



Student Handbook

Updated: 02 Jun 2026 V1.0

SISH Institute Pte. Ltd

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

Mailing Address:

1 Eunos Road 8, #07-09 Paya Lebar Green North, Singapore 408603

Tel: +65 6506-1288 Email: ss@sish.edu.sg



Cert No.: EDU-2-2044

Validity: 01/01/2025 - 31/12/2028

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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 is a forward looking institution with a clear focus on hospitality, tourism and aviation education. Our programmes designed in collaboration with established educational institutions, not only equip our students with the professional and business knowledge and skills for the global hospitality, tourism and aviation industries, but also aim to inculcate an attitude of service excellence and entrepreneurship.

We offer a comprehensive range of programmes, including Certificate, Diploma, Advanced Diploma, Graduate Diploma, Degree, Master's, and Professional Learning courses. Combined with our unique learning approach and caring student support, we create a truly distinctive educational experience.

If you are seeking a unique learning journey that will adequately prepare you for a successful career in the dynamic and fast-paced hospitality, tourism and aviation sectors, join us now at SISH - **Where Service Becomes Nature!**

Gan Chin Huat
Executive Director

1. ABOUT SISH INSTITUTE

SISH Institute (SISH) was founded with the purpose of providing quality education to students aspiring to pursue higher education. The Institute was established in 2007 with a vision to be a leading international centre of learning, recognised for excellence in academic teaching, learning and the provision of distinctive student experiences. SISH is a specialty school dedicated to education and training in business, hospitality, tourism and aviation. The Institute offers higher education programmes, which include Certificates, Diplomas, Advanced Diplomas and Postgraduate programmes in language, hospitality, aviation, business, 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 been registered with Skills Future Singapore (SSG) under the Enhanced Registration Framework since 2011 and has achieved the prestigious 4-year EduTrust certification in 2012, 2016, 2020 and 2025.

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 1:50 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 in Singapore's vibrant East regional hub at Paya Lebar Green and is equipped with state-of-the-art facilities for conducive learning.

- **23 Modern classrooms**
- **Collaborative student-centric spaces – The Hive, The Hub, The Lounge**
- **Broadcasting Studio**
- **AI Centre with UBTECH**
- **Campus-wide wireless internet**

To ensure that students' learning needs are adequately met, **SISH** maintains a teacher-to-student ratio of 1:50 for lectures and 1:25 for tutorials/practical, with support from our dedicated lecturers.

Classroom Capacities:

Level 7

- Classrooms 1 to 8 – 37.5 sqm each (max 25 pax each)
- Broadcast Studio – 20 sqm (max 13 pax)

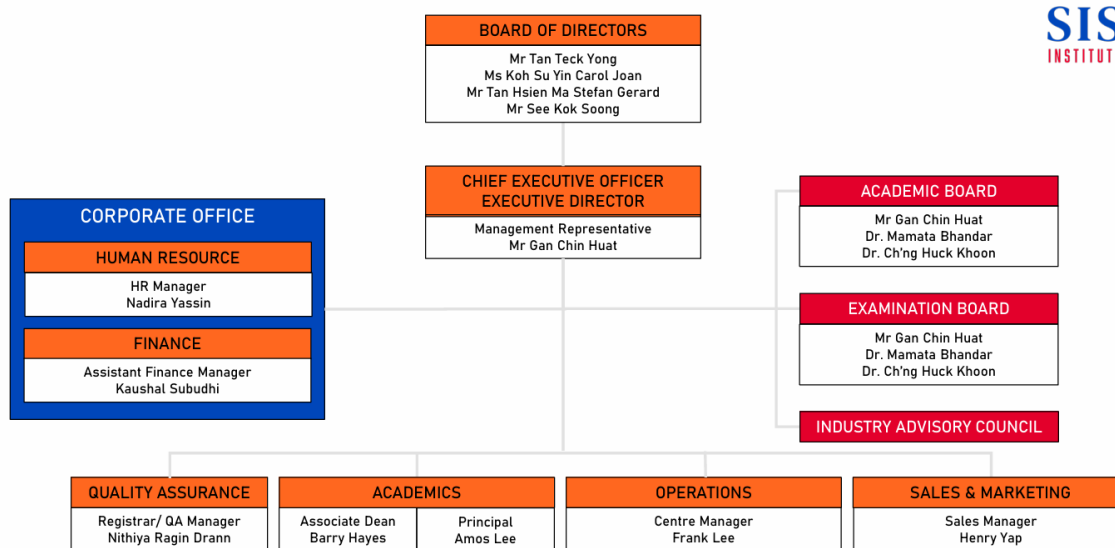
Level 6

- Classrooms 9 to 16 – 37.5 sqm each (max 25 pax each)
- Art Room – 59 sqm (max 39 pax)
- Reading Room – 60 sqm (max 40 pax)

Level 5

- Classrooms 17 to 23 – 37.5 sqm each (max 25 pax each)
- AI Lab – 80 sqm (max 53 pax)
- Science Lab – 70 sqm (max 46 pax)

1.6. Our MANAGEMENT TEAM / ORGANISATIONAL CHART



Managers of SISH Institute:
 Mr Tan Teck Yong
 Ms Koh Su Yin Carol Joan
 Mr Tan Hsien Ma Stefan Gerard
 Mr See Kok Soong
 Mr Gan Chin Huat



1.7. Our MEMBERS OF ACADEMIC AND EXAMINATION BOARD

Academic Board Members	
	Mr. Gan Chin Huat (Chairman) • Master of Education, Harvard University, USA • Bachelor of Arts Degree and Honors Degree in Economics, National University of Singapore • Diploma in Education with Credit, Institute of Education, National University of Singapore
	Dr. Mamata Bhandar, Ph.D. • 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
	Dr. Ch'ng Huck Khoon, PhD. • PhD in Finance, Universiti Sains Malaysia • Certified Financial Planner (CFP), Financial Planning Association of Malaysia • MBA, major in Finance, University of Stirling, Scotland, UK • Diploma in Commerce, Tunku Abdul Rahman College, Malaysia

Examination Board Members



Mr. Gan Chin Huat (Chairman)

- Master of Education, Harvard University, USA
- Bachelor of Arts Degree and Honors Degree in Economics, National University of Singapore
- Diploma in Education with Credit, Institute of Education, National University of Singapore



Dr. Mamata Bhandar, Ph.D.

- 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



Dr. Ch'ng Huck Khoon, Ph.D.

- PhD in Finance, Universiti Sains Malaysia
- Certified Financial Planner (CFP), Financial Planning Association of Malaysia
- MBA, major in Finance, University of Stirling, Scotland, UK
- Diploma in Commerce, Tunku Abdul Rahman College, Malaysia

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
	<u>Languages</u>				
1	Certificate in Foundation English	3	9	9 / 27	SISH Institute
	<u>Preparatory Course</u>				
2	Preparatory Course for Admission to Government Schools (Secondary 1)	6	NA	18 / NA	SEAB
3	Preparatory Course for Admission to Government Schools (Secondary 2)	6	NA	18 / NA	SEAB
4	Preparatory Course for Admission to Government Schools (Secondary 3)	6	NA	18 / NA	SEAB
5	Preparatory Course for Admission to Government Schools (Primary 2)	6	NA	18 / NA	SEAB
6	Preparatory Course for Admission to Government Schools (Primary 3)	6	NA	18 / NA	SEAB
7	Preparatory Course for Admission to Government Schools (Primary 4)	6	NA	18 / NA	SEAB
8	Preparatory Course for Admission to Government Schools (Primary 5)	6	NA	18 / NA	SEAB
	<u>Tourism and Hospitality Management</u>				
9	Certificate in Travel, Tourism and Hospitality Management	6	6	18 / 18	SISH Institute
10	Diploma in Food and Beverage Operations	6	9	18 / 27	SISH Institute
11	Advanced Diploma in Hospitality and Tourism Management (6 months of Industrial Attachment)	18	24	60 / 78	SISH Institute
12	Diploma in Hospitality Operations (6 months of Industrial Attachment)	6	NA	24 / NA	SISH Institute
	<u>Events Management</u>				
13	Higher Diploma in Events Management (6 months of Industrial Attachment)	9	12	33 / 42	SISH Institute
14	Advanced Diploma in Events Management (6 months of Industrial Attachment)	9	12	33 / 42	SISH Institute

	Type of Courses	Full-Time* (Months)	Part-Time* (Months)	Maximum Candidature Period (FT/ PT) (Months)	Awarded By
	<u>Business Management</u>				
15	Certificate in Foundation Studies	6	NA	18 / NA	SISH Institute
16	Certificate in Business Management	6	6	18 / 18	SISH Institute
17	Diploma in Business Management	9	12	27 / 36	SISH Institute
18	Advanced Diploma in Business Management	9	12	33 / 42	SISH Institute
	<u>Aviation Programmes (Incorporated with IATA)</u>				
19	IATA Airline Cabin Crew Certificate	3	3	9 / 9	IATA
20	Diploma in Aviation and Travel Operations (6 months of Industrial Attachment)	9	12	33 / 33	SISH Institute
21	Higher Diploma in Aviation Management	9	15	27 / 45	SISH Institute
	<u>Bachelor Degree and Post Graduate Diploma Programmes</u>				
22	Post Graduate Diploma in Management (Major in Business Analytics)	6	9	18 / 27	SISH Institute
23	Post Graduate Diploma in Management (Major in Digital Marketing)	6	9	18 / 27	SISH Institute
24	Post Graduate Diploma in Management (Major in Educational Management)	6	9	18 / 27	SISH Institute
25	Post Graduate Diploma in Management (Major in Entrepreneurship)	6	9	18 / 27	SISH Institute
26	Post Graduate Diploma in Management (Major in Healthcare Management)	6	9	18 / 27	SISH Institute
27	Post Graduate Diploma in Management (Major in Hospitality Management)	6	9	18 / 27	SISH Institute
28	Post Graduate Diploma in Management (Major in Project Management)	6	9	18 / 27	SISH Institute
29	Post Graduate Diploma in Management (Major in Public Administration)	6	9	18 / 27	SISH Institute
30	Post Graduate Diploma in Management (Major in SME Management)	6	9	18 / 27	SISH Institute
31	Post Graduate Diploma in Hospitality Management	6	9	18 / 27	SISH Institute
32	Bachelor's Degree in International Hotel Management (Top Up) (6 months of Industrial Attachment)	9	9	24 / 24	VATEL, France
33	Bachelor of Science (Honours) Airline and Airport Management	36	54	72 / 96	University of West London, UK
	<u>MBA Programme</u>				
34	MBA in International Hotel Management - English (6 months of Industrial Attachment)	12	12	24. 36 if re - module / re - course	VATEL, France
35	MBA in International Hotel Management - Chinese (6 months of 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 on admission criteria.

3.2. Course Completion Criteria & Award

SISH awards will be conferred upon successful completion of SISH courses and achieving at least a 'pass' in all required subjects.

For externally developed courses, completion criteria and awards will follow the policies and requirements of the respective universities, professional bodies and/or awarding bodies. For Vatel courses, students must pass all required subjects and achieve a minimum GPA of 2.0.

3.3. Contractual Commitment

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

The maximum course candidature period refers to the longest duration allowed for students to complete a course of study. If a student fails to complete the course within this period, their candidature will be terminated. Students who wish to defer their course must ensure they can still complete it within the maximum course candidature period.

The maximum course candidature period is calculated as: (duration of coursework x 3) + duration of industrial attachment. This period begins from the course commencement date stated in the student contract.

