

### **Student Information and Support Services**

We will clearly advise prospective Students on pre-requisites and requirements applicable to the various courses.

We are committed to protect Students against non-conformance to course guidelines.

### **Provision of Student Support Services**

#### Orientation Program

An orientation program will be conducted for all new students and shall cover the following:

- Details of support programs
- Details on Medical Insurance
- Student's pass information
- Information on various accommodation options for students(if any)
- Student grievance procedures
- Details of the procedures and any implications of student's withdrawal from course, non-attendance, termination of course
- Refunds policy
- Details of the protection of the students' tuition fees under the Fee Protection Scheme endorsed by CPE.

In the event where any information is changed, we ensure that the students are promptly notified through available practical modes (phone, email, fax, post) and sufficient time is given to students to prepare for these changes.

### Medical Insurance

- Annual limit not less than S\$20,000.00 per student
- At least B2 ward(in government and restructured hospitals)
- 24 hours coverage in Singapore and overseas(if student is involved in school-related activities)
- Students to be given the original copy of the medical insurance policy stating the terms & conditions, the claim procedure, and exclusion, etc.

### *Student Pass Application Requirements & Procedures for International Students*

- We undertake to use best efforts to assist the Student/if he/she requires a Student's Pass from the ICA. This includes, without limitation, providing the Student with advice on obtaining such pass, verifying the Student's enrolment and immigration status, and doing such things necessary to procure the Student's Pass on behalf of the student
  - New applications are to be submitted at least 2 months and not more than 6 months from the course commencement date,
  - Applicants are not required to be present in Singapore while their applications are being considered. Hence, applicants are advised to apply for a Student's Pass before arriving in Singapore as no extension of stay will be granted while the applications are under processing.

- Applicants are advised to enter Singapore to complete the formalities for the insurance of a Student's Pass only after their applications have been approved. They will be issued with Student's Passes within one month from the course commencement date.

### Student's Pass Not Transferable

- The Student's Pass issued is not transferable and will expire upon the Student ceasing to be our Student.

### Advice on Accommodation & Cost of Living

- We do not provide accommodation services to our students. Students are to look for their accommodation needs themselves.

- Refer to Singapore Tourism Board(STB) website for accommodations information if necessary at [www.stb.gov.sg](http://www.stb.gov.sg)

### Course of Study

- For course details, admission requirements, course duration & assessment schedules, opportunities for promotion or job, please refer to the PEI- Student contract for details.

### Students Grievance Details

- Students feedback/ complaints can be reported using the **Student Feedback/Complaint form**.

- The School will keep complainant informed of the status of the complaint investigation. Initial response to a complaint by the school should be within 2 days upon receipt.

- The school shall resolve complaints within a maximum of 21 days upon receipt of the complaint whereby a **Feedback/Complaint Investigation Report** will be submitted to the student

- In the event that the Student and the School are unable to resolve the dispute in accordance with the grievance procedure above, the Student and the school shall refer to the dispute to the CPE Student Services Centre for mediation prior to instituting any legal action or

proceedings.

**CPE Student Services Centre** 1 Orchard Road (YMCA Building), #01-01 Singapore 238836

Nearest MRT: Dhoby Ghaut

Tel: (65) 6592 2108

Fax: (65) 6338 2718

Email: CPE

[CONTACT@cpe.gov.sg](mailto:CONTACT@cpe.gov.sg)

This e-mail address is being protected from spambots. You need JavaScript enabled to view it

Website: [www.cpe.org.sg](http://www.cpe.org.sg)

### Student's Conduct

- Students must maintain good conduct at all times and must observe:
  - o The conditions under which the Student Pass is granted by ICA;
  - o The law of the Republic of Singapore
- Any student found to be in violation of any rules, regulations or law will be subjected to appropriate disciplinary action by the relevant authorities. In severe cases, a student may be expelled from the course of study or even deported back to their home country.
- Student Pass holders who are caught working in Singapore will be reported to the ICA.

### **Under the following circumstances, a student may be expelled from the course of study:**

- Intentional damage to training centre property. (Any student who intentionally damages training centre property will have to pay for the cost of repair or replacement.)

- Aggressive or rude towards other students and staff
- Disruptive behavior during classes

### Attendance

- Students must attend all scheduled classes with the attendance taken, at least 75 % (local students)/90 % (international students) attendance rate for the course. Students are not allowed to take the attendance on behalf of their classmate(s).
- Students will be marked Absent if they do not have a medical Certificate (MC) or do not gain permission from the training centre to miss the lesson.
- The school is obliged to report to the Immigration and Checkpoints Authority (ICA) on any foreign student who:

a. Fails to attend classes for a continuous period of 7 days or more without a valid reason

b. Percentage attendance in any month of the course is lower than 90% for no valid reason.

### Student Particulars

- Student's particulars are strictly for the purpose of completing course submission information or for other legitimate purposes.
- When the School wishes to use student's particulars for purposes other than the internal marketing and billing, we make this known to the student before obtaining their particulars and obtain the consent of the student using **Consent Form For Using Student's Particulars.**

### General Healthcare Services in Singapore

- Absna School is situated opposite a Polyclinic or a (government clinic) where medical fees are cheaper.
- The nearest hospital from Absna School is the General Hospital or SGH.

### Student Support

The School has designated the following staffs to be responsible for student counseling, advisory and support services like:

- Orientation program for students
- Assistance to students facing difficulties adapting to the new environment
- Accommodation advice and information (if any)
- Advice on courses and post-graduation opportunities:
- Advice to students on internal grievance procedures