



**MALVERN INTERNATIONAL
ACADEMY
STUDENT HANDBOOK**

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WELCOME MESSAGE



Dear Student,

A warm greeting from Malvern International Academy, a local institution with a global network. We take our business of preparing students for their next academic and career progression very seriously, whether it be a certificate course in specific skills, a diploma with a pathway to a university undergraduate degree, or a language course such as English Proficiency for the work force.

Our academic and administrative staff are highly motivated, well-qualified and empowered to enable each student to develop multi-dimensionally into the best that they can be.

Malvern International Academy provides a unique global dimension to augment the knowledge and skills needed for students to be successful in the workplace and contribute constructively to the society.

The staff at the Academy have also evolved a caring and nurturing atmosphere to make you feel welcomed and at ease during your studies.

Should you require any assistance or have any feedback, please approach our friendly staff who are ever ready to serve you.

Your future will always be our priority!

Dr Sam Malafeh
Deputy Chief Executive Officer
Malvern International Academy

ABOUT MALVERN INTERNATIONAL ACADEMY

CORPORATE PROFILE

Malvern International Academy stands out as a prime educator and training provider. With more than 30 years of experience as an education provider, Malvern International Academy has played an essential part in impacting the lives of our students by providing a study environment that is both positive and conducive to excellence.

Through strategic partnership with internationally recognized Institutions such as Pearson BTEC in the United Kingdom, Malvern offers quality tertiary and non-tertiary programmes in Engineering (Civil, Electrical, Mechanical and Building Services), Business (conducted in Mandarin), and other English Language courses as well.

VISION, MISSION, VALUES AND CULTURE

Vision

A Global Learning and Skills Development Partner

Mission

**To impart unto learners relevant knowledge, practical skills and unwavering confidence;
To enhance value to our stakeholders**

Values

Integrity	We do not compromise our beliefs and we do all things with integrity.
Customer Focus	We strive to meet the expectations of our customers by providing quality service.
Accountability	We are accountable to each other and our stakeholders for what we do at work.
Resilience	We adopt a “never-say-die” attitude when facing adversity and challenges at work.
Excellence	We endeavour to do our personal best in our work to bring out the best in others.

Culture

Malvern’s culture is to provide a holistic experience for our students in an environment where students can acquire education and application skills to fully develop their own potentials.

QUALITY STANDARDS AT MALVERN INTERNATIONAL ACADEMY

Enhanced Registration Framework Registered with CPE on 09 July 2010

The Enhanced Registration Framework (ERF), as set out under the Private Education Act and the Private Education Regulations, spells out the mandatory registration requirements and legislative obligations which all private education institutions, operating in and from Singapore, must meet.

The ERF is administered by the Committee for Private Education (CPE), formerly known as Council for Private Education, which is the sectoral regulator overseeing the private education sector, as established under the Private Education Act. The Enhanced Registration Framework aims to ensure that private education institutions in Singapore are of a certain standard in order to protect the interests of the students enrolled in their schools.

Malvern International Academy is registered as a Private Education Institution under the provisions and regulations of the Private Education Act 2009 in Singapore.

UNDERSTANDING MALVERN INTERNATIONAL ACADEMY

CONTACT INFORMATION

Department	Contact Number	Address
Student Support Services	Telephone: (+65) 6268 4515 Fax : (+65) 62685603	Location
Marketing		167, Jalan Bukit Merah, Connection 1 Tower 5, #02-12A
Examination and Assessment		Singapore 150167
Academic		Email hello@malverninternational.com

STUDENT SUPPORT SERVICES

Malvern International Academy Student Support Services is a one-stop centre that provides integrated services that caters to the various needs of the students. Student Support Services coordinates the enriching and fun-filled recreational activities and events, student engagement, pastoral counselling and graduation services for all students.

Student Support Services is the focal point of contact for students, visitors and alumni to obtain information about the Academy. Student Support Services provides a holistic learning platform for Student Development by offering support to students who encounter challenges during their course of study. The Department handles queries and feedbacks with utmost professionalism to ensure that student satisfaction are adequately met.

Student Engagement

As a student centric Academy, the Academy strives to impact the learning environment through a signature experience that engage students. To facilitate student's success, Student Support Services delivers comprehensive service such as attendance tracking and general orientation briefing. This is to highlight the various administrative matters and campus services available for the new students. Through Student Engagement, the Student Support Services ensures that International Students are able to meet the attendance requirement set by the Immigration and Checkpoints Authority of Singapore (ICA).