For externally developed courses, the maximum course candidature period will follow the policies and requirements of the respective universities, professional bodies and/or awarding bodies.

- For Vatel Bachelor's programmes, the maximum course candidature is 24 months.
- For Vatel MBA programmes, the maximum course candidature period is 24 months. If a student fails and needs to repeat any subject or dissertation to complete the programme, they may do so within an additional year. Any further extension will be subject to Academic Board approval, and extension fees will apply (see Subsection 3.4.2).

3.4. School Fees & Policy

SISH is committed to ensuring transparency and accuracy in all fees.

3.4.1. Payment of Course Fees

Prior to making any course fee payment, all students **MUST** sign the Advisory Note (Form 12) and the SSG Standard Student Contract. The school officer shall ensure that all students understand the contents of the SSG Standard Student Contract before signing. If the student is under 18 years of age, the parent or legal guardian must sign the contract.

For International Students, the first instalment is payable upon receiving the Singapore Immigration 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 instalment is payable one week before the course commencement date.

Any remaining fee instalments, if applicable, are payable on the dates indicated in the Payment Schedule (Schedule B) of the SSG Standard Student Contract. Late payment charges may be imposed for payments made after the due date.

Students who fail to make their payments may be barred from attending class and/or examinations, and/or all pending results will be withheld by the School.

Method of payment: All fees must be paid in Singapore Dollar (SGD). Accepted payment methods include NETS, Debit/Credit Card, e-Banking, and Telegraphic Transfer (T/T).

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

3.4.2. Administrative / Miscellaneous Fee – General All Courses

Type and Purpose of Fee	Amount (with GST, if any) (\$)
Course Application Fee (Inclusive of Student's Pass Processing Fee) (non-refundable)	\$110 per application (Local applicants) \$220 per applicant (Applicants from Vietnam, Laos, Cambodia, Myanmar, Malaysia and South Asia) \$370 per application (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 per re-application
Renewal of Student's Pass (Inclusive of ICA charges) (non-refundable)	\$200 per renewal
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) (non-refundable)	\$150 per progression (for students who require Student's Pass) \$120 per progression 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 (non-refundable)	As charged by FPS Provider
Proof of Study	\$25 per letter
Re-Examination	\$205 per re-examination
Examination Results Appeal	\$52 per module (for all courses, except UWL). For UWL modules, as charged by UWL
Courier Service (Certificates/Transcripts)	Zone 2 - China, Thailand, Vietnam, Brunei, Indonesia, Korea, Taiwan - \$50 per collection Zone 3 - India, Japan - \$60 per collection Zone 5 - UK, France - \$80 per collection Other countries - as charged by DHL per collection
Late Payment Charges	10% of the outstanding payment
Extension Fee (Dissertation Submission Date)	For 3 rd Year to 4 th Year student = \$2,000 per extension For 4 th Year to 5 th Year student = \$3,000 per extension
SISH Uniform Accessories	\$50

3.5. Fee Protection Scheme (FPS)

FPS is a prerequisite that PEIs, such as SISH Institute, must 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 awarded 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 paid to SISH Institute by the student for enrolment. The following fees are exempted from FPS protection:

- 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 the examination date

Re-module fees, if collected, must be protected.

Course application fee refers to the fee paid by the student solely for processing the application form submitted, so that SISH Institute can verify if the student meets the course admission requirements. This application fee must not include any component used to offset course fee payment.

Miscellaneous fees refer to non-compulsory fees that may be charged due to, or arising from, the Student's undertaking of the Course, as described in Schedule C of Student 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 & Procedures

SISH shall maintain a fair and reasonable refund policy for all payments made and keep up-to-date and accurate refund records at all times. The refund policy is clearly communicated to all students through the website, the Student Contract and the Student Handbook. The refund policy must also be clearly explained to all students and prospective students. Where applicable, the policy should be available in students' native languages. Students must also be informed about how the refund amount is computed.

3.6.1. Refund for Withdrawal Due to Non-Delivery of Course

SISH shall inform the Student in writing **within three (3) working days** upon knowledge of any of the following:

- i) The course does not commence on the Course Commencement Date (*e.g., insufficient number of students to commence the course*);
- ii) The course is terminated before the Course Commencement Date (*e.g., termination of partnership agreement with external education partner*);

- iii) The course is not completed by the Course Completion Date (*e.g., closure of the school*);
- iv) The course is terminated before the Course Completion Date (*e.g., closure of the school*);
- v) The Student does not meet the course entry or matriculation requirements set by the organisation stated in Schedule A of the Student Contract within any timeline stipulated by SSG;
- vi) The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

Where any of the Refund Events from items (i) to (iv) as above has occurred:

(a) The PEI shall use reasonable efforts to make alternative study arrangements for the Student and shall propose such alternative study arrangements in writing to the Contracting Party, within ten (10) working days of informing the Contracting Party of the Refund Event.

(b) If the Contracting Party accepts such alternative study arrangements, the PEI shall set forth such alternative study arrangements in a written contract and this Contract shall automatically terminate on the date that such new written contract comes into effect.

(c) If the PEI does not propose alternative study arrangements to the Contracting Party within the time stipulated above, or the Contracting Party does not accept such alternative study arrangements, the Contracting Party may forthwith terminate this Contract by way of a written notice to the PEI.

Where any of the Refund Events for items (v) to (vi) has occurred, the PEI shall forthwith terminate this Contract by way of a written notice to the Contracting Party.

Refer to the Student Contract (Section 3) on the refund of the course fees and miscellaneous fees.

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 table below.

% of [amount of fees paid under Schedule B and C of the Student Contract]	If student's written notice of withdrawal is received
90%	more than 20 working days before the Course Commencement Date
50%	on or before, but not more than 20 working days before the Course Commencement Date
25%	after, but not more than 3 working days after the Course Commencement Date
0%	more than 3 working days after the Course Commencement Date

3.6.3. Refund During Cooling-Off Period

Notwithstanding anything herein contained, the Contracting Party shall be entitled to, without any liability whatsoever to the PEI, forthwith terminate the Contract at any time within the Cooling-Off Period ten (10) calendar days by way of a written notice to the PEI. The PEI shall return all Course Fees and Miscellaneous Fees paid to it within seven (7) working days of the receipt of the written notice.

3.6.4. Refund Outside the Cooling-Off Period

Without prejudice to the above, the Contracting Party may terminate the Contract at any time before the Course Completion Date by providing a written notice to the PEI. Upon receipt of such notice, the PEI shall within seven (7) working days, refund to the Contracting Party such amount (if any) as determined in accordance with Schedule D of the Student Contract.

3.6.5. 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, re-prints of transcripts)
- 5) Consumed miscellaneous fees (Refer to Schedule C of the Student Contract)
- 6) Transfer of Programme Fee
- 7) Course Progression Fee

3.6.6. 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).

3.6.7. 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.

3.6.8. Withdrawal & Refund Procedures

Refund for Withdrawal Due to Non-Delivery of Course¹

- a) The Student Services Executive shall notify the Student or parent/guardian (if the Student is under 18 years old) within three (3) working days by issuing an authorized formal letter. If the Student is under company sponsorship, the company shall also be notified.
- b) The Student Services Executive shall provide the Student with information and details of the confirmed alternative course arrangement within ten (10) working days to allow the Student to make an informed decision.
- c) If the Student decides to withdraw, the Student (or parent/guardian if the Student is under 18 years old, or sponsoring company) must submit a written notice to the Student Services Executive. The Accountant shall process the refund in accordance with the Refund Policy stated in the Standard Student Contract. If the Student does not withdraw, the Student Services Executive shall proceed with the alternate arrangement for the Student.
- d) The Student Services Executive shall assess and respond to any withdrawal request within **four (4) weeks**. Student Services Executive will send a formal email to the Student to confirm the withdrawal.
- e) The Accountant shall prepare the refund within seven (7) working days of receiving the Student's written notice of withdrawal, in accordance with the Standard Student Contract.
- f) The 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 case of a dispute, the Institute shall activate the Dispute Resolution Policy.
- g) For international students, the Student Services Executive shall inform ICA to cancel the Student's Pass.
- h) The Student Services Executive shall cancel the FPS coverage. The Accountant shall prepare the refund amount in the form of cheque or Telegraphic Transfer.
- i) The Student shall acknowledge receipt of the refund.
- j) The Student Services Executive shall update the Course Monitoring List, School Management System, Master Monitoring List and Student's P-File.
- k) The Executive Director shall review and monitor the refund process to ensure that the response time is no more than seven (7) working days after receiving the Student's written notice of withdrawal.

Refund for Withdrawal Due to Other Reasons

- a) Upon receiving a request for withdrawal, the Student will be required to fill in the Student Withdrawal Form. All requests for withdrawals and refunds are to be accompanied by a duly completed “**Student Withdrawal Form**” with company/parent/guardian’s approval where applicable. The school will process the request and refund within seven (7) working days of 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’s Office.
- For students under 18 years of age, parent/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 ten (10) calendar days applies from the date of signing the Student Contract. Students may withdraw from the course during this period by submitting a written notice. The PEI shall return all Course Fees and Miscellaneous Fees paid to it within seven (7) working days of the receipt of the written notice.
- c) The Student Services Executive shall verify the validity of the Withdrawal Form.
- d) A Student Welfare Advisor shall meet with the Student (and parent/guardian if the student is under 18 years old) to discuss the situation.
- e) If the Student decides to withdraw, the Student Services Executive shall ensure that the Withdrawal Form is duly completed and respond to the request **within four (4) weeks**.
- f) The Executive Director shall approve or reject the withdrawal and any applicable refund. The Deputy / Operations Manager shall issue past attendance records (if required for enrolment in another PEI) and send a formal email confirming or rejecting the withdrawal.
- g) The 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 Student may appeal to the management and activate the Dispute Resolution Policy if necessary.
- h) For International Students, the Student Services Executive shall inform ICA to cancel the Student’s Pass.
- i) The Student Services Executive shall cancel the FPS coverage. The Accountant shall prepare the refund (if any) in form of cheque or Telegraphic Transfer. The FPS refund amount will be determined by the FPS Provider.
- j) The Student shall acknowledge receipt of the refund (if any).
- k) The Student Services Executive shall update the Course Monitoring List, School Management System, Master Monitoring List and Student’s P-File.
- l) The Executive Director shall review and monitor the refund process to ensure that the response time is no more than 7 working days after receiving the 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:
 - i. A request for information by the SSG;
 - ii. Sharing of information or data with Government agencies or statutory bodies or non-government agencies authorised to carry out specific Government services or duties;
 - iii. Sharing of information with persons or organizations providing a student with financial aid;
 - iv. 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
 - v. 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 (c) 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 comply 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's 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's Pass is under the sole-discretion of ICA Singapore.

The Student's Pass is not transferable and 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 S\$60. If the applicant requires a visa to enter Singapore, the applicant needs to pay an additional fee of S\$30 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 & 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 in force in Singapore during their stay.
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(1A) 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 the Student's Pass unless the Student also has a valid work pass issued under the Employment of Foreign Manpower Act (Cap. 91A).
9. The Student understands that if the Controller of Immigration (CO) is satisfied that the Student 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 affected family member may then be required to leave Singapore within the period specified by ICA.
10. The Student acknowledges that remaining in Singapore unlawfully after the cancellation of the Student's Pass constitutes an offence under Section 15 of the Immigration Act, and that he/she may be liable to prosecution.

