (v) is disclosed with prior written approval of the student; or (vi) is required to be disclosed under the law or pursuant to a court order.
- b) Without affecting the generality of paragraph (a) and for the avoidance of doubt, the following shall be deemed to meet the requirement for disclosure stated in paragraph (a) above:
  - a. A request for information by the CPE;
  - b. Sharing of information or data with Government agencies or statutory bodies or non-government agencies authorised to carry out specific Government services or duties;

- c. Sharing of information with persons or organizations providing a student with financial aid;
  - d. Sharing of information with third parties, including members of the student's family or medical or security personnel, in an emergency if the School deems it necessary in order to protect the health or safety of the student or other persons; or
  - e. Publication or release of information that is customary by universities or other educational institutions, including but not limited to awards of prizes, medals, scholarships, classes of honours and other marks of distinction, and student or graduation status.
- c) Access to Confidential Student Information for purposes other than those based on an official or educational interest may also be granted at the discretion of the School, provided that a student has provided his or her consent for such disclosure. A student may provide such consent in his or her Acceptance Record at the time of his or her admission to the School.
- d) For the convenience of students, the School may also display to individual student data that the individual student had previously supplied to the School or other Government agencies. In the event that a student provides consent (in the manner set out at paragraph (d) above) for the disclosure or use of information other than for an official or educational purpose, the School will retain a student's personal data only as necessary for the effective delivery of School services to the student.
- e) To safeguard a student's personal data that had been provided electronically or had been converted into an electronic form, the School has taken reasonable steps to secure all electronic storage and transmission of personal data with appropriate security technologies.
- f) This Policy is subject to any applicable law mandating or otherwise requiring disclosure.
- g) This Policy is subject to revision at the discretion of the School from time to time.

### 3.8 Social Media Policy

Any student found to have infringed on the regulations below or in any manner caused undue distress to SISH or SISH stakeholders/partners through inappropriate use of social media will be liable for disciplinary actions.

- Information published on the Internet should be complied with SISH's and its partners' confidentiality and disclosure of proprietary data policies.
- Be respectful to the school, partners (industrial attachment, articulation, accreditation, universities, etc), staff, students, customers and competitors.
- Do not make reference from any third party without their consent.
- Personal posts and comments made in social media must have clear disclaimers that indicate the views are expressed by the author's alone and do not represent the school's view.
- Respect copyright laws, and always cite sources or make references accordingly. Do not plagiarize.
- Logos and trademarks of SISH and its partners must not be used without written consent.

## 4. ADMISSION OF INTERNATIONAL STUDENT

### 4.1 Student's Pass Requirement

All foreigners must hold a valid Student Pass and be enrolled in a course on a full-time basis.

The Student's Pass is issued by Immigration & Checkpoints Authority (ICA) Singapore. The approval of Student Pass is under the sole-discretion of ICA Singapore.

The Student's Pass is not transferable and it will expire upon student's cessation or termination of his/her studies with the School.

Upon the approval of the Student's Pass application, the applicant is required to collect the Student's Pass in person at the Visitor Services Centre, Immigration & Checkpoints Authority with the required original documents.

The Student's Pass will be issued if the conditions as stipulated in the In-Principle Approval letter are fulfilled.

The Student's Pass issuance fee charged by ICA is SGD60. If the applicant requires a visa to enter Singapore, the applicant needs to pay an additional fee of SGD30 for the multiple-entry visa. ***The fees are payable directly to ICA when the applicant completes the formalities to collect the Student's Pass***

### 4.2 Rules & Regulations

#### 4.2.1 ICA Rules and Regulations for Student's Pass Holders

1. The student shall comply with the provisions of the Immigration Act and any regulations made hereunder or any statutory modification or re-enactment thereof for the time being in force in Singapore.
2. The purpose of stay in Singapore is solely for study only, and no other pass, extension of stay or permanent stay will be sought in Singapore.
3. The student shall not be adopted by any Singapore Citizen or Permanent Resident in Singapore.
4. The student shall not indulge in any activities that are inconsistent with the purpose for which the Student's Pass has been issued.
5. The student shall not engage in any activities during their stay in Singapore (political, or otherwise) which may make the student an undesirable or prohibited immigrant under the Immigration Act.
6. The student shall not contravene any laws which are for the time being in force in Singapore.
7. The student shall not smoke, administer to himself/herself or otherwise consume or be in anyway engaged in the trafficking of any controlled drug as defined in the Misuse of Drugs Act or any written law in force relating to the control of dangerous or harmful drugs.
8. The student shall abide by the conditions specified in regulations 14(A) of the Immigration Regulations, where applicable. The student must not engage in any form of paid employment or in any business, profession, or any occupation in Singapore

- during the validity of your Student's Pass unless you also have a valid work pass issued under the Employment of Foreign Manpower Act (Cap. 91A).
9. The student understand that if the Controller of Immigration (CO) is satisfied that you or any of the student's family members breaches the Terms & Conditions mentioned above, or becomes an undesirable or prohibited immigrant, CO may cancel the immigration passes issued to the student and/or student's family and the student and/or any member of the student's family may be required to leave Singapore within 24 hours of such cancellation.
  10. The student is acknowledge remaining in Singapore unlawfully after the cancellation of the Student's Pass is an offence under Section 15 of the Immigration Act and the student would be liable for prosecution.
  11. The student shall surrender the Student's Pass for cancellation within 7 days of the date of cessation or termination of studies.

#### 4.2.2 Attendance Requirement

SISH Institute is obliged to report to the Immigration & Checkpoints Authority on international students who have failed to attend classes for a continuous period of 7 days or more without any valid reason and/or have not attended classes regularly i.e. where the **percentage of attendance is 90%** or lower in any month of the course without any valid reason. This may lead to the cancellation of the Student's Pass for the student.

Attendance will be taken twice per lesson i.e. before the start-of-class and before the end-of-class.

### 4.3 Living in Singapore

**General Information:** Singapore officially the Republic of Singapore, is a sovereign city-state and island country in Southeast Asia. According to Singapore Statistics (<http://www.singstat.gov.sg/>), the country has a total population of 5.64 million people (as of June 2022), of which, about 2.08 million people are foreign born. Singapore is highly diverse, and is well-known around the world to be a multi-racial and multi-cultural society and country. The four main groups are Chinese, Malays, Indian and Eurasians. Other races and nationalities made up the small minorities. This diversity is reflected in the country's four official languages – English, Malay, Chinese and Tamil, with English Language as the official language of Singapore.

**Weather:** Singapore has a tropical rainforest climate with no distinctive seasons, uniform temperature and pressure, high humidity and abundant rainfall, which also means that Singapore experiences Summer all year round. Temperatures usually range from 22°C - 35°C. Relative humidity averages around 79% in the morning and 73% in the afternoon. April and May are the hottest months, with the wetter monsoon season from November to January. From July to October, there is often haze caused by bush fires in neighbouring Indonesia. Although Singapore does not observe daylight saving time, it follows time zone GMT+8, one hour ahead of its geographical location.

#### Singapore Highlights


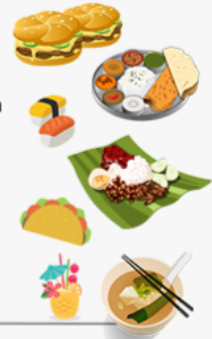


- Safe, clean and healthy living
- World-class education system
- English is the language of teaching, business and in all aspects of everyday life in Singapore
- Bi-lingual policy — proficient in English and mother tongue language

- Wide options of education choices — primary to tertiary levels
- Career opportunities after graduation
- Affordable tuition fees and cost of living

Moreover, Asia is deemed to be the growth area of the new millennium and Singapore will play a major part in this growth as a financial, business and education hub.

### Monthly Expenses

Please note that the expenses quoted are subject to inflation and may vary depending on market conditions. The amount spent also depends on your personal requirements, budget

<p><b>Transportation</b>  <b>\$100-150</b> per month</p> <p>Cost depends on the distance &amp; mode of transport</p> 	<p><b>Food &amp; Meals</b>  <b>\$450 - \$750</b> per month</p> <p>Singapore is a foodie's paradise; a wide range of cheap yummy food is available to satiate your appetite</p> 
<p><b>Accommodation</b>  <b>\$600 - \$1200</b> per month</p> <p>Rental varies with location, types of housing, facilities /amenities provided, the number of tenants house-sharing, and more factors.</p> 	<p><b>Communication</b>  <b>\$50 - \$150</b> per semester</p> 

and location.

### Transportation

Most Singaporean residents travel around Singapore by foot, bicycles, and the public transportation systems like bus, taxis and train (MRT or LRT). The train system in Singapore is known as MRT (Mass Rapid Transport) and LRT (Light Rail Transit). The public bus system is known as SBS Transit and SMRT Corporation.

There are almost a dozen taxi companies, namely, Comfort, CityCab, SMRT Taxi, TransCab, Premier Taxi, SilverCab and Prime Taxi. These few companies together put out about 27,600 taxis on the road (Based on a Year 2013 annual report released by LTA). Taxis are popular form of public transport as the fares are relatively affordable compared to many other developed countries.