Accommodation for International Students

Students are strongly advised to look for their own accommodation before they arrive in Singapore. Students are advised to make independent enquiries with the relevant hostel operators before making a consideration. Onus will be on students to check on the suitability, reliability and charges by whichever operators they choose.

Student Satisfaction Survey

The Student Satisfaction Survey is developed to obtain feedback from students across the Academy in a systematic way. The survey, which is conducted twice a year, in April and October of each year, focuses on the level of academic engagement as well as satisfaction with experiences, opportunities and Student Support Services. The Survey also serves as a diagnostic tool to make improvements to the Academy's programmes and services.

Pastoral Counselling

Student Support Services extends support to students who are experiencing challenges coping with their studies, relationship, peers, career or behavior. The pastoral care counseling service comprises of individual, one-to-one session with a designated Head of Department (HOD). All counseling services for students are complimentary and sessions are kept strictly private and confidential.

Students can make an appointment to speak with the respective HODs via email at hello@malverninternational.com or book an appointment at the front office during office hours.

Career Guidance

Students who are keen to know more about career opportunities may approach Student Support Services for guidance.

STUDENT ADMISSIONS AND RECORDS

The Student Support Services handles all the registration of students both local and international into their respective courses. In particular, the Department liaises directly with Immigration and Checkpoints Authority (ICA) of Singapore for all student pass related issues such as applications, renewals, and cancellation of student passes.

MARKETING

Marketing Department recruits and provides professional consultation and advice to potential students.

Marketing staff advises potential students on entry requirements including academic qualifications, language proficiency, course structure, fees, mode of assessments etc.

EXAMINATION AND ASSESSMENT

The role of the Examination and Assessment Unit (EAU) is to administer the examination process. The EAU ensures that the highest security and accuracy is maintained in the process of administering examination and assessments. It is also involved in the timely release of examination and assessment results.

FACILITIES AVAILABLE

Malvern International Academy occupies around 4,593 square feet (427sqm) of space that includes 5 training / classrooms to accommodate various class configurations and seating arrangements. Each classroom is equipped with furniture, ceiling-mounted projector, motorized projection screen, whiteboards, flipcharts, and air-conditioning to promote a conducive sharing and learning environment.

Opening Hours

Front office operating hours are

Monday to Friday: 9.00am to 6.00 pm

Sunday : 9.00 am to 4.00 pm

Lecture Rooms / Class Rooms

No.	Classroom	Capacity (Students)	Sq Area (Sqm)
1	Integrity	50	76
2	Customer Focus	14	22
3	Accountability	18	27
4	Resilience	18	27
5	Excellence	18	27

Foyer

The foyer is the central hub for students of the Malvern International Academy. The Foyer allows students to “hang-out”, consume their meals, and to mingle with friends.

Amenities

- Wi-Fi wireless Internet available (Password is available from Student Support Services)
- Vending machines
- Hot and cold water dispenser
- Easy access to food centres, food courts, restaurants, and shops

Getting to Malvern International Academy

From Tiong Bahru MRT Station

From Tiong Bahru station, take Exit A and walk to the bus stop. The following Public Buses can be taken to Bukit Merah Bus Interchange.

- 5 (SBS Transit)
- 16 (SBS Transit)
- 851 (SMRT Bus)

From Redhill MRT Station

From Redhill station, walk to the bus stop located outside the MRT station. The following Public Bus can be taken to Bukit Merah Bus Interchange.

- 132 (SBS Transit)

By Car or Motorcycle

From CTE (going towards SLE):	Exit at Jalan Bukit Merah and drive straight until The Connection Building Complex on the left side of the street.
From AYE (going towards ECP):	Exit at Lower Delta Road, turn left and keep left. At the traffic junction, turn left into Jalan Bukit Merah and drive straight pass a few traffic junctions until The Connection Building Complex seen on the left.
From AYE (going towards Tuas):	Exit at Lower Delta Road, turn right, keep left and drive straight. Turn left at the traffic junction into Jalan Bukit Merah and drive straight—until The Connection Building Complex seen on the left.

Carparks

Parking facilities are available for students and visitors at the Connection Building Complex Carpark. The carpark has 2 entrances – from Jalan Bukit Merah and from Bukit Merah Central. The carpark charges are based on prevailing rates that may change from time to time as per the Building Management's discretion.