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 Department of Statistics (<http://www.singstat.gov.sg/>), the country has a total population of 6.1 million (as of January 2025), of which 4.2 million are Singapore residents (citizens and permanent residents). Singapore is highly diverse, and is well-known around the world as a multi-racial and multi-cultural society and country. The four main ethnic groups are Chinese, Malays, Indians and Eurasians. Other races and nationalities make up the small minorities. This diversity is reflected in the country's four official languages – English, Malay, Chinese and Tamil, with English as the main language of business and government.

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-like conditions all year round. Temperatures usually range from 22°C to 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. Although Singapore does not observe daylight saving time, it follows the time zone GMT+8, which is one hour ahead of its geographical location.

Singapore Highlights

- One of the safest, cleanest, and healthiest cities in the world.
- World-class education system consistently ranked among the top globally.
- English is the primary language of instruction, business, administration, and daily life.
- Bilingual policy – students become proficient in English and their respective mother tongue.
- Wide range of educational pathways from primary to tertiary levels.
- Strong employment prospects and career opportunities for graduates.
- Competitive tuition fees and reasonable cost of living compared to other major study destinations.

Furthermore, Asia is widely regarded as the growth region of the 21st century, and Singapore is strategically positioned to play a leading role as a global 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 and location.

Transportation

\$S100-150 per month

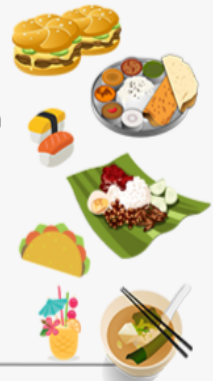
Cost depends on the distance & mode of transport



Food & Meals

\$S450 - \$750 per month

Singapore is a foodie's paradise; a wide range of cheap yummy food is available to satiate your appetite



Accommodation

\$S600 - \$1200 per month

Rental varies with location, types of housing, facilities /amenities provided, the number of tenants house-sharing, and more factors.



Communication

\$S50 - \$150 per semester



Transportation

Most Singaporean residents travel around the city-state by foot, bicycle, or the efficient public transportation systems including buses, taxis and trains. The train system in Singapore is known as MRT (Mass Rapid Transport) and LRT (Light Rail Transit). The public bus system is operated by SBS Transit and SMRT Buses, among other operators.

There are multiple ways to pay for public transport in Singapore. Riders can use cash, contactless bank cards, mobile apps, or stored-value cards like the EZ-Link. However, the EZ-Link Card is the recommended mode of payment as it offers slightly lower rates and charges than cash payments and can also be used for retail purchases and other services. The EZ-Link Card can be purchased and topped up at MRT stations, bus Interchanges, or via apps.

There are several major taxi companies, including ComfortDelGro, CityCab, SMRT Taxis, TransCab, Premier Taxis, and Prime Taxis. These operators collectively maintain a fleet of approximately 13,000 taxis on the road (as of 2025, according to Land Transport Authority data). Taxis remain a popular form of public transport, as fares are relatively affordable compared to many other developed countries.

In addition to traditional taxis, ride-hailing services have become extremely popular for their convenience, real-time tracking, and competitive pricing. Leading apps include Grab, Gojek, TADA, CDG Zig (for taxis), and Ryde.

Telecommunications

Mobile Services

Singapore's mobile operators offer both prepaid and postpaid plans with 5G access nationwide. Users can choose:

- **Prepaid SIM Cards:** No contract; pay-as-you-go with starter packs starting at S\$8–S\$15 for data, calls, and SMS. Ideal for short-term use. Available at airports, convenience stores, post offices, and operator shops.
- **Postpaid Plans:** Monthly billing with fixed lines; includes unlimited local calls/SMS in many plans, plus perks like streaming subscriptions. Contracts typically 12–24 months; SIM-only options start at S\$7–S\$10/month.

Both types support international roaming and IDD bundles. Prepaid cards must be registered with valid identification (such as an NRIC, FIN, work pass, or passport) at the point of purchase, while postpaid subscriptions require ID verification either in-store or through online sign-ups.

International Telephone Services

Singapore offers robust international calling options, including:

- **IDD (International Direct Dialling) Services:** Direct calls from landlines, mobiles, or apps with competitive rates via major operators (Singtel, StarHub, M1).
- **Calling Cards:** Prepaid or postpaid cards for cost-effective international calls.

International Calling Cards

These are prepaid (or postpaid) cards that allow users to make international calls from any phone (landline, mobile, or payphone). Charges are deducted from the card's value based on call duration and destination rates. Cards can be purchased at post offices, convenience stores, retail outlets, or online. There are also digital alternatives like apps.

Internet Services

High-speed broadband and mobile data are readily available through the major operators. Users can sign up via operator websites, apps, or stores. Singapore also offers island-wide free public Wi-Fi through the **Wireless@SG** programme, with over 20,000 hotspots in public areas like MRT stations, shopping malls, libraries, hawker centres and parks.

Public Payphones

Public payphones are increasingly rare due to the widespread adoption of mobile phones, with only about 150 still in operation across Singapore. They are primarily located in some public housing areas, MRT stations, and select public spaces like hawker centres. Users can pay by cash (coins), credit/debit cards, or stored-value phone-cards depending on the telephone unit. Local calls typically cost S\$0.10 per three-minute block (rates may vary slightly by operator). Some payphones also support international calls via stored-value cards.

Banking and Currency

While in Singapore, it is advisable for international students to open a savings account. The minimum initial deposit varies by bank but is often as low as S\$0 – S\$100, with many student-specific accounts waiving fees for those under 21 years of age or with a valid Student's Pass. Required documents typically include a valid passport, Student's Pass, and a letter of admission from your educational institution. Proof of address (e.g., tenancy agreement or utility bill) may also be needed. Upon opening your account, students will receive a debit/ATM

card for withdrawing cash from any ATM operated by the bank. The ATM card also enables cashless payments via NETS (*a cashless system similar to a value-stored card*).

Most bank branches operate from Mondays to Fridays 9:30am-3:00pm and Saturdays 9:30am-11:30am, though hours vary by branch and bank. It is best to check for their specific branch hours.

The local currency is the Singapore Dollar (SGD or S\$), divided into 100 cents. Apart from banks or hotels, students may exchange currency at licensed money changer.

Postal

Singapore Post (SingPost), the national postal service provider, operates approximately 56 post offices (including main branches and smaller outlets), over 20 authorized postal agents, and more than 300 stamp vendors. In addition, there are over 800 postboxes strategically placed throughout Singapore for 24/7 letter and parcel drop-offs. Post offices serve as one-stop centres for postal services (e.g., mailing, Speedpost), telecommunications (e.g., international calling cards, mobile top-ups), and agency services (e.g., bill payments). Branch hours vary by location, but most post offices are open Monday to Friday from 8:30am to 5:00pm and until 1:00pm on Saturdays (closed Sundays and public holidays).

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 October or November
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 leave. 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

Trust and Confidentiality – Your Privacy is Protected

Everything you share with Student Services or advisor is strictly confidential. We will never pass on your information without your consent, except in the rare situations below (and we will always tell you first if possible). Even then, only the minimum necessary information is shared. You can see what is written about you on the counselling report at any time.

- Serious risk of harm to yourself or others
- Suspected abuse/neglect of a child or vulnerable adult
- Court order

5.1. Provision of Student Services

5.1.1. Pre-course Advisory & Consultation Services

SISH provides pre-course consultation and advisory services, including course syllabi and module synopsis printed in brochures/prospectus, published on the official website, and through face-to-face educational consultations. These services help prospective students make informed choices before applying.

SISH ensures that all education consultants receive adequate training to provide prospective students with accurate guidance.

Pre-course advisory services include the following:

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

5.1.2. Orientation Programme for All Newly Enrolled Students

An orientation programme will be conducted to welcome all new students prior to the start of their course. The orientation programme will cover the following:

- a) Dissemination and reinforcement of important course information and other relevant details;
- b) Information on students' rights, including internal and external grievance and dispute resolution procedures, the Fee Protection Scheme, and reference to SSG's official website;
- c) Explanation of course deferment/extension criteria and procedures, as well as suspension and expulsion conditions;
- d) Details of the organization awarding the certificate (*if applicable*); and
- e) Other essential information for new students.

The **Student Handbook** will serve as the primary source of information during the orientation. In the event of any changes to the information provided, the School will ensure that all students are promptly notified through available communication channels and given sufficient time to prepare for the changes.

5.1.3. Other Student Support Services

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

- a) Close collaboration with guardians for students under 18 years of age; and
- b) Career guidance programmes to assist students in progressing to higher education.

5.1.4. Student Wellbeing & Mental Health Support

a) Student Wellbeing and Definition of Health Difficulties

Tertiary study is exciting but can also be stressful. It is normal to feel overwhelmed at times. SISH is committed to supporting students' mental and physical wellbeing.

Mental health difficulties refer to any significant disruption in a student's thoughts, emotions, behaviour, or ability to cope that interferes with daily life, studies, relationships, or overall functioning. Physical health difficulties affect the body's normal functioning and a student's energy, comfort, or capacity to participate fully in academic and campus life.

b) Laws and Policies That Protect and Support Student Wellbeing

In providing care for students with health difficulties, SISH is guided by these key pieces of Singapore legislation and SISH policies:

- Mental Health (Care and Treatment) Act (2008)
- Mental Capacity Act (2008)
- Vulnerable Adults Act (2018)
- Constitution of the Republic of Singapore – Article 12 (Equality)
- Personal Data Protection Act (2012)

Do note that students who are adults have responsibility for their own actions and choices.

c) Recognising When You Might Need Extra Help

Trust your instincts – reaching out early makes a big difference. Seek support if several of these signs last for two weeks or more:

- Persistent sadness, hopelessness, excessive worry, panic attacks or withdrawing from friends or activities
- Thoughts of self-harm or suicide
- Significant changes in sleep, appetite or energy
- Constant exhaustion, headaches, stomach issues or unexplained pain
- Sudden weight loss or gain, injuries that don't heal or frequent accidents
- Using alcohol or other substances to cope

d) Key Support Available on Campus

- i) Your lecturers:
 - Provide academic guidance
 - Identify signs of emerging difficulty and recommend appropriate specialist support
- ii) Student Services:
 - Mental health and wellbeing support

- Face-to-face advisory and wellbeing support
 - Support for students with disability, limited to access and facilities
 - Advice on student money and immigration matters
- iii) Campus Security:
- Comprehensive security service consisting of reception area, CCTV and Access Control Systems.
 - Seek help from the Student Services Reception for lost and found property, first aid, emergency assistance, crime prevention information and reporting a crime.

e) Staying Safe Online

- Beware of phishing scams (e.g., fake e-mails, calls, texts, or social media posts)
- Call the 24/7 ScamShield Helpline 1799 if unsure.
- Turn on automatic updates for security fixes to protect your computer and phone.
- Use strong password, PIN, or fingerprint scanner to secure your devices.
- Turn on “Find My Phone”.
- Think before you post on social media and respect others’ rights.
- Do not reveal personal details online and keep social media privacy settings high.

f) Anonymous Reporting and Reporting a Concern

- ‘Report a Concern’ is an online 24/7 reporting mechanism that allows students and staff to raise concerns about wellbeing, safety, or behaviour.
- Reports may be submitted as an identified contact. If you wish to be contacted and receive support, send an email to ss@sish.edu.sg.
- If you wish to report anonymously, please complete the online form: <https://forms.microsoft.com/r/JfNnGK7ycX>

g) Crisis and Emergency Procedures

If you or someone else has been hurt or is in immediate danger of harm

- Call 999 for police or SMS 70999 (if you are unable to speak)
- Call 995 for ambulance or go straight to a hospital’s A&E

If you’re worried but it’s not an emergency, call one of the helplines in *Section 11: Important Contacts and Helplines*.