There are two ways of payment for the public transport in Singapore. Riders can either pay by cash or by the EZLink Card. However, the EZ-Link Card is the recommended mode of payment. The EZ-Link Card is a pre-paid value-store-up card that can be purchased and

topped up at MRT stations and Bus Interchanges. The rates and charges for EZ-Link Cards are slightly lower than by cash.

## Telecommunications

### Public Pay Phones

Public payphones are located at most public places including: shopping malls, food centers, and other establishments. Users can pay either by cash, credit card, or stored-value phone-cards depending on the telephone system. Charges for local calls are 10cents per three-minute blocks. Besides local calls, public payphones using stored-value phone-cards are also able to connect international calls.

### International Telephone Services

International services in Singapore include:

- IDD services
- Calling cards

### ICC International Calling Cards

International Calling Cards are post-paid phone-card that enable you to make international calls with any phone. Charges of the call are deducted from the value of the card according to individual calls. International Calling Cards can be purchased at all post offices, convenient stores and other retail outlets.

### Mobile Services

There are two types of services where users can sign up for mobile lines. Users may wish to either acquire a number through the purchase of a prepaid mobile card or by signing up for a fixed mobile line. Both services are available at all service operators while prepaid cards are available at all post-offices, convenient stores and other retail outlets.

### Internet Services

Internet services are also available at each service operator. Users may wish to sign up with their preferred operator. On the other hand, Singapore has launched its island-wide wireless service. Over more than 500 locations are wireless enabled.

## Banking and Currency

While in Singapore, it is advised to open a savings or checking account. The minimum initial deposit is usually S\$100 if you are below 21 years of age. Your passport and Student Pass or letter of admission to your educational institution may be required as well. Upon opening your account, you will receive an ATM card for your convenience of withdrawing cash from any ATM machines operated by the individual bank. The ATM card also entitles you to make payments via NETS (*a cashless system similar to a value-stored card*).

Most banking hours are usually Mondays to Fridays 9:30am-3pm and Saturdays 9:30am-11am/1pm. However, each individual bank offers different opening times. It is best to check for their specific hours.

The local currency in Singapore dollars and cents. Apart from banks or hotels, you may change your currency at outlets that displays the sign "Licensed Money Changer". Other than the Singapore dollar, the US and Australian dollar, Japanese Yen and British pounds are also widely accepted at various major shopping centres and restaurants.

## Postal

Sing Post (Singapore Post Office) has more than 60 main branch offices and over 80 authorized postal agencies. In addition, there are close to 200 SAMs (Self-service Automated Machines), more than 660 stamp vendors and over 800 postboxes throughout Singapore. The postal offices serve as a one-stop center for all purposes: postal, telecommunication and agency services while the 24-hour SAM offer postal services, payment of bills, fines, renewal of licenses and retail of mobile phone pre-paid cards. The branches are open Mondays-Fridays from 8:30am — 5 pm and until 1pm on Saturdays.

## Public Holidays

Singapore enjoys 11 Public Holidays a year:

New Year	1st January
Chinese New Year	2 days; usually in January or February
Hari Raya Puasa	1 day; varies from year to year
Hari Raya Haji	1 day; varies from year to year
Good Friday	1st or 2nd Friday of April
Labour Day	1st May
Vesak Day	1 day; May
National Day	9th August
Deepavali	1 day; usually in Oct or Nov
Christmas	25th December

## 4.4 Leaving Singapore

Students are to inform the School of any intention for travel outside Singapore with supporting documents (i.e air ticket), even during school breaks/holiday and the “Student Request Form” must be submitted to the School for necessary clearance if the travel is during ongoing classes.

SISH Institute will provide such documents to ICA as required. All travel periods must not affect class attendance.

The School must be notified of any emergency leaves. Students are to submit a written notice to the School with documents (*where applicable*). The School will then forward such documents to ICA as required.

Malaysian students holding Student’s Pass may travel to their hometown daily provided it does not affect their attendance.

## 5. STUDENT SERVICES SUPPORT

### 5.1 Provision of Student Services

#### 5.1.1 Orientation Program For All Newly-Enrolled Students



An orientation program will be conducted to welcome all new students prior to the starting of course. The orientation program covers the following:

- a. Disseminate and reiterate important course information and other information;
- b. Inform students of their rights (*this shall include internal and external grievance and dispute resolution procedures, fee protection scheme, reference to CPE's official website*);
- c. Inform students of course deferment/extension criteria and procedures, suspension and expulsion conditions;
- d. Details of the organization awarding the certificate (*if applicable*); and
- e. *Other information essential for new students.*

The **Student Handbook** will be used as the main source of information during the orientation.

In the event where any information is changed, the School will ensure all students are promptly notified through available communication channels and sufficient time is given to prepare for the changes.

### 5.1.2 Other Student Support Services

During the student's program of study, the students will be informed and provided with:

- a) Close collaboration with guardians for students not exceeding 18 years of age; and
- b) Career guidance programmes to assist students to proceed to higher education.

### 5.1.3 Facilities and Programmes to Enrich Student Education Experience

Student facilities and/or programmes will target to enrich the students' educational experiences and develop them holistically so that they will become socially responsible people. Facilities and programmes that SISH will provide for students to enrich their educational experiences are:

1. Orientation Program for All Newly-Enrolled Students
2. Facilities and Programmes to Enrich Student Education Experiences
  - a) Recreation Lounge;
  - b) Library;
  - c) Study areas;
  - d) Water Dispenser - Microwave oven
  - e) Wireless Internet connection;
  - f) Assistance to disadvantaged students (e.g. those with physical and/or learning disabilities); and
  - g) Academic assistance to students (e.g. language programmes, extra remedial classes)
3. Pre-Course Counselling Services
4. Counselling
5. Student Council – bonding activities
6. Alumni services
7. Facebook community page for SISH students
8. Events organised for students

### 5.1.4 Use of Library and Computers/Laptops

Students must abide to the below rules and regulations of the use of library and computers/laptops.

- a) All the printed publications are protected by the Copyright Act. Students are only allowed to copy up to an article or a chapter from both books and journals.
- b) The student identification card (Student Pass, IC etc) must be presented when borrowing books and laptops.
- c) A student may borrow and have in his/her possession, a maximum of 3 books, at any one time.
- d) The loan period for books borrowed is 14 days.
- e) Any students caught stealing books/computers/laptops or tearing pages off or mutilating it in any way will face disciplinary action.
- f) A student who has not returned book(s)/laptop(s) to SISH will not be allowed to graduate.
- g) Running unlicensed software and using unauthorized/counterfeit software are criminal offences which carry severe jail terms and fines.

### 5.1.5 Practical Training and the use of Equipment/Tools

Students may only enter the practical training areas according to their given timetable or when accompanied by a trainer. During the practical trainings, students are expected to carry out the instructions given by the trainer at all times. Consumption of food and beverage during practical training is not allowed and students must follow the meal break accordingly to the schedule given. A high standard of personal hygiene must be kept by students at all time. Disciplinary action will be taken if students did not abide to the proper standard of personal hygiene.

Students who are using equipment/tools doing practical trainings must abide to the below rules and regulations:

- a) No equipment/tools may be removed from the practical training venue without the permission of the trainer.
- b) All equipment/tools must be cleaned and returned to their proper places after use. Students must also clean up the practical training venue after every session.
- c) For safety reasons, students must not use any equipment/tools unless authorized by the trainer.
- d) All breakages must be reported to the trainer. Students are responsible to take care of all equipment/tools provided by SISH. In the event of breakage due to negligence, students have to compensate the equipment/tools at his/her own cost.
- e) Students must observe the proper procedures when using equipment/tools.

### 5.1.6 Pre-course Counselling Services

SISH provides pre-course consultation services such as course syllabi and module synopsis printed in brochures/prospectus, official website and face-to-face educational consultation for prospective students to make informed choices before application.

SISH provides adequate training for all education consultants to ensure that they provide prospective students with good guidance.

Course counseling services include the following:

- (i) assessing prospective students' educational needs based on their proficiencies;
- (ii) providing appropriate guidance and advice on the suitability of the courses available;  
and
- (iii) providing career guidance relating to the courses available.

### 5.1.7 Pastoral Counselling Services

SISH provides emotional support for students to help them cope with mental stress relating to a new environment or course demands; and create a culture and climate of care, trust and friendliness that encourage student attendance and involvement during their studies with SISH.

## 5.2 Course Materials

An approved set of course notes will be available for all courses conducted by the SISH. The course notes are subjected to revision to meet the new challenges and requirements of the courses.

## 5.3 Course Timetable

The class timetable will be issued before the commencement of each term.

The information provided is correct at the time of issue. The School reserves the right to amend the timetable whenever deemed necessary.

## 5.4 Attendance and Class Regulations

1. Attendance is compulsory for lessons, practical trainings and any functions and field trips arranged by SISH and during industrial attachment. In the event of absenteeism due to unforeseen or medical reasons, a valid doctor's medical certificate must be submitted to the School on the following day.
2. Students are required to be punctual for classes. The class schedule is given at the commencement of each term. Any changes thereafter, the students will be notified by the School through notices and any other means available at the time.
3. Students arriving after class starts will be considered late. Students arriving after the break will be considered as absent. A high percentage of lateness will affect the student's industrial attachment placement.
4. Any student leaving without any valid reason before the end of class or before class is formally dismissed by the teacher will be treated as having been absent for the day.
5. Students who are unable to attend regular classes with valid reasons are required to submit the "**Student Request Form**" together with relevant supporting documents to the Registrar at least one week before the date of absence.

6. Students must be attentive in class and all assignments must be handed in on time and must be adequately prepared for their lessons.
7. Students must refrain from attending to private matters during lessons.
8. No student may leave a lesson without the prior permission of the lecturer-in-charge.
9. In the event that the student fails to meet the requirements, an intervention will be triggered as in section 9 of the student handbook

## 5.5 Absenteeism & Warning Letter

Students should **maintain 75% attendance for local and 90% for foreign students.** Students not meeting 75% for a module will be debarred from the examination and will be issued an examination debarment letter.

An international student will be issued an Attendance Warning Letter if:

- Students attend less than 90% of classes in a given month. (Not applicable for months containing fewer than ten school lessons.)

Student shall be reminded about the consequences of his/her failure to meet the ICA/ or SISH's attendance requirement if they received any warning letter.

An international student will be issued a Final Warning Letter in his/her current course of study when:

- Student continues to be absent from class for 6 consecutive days without valid reason.
- Student receives a total of 3 attendance warning letters. (i.e the 3<sup>rd</sup> attendance warning letter will be the final warning letter.)

Local students will receive a warning letter when they are debarred from their examination(s) if they did not achieve 75% attendance at the end of the term.

For students under 18 years of age, the school will keep student's parent/guardian informed upon issuance of warning letters.

The school management reserves the rights to take appropriate disciplinary action such as cancellation of Student's Pass or terminate the student's studies.

In the event that the student fails to meet the requirements an intervention will be triggered as in section 9 of the student handbook

## 5.6 Student Feedback

1. An evaluation will be conducted at the end of every module. These are done to evaluate the effectiveness of the teacher/lecturer and the course coverage and to gather the students' feedback on other aspects of the course.

2. Any student who has a feedback/complaint shall complete the “**Customer/Student Feedback Form**”. For more information, refer to the Dispute Resolution policy and procedures.
3. Students’ feedback is valuable as such information will be used to help the SISH to improve its courses and services.
4. All evaluations and feedback will be treated with the strictest confidence.

## 5.7 Deferment/Transfer/Withdrawal Policy & Procedures and Termination

### 5.7.1 Deferment Policy

This policy applies when a student requests to stop his/her study for a period of time and remains as a student of SISH Institute. SISH Institute takes no more than 4 weeks to process the deferment application upon receiving the “Student Request Form” from the student.

Request for course deferment must be made in writing and submitted together with duly completed “Student Request Form” and with supporting documents to SISH for consideration. Student below 18 years old is required to show proof of parent’s/legal guardian written consent for the student deferment.

Deferment of a course will only be considered provided valid reasons are given. Examples of valid reasons are medical reasons, bereavement of immediate family members including parents, spouse and children etc.

Deferment is allowed once for up to a maximum of six (6) months per course. For approval of deferment of more than six (6) months will be on a case by case basis. Failing to resume the course after the deferment, the student will be deemed to have withdrawn from the course and no refund will be made. International students will be required to re-apply their Student’s Pass (subject to ICA’s approval) as a new applicant if he/she is still interested to pursue the course. (For Externally Developed Programmes, please refer to its policy and procedures.)

Student whose application for deferment is rejected may apply to withdrawal from the course.

Student who is applying for deferment has to ensure that he/she can complete the course within the maximum course candidature period.

For continual improvement, SISH shall regularly review and update the deferment policy to ensure that it remains fair to the students.

### 5.7.2 Deferment Procedures

- a) Student fills in Student Request Form and submits to Student Services Executive.
- b) Executive Director or Associate Dean approves the deferment.
- c) A formal letter will be issued within 4 weeks from the date of the deferment application to the student informing him/her about the outcome.

- d) Student Services Executive will arrange students to sign new Student Contract and the old contract will be terminated or counter sign the original Student Contract with amendments made or sign an addendum and attached to the existing Student Contract
- e) Student Services Executive will inform ICA any change in the status of the student Pass if applicable.
- f) Student Services Executive will re-purchase FPS and update FPS Service Provider if applicable.
- g) Student Services Executive will collect top-up FPS premium from student if applicable.
- h) Student Services Executive will update Course Monitoring List, School Management System, Master Monitoring List and Student's P-File.

### 5.7.3 Transfer / Withdrawal Policy

SISH shall manage students' requests for course transfer or withdrawal in a fair and acceptable manner. SISH defines transfer and withdrawal as follows:

- (a) **Transfer** means a student changes the course of study but remains as a student of SISH. For an approved transfer request, the original student contract must be terminated and a new contract must be signed.
- (b) **Withdrawal** means the student contract is terminated and the student is no longer a student of the SISH.

The transfer/withdrawal policy is as follows:

- (a) Students who are interested in applying for transfer to another course must fill up Student Request Form. Students who are interested in applying for withdrawal must fill up the Withdrawal Form (SISH-EDT-C4.3.2 FM1).
- (b) Internal transfer is not automatic or guaranteed. Students must meet the requirements and gain formal acceptance to the course which they are applying.
- (c) The transfer fee payable is as per stipulated in the Student Contract. There is no fee imposed for withdrawal application.
- (d) A student will be considered for a transfer between courses not more than **twice**.
- (e) For transfer applications, the balance of the unconsumed course fees can be transferred to the new course. For withdrawal applications, the refund is based on the refund policy.
- (f) Exemption(s), if any, has to be approved by the Associate Dean. A reasonable time frame (**not more than 4 weeks**) for assessing and replying to any request for transfer/withdrawal.

- (g) Informs the FPS service providers, relevant government agencies (e.g. ICA, CPE) and other relevant parties promptly for all transfer/withdrawal cases
- (h) A student may require more than the original stipulated duration to complete his / her studies as a result of transfer. Or if international students withdraw from the Institute or are forced to withdraw from the Institute (e.g. caught for breaking Singapore's law), student will be explained the implication of the status of the student's pass.
- (i) Any extension to student pass, if required is subject solely to the approval of the Immigration & Checkpoints Authority (ICA). If application for Student Pass (Change of Course) is not approved, the Institute will submit an appeal on behalf of the student in the first instance. If this is not approved, the student may have to discontinue his / her studies, and may be expected to leave Singapore at short notice. In such an event, a student may approach the Institute to explore alternatives for the completion of his / her studies.
- (j) Conditions for the approval of Transfer of Course  
Approval of the transfer of course may be granted on case-by-case basis and it is subject to the Associate Dean's approval.

Transfer of Course may be approved if students fulfil the following conditions:

- i. Seek approval from parents/guardians (for students below 18 years old);
- ii. Seek approval from company for students under company's sponsorship;
- iii. Meet the entry requirement of the course (to be transferred to);
- iv. Meet the minimum attendance requirements;
- v. Do not have 2 or more warning letters from the Institute;
- vi. Vacancy and availability of the course transferred to;
- vii. Do not have outstanding term/re-exam fees; and
- viii. The External Education Partner approves the transfer (For external programmes).

The transfer of course is also subject to the approval by Immigration and Checkpoint Authority (ICA) for Student Pass Holders.

- (k) Conditions for the approval of Withdrawal of Course

Withdrawal of Course may be approved if students fulfil the following conditions:

- i. Seek approval from parents/guardians (for students below 18 years old);
  - ii. Seek approval from company for students under company's sponsorship; and
  - iii. The External Education approves the withdrawal (For external programmes).
- (l) The transfer and/or withdrawal policy is clearly communicated to all its students via the website and student handbook.

#### 5.7.4 Executing the Course Transfer Process

- a) All requests for transfer to another course offered by the school must be accompanied by a duly completed Student Request Form.
- b) Associate Dean will counsel student to understand and confirm the request of transfer. Students who are under 18 years old, the approval of parent/guardian is required prior to request for transfer. Students who are under company's sponsorship, company's approval need to be given in writing.
- c) Associate Dean and/or External Education Partner will assess the student's qualification and ensuring the student fulfils the approval conditions of transfer of course.
- d) Student Service Executive will prepare the formal letter to reject or approve the transfer. Executive Director or Associate Dean will sign a formal letter of approval to be given to the student.
- e) Student needs to pay relevant fees to apply for the change of programme.
- f) For international student, the Institute shall apply through ICA the change of course with a new student pass for the student. The old contract will be void and new Student Contract will be issued for student to sign.
- g) Student shall pay the relevant top-up course fee and FPS premium or be refunded the difference in fees, whichever applicable.
- h) Student Service Executive will cancel and re-purchase the FPS under the new course enrolled.
- i) Student Service Executive shall update the Course Monitoring List, School Management System, Master Monitoring List and Student's P-File.
- j) Student Service Executive shall reply any request for transfer within **4 weeks**.
- k) The Executive Director shall review and monitor the course transfer process is properly executed by staff.