If you are on campus, immediately report all accidents, injuries, near-misses, and medical emergencies to a SISH staff member (or Student Services if no staff is available), even if no one was injured.

For non-emergency concerns while on campus, call Student Services at +65 6506 1288.

5.1.5. Student Portal, Learning Management System (LMS) & Student Email

To support your learning and communication at SISH, students are provided with access to three key online systems: the Student Portal, the Learning Management System (LMS), and Student Email. These systems are essential for managing your studies and receiving official communications.

a) Student Portal

The Student Portal is used for administrative and student-related matters. Through the Student Portal, students can:

- View class timetables and schedules
- Check enrolment and course information
- Access administrative circulars
- View termly performance report

Login details are provided via email. The Student Portal can be accessed at: <http://SISH.aimsapp.com/studentportal>

If you experience any access issues, please contact Student Services:

- Email: ss@sish.edu.sg
- Phone: +65 6506 1288

b) Learning Management System (LMS)

The LMS is the primary platform for teaching and learning activities. Students are expected to check the LMS regularly, as it is the main platform for academic learning materials. Students use the LMS to:

- Access lecture materials and learning resources
- Submit assignments and coursework
- Receive assessment instructions and feedback
- View announcements from lecturers

LMS login details are provided via email. The LMS can be accessed at: <http://online.sdh.edu.sg>

For LMS access or module-related issues, please contact:

- Academic Department at acad@sish.edu.sg, or
- Your lecturer, if the issue relates to a specific module.

c) Student Email

Your SISH student email account, accessed via Microsoft Outlook, is the official communication channel used by SISH and academic staff. Students are expected to check their student email regularly, as important information will be sent to this account.

Student email is used for:

- Official announcements and notices
- Academic communications from lecturers
- Important updates from Student Services

Students may also access key Office 365 functions, including Web-based versions of Word, PowerPoint, Excel, and OneNote.

Student email login details will be provided before orientation. Student email can be accessed via Microsoft 365 login page: www.office.com

If you experience issues accessing your student email (e.g. login problems or password resets), please contact Student Services at ss@sish.edu.sg.

5.2. Facilities and Programmes to Enrich Student Education Experience

Student facilities and programmes are designed to enrich students' educational experiences and develop them holistically, fostering socially responsible individuals. The facilities and programmes that SISH provides to enhance students' learning experience include:

1. Orientation programme for all newly enrolled students
2. Facilities and programmes to enrich educational experiences:
 - a) Recreation Lounge
 - b) Study areas
 - c) Wireless Internet connection
3. Pre-course counselling services
4. Counselling services
5. Student Council – bonding activities
6. Alumni services
7. Facebook Community Page for SISH students
8. Student events

5.2.1. Resources & Copyright

Students must adhere to the following rules and regulations regarding the use of learning materials:

- a) Students are required to either have a laptop or tablets for use in the classroom (phones are not permitted).
- b) All books are provided via the VitalSource Pearson platform and accessible through the LMS.
- c) All publications (including books, journals, and periodicals) are protected under the Copyright Act. Students are permitted to copy only up to 10% of the total pages, a single chapter, one article from a periodical issue, or up to 10% of the total bytes for electronic works.
- d) Running unlicensed software or using unauthorized/counterfeit software is a criminal offence that carries severe penalties, including jail terms and fines.

5.2.2. Practical Training & the Use of Equipment/Tools

Students may only enter the practical training areas according to their assigned timetable or when accompanied by a trainer. During the practical training sessions, students are expected to follow the instructions given by the trainer at all times. Consumption of food and beverages during practical training is not allowed, and students must adhere to the scheduled meal breaks. A high standard of personal hygiene must be maintained by students at all times. Disciplinary action will be taken against students who fail to comply with the required hygiene standards.

Students using equipment or tools during practical training must observe the following rules and regulations:

- a) No equipment or tools may be removed from the practical training venue without the permission of the trainer.
- b) All equipment and tools must be cleaned and returned to their proper places after use. Students must also clean the practical training venue after every session.
- c) For safety reasons, students must not use any equipment or tools unless authorized by the trainer.

- d) All breakages must be reported to the trainer. Students are responsible for taking care of all equipment and tools provided by SISH. In the event of breakage due to negligence, students must compensate for the damaged items at their own cost.
- e) Students must follow the proper procedures when using equipment and tools.

5.3. Course Materials

An approved set of course materials are available for all courses conducted by the SISH which are available on the LMS. These course materials are subject to revision to meet new challenges and course requirements.

5.4. Course Timetable

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

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

For the most up-to-date class timetable and class locations, information will be displayed on the in-house TV monitors.

5.5. Attendance & Class Regulations

1. Attendance is compulsory for lessons, practical training 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 Student Services 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 outlined in Section 9 of the Student Handbook.

5.6. Absenteeism & Warning Letter

Students should **maintain 75% attendance for local and 90% for foreign students.** Students not meeting 75% attendance 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 he/she attends less than 90% of classes in a given month (not applicable for months containing fewer than ten school lessons).

Student shall be reminded of the consequences of his/her failure to meet the ICA or SISH's attendance requirements upon receiving any warning letter.

An international student will be sent a Final Warning Email in his/her current course of study when he/she continues to be absent from class for 7 consecutive days without valid reason and may have their student pass cancelled.

Local students will receive a Notice of Debarment via email if they are debarred from their examination(s) for failing to 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 letters.

In the event that the student fails to meet the requirements, an intervention will be triggered as outlined in Section 9 of the Student Handbook

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

5.7. Student Feedback

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.

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.

Students' feedback is valuable as such information will be used to help SISH to improve its courses and services.

All evaluations and feedback will be treated with the strictest confidence.

5.8. Deferment/Transfer/Withdrawal Policy & Procedures and Termination

5.8.1. Deferment Policy

This policy applies when a student requests to suspend his/her studies for a period of time while remaining enrolled as a student of SISH Institute. SISH Institute will take no more than four (4) weeks to process a deferment application upon receiving the completed “Student Request Form” from the student.

Request for course deferment must be made in writing and submitted together with the duly completed "Student Request Form" and supporting documents for consideration. Students below 18 years old are required to provide written consent from a parent or legal guardian.

A course deferment will only be considered if valid reasons are provided. Examples of valid reasons include medical grounds or bereavement of immediate family members (parents, spouse, children etc.).

Deferment is allowed once for up to a maximum of six (6) months per course. Approval for deferment beyond six (6) months will be considered on a case-by-case basis. Failure to resume the course after the deferment period will result in the student being deemed to have withdrawn from the course, and no refund will be granted. International students who defer will be required to re-apply for a Student's Pass (subject to ICA approval) as a new applicant if he/she wish to continue the course. (For externally developed programmes, please refer to the relevant policy and procedures.)

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

Students applying for deferment must ensure that he/she can complete the course within the maximum course candidature period.

For continual improvement, SISH will regularly review and update the deferment policy to ensure it remains fair and reasonable for students.

5.8.2. Deferment Procedures

- a) The student completes the Student Request Form and submits it to the Student Services Executive.
- b) The Executive Director or Associate Dean reviews and approves the deferment request.
- c) A formal email will be sent to the student within four (4) weeks from the date of the deferment application, informing him/her of the outcome.
- d) The Student Services Executive will arrange for the student to sign a new Student Contract (with the old contract terminated), or countersign the original Student Contract with amendments made, or sign an addendum attached to the existing Student Contract.
- e) The Student Services Executive will inform ICA of any changes to the status of the Student's Pass, if applicable.
- f) The Student Services Executive will re-purchase FPS and update FPS Service Provider, if applicable.
- g) The Student Services Executive will collect top-up FPS premium from the student, if applicable.
- h) The Student Services Executive will update the Course Monitoring List, School Management System, Master Monitoring List and Student's P-File.

5.8.3. Transfer & Withdrawal Policy

SISH shall manage students' requests for course transfer or withdrawal in a fair and transparent 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 signed.
- b) **Withdrawal** means the Student Contract is terminated and the student is no longer a student of the SISH.

The transfer and withdrawal policy is as follows:

- a) Students who wish to apply for a transfer to another course must complete the Student Request Form. Students who wish to withdraw must complete the Withdrawal Form (SISH-EDT-C4.3.2 FM1).
- b) Internal transfers are not automatic or guaranteed. Students must meet all requirements and obtain formal acceptance into the course they are applying for.
- c) The transfer fee payable is as stipulated in the Student Contract. There is no fee for a withdrawal application.
- d) A student may apply for a transfer between courses no more than **twice**.
- e) For transfer applications, the balance of unconsumed course fees may be applied to the new course. For withdrawal applications, refunds will be processed in accordance with the Refund Policy.
- f) Exemption(s), if any, must be approved by the Associate Dean. A reasonable timeframe (**not more than four weeks**) will be observed for assessing and responding to any transfer or withdrawal request.
- g) SISH will promptly inform FPS service providers, relevant government agencies (e.g. ICA, SSG), and other relevant parties of all transfer/withdrawal cases
- h) A student may require more time than originally stipulated to complete his/her studies as a result of a transfer. For international students who withdraw from the Institute or are required to withdraw (e.g. due to legal violations), the implications for the Student's Pass will be explained.
- i) Any extension of the Student's Pass, if required, is subject solely to ICA approval. If an application for a Student's Pass (Change of Course) is not approved, the Institute will submit an appeal on behalf of the student in the first instance. If the appeal is unsuccessful, the student may have to discontinue his/her studies, and may be expected to leave Singapore at short notice. In such cases, the student may approach the Institute to explore alternative options for completing his/her studies.
- j) Conditions for Approval of Transfer of Course
Approval for a transfer of course may be granted on a case-by-case basis and is subject to the Associate Dean's approval.

Students must meet the following conditions:

- i. Obtain parental/guardian consent (for students below 18 years old);
- ii. Obtain company approval (for company-sponsored students);
- iii. Meet the entry requirements of the new course (to be transferred to);
- iv. Meet the minimum attendance requirements;
- v. Have fewer than two warning letters from the Institute;
- vi. Ensure vacancy and availability in the course to be transferred to;
- vii. Have no outstanding term or re-exam fees; and
- viii. Obtain approval from the External Education Partner (for external programmes).

The transfer of course is also subject to ICA approval for Student's Pass Holders.

k) Conditions for Approval of Withdrawal

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

- i. Obtain parental/guardian consent (for students below 18 years old);
 - ii. Obtain company approval (for company-sponsored students); and
 - iii. Obtain approval from the External Education Partner (for external programmes).
- l) The transfer and withdrawal policy is clearly communicated to all its students via the website and Student Handbook.

5.8.4. 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) The Associate Dean will counsel the student to understand and confirm the transfer request. For students who are under 18 years old, parental/guardian approval is required prior to the transfer request. For students under company sponsorship, written approval from the company must be provided.
- c) The Associate Dean and/or External Education Partner will assess the student's qualification and ensure that the student fulfils the conditions for course transfer approval.
- d) The Student Services Executive will prepare a formal letter to approve or reject the transfer. The Executive Director or Associate Dean will sign the formal approval letter, which will be issued to the student.
- e) The student must pay the relevant fees to apply for the change of programme.
- f) For international students, the Institute shall apply to ICA for a change of course and a new Student's Pass. The old contract will be void and a new Student Contract will be issued for the student to sign.
- g) The student shall pay any applicable top-up course fees and FPS premium or receive a refund for any difference in fees, whichever applies.
- h) The Student Services Executive will cancel and re-purchase the FPS under the new course enrolled.