#### 5.7.5 Termination/Expulsion

A student may be expelled from the School under the following circumstances (not limited to)

- a) **Violation of ICA Regulation:** Student's Pass holders who have been caught working in Singapore may lead to expulsion and deportation as well as the forfeiture of Security Deposit.
- b) **Misconduct:** Fighting, gambling, smoking, behaving disorderly or in violation of school's rules and regulations.



- c) **Defamation:** Spreading untruth and damaging remarks about the School, its staff, or fellow students which are deemed to be detrimental to the good name and reputation of the School.
- d) **Vandalism, Mischief and/ or Theft:** Students who have been found to participate in any willful or negligent acts that cause damage to, loss, removal or theft of, or any other wrongful interference with any property of the School.
- e) **Cheating in examinations/ tests:** Any form of plagiarism or cheating in tests and examinations may result in disciplinary action, not excluding expulsion from the course.
- f) **Attendance:** Students who do not meet the criteria for attendance of 90 % (International Students) and 75% (Local Student) may result in expulsion and cancellation of their student's pass.
- g) Should any student be expelled from the course, no refund on fees paid will be made.
- h) In the event that the student fails to meet the requirements an intervention will be triggered as in section 9 of the student handbook

## 5.8 Leave Application

### 5.8.1 Home Leave

You are not allowed to take home leave during an ongoing term. You must obtain approval from the School Management before going on home leave.

However, official home leave may be granted on compassionate grounds. You must apply for official home leave before getting your air tickets. If you fail to inform and obtain approval from the School Management, you will be considered as being absent without official leave.

To apply for home leave, please follow these procedures:

- Complete the **Student Request Form**.
- If your home leave is approved, you are required to submit a copy of your air-ticket to Student Service Executive.

### 5.8.2 Medical Leave

- 5.1.2 The Institute only accepts medical certificates issued by local hospitals/clinics and registered private medical practitioners in Singapore.
- 5.1.3 Student is required to contact the Student Service Executive to inform that he/she is sick, had seen a doctor and was granted a certain number of days of medical leave.
- 5.1.4 Students are required to submit the Medical Leave (MC) to the Student Service Executive on the same day they returned to classes.
- 5.1.5 It is the responsibility of the student to submit his/her medical certificate to the Student Service Executive for verification and recording purpose upon first day returning to classes. Failure to update the Institute by the student will result in the student as absent without valid reason(s).

- 5.1.6 Students who have been granted approved MC are to ensure that they catch up with the coursework that they have missed.
- 5.1.7 The Student Service Executive who suspects any suspicious medical certificates shall authenticate the medical certificates. Upon verification, the Student Service Executive will update the student's attendance sheet and the School Management System (SMS).
- 5.1.8 Student who wants to apply for leave must submit Student Request Form to the Student Service Executive. The Student Services Executive will verify the details of the Student Request Form. The Student Services Executive will check and comment on attendance performance and overall conduct of the student to Registrar before he approves/rejects the application. The application will be approved/rejected by the Registrar on a case-by-case basis with justifications that are acceptable by the Institute and ICA.
- 5.1.9 Students are not allowed to take home leave during an on-going term. However, students can seek approval from the School Management before going on home leave. Official home leave may be granted on compassionate grounds but students must apply before getting air tickets. If students fail to inform and obtain approval from the Student Service Executive, it will be considered as being absent without official leave.
- 5.1.10 Student who wish to appeal his/her rejected leave application form can submit his/her appeal to the Executive Director. The Executive Director will verify and decide on case-by-case basis with justifications that are acceptable by the Institute and ICA.
- 5.1.11 The Student Service Executive will inform the student about the outcome. The Student Service Executive will inform the Academics Department by updating the online attendance via School Management System (SMS). The Student Service Executive will also file the leave application form to update the Student P-File.
- 5.1.12 In the event that the student fails to meet the requirements an intervention will be triggers as in section 9 of the student handbook

## 5.9 Official Letters

Any requests for official letters must be made in writing. A **minimum of three (3) working** days is required.

A request will not be entertained under any of the following situations:

- *Students have not achieved the minimum attendance. (Full-time:90%)*
- *Students having outstanding fees / payments(s).*

## 5.10 Indemnity

SISH Institute will not be liable for any mishap, injury, loss or damage suffered by the students during the course.

## 5.11 Change to course contents and the school transitions plan

1. SISH has a transition plan to teach out old curriculum and launching the new curriculum. SISH will consider the following factors while deriving the transition plan.
2. Affected students under the old curriculum and will determined the exit point and the Associate Dean will suggest the commencement date for new student recruitment under the new curriculum.

3. Any new and/or reviewed and updated curriculum (*with changes with the Academic Board endorsement*) will be updated accordingly in the website and these details of the changes / amendments on the existing course will be announced to the students via Notice Board after the Academic Board Endorsement/CPE approval. Affected student(s) will also be provided with counseling to help them understand and be prepared for any transmission and/or teaching-out.

### 5.12 Change or Update of Personal Particulars

1. Students are required to inform the School and complete the “**Student Request Form**” if there is a change in their personal particulars (such as name, address and contact numbers). Supporting documents must be submitted with the change. SISH will not be responsible for misplaced mailings due to change in mailing address.
2. The cost and/or expense incurred as a result of misplaced mails will be borne by the student.

### 5.13 Industrial Attachment Placement

An Industrial Attachment Program is a unique educational plan, which allows students to apply their classroom knowledge in a safe work environment under the close guidance of a relevant and experienced supervisor.

Students must obtain Industrial Attachment within 6 months of completing their theoretical component of their course in school or they will face termination in the absence of valid reasons. Students must also satisfy maximum course candidature and other IA policies. Students who have any query with Industrial Attachment can consult Academics Department.

Before the industrial attachment, students must read the terms and conditions carefully in the industrial attachment undertaking form found in industrial attachment application form.

A student may not change the company he/she is attached for the industrial attachment without the prior approval from SISH and the company.

Any student whose industrial attachment is terminated by the company due to disciplinary issues, poor performance or drop out pre-maturely without any valid reasons will be deemed to have failed the industrial attachment and will not be able to graduate.

A student will be assessed on his/her industrial attachment by a Log Book. The Log Book will be given to the student before the start of the industrial attachment. The Log Book must be filled up completely and returned to SISH within 7 days of the completion of the industrial attachment, failing which the student may not be able to graduate, as it will be deemed as not fulfilling the requirements of industrial attachment. The student must be responsible for his/her Log Book. If the student loses the Log Book, he/she must report the loss to SISH immediately and replace the logbook at his/her own cost.

Industrial attachment visits by SISH will be conducted during the industrial attachment to check on the student and provide assistance where necessary. Students are to inform SISH immediately should they encounter problems relating to the industrial attachment.

## Industrial Attachment Qualifying Criteria

### Diploma:

- a. The student must successfully complete all the coursework including all assignments, assessments, examinations and re-examination if applicable.
- b. The Industrial Attachment will be assigned as elective credits and will be graded as Pass or Fail.
- c. The Industrial Attachment **must be RELEVANT** to the student's area of study.

### Advanced Diploma

- a. The student must successfully complete all the coursework including all assignments, assessments, examinations and re-examination if applicable.
- b. The Industrial Attachment will be assigned as for elective credits and will be graded as Pass or Fail.
- c. The Industrial Attachment **must be RELEVANT** to the student's area of study.

## 6 ACADEMIC & ASSESSMENT

### 6.1 Examination

#### 6.1.1 Examination Information

- The date and time of the examination are specified in the time-table. A notification will also be issued one month prior to the examination.
- The passing mark for class tests/examination would be indicated in the course/module information handout.
- Examination dates cannot be changed to cater to individual requests.
- For failure in examination or absent during examination, the student usually shall be given the re-sit paper 3 weeks after the confirmed result is released. **Each student is allowed to sit for up to a maximum of one re-examination.** Should the student fail again, the student will be required to **re-module** the module.
- Examination and assessment results will not be released over the telephone.

*(For Externally Developed Programme, please refer to the universities, professional bodies and/or awarding bodies policies.)*

#### 6.1.2 Examination Rules and Regulations

1. All answers must be written clearly and legibly.
2. All questions must be written on the writing paper provided.
3. No dictionaries are allowed.
4. All answers on the writing paper supplied must be numbered correctly.
5. All workings (and diagrams, if any) must be shown clearly on the writing paper provided.

6. All Examination Booklets, Examination Answer Booklets, question papers, answer papers and unused papers must be returned to the invigilator at the end of the examination.
7. NRIC/Student Pass/Passport identification card must be placed on the top right-hand corner for the table for identification verification.
8. Students may present themselves for an examination only if they are duly enrolled for the module concerned. Students who are not in attendance at the school, and students making a subsequent attempt at an examination, or re-examination, are therefore required to enroll and to pay the prescribed examination fees before the date specified by the Examinations Officer.
9. No candidate may take into the examination room books, papers or other aids intended to assist with the examinations, unless with the prior permission of the Academic Department concerned or the Examinations Officer. The use of programmable calculators and those with text, symbolic or graphic capabilities is not permitted at examinations.
10. All mobile phones and communication devices must be switched off. No mobile phones or communication devices are to be placed on their desk during the examination. They may be placed in the student's own bag at the student's discretion. All bag(s) must be placed in front of the examination room. The Institute will not be responsible for the loss of any mobile phones or communication devices.
11. Students may only begin writing once the invigilator has completed the announcements and officially started the examination. All students must stop writing when instructed to do so by the invigilator at the end of the examination.
12. No student may leave the examination room during the first or last 30 minutes of the examination, save in exceptional circumstances at the discretion of the invigilator.
13. In the event of an emergency, students must follow the instructions given by the invigilator.
14. No student may bring any food or drink into the examination room, except for water in a plastic bottle.
15. Communication of any kind between students during an examination is forbidden and will be considered as a cheating offence.
16. Students who do not clock in 75% attendance rating will not be allowed to sit for their test/ examination. The disqualified student is considered to fail the module in the term of study.
17. The passing mark for class tests/examination is indicated in the course/module information handout.
18. Examination (or re-examination) dates cannot be changed to cater to individual requests.

19. Students should be in the examination room at least ten (10) minutes before the starting time of the examination. If students are late for thirty (30) minutes or more, they are barred from entering and taking the examination.
20. Instructions of the invigilator(s) are to be followed at all times during the examination.
21. Students must sign on the Examination Attendance Sheet provided by the invigilator.
22. Students must clearly write their NRIC or FIN number on the front of the examination paper and answer script, and to sign accordingly. Student's name should be omitted.
23. Students are not allowed to submit their answer scripts within thirty (30) minutes after the examination has started.
24. Students are not allowed to leave the examination room during the first and last thirty (30) minutes of the examination.
25. Students are reminded to write all answers in blue or black ink only. Failure to do so may result in disqualifying any submitted answers.
26. Each student will be provided one (1) Examination Answer Booklet, if necessary. Additional copies will be given upon request.
27. Toilet break is generally not allowed during the examination, unless it is an emergency. Students who need to use the washroom should raise their hands and they will be accompanied by an invigilator. Only one (1) student is allowed to go to the washroom at any one time.
28. For failure of examination or absence during examination, the school will schedule a re-examination after the confirmed result is released. Each student is allowed to sit for up to a maximum of one re-examination per term. Should the student fail again, the student will be required to re-take the module (re-module). A re-examination fee of S\$202 (inclusive GST) will be imposed. For students who are taken the re-examination, he/she will only obtain a 'C' grade upon passing.
29. The examination results for this module will be released to the students after the Examination Board has approved them. Examination results will normally be released within 4-6 weeks after the examination. To ensure confidentiality, results will not be released by telephone. Students must fulfil all obligations to pay the current course fee in order for the results to be released. A student's result will be withheld if he/she fails to fulfil this obligation.

## 6.2 Grading Rules

Students must satisfy the following requirements in order to pass a module

- Achieve the minimum overall score/grade for all the assessments components.
- Complete according to lecturers' set requirements for all their assessments (assignments and presentations – individual and/or group). This is also condition for students to take supplementary examination.

There is a capping of a “C” grade for students taking supplementary examination. The weightage of the supplementary examination will be 100%. During re-module, students will be given a grade based on the grading system. There will not be any capping of grade.

Final mark allocation will be confirmed by the Examination Board of SISH and Examination Board of the university (if applicable).

**Grading for SISH programmes**

GRADE	RANGE	GPA	DESCRIPTION
A+	90 – 100	4.0	Work of outstanding quality and an unusual demonstration of intellectual initiative
A	80 – 89	3.7	
A-	75 – 79	3.5	
B+	70 – 74	3.3	Work of superior quality demonstrating a sound grasp of content and good analysis of subject matter
B	65 – 69	3.0	
B-	60 – 64	2.7	
C+	51 – 59	2.3	Work of good quality indicating a competent grasp of subject matter
C	50	2.0	
F	0 - 49	0	Unsatisfactory performance; no credit given
PN	NA	NA	Pass in Non-Graded Module
FN	NA	NA	Fail in Non-Graded Module
G	NA	NA	Credit Cancelled or Refused on Disciplinary Grounds
RW	NA	NA	Result Withheld Pending Payment of Fee/Fine or Failure to Produce Identification During Examination
TR	NA	NA	Module Transfer Credit
EX	NA	NA	Module Exemption

*(For Externally Developed Programme grading guide, please refer to the universities, professional bodies and/or awarding bodies policies.)*



### 6.3 MBA Dissertation

The due date for dissertation/presentation will be before the end of the course date as stipulated in the Student Contract. Students will do their dissertation tutorial during their course of studies and they are required to submit the actual proposal at the end of the final term. The assessment components for dissertation are:

Tutorial Proposal (10%)

Actual Proposal (10%)

Supervisor's assessment – content & presentation (40%)

Jury's assessment – content & presentation (40%)

Students who wish to extend the deadline for dissertation/submission shall apply to SISH, subject to approval and at a cost of S\$535 (inclusive of GST). The fee is called "extension fee for dissertation submission date." The extension granted will be capped at six (6) months. Students must ensure they meet the maximum course candidature period of 24 months.

### 6.4 Final Result Appeals

Students who wish to appeal against their examination results should write to the Academics Department using the Letter of Appeal Form within 7 working days after the results are released.

The letter of appeal must state detailed reasons for the appeal.

Student will not be allowed to view his/her examination scripts.

Student who decided to have the paper remarked or reviewed will have to pay an appeal fee of S\$51 (inclusive of 9% GST) to the Student Service Department.

Upon payment, the Associate Dean will assign the paper to be re-marked or reviewed by another marker who is not the original marker of the paper.

The re-marked results will be reviewed and approved by the Examination Board and/or External Education Partner (EEP) for all EEP courses if applicable.

The Associate Dean will forward the appeal results to the Deputy/Operations Manager to inform the student.

The appeal results shall be released within 4 weeks (for in-house courses) and not later than 8 weeks for courses administered by EEP from the date of appeal.

The student will have to accept the result as final even if it is lower than the initial result.

Examination and assessment results will not be released over telephone.

## 6.5 Progression

The Associate Dean will assess student's examination results against the progression criteria as follows:

- Pass all compulsory modules in the course student enrolled to.
- To achieve at least GPA2.0 (Only applicable for Vatel courses)

Once qualified, the Associate Dean will inform the Registrar who will communicate the result to the progression student. If the student has cleared all modules and filing for graduation, refer to Conferring Certificate and Award Procedures.

For students who do not meet the progression criteria, the Deputy/Operations Manager will inform students for re-exam or re-module. The Deputy/Operations Manager will arrange Associate Dean to counsel the student if necessary.

Variation from the above criteria needs to be justified by letter of recommendation from Associate Dean, and to be cleared at Examination Board.

## 7 DISPUTE RESOLUTION POLICY & PROCEDURES

### Dispute Resolution Policy

The purpose of this dispute resolution policy is to provide a guide through which the school and its customers/students can resolve any dispute in a timely and fair manner as they arise.

The school encourages its customers and students to resolve any issues or concerns that they may have at the earliest opportunity with the school.

The school is committed in establishing mechanisms to promote fast and efficient resolution of disputes.

The school will ensure the ease of providing feedback and/or complaints through making available and easy access of feedback forms, channels of feedback via website, email and telephone call and regular meetings with stakeholders.

Open communication and feedback are regarded as essential elements of an effective dispute resolution framework. The school will acknowledge all feedback and/or complaints received.

All formal avenues for handling of grievances and/or feedback will be fully documented, evaluated and the complainant's wishes will be taken into account in the determination of appropriate steps and actions.

Actions taken to resolve disputes and/or address feedback will be publicized where appropriate and applicable.

The school will inform the complainant or person giving the feedback of the actions taken where feasible.

No student/customer will be intimidated or unfairly treated in any respect if he/she utilises this Policy to resolve an issue.