- i) The Student Services Executive shall update the Course Monitoring List, School Management System, Master Monitoring List and student's P-File.
- j) The Student Services Executive shall respond to any transfer request within **four (4) weeks**.
- k) The Executive Director shall review and monitor the course transfer process to ensure it is properly executed by staff.

5.8.5. Termination/Expulsion

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

- a) **Violation of ICA Regulations:** Student's Pass holders who are found working in Singapore may face expulsion, deportation, and forfeiture of the Security Deposit.
- b) **Misconduct:** Engaging in fighting, gambling, smoking, disorderly behaviour, or any actions that violate the School's rules and regulations.
- c) **Defamation:** Spreading false or damaging remarks about the School, its staff, or fellow students that harm the reputation of the School.
- d) **Vandalism, Mischief and/or Theft:** Students who have been found to participate in any wilful or negligent acts that cause damage, loss, removal, theft, or wrongful interference with School property.
- e) **Cheating in Examinations/Tests:** Any form of plagiarism or cheating in tests and examinations may result in disciplinary action, including expulsion from the course.
- f) **Attendance:** Students who fail to meet the attendance criteria – 90% for International Students and 75% for Local Students – may face expulsion and cancellation of their Student's Pass.
- g) If a student is expelled from the course, no refund of fees paid will be made.
- h) In the event that a student fails to meet the requirements, an intervention will be triggered as outlined in Section 9 of the Student Handbook.
- i) Providing false information or documentation, such as medical certificates, educational certificates, or other records, will result in disciplinary action.

5.9. Leave Application

5.9.1. Home Leave

Students may not take home leave during an ongoing term unless the Institute's Management grants prior approval. Home leave may be approved on compassionate grounds, but students **must** apply before purchasing flight tickets or making any travel arrangements. Students who fail to inform and obtain approval from the Institute's Management will be considered absent without official leave and may be subject to disciplinary action or dismissal from the Institute.

Home Leave Application Procedure

- Students seeking leave must submit the Student Request Form to the Student Services Executive. The Student Services Executive will verify the information provided and review the student's attendance record and overall conduct. This information, along with any comments, will be forwarded to the Registrar for consideration. The Registrar will approve or reject the application on a case-by-case basis, providing justifications that are acceptable to both the Institute and the Immigration & Checkpoints Authority (ICA).
- Home leave during an ongoing term is generally not permitted. However, students may request an exception from the School Management. Compassionate grounds may be considered for authorising home leave, but students must apply and receive approval before booking any trip. Students who fail to inform the Student Services Executive and obtain approval will be marked as absent without leave.
- The Student Services Executive will inform the student about the outcome. The Student Services Executive will inform the Academic Department by updating the online attendance via the School Management System (SMS). The Student Services Executive will also file the leave application form in the Student P-File.
- If home leave is approved, the student must submit a copy of their air ticket to the Student Services Executive.
- Students who wish to appeal a rejected leave application may submit his/her appeal to the Executive Director. The Executive Director will verify and decide on a case-by-case basis, providing justifications that are acceptable to the Institute and ICA.
- In the event that the student fails to meet the requirements, an intervention will be triggered, as outlined in Section 9 of the Student Handbook.

5.9.2. Medical Leave

- a) The Institute only accepts medical certificates issued by local hospitals, clinics, or registered private medical practitioners in Singapore.
- b) Students must contact the Student Services Executive on the first day of confirmed medical leave to inform them that they are sick, have consulted a doctor, and have been granted a specific number of days of medical leave.
- c) Students must submit the Medical Certificate (MC) to the Student Services Executive on the same day they return to classes.
- d) It is the responsibility of the student to submit his/her medical certificate to the Student Services Executive for verification and recording purposes upon the first day returning to class. Failure to update the Institute will result in the student being marked as absent without valid reason(s).
- e) Students with approved medical leave must ensure they catch up on any missed coursework.
- f) If the Student Services Executive suspects a medical certificate is suspicious, they will authenticate it. Upon verification, the Student Services Executive will update the student's attendance sheet and the School Management System (SMS).

- g) The Institute maintains oversight of all students and will monitor the submission of medical certificates. If a student submits an excessive number of medical certificates within a short period, a single academic term, or across multiple terms, the Institute reserves the right to initiate a formal review. This review will assess the student's ability to meet academic requirements and determine whether the student is fit to continue their studies. The Institute prioritises the well-being of the student above all else; therefore, the Institute's decision will be final.
- h) The Institute views the submission of forged medical documents or Medical Certificates as a serious offence. Students found to have submitted such documents will face disciplinary action, which may lead to the revocation of their Student's Pass. A student whose pass is revoked will be ineligible for graduation.
- i) Students who submit medical certificates issued overseas will have their cases reviewed by the Associate Dean, who will assess the validity of the requested medical leave based on the evidence provided. Such leave will be recorded as approved leave and not medical leave.

5.10. Official Letters

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

Requests will not be entertained if:

- The student has not achieved the minimum attendance requirement (full-time:90%).
- The student has outstanding fees or payments.

5.11. Indemnity

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

5.12. Change to Course Contents & School Transition Plan

1. SISH has a transition plan to teach out the old curriculum and implement the new curriculum. The Institute will take the relevant academic and administrative factors into consideration when developing this transition plan.
2. For students affected by the old curriculum, the appropriate exit point will be determined.
3. The Associate Dean will propose the commencement date for new student recruitment under the new curriculum.
4. Any new or revised curriculum (as endorsed by the Academic Board) will be updated on the website. Details of changes or amendments to existing courses will be announced to students via the Notice Board following Academic Board endorsement and/or SSG approval. Affected student(s) will also receive counselling to help them understand and prepare for any transition or teach-out process.

5.13. Change or Update of Personal Particulars

1. Students must inform the School via email or update their details through the Student Portal if there are any changes to their personal particulars (e.g., name, address or contact numbers). SISH will not be responsible for any misplaced mail resulting from outdated or inaccurate mailing information.
2. Any cost or expense incurred as a result of misplaced mails will be borne by the student.

6. ACADEMIC & ASSESSMENT

6.1. Examination

6.1.1. Examination Information

- The date and time of the examination are specified in the timetable. A notification will also be issued one month prior to the examination.
- The passing mark for class tests/examinations would be indicated in the course/module information handout.
- Examination dates cannot be changed to cater to individual requests.
- Where a student fails or is absent with a valid reason on the scheduled examination day, the student will be offered the opportunity to either:
 - Absent with valid reason – take the exam as a first attempt
 - Failure of the first exam – take a re-exam (subject to stated charges)
- All rescheduled exams will be conducted during the following revision week as published in the timetable.
- Each student is allowed to sit for a maximum of one re-examination. Should the student fail the re-exam, the student will be required to re-take the module.
- Examination and assessment results will not be released over the telephone.

(For Externally Developed Programmes, please refer to the policies of the respective universities, professional bodies and/or awarding bodies.)

6.1.2. Examination Rules & Regulations

1. All answers must be written clearly and legibly.
2. All responses 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's Pass/Passport must be placed on the top right-hand corner of 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 enrol and to pay the prescribed examination fees before the date specified by the Examinations Officer.

9. No candidate may bring books, papers or other aids into the examination room unless prior permission is granted by the Academic Department or Examinations Officer. Programmable calculators or those with text, symbolic or graphic capabilities are not permitted.
10. All mobile phones and communication devices must be switched off. No mobile phones or communication devices are to be placed on student's desk during the examination. They may be placed in the student's own bag at the student's discretion. All bags 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 starts 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, except 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 food or drink is allowed in the examination room, except 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 with less than 75% attendance will not be allowed to sit for the test/ examination. Such students will be considered to have failed the module in the term of study.
17. The passing mark for class tests/examinations 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 will be barred from entering and taking the examination.
20. Instructions of the invigilator(s) must be followed at all times.
21. Students must sign 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 sign accordingly. Student names 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 disqualification of any submitted answers.
26. Each student will be provided one (1) Examination Answer Booklet. Additional copies will be given upon request.
27. Toilet breaks are generally not allowed during the examination, unless in an emergency. Students who need to use the washroom must 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 results are 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).
29. Examination results for all modules will be released to students after approval by the Examination Board. Examination results are normally released within 4-6 weeks after the examination. To ensure confidentiality, results will not be released by telephone. Students must fulfil all fee obligations for the results to be released. A student's result will be withheld if fees remain unpaid.

6.2. Grading Rules

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

- Achieve the minimum overall score/grade for all assessment components.
- Complete all assessment requirements set by the lecturer (individual or group).
- A student who fails to submit an assessment paper, project, assignment, or any other requirement as part of the overall assessment for the module will be considered to have failed the module.
- No extension will be given without prior written approval no later than 3 days before submission date and is subject to Lecturer or Associate Dean approval.
- This will result in a "Did Not Submit" (DNS) in their results, and the student will not be permitted to take the final exam. The student will be required to retake the module.
- Students granted extensions to complete a component outside the academic term by the Associate Dean are subject to achieving a grade of no more than 50% of the component grade.

There is a capping of a "C" grade for students taking a re-examination. The weightage of the re-examination will be based on 100%.

Final mark allocation will be confirmed by the Examination Board of SISH Institute and, where applicable, the Examination Board of the university.

Grading for SISH Institute 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 grading guidelines of externally developed programmes, please refer to the policies of the respective universities, professional bodies and/or awarding bodies' policies.)

6.3. Industrial Attachment Placement

The Industrial Attachment Programme is a unique educational component that allows students to apply classroom knowledge in a real work environment under the close guidance of a qualified and experienced supervisor.

Prerequisites

- Students must have successfully completed all academic modules before commencing any industrial attachment.
- Students must attend the Industrial Attachment briefing, which is usually held within two weeks prior to the end of the term or two weeks after the exam week.

Interview and Placement Process

- Students will be given two opportunities to attend interviews.
- Students may source their own internship but must provide all relevant documentation to the Institute for approval.
- Students must secure an industrial attachment within six (6) months of completing the theoretical/academic component of their course. Students who fail to commence an industrial attachment within six months, without valid reasons, may face termination.
- Students must also comply with the maximum course candidature period and other Industrial Attachment policies. Students with queries about the industrial attachment should consult the Academic Department.

Terms and Conditions

- Before starting the industrial attachment, students must read and understand the terms and conditions stated in the Industrial Attachment Application Form.
- A student may not change the company he/she is attached to for the Industrial Attachment without prior approval from both SISH and the company.
- Any student whose Industrial Attachment is terminated by the company or the Institute due to disciplinary issues, poor performance, or premature withdrawal without valid reasons will be deemed to have failed the Industrial Attachment and will not be eligible to graduate.
- A student will be assessed on his/her Industrial Attachment through a Logbook, which will be provided before the start of the attachment. The Logbook must be completed and returned to SISH within seven (7) days of completing the industrial attachment. Failure to do so will result in the student being deemed as not fulfilling the requirements, and graduation may be withheld. Students are responsible for their Logbooks. If lost, the student must report the loss to SISH immediately and replace it at his/her own cost.
- SISH will conduct Industrial Attachment visits, or other forms of communication during the Industrial Attachment to monitor progress and provide assistance.

- Students must inform SISH immediately should they encounter any problems during the industrial attachment.