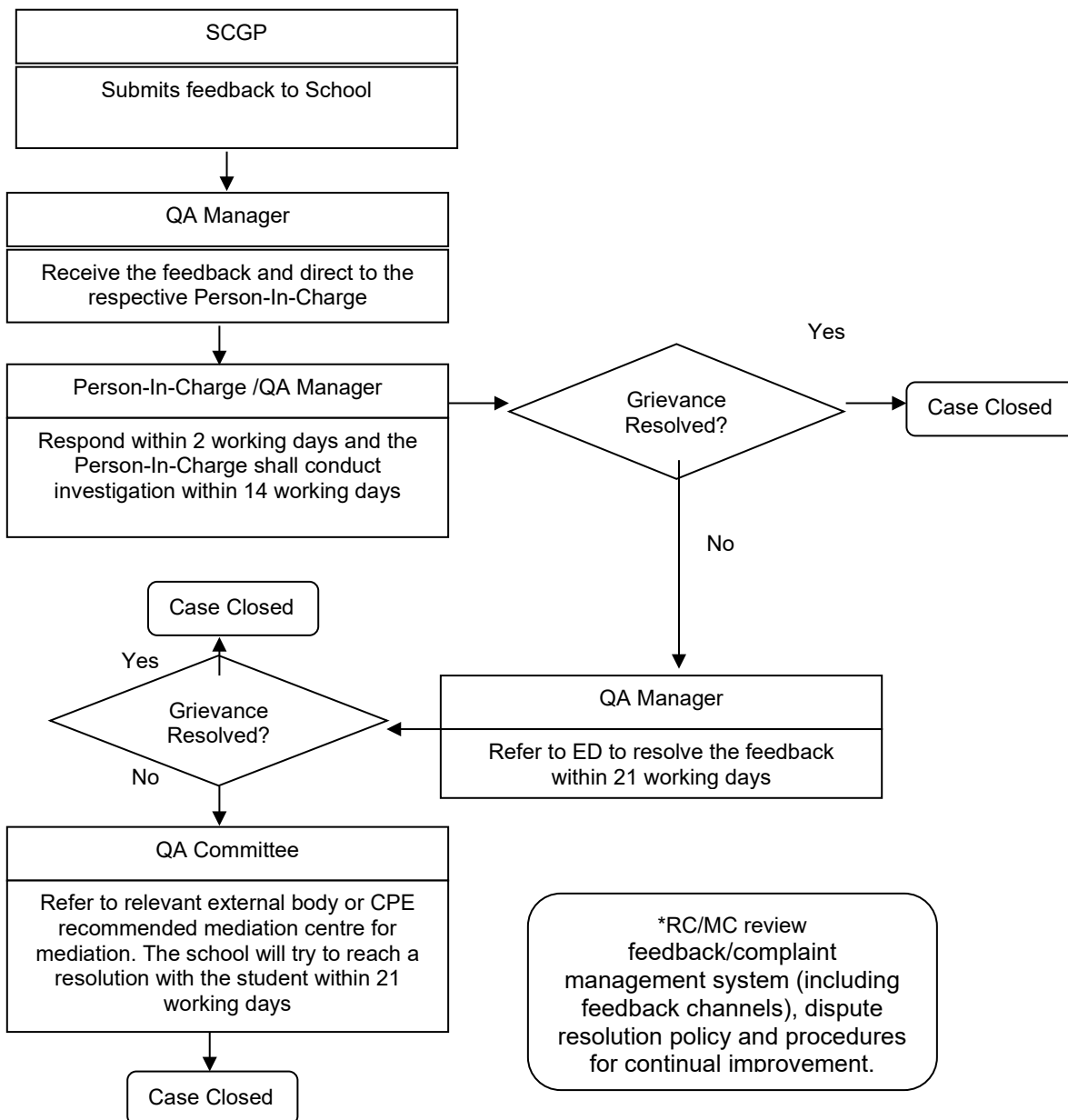
The dispute resolution includes appeals for retention, suspension, expulsion, awards, etc.

If internal efforts to resolve dispute fails, the matter shall be escalated to an external mediator. (Refer to CPE Mediation-Arbitration Scheme).

This Policy applies to all students and customers of the school and shall be aligned to the dispute resolution provision in the Private Education Act.

### 7.1 Process for Handling Student/Customer Grievance

ED – Executive Director  
 RC/MC – Review Committee/Management Committee  
 SCGP – Student/Customer/General Public/Partners



### 7.1.1 Source and Type of Feedback, Complaints & Compliments

The sources of feedback, complaints and compliments are:

Sources	Mode of Receiving Feedback, Complaints and Compliments
(1) Student (2) Staff (3) External Partners (4) General Public	Email, Letter, Feedback Form.  <i>(All walk-in or telephone feedback must be follow-up with either through email, letter or filling up Feedback Form before the school initiates any investigation into the matter)</i>

Types of feedback, complaints and compliments:

Types Of Feedback, Complaints And Compliments	Person-in-charge to be channeled to by QA
(1) Staff Service Quality (Front Line Staff)	QA Manager
(2) Facilities, Maintenance, IT	QA Manager
(3) Academic Programs, Project Assignment, Examination Results	Associate Dean
(4) Student Affairs	QA Manager
(5) Lecturers	Associate Dean
(6) External Education Partners & Programs	Associate Dean

### 7.1.2 Handling Feedback and Complaints from Students

#### Step 1

Any Student/Customer/General Public/Partner who has a feedback/complaint may email the Institute. The Quality Assurance Manager shall collect and direct the feedback/complaints to the respective HODs concern or Person-In-Charge. The HOD or QA Committee shall respond to the student/customer/General Public/Partner within two (2) working days. Investigation will be conducted to address the feedback/complaint.

#### Step 2

The HOD shall meet the student/customer/General Public/Partner within fourteen (14) working days from the date of complaint/feedback received and investigates into the matter to resolve the feedback/complaint.

#### Step 3

If the feedback/complaint is still not resolved in Step 2, the QA Manager will refer the matter to the Executive Director. The Executive Director will meet the Student within twenty one (21) working days from the date of complaint/feedback received to resolve the matter. If the student is still not satisfied with the solution, the Executive Director will advise the student that he/she may take up the matter with relevant external body, where applicable.

Step 4

Feedback/complaint which could not be resolved in STEP 3 may be referred to CPE recommended mediation centre for mediation.

Timeline for Resolving Dispute

The school will try to reach a resolution with the student within 21 working days upon receiving the feedback/complaint, else STEP 4 shall be applied.

Resolving Feedback

The student shall acknowledge and accept the actions taken by the Institute to resolve the feedback by reverting to the Institute's email reply to the feedback/complaint.

## 8 CODE OF CONDUCT

Students must maintain good conduct at all times whether within or outside the premises of SISH Institute and they must observe:

- The Law of Republic of Singapore
- The rules and regulations of Singapore government agencies (*e.g Ministry of Manpower, Immigration and Checkpoints Authority, Committee for Private Education etc*)
- The rules and regulations of SISH Institute

Good conduct includes the following (but not limited to):

- Having good behavior and attitudes such as regular class attendance, punctuality, good grooming and personal appearance, honesty and integrity, cleanliness, respect for others, community and environment, co-operation and helpfulness etc.
- No eating and drinking in classroom.
- No smoking in SISH institute. Smoking is only allowed at designated areas. (Students below the age of 21 are not allowed to have cigarettes or any other tobacco products)
- No Littering
- Switching off or putting on silent mode for handphones or any other electronic devices during lectures or practical sessions.
- Being considerate when using common facilities such as washroom, corridors. Care should be taken to keep these areas clean and tidy.
- No excessive noise and rowdiness at all times.
- Ensuring all safety precautions are observed and premises are cleaned up.
- No staying within the school premises without the presence of a school staff.
- No entering into offices, storerooms without the presence of a school staff.
- No consuming of alcoholic beverages within the school unless it is a part of an activity approved by SISH Institute.

Students who fail to abide the code of conduct will be liable to disciplinary action. Disciplinary action will take place in a progression manner. The progressive disciplinary action consists of different levels. For example, 1<sup>st</sup> level- Lecturer, 2<sup>nd</sup> level- student services counselling and recording, 3<sup>rd</sup> level- Associate Dean counselling and warning letter, 4<sup>th</sup> level – final warning and 5<sup>th</sup> level - dismissal. Depending on the severity of the misconduct, the disciplinary action does not always start at 1<sup>st</sup> level.

A student can be dismissed from his/her course of study and his/her student's pass cancelled (if applicable) if he/she **commits any of the major disciplinary offences below:**

1. Cheating or dishonesty including plagiarism at examinations, tests or assignments.
2. Disruptive behavior during classes
3. Vandalism, willful destruction/damage or wastage of SISH assets, equipment, utensils and other perishable and nonperishable goods. In addition, students are liable to replace any damage or loss of the equipment, utensils etc.
4. Racial / gender discrimination
5. Sexual harassment
6. Disrespectful behaviour, non-compliance and/or disobedience towards the schools' teachers and staff.
7. Fighting in school and/or immoral or indecent behaviour on school premises
8. Theft of the school's property or others' property
9. Possession of offensive weapons
10. Consumption of drugs or intoxicating substances
11. Forging of documents or possession of forged documents.
12. Fail to abide by Singapore laws.
13. Unauthorized use or illegal copying of copyright materials, including printed and/or non-printed matters and computer software or the disclosure of computer passwords to others
14. Breach of or non-compliance with or non-observance of such rules and regulations as may be made from time to time by the school management

## 9 Intervention

The Institute has an Intervention Officer who is responsible for the management process of all student interventions and reports directly to the Associate Dean, Registrar, and the Executive Director.

An intervention occurs when a student(s) goes outside the guidelines stated in the student handbooks, which the Institute sets, or if the Institute believes intervention is warranted.

The Institute will take intervention measures to prevent a condition from worsening or to change behaviour patterns that occurred in areas of

1. Academic
2. Attendance / Discipline
3. Candidature
4. Financial
5. Internship

An intervention is where a student finds themselves not fulfilling the academic or otherwise required standards, as set out in the student handbook.

An intervention is initiated by a report being submitted to Student Services, who will inform the Intervention Officer.

An intervention is triggered by either.

1. Student
2. Lecturers
3. Student Services
4. Associate Dean
5. Registrar

All intervention requests must be sent via email to Student Services via [ss@sish.odoo.com](mailto:ss@sish.odoo.com)

### Process

The following steps will be initiated regardless of the type of intervention required.

- a. The Intervention Officer will appoint a counsellor.
- b. The intervention officer will set a meeting location, time and date, and the student will be notified via their **school email only**. It is advisable that the student acknowledges the meeting location, time, and date.
- c. At the meeting, the counsellor will inform the student of the reason for the intervention meeting.
- d. The student will have adequate time to explain.
- e. The student may request a peer, parent, or translator to be in the counselling.
- f. If the situation is deemed personal in nature, then:
  - A female counsellor must serve as the lead counsellor.
  - If the female student requests a female counsellor, one will be provided
- g. If a male student requests a male counsellor, then one must be provided
- h. Based on the evidence provided (written or verbal), the counsellor will discuss all the available options with the student and will continue to explore these options until the student and the counsellor find and agree on a remedy for the situation. The student

- may also propose a solution which will be taken into consideration. The action plan must be achievable within the timelines set and agreed upon.
- i. The counsellor and the intervention officer shall document the agreed plan of action with the student. This will include the next meeting and a timeline for the closure of the intervention.
  - j. The student will acknowledge the action plan and agree to the next meeting date.
  - k. Meetings between the student, counsellor, and intervention officer may be held on multiple occasions to resolve the issue fully.
  - l. The intervention officer will monitor the student from time to time during the entire intervention process.
  - m. If the student does not meet the agreed plan without good and fair reason, the intervention officer may issue a first written warning.
  - n. The intervention process will continue until the student and the counsellor agree that their behaviour has changed. And no more incidents have occurred. If, however, there is a relapse at any time during the whole process, the intervention process will continue.
  - o. If a separate and different intervention occurs before the first intervention is closed, the first intervention will be taken into consideration.
- A follow-up meeting with the student will be arranged 5 to 7 days after the initial meeting to assess the effectiveness of the intervention plan. If the plan shows positive results or successfully addresses the student's behaviour, the case will be put on hold for 30 days. If no additional issues occur during the 30 days, the student will be notified, and the case will be closed.
  - If a relapse occurs within 5 to 7 days or during the 30-day period, the student will participate in additional intervention meetings to address the issue. When greater academic support is required, the intervention may be monitored throughout the term to offer further assistance to the student. During this time, the student may request another meeting for additional help
  - If the student requires ongoing intervention, regular meetings will be scheduled. If the issue does not violate Singapore's statutory laws, the intervention may continue under the school's intervention process, supervised by the counsellor and Intervention Officer, until it is resolved, the student graduates or the student is dismissed

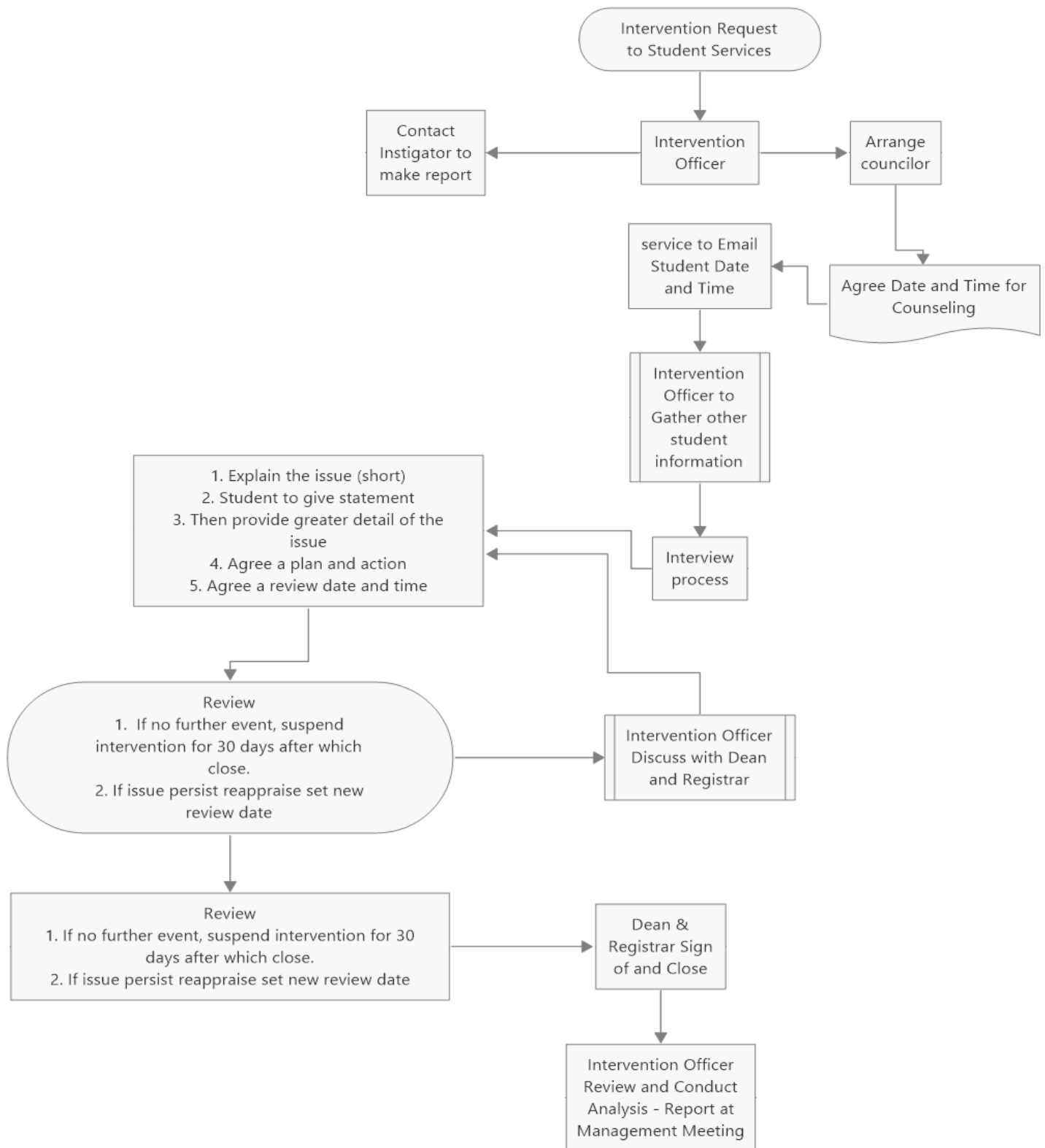
The intervention officer will only close a case once all parties have agreed that the issue has been solved. All paperwork will remain in the student's personal file and may be referred later. It may also be used as a reference for other such incidents.

### Summary

1. In stage one, a meeting is called, the issue is discussed, a solution is found to resolve the issue, and a time frame is agreed upon. A follow-up meeting date is agreed upon.
2. Stage two, the student is given between 5 and 7 school days not to re-offend before the follow-up meeting.  
Note: If the student re-offends, then the intervention process starts from the beginning. There may be consequences of a first written warning letter being given to the student if deemed necessary.
3. Stage three is if no offence occurred in the given time frame and before the follow-up meeting, that matter will be suspended for 30 days.
4. Stage four is when, after 30 days, no offence has occurred, the student will be notified that the case is closed.  
Note: If, within 30 days, the same offence reoccurs, the intervention process will go back to stage one. A first written warning may be given. If a separate offence occurs within 30 days, the first offence will be taken into consideration.



### Summary of Intervention



This process may differ depending on the nature of the intervention.

## 10 DRESS CODE

In order to furnish a more professional environment, students are required to maintain a clean, neat and smart appearance at all times.

For male students, hair must be neatly trimmed. If hair colouring is required, it is limited to shades of dark brown, black or natural birth colour. The face must be clean-shaven. Male students with beards should be covered with cloth during practical lessons.

For female students, hair must be neatly trimmed. If hair colouring is required, it is limited to shades of dark brown, black or natural birth colour. Female students with long hair should bun up their hair during practical lessons. Fancy hair accessories are not allowed. Only light make-up are allowed.

For male and female students, facial and visible body piercings of any kind are not allowed. Small studded and non-dangling earrings are allowed for female students during classroom-based and practical lessons. Male students are not allowed to put on any type of earrings.