Industrial Attachment Qualifying Criteria

Diploma and Advanced Diploma:

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

Degree and MBA:

- a) The student must successfully complete all coursework, including assignments, assessments, examinations, and re-examinations (if applicable).
- b) Assessment will be based on the student's written report, feedback from the company supervisor, and the face-to-face presentation with the assigned academic supervisor.
- c) The Industrial Attachment **must be RELEVANT** to the student's area of study.

Extensions for Industrial Attachment

The Industrial Attachment is a mandatory component of the programme and must be completed within the course candidature period. Management may approve an extension beyond this period **if valid reasons are provided**. For students who require an extension, a fee based on the current fee structure will apply.

Students Unable to Secure an Internship in Singapore

If a student cannot secure an internship in Singapore due to valid reasons (e.g., visa restrictions, employer limitations), the following conditions apply:

- a) **Return to Home Country:** The student may return to their home country to seek an internship relevant to their area of study.
- b) **Clear Rules and Timeframe:** Before leaving Singapore, the student must sign an agreement outlining:
 - The timeframe for securing an internship
 - The requirement to report progress weekly to the Institute
- c) **Evidence of Effort:** The student must provide documented evidence of attending **at least two interviews** within five months.
- d) **Non-Compliance:**
 - If the student fails to comply with these requirements or does not secure an internship, they will **not graduate and will not receive a certificate**.
 - The student may appeal this decision. Only upon a successful appeal will the Institute consider assigning a **project as an alternative**.
- e) **Project Option:**
 - The project will be assigned at the discretion of the Associate Dean.
 - The project must be completed within **three (3) months**.
 - Students will not be eligible to graduate for at least **six (6) months after the project begins**.
 - If it is determined that the student did not make sufficient effort to secure an internship, the project request may be denied, and the student will fail the Industrial Attachment component.

6.4. MBA Dissertation

The due date for the dissertation and presentation will be before the end of the academic course date as stipulated in the Student Contract. Students will complete their dissertation tutorials during their course of study and are required to submit the final proposal at the end of the last term.

The dissertation must be completed, and the oral defence must be conducted within two (2) months after the completion of the Industrial attachment.

Failure to meet these requirements and timelines will result in a failing grade being recorded and will be considered a failure of the MBA programme.

For students wishing to extend the deadline for their dissertation submission, the Associate Dean may grant a single extension of up to three (3) months, subject to the Extension Fee (Dissertation Submission Date) as listed in the fee schedule under Subsection 3.4.2. This extension is capped at three months, and students must ensure compliance with the maximum course candidature period of 24 months. A maximum of two extensions may be allowed.

If no defence of the dissertation has taken place after the second extension, the student will be considered to have failed the programme.

The assessment components for the dissertation are:

- Tutorial Proposal: 10%
- Actual Proposal: 10%
- Supervisor's Assessment – Content & Presentation: 40%
- Jury's Assessment – Content & Presentation: 40%

6.5. Appeal Against Final Results

Students who wish to appeal their examination results must submit a Letter of Appeal Form to the Academic Department within seven (7) working days after the results are released. The letter of appeal must clearly state the detailed reasons for the appeal.

Students will not be allowed to view their examination scripts.

A student who requests a re-mark or review of the paper must pay an appeal fee of S\$51 (inclusive of 9% GST) to the Student Services Department. Upon payment, the Associate Dean will assign the paper to be re-marked or reviewed by a different marker who is not the original marker of the paper.

The revised results will be reviewed and approved by the Examination Board and, for externally developed programmes, by the External Education Partner (EEP), if applicable.

The Associate Dean will forward the appeal outcome to the Deputy/Operations Manager, who will inform the student.

Appeal results will be released within 4 weeks for in-house courses, and not later than 8 weeks for EEP-administered courses, calculated from the date of appeal submission.

The student must accept the appeal result as final, even if it is lower than the original grade.

Examination and assessment results will not be released over the telephone.

6.6. Progression

The Associate Dean will assess students' examination results against the following progression criteria:

- Pass all compulsory modules in the course for which the student is enrolled.
- Complete and pass all required elements of the course, including both academic components and any internship or project requirements.
- Achieve at least a GPA of 2.0 (only applicable for Vatel courses).

Once the student meets the progression criteria, the Associate Dean will inform the Registrar, who will communicate the progression outcome to the student. If the student has cleared all modules and completed all course requirements, and is applying for graduation, refer to the *Conferring Certificate and Award Procedures*.

For students who do not meet the progression criteria, the Deputy/Operations Manager will notify them regarding available options for re-examination or re-module. The Deputy/Operations Manager will also arrange for the Associate Dean to counsel the student if necessary.

If a student repeatedly fails more than half of their modules across multiple terms, the Institute may take further academic action, including the possibility of terminating the student's enrolment, subject to review and approval by the Academic Board. The Institute may also terminate a student's enrolment if it determines that the student is unlikely to complete all required re-modules within the stipulated candidature period.

Any variation from the above progression criteria must be supported by a letter of recommendation from the Associate Dean and approved by the Examination Board.

7. DISPUTE RESOLUTION POLICY & PROCEDURES

7.1. Dispute Resolution Policy

The purpose of this dispute resolution policy is to provide a guide for the school and its customers/students to resolve disputes in a timely, fair, and transparent manner.

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 to establishing mechanisms that promote fast and efficient resolution of disputes.

The school will ensure ease of providing feedback and/or complaints by making feedback forms and communication channels accessible via the website, email, telephone, and regular meetings with stakeholders.

Open communication and feedback are 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 and evaluated. The complainant's wishes will be considered when determining 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 customer or student will be intimidated or unfairly treated in any respect if he/she utilises this Policy to resolve an issue.

The dispute resolution process includes appeals related to retention, suspension, expulsion, awards, and other academic or administrative decisions.

If internal efforts to resolve the dispute fail, the matter will be escalated to an external mediator (refer to SSG Mediation-Arbitration Scheme).

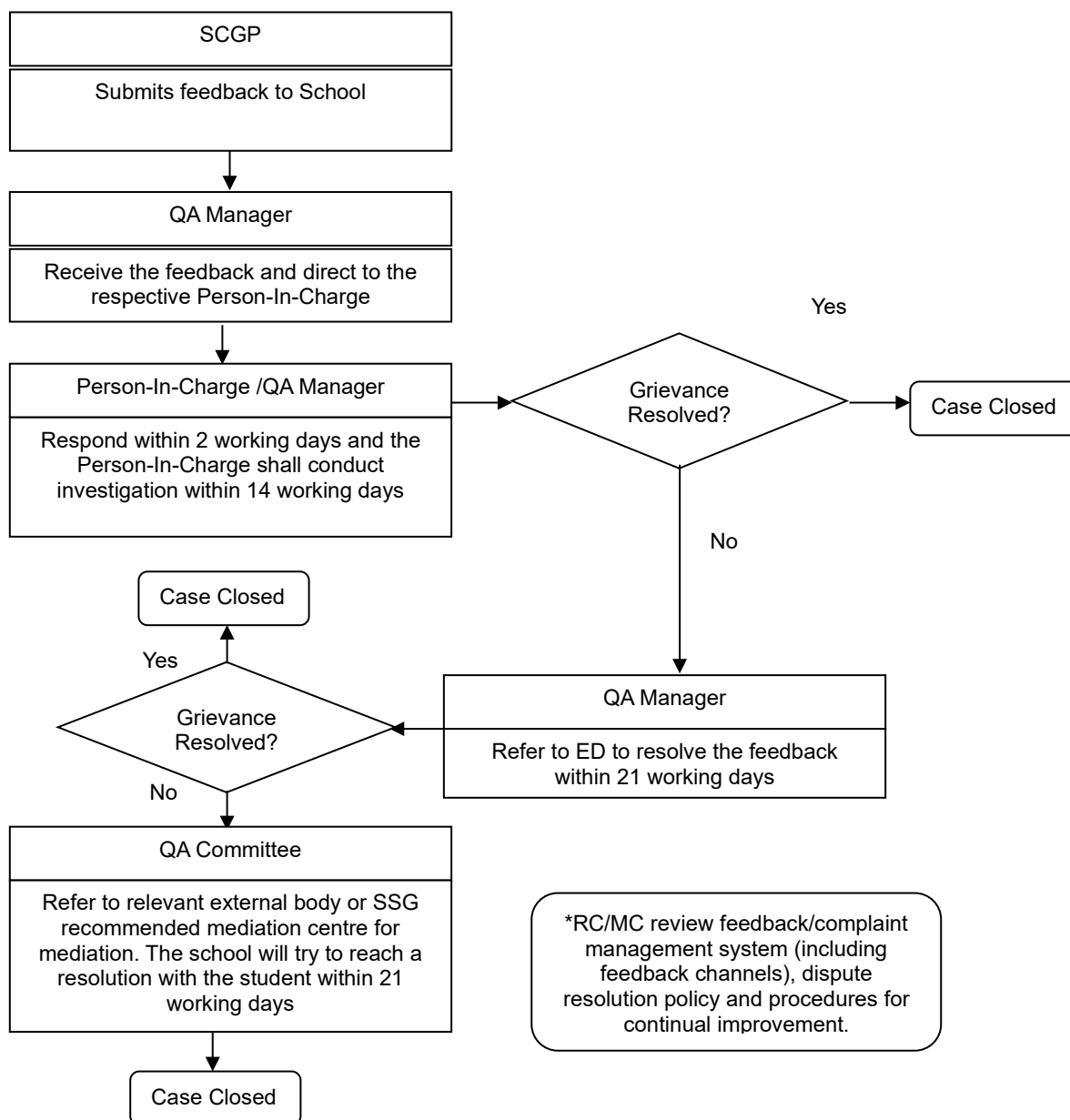
This Policy applies to all students and customers of the school and is aligned with the dispute resolution provisions of the Private Education Act.

7.2. Process for Handling Student/Customer Grievance

ED – Executive Director

RC/MC – Review Committee/Management Committee

SCGP – Student/Customer/General Public/Partners



7.3. Source and Type of Feedback, Complaints & Compliments

The sources of feedback, complaints and compliments are:

Sources	Mode of Receiving Feedback, Complaints and Compliments
• Student • Staff • External Partners • General Public	• Email • Letter • Feedback Form (All walk-in or telephone feedback must be followed up with an email, letter or completion of a Feedback Form before the school initiates any investigation.)

Types of feedback, complaints and compliments:

Types of Feedback, Complaints And Compliments	Person-in-charge to be channelled to by QA
Staff Service Quality (Front Line Staff)	QA Manager
Facilities, Maintenance, IT	QA Manager
Academic Programmes, Project Assignment, Examination Results	Associate Dean
Student Affairs	QA Manager
Lecturers	Associate Dean
External Education Partners & Programmes	Associate Dean

7.4. Handling Feedback & Complaints from Students

Step 1

Any Student/Customer/General Public/Partner who has feedback or a complaint may email the Institute. The Quality Assurance (QA) Manager shall collect and direct the feedback/complaint to the respective Head of Department (HOD) 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 the feedback/complaint was received to investigate and resolve the matter.

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/customer/General Public/Partner within twenty one (21) working days from the date of receipt to resolve the matter. If the Student/Customer/General Public/Partner remains dissatisfied, the Executive Director will advise them to take up the matter with relevant external body, where applicable.

Step 4

Feedback/complaints that could not be resolved internally may be referred to SSG recommended mediation centre for mediation.