Students are not allowed to wear the following in the SISH premise:

*Attire: Sleeveless T-shirts, singlets, shorts, attire printed with offensive or obscene wordings, revealing attire or mini-shirts.*

*Footwear: Slippers and sandals without heel straps.*

All students must be readily identifiable at all times with their faces uncovered. No student is allowed to wear anything that prevents ready identification such as mask or veil (*except for religious reason(s) and is approved by the School.*)

Students must dress in formal attire within SISH premise befitting the status of the hospitality industry.

Students who are not properly attired will be subject to disciplinary action and barred from examinations. Disciplinary action will take place in a progression manner. The progressive disciplinary action consists of different levels. For example, 1<sup>st</sup> level- Lecturer, 2<sup>nd</sup> level- student services counselling and recording, 3<sup>rd</sup> level- Associate Dean counselling and warning letter, 4<sup>th</sup> level – final warning and 5<sup>th</sup> level - dismissal. Depending on the severity of the misconduct, the disciplinary action does not always start at 1<sup>st</sup> level.

The SISH grooming attire requirements can be found in the following diagrams.



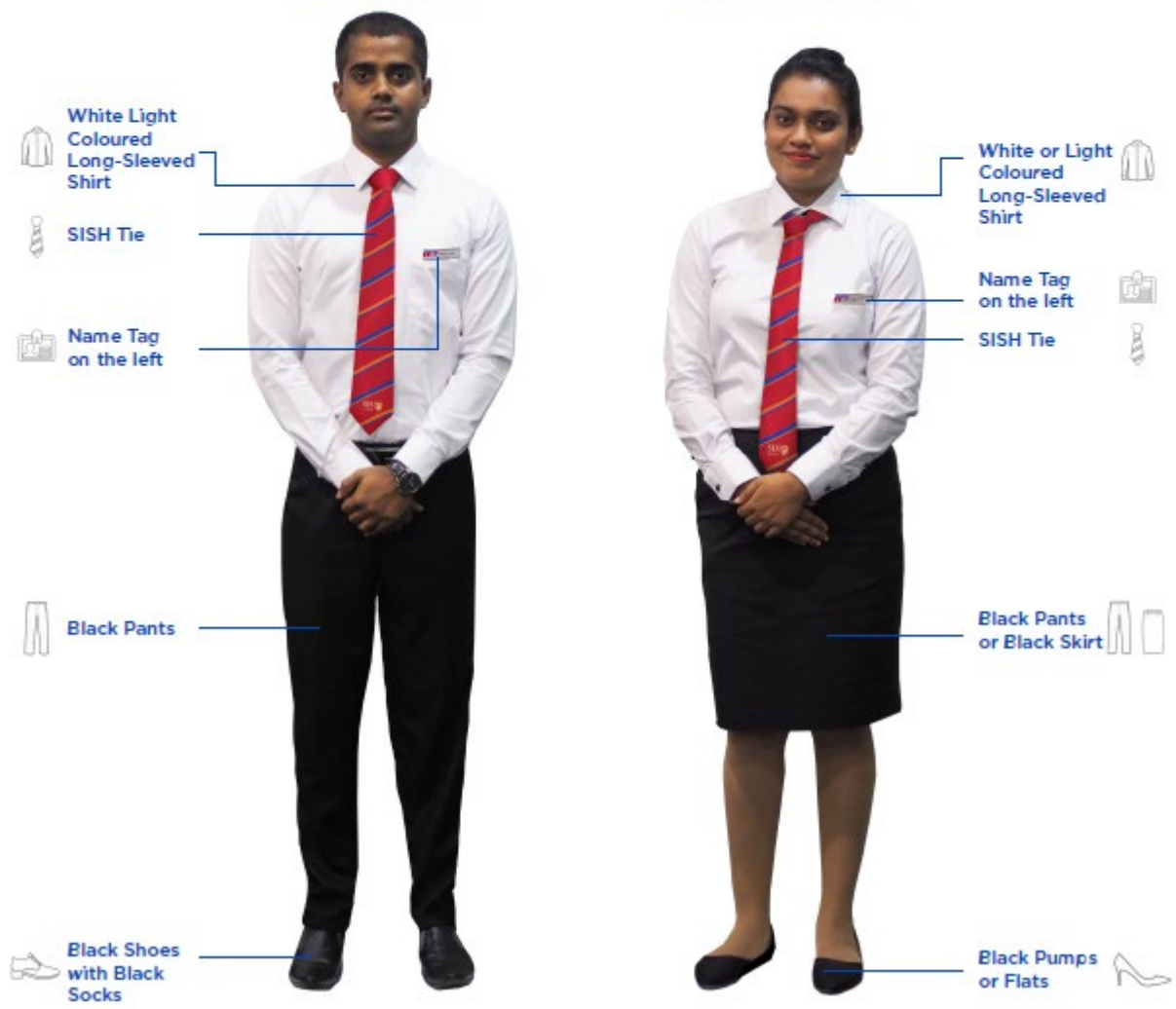
# SCHOOL UNIFORM AND DRESS CODE

## Diploma Students

The way we wear our uniform reflects our pride and attitude, and is also a projection of our image to the public. First impressions matter and the way you look and carry yourself create an impact on people you meet.

**Male Student**

**Female Student**



White Light Coloured Long-Sleeved Shirt

SISH Tie

Name Tag on the left

Black Pants

Black Shoes with Black Socks

White or Light Coloured Long-Sleeved Shirt

Name Tag on the left

SISH Tie

Black Pants or Black Skirt

Black Pumps or Flats



# SCHOOL UNIFORM AND DRESS CODE

## Higher / Advanced Diploma Students

The way we wear our uniform reflects our pride and attitude, and is also a projection of our image to the public. First impressions matter and the way you look and carry yourself create an impact on people you meet.

Male Student

Female Student





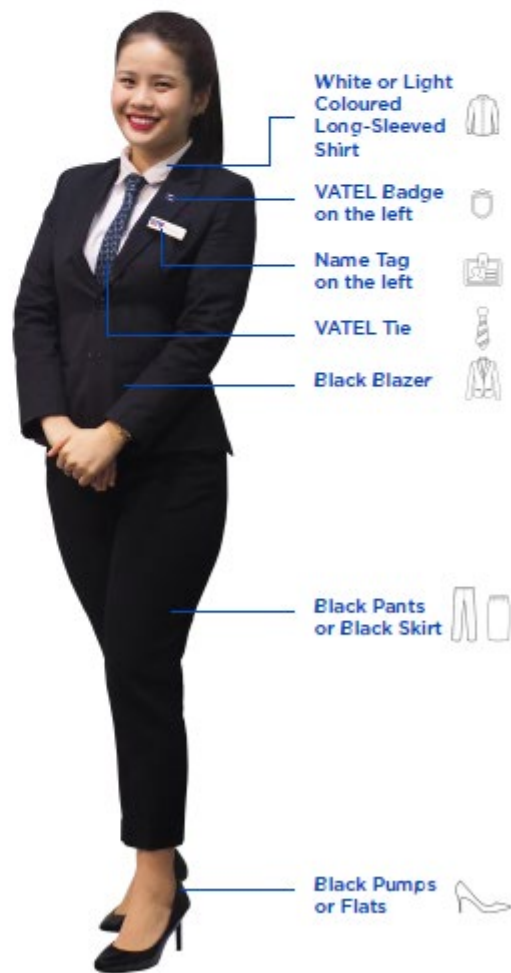
# SCHOOL UNIFORM AND DRESS CODE

## VATEL Students

The way we wear our uniform reflects our pride and attitude, and is also a projection of our image to the public. First impressions matter and the way you look and carry yourself create an impact on people you meet.

**Male Student**

**Female Student**



## 11 IMPORTANT CONTACTS AND HELPLINE

### Helpline

Students with problems or concerns can reach us at +65 6506 1288, Mondays to Thursdays from 11am to 3pm.

Alternatively, you may send us an email to Student Services Department at [ss@sish.edu.sg](mailto:ss@sish.edu.sg). The school will reply to your email within three (3) working days.

### Emergency Services

Police 999

Ambulance 995

### Other Government Agencies

Ministry of Manpower (MOM)

Website: [www.mom.gov.sg](http://www.mom.gov.sg)

Tel: 6438 5122

Committee for Private Education (CPE)

Website: [www.ssg-wsq.gov.sg](http://www.ssg-wsq.gov.sg)

Tel: 6512 1140 (CPE Student Services Centre)

Immigration and Checkpoints Authority (ICA)

Website: [www.ica.gov.sg](http://www.ica.gov.sg)

Tel: 6391 6100 (Call Centre)

### Health & Safety

In case of fire, please proceed to the nearest EXIT point and use the staircase and **DO NOT USE THE LIFT** for student attending classes on the second floor of the building.

In case of any injuries, please approach the Student Service Department or **call 6506 1288** for assistance.

### School's Operating Hours

Monday to Fridays: **8:00am to 6:30pm**

Weekends and Public Holidays: **Closed**