Timeline for Resolving Disputes

The school will aim to resolve disputes within 21 working days of receiving the feedback/complaint. If unresolved, STEP 4 will apply.

Acknowledgement

The Student/Customer/General Public/Partner must acknowledge and accept the actions taken by the Institute to resolve the feedback by replying to the Institute's email response.

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 laws of the 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 is not limited to):

- Demonstrating positive behaviour and attitudes such as regular class attendance, punctuality, good grooming and personal appearance, honesty and integrity, cleanliness, respect for others, the community and the environment, cooperation and helpfulness.
- No eating or drinking in classrooms.
- No smoking within SISH institute premises. Smoking is only allowed in designated areas. (Students below the age of 21 are prohibited from possessing cigarettes or any other tobacco products.)
- No littering
- Switching off or setting mobile phones and other electronic devices to silent mode during lectures or practical sessions. Mobile phones and other electronic devices shall not be used during lessons unless explicit approval has been granted by the lecturer, and such use shall be strictly limited to lesson-related purposes.
- Being considerate when using common facilities such as washrooms and corridors. Care should be taken to keep these areas clean and tidy.
- Avoiding excessive noise and rowdiness at all times.
- Observing all safety precautions and ensuring premises are cleaned up after use.

- Not remaining within school premises without the presence of a school staff member.
- Not entering offices or storerooms without the presence of a school staff member.
- No consumption of alcoholic beverages within the school unless it is part of an activity approved by SISH Institute.

Students who fail to abide by the Code of Conduct will be subject to disciplinary action. Disciplinary measures will follow a progressive approach, which may include: 1st level- Lecturer intervention, 2nd level- Student Services counselling and record, 3rd level- Associate Dean counselling and warning letter, 4th level – final warning and 5th level - dismissal. Depending on the severity of the misconduct, disciplinary action may not always start at Level 1.

A student may be dismissed from his/her course of study and have 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 in examinations, tests or assignments
2. Disruptive behaviour during classes
3. Vandalism, wilful destruction/damage, or wastage of SISH assets, equipment, utensils and other perishable and nonperishable goods. In addition, students are liable for replacement costs for any damage or loss
4. Racial or gender discrimination
5. Sexual harassment
6. Disrespectful behaviour, non-compliance, or disobedience toward school teachers and staff
7. Fighting on school premises and/or immoral or indecent behaviour
8. Theft of school 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. Unauthorised use or illegal copying of copyright materials, including printed and non-printed matter, computer software, or disclosure of computer passwords to others
14. Breach or non-compliance with rules and regulations established by school management

9. INTERVENTION POLICY

9.1. Purpose

The Institute implements intervention measures to prevent issues from worsening and to support students in meeting academic and behavioural standards. Interventions may address concerns in the following key areas:

- Academic Performance
- Attendance / Discipline
- Candidature Issues
- Financial Concerns
- Internship / Practical Training

9.2. Triggering an Intervention

An intervention may be initiated when a formal request is submitted via email to Student Services via support@sish.edu.sg. Requests can be made by any of the following:

- The student concerned
- A Lecturer
- Student Services Staff
- The Associate Dean
- The Registrar

Upon receiving the request, Student Services will promptly review the case. Concerns related to Academic Performance, Discipline Issues, Candidature Issues, or Internship/Practical Training will be referred to the Academic Department for further assessment and action. Concerns related to Attendance or Financial Issues will be managed directly by the Student Services Department.

All interventions will be handled confidentially, fairly, and in a timely manner, with the primary goal of supporting the student's success and retention.

9.3. Intervention Process

The following steps apply to all interventions:

1. Appointment of Intervention Officer

- An intervention officer will be appointed from either the Academic Department or Student Services Department, depending on the case.

2. Meeting Arrangement

- Student Services will set the meeting location, date and time.
- The student will be notified via their official school email, and must acknowledge the meeting details.

3. Support Meeting

- The Intervention Officer explains the reason for intervention and allows the student adequate time to respond.
- The student may request a peer, parent or translator to attend the session.

- If the concern is assessed as personal in nature, a female Intervention Officer will be assigned as the lead Officer where available.
- Upon request:
 - A female student may request a female Intervention Officer, and this preference will be accommodated wherever possible.
 - A male student may request a male Intervention Officer, and this preference will be accommodated wherever possible.
- The Institute is committed to providing a safe, respectful, and inclusive environment. Every effort will be made to honor gender preferences for support while maintaining confidentiality and professionalism. If an Intervention Officer of the preferred gender is not immediately available, the student will be informed and alternative arrangements may be discussed.

4. Action Plan

- Based on discussion and evidence, the Intervention Officer will document an Action Plan for the student and/or the school to follow.
- The plan will include specific timelines and any follow-up meetings if required.
- The student will acknowledge the Action Plan and confirm understanding of the required actions, timelines, and potential consequences of non-compliance.
- If the student does not agree to the Action Plan, the Intervention Officer will document the student's reasons and any alternative options considered. Where necessary to safeguard academic progress or compliance, the Institute may implement reasonable directions. Failure to comply without valid reason may result in a written warning and further action.
- For Student's Pass holders, non-compliance that affects attendance or progression may have implications for immigration status under ICA regulations. The Institute will inform students of such implications where relevant.

5. Monitoring and Compliance

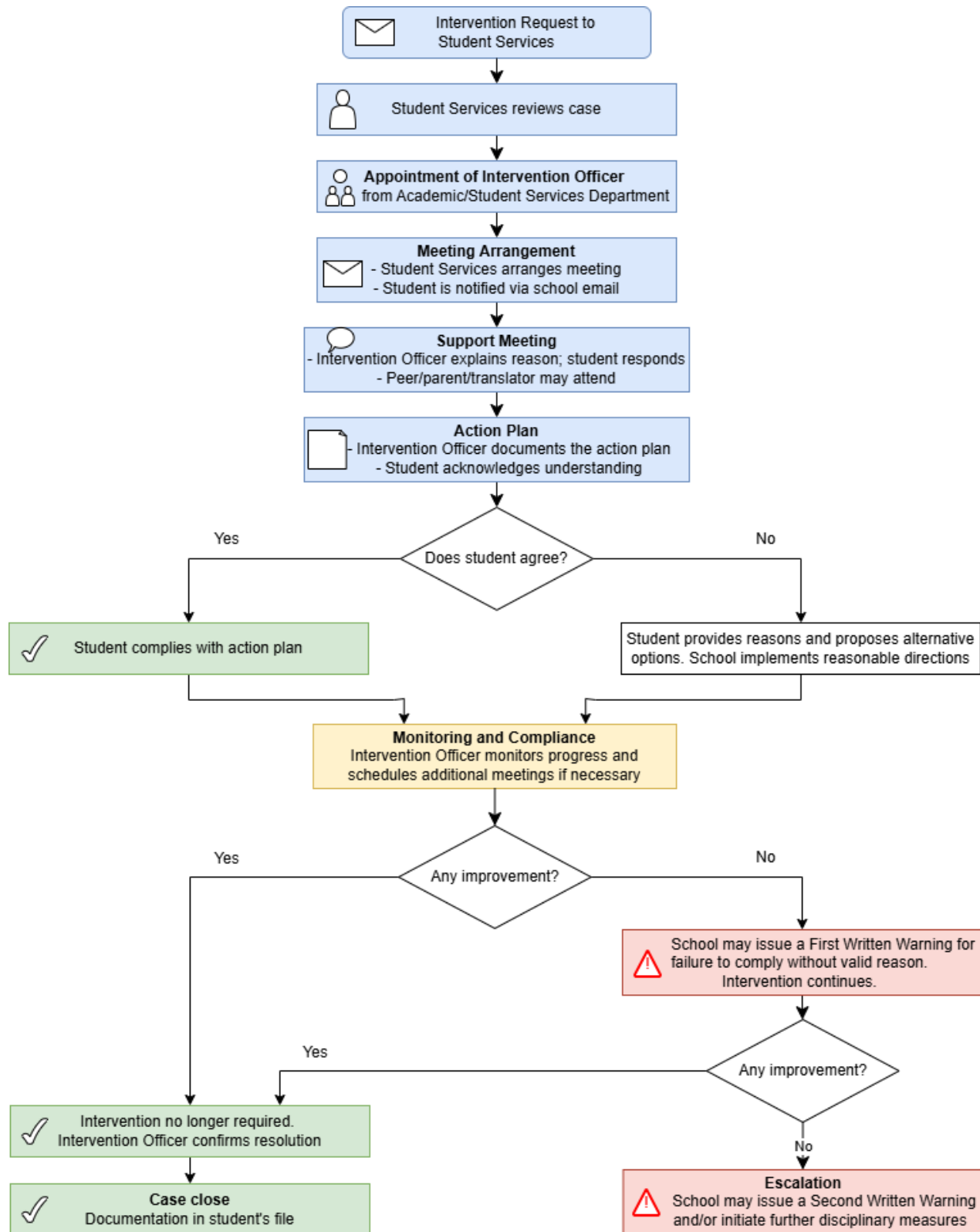
- The Intervention Officer monitors progress and schedules additional meetings if necessary.
- If the student fails to comply without valid reason, the Institute may issue a First Written Warning.
- The intervention continues until the Intervention Officer confirms improvement and no further incidents occur, or intervention is no longer required.

6. Escalation

- If there is a relapse or no improvement, the intervention process will continue.
- The Institute may issue a Second Written Warning or take further disciplinary action if needed.

The case will be closed when the Intervention Officer confirms resolution. Documentation will remain in the student's file for future reference.

Student Intervention Process Flow



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, 1st level- Lecturer, 2nd level- student services counselling and recording, 3rd level- Associate Dean counselling and warning letter, 4th level – final warning and 5th level - dismissal. Depending on the severity of the misconduct, the disciplinary action does not always start at 1st level.

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

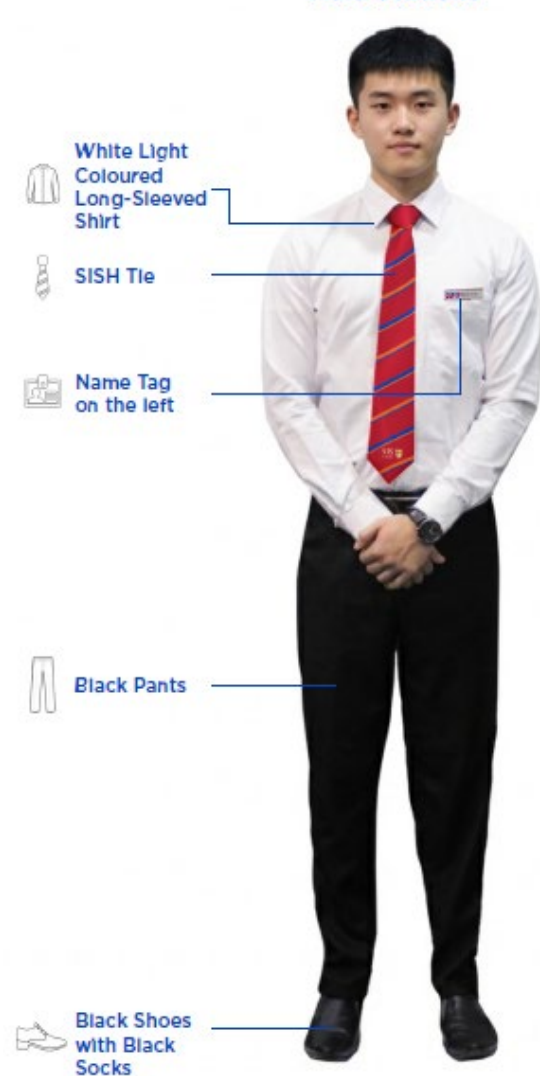


SCHOOL UNIFORM AND DRESS CODE

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

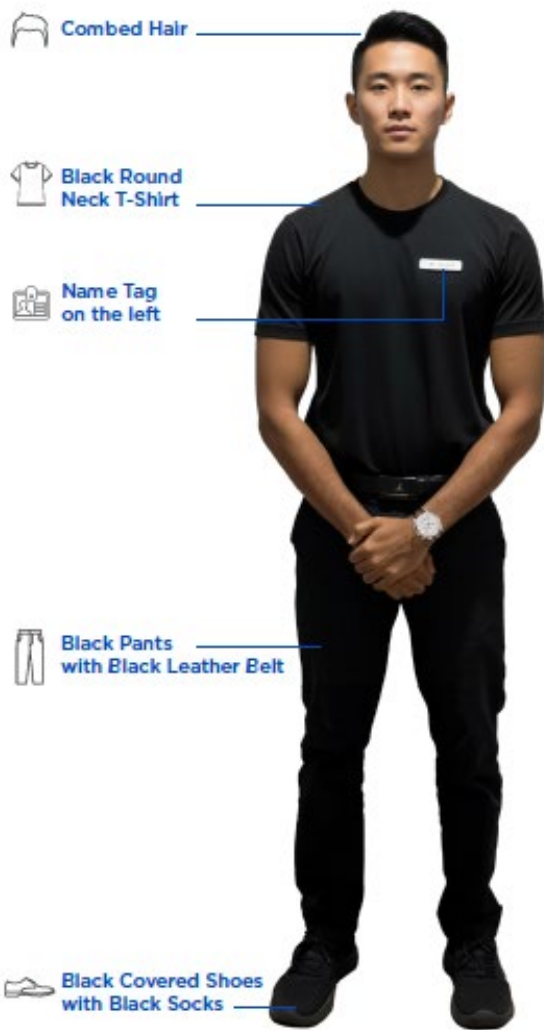


HOUSE KEEPING PRACTICAL DRESS CODE

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

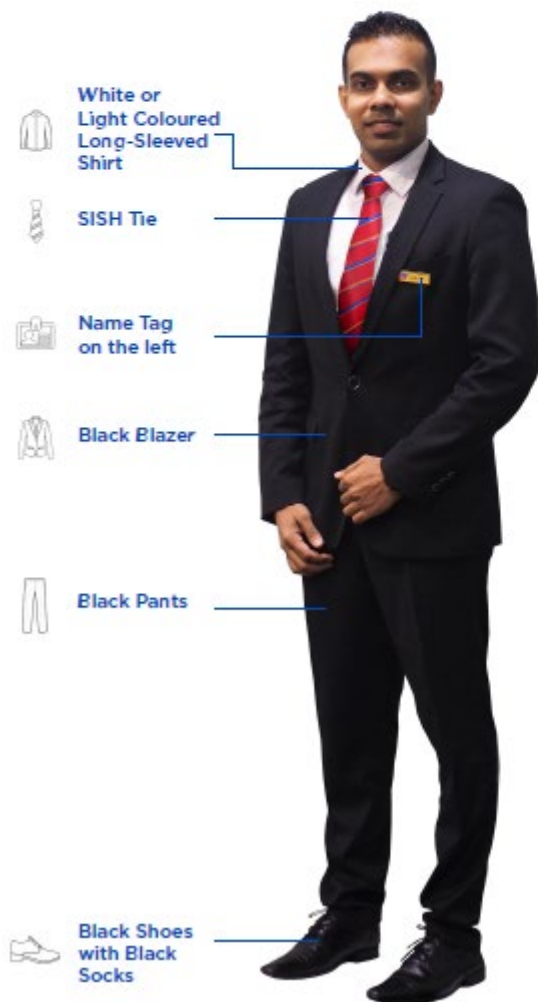


SCHOOL UNIFORM AND DRESS CODE

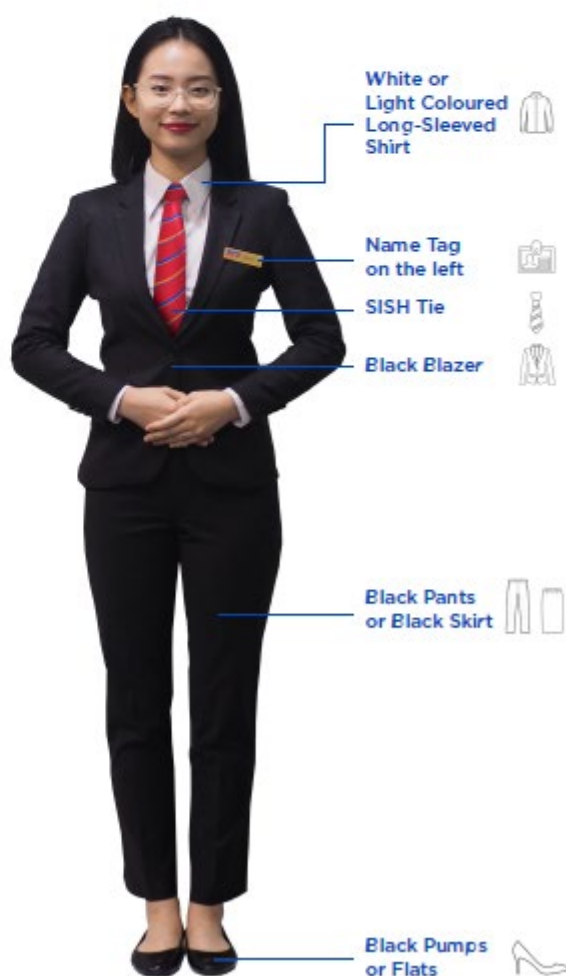
Higher / Advanced Diploma Students

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



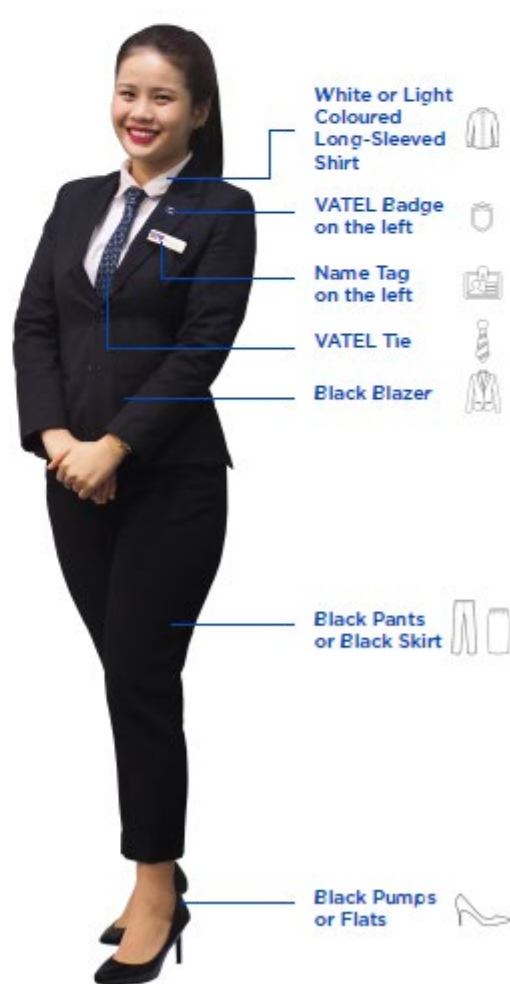
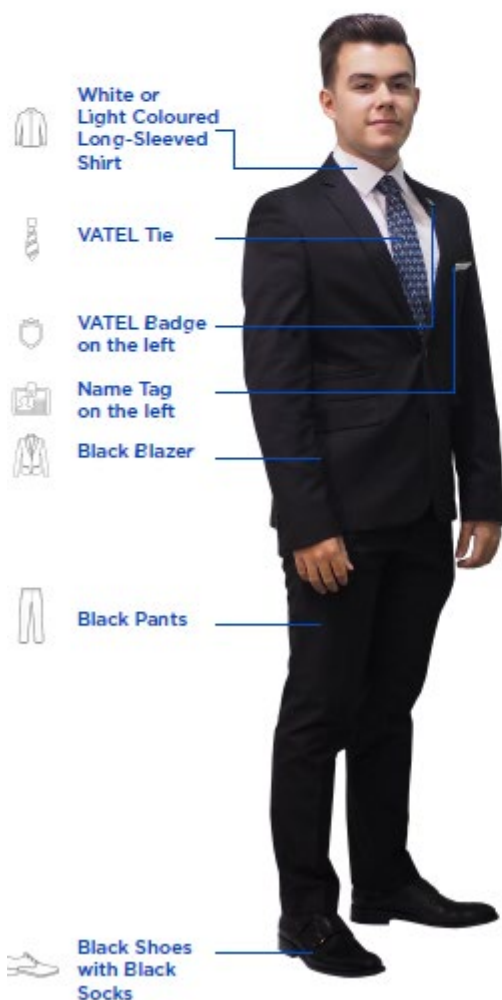
SCHOOL UNIFORM AND DRESS CODE

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 HELPLINES

Emergency Procedures

- In case of injury or immediate danger: Call the police and/or an ambulance immediately.
- In case of fire: Proceed to the nearest EXIT point and use the staircase. **DO NOT USE THE LIFT.**
- If you are on campus, report all accidents, injuries, near-misses, and medical emergencies immediately to a SISH staff member (or Student Services if no staff is available), even if no one was injured.

School Operating Hours

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

Weekends and Public Holidays: **Closed**

Helpline

Students with problems or concerns can reach us at **+65 6506 1288**, Mondays to Fridays from 9:00am to 6:00pm.

Alternatively, email Student Services Department at ss@sish.edu.sg. The school will reply within three (3) working days.

Emergency Services

Police	999
Police SMS	70999
Police Hotline	1800 255 0000

Ambulance & Fire Service	995
Non-Emergency Ambulance	1777

Traffic Police Hotline	6547 0000
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Other Government Agencies

Ministry of Manpower (MOM)
Website: www.mom.gov.sg
Tel: 6438 5122

SkillsFuture Singapore (SSG)
Website: <https://www.ssg.gov.sg/>
Tel: 6785 5785 (Call Centre)

Immigration and Checkpoints Authority (ICA)
Website: www.ica.gov.sg
Tel: 6391 6100 (Call Centre)

Helplines for Mental Well-being

National helpline: **1771** (24 hours) / **6669-1771** (via WhatsApp)
Samaritans of Singapore: **1-767** (24h) / **9151-1767** (24h CareText via WhatsApp)
Singapore Association for Mental Health: **1800-283-7019**
Silver Ribbon Singapore: **6386-1928**
Chat, Centre of Excellence for Youth Mental Health: **6493-6500/1**
Women's Helpline (Aware): **1800-777-5555** (weekdays, 10am to 6pm)

Helplines for Counselling

Touchline (Counselling): **1800-377-2252**
Counselling and Care Centre: **6536-6366**
We Care Community Services: **3165-8017**
Shan You Counselling Centre: **6741-9293**
Clarity Singapore: **6757-7990**

Online resources

mindline.sg/fsmh
eC2.sg
tinklefriend.sg
chat.mentalhealth.sg
carey.carecorner.org.sg (for those aged 13 to 25)
limitless.sg/talk (for those aged 12 to 25)
shanyou.org.sg