ADMINISTRATIVE INFORMATION

1. COURSE FEES & METHODS OF PAYMENT

- 1.1 Fees are to be paid to Malvern International Academy only upon signing of the Standard PEI-Student Contract.
- 1.2 Fees are to be paid in accordance to the payment schedule of the Standard PEI-Student Contract.
- 1.3 Students who fail to pay their fees by the deadline will be subjected to one or more of the following:
 - Barred from classes and/or examinations
 - Cancellation of Student Pass for international students
 - Withheld Certificates barring student from graduating
- 1.4 All fees are payable by cash, cheque, NETS, debit or credit cards (Master, Visa, or Amex) or Telegraphic Transfers (TT).

1.4.1 Payments via Cheque

Cheques must be crossed and made payable to “Malvern International Academy Pte Ltd”. Cheque payments should be handed directly to the staff in person, and not via other methods of delivery. The Academy shall not be responsible for any lost cheque via mail.

1.4.2 Payments via Cash, NETS, Debit or Credit Cards

Cash, NETS, debit or credit card payments can be made in person via the Academy ‘front office during the office hours listed below:

Monday to Friday : 9.00am to 6.00pm

Or

Sunday : 9.00 am to 4.00 pm

1.4.3 Payment via Telegraphic Transfers (TT)

Payment of fees can be made via Telegraphic Transfers using the following details:

United Overseas Bank Limited
298 Tiong Bahru Road
#01-01 Central Plaza
Singapore 168730
Account No: 393-301-442-6
Swift Code: UOVBSGSG

- 1.5 For all payments made to the Academy, official receipts will be issued to students. Students must keep all official receipts (originals) for future reference.
- 1.6 All payments are subject to the prevailing Goods & Services Tax (GST). The GST registration number for the Academy is 199904509M.
- 1.7 For unsuccessful cheque payments, official receipts issued will be deemed void. Students will have to make arrangements for payment via other payment modes.

2. CHANGE OF PERSONAL PARTICULARS

- 2.1 Students must update Malvern International Academy of any change to their personal contact information (such as the following), via the Academy Student Portal:
 - Residential address
 - Mobile number
 - Email address
 - Marital status
 - Overseas contact information
- 2.2 The Student Portal can be accessed via:

www.malverninternational/student_services.html

Student user name and initial password will be issued at the point of admission.
- 2.3 It is the RESPONSIBILITY of the students to update the Academy on any changes to their personal contact details. Failure to do so might result in students not receiving up-to-date information/important announcements from the Academy.

3. ATTENDANCE

- 3.1 Malvern International Academy views and monitors the attendance of all students seriously. Students who fail to maintain the required attendance might face disciplinary actions, i.e. cancellation of student pass for international students.
- 3.2 The attendance monitoring system includes the following:
 - Collecting medical certificates for any absenteeism.
 - Cancelling student's pass with ICA when international students' attendance does not meet ICA's requirement.
 - Taking appropriate and timely interventions for absenteeism without valid reasons.

- Informing parents/guardians of regular absenteeism (for international students).
- 3.3 For student pass holders, the Academy will ensure that their attendance fulfills ICA's requirements for issuing the students' passes. For all other students who do not require ICA's student's pass, course attendance must be at least 75% (in the absence of any other more stringent statutory requirements).
- 3.4 For international students, the Academy only accepts medical certificates (MC) as proof for absenteeism. Any other documents should only be accepted on a case-by- case basis with full justification and be acceptable by ICA.
- 3.5 Attendance Tracking Process
- 3.5.1 Attendance of active students shall be based on in-class attendance.
 - 3.5.2 Students are to sign on the in-class attendance sheet for every scheduled class. Any other indicator on the attendance sheet such as "v", "P" or any other symbol will be regarded as absent from class.
 - 3.5.3 Students who arrive later than 30 minutes without valid reasons from the start of class will be marked absent from class.
 - 3.5.4 Students who fail to return to class 15 minutes after break without valid reasons will render the student absent in that session of class.
 - 3.5.5 The lecturer shall mark "X" over the space to indicate that the student is absent.
 - 3.5.6 Students' attendance records are monitored weekly. The attendance records shall be kept until graduation.
 - 3.5.7 Students (for both Local and International) who are absent without approval from the Academy/class for 7 consecutive study days and remain uncontactable or unreachable will be deemed as MIA (missing-in-action).
 - 3.5.8 A parents/guardians report will be emailed on the next study day to the parents /guardians informing them of the uncontactable status of the student concerned and to advise them to contact the student to get in touch with the Academy as soon as possible, either by calling or reporting to the Academy immediately.
 - 3.5.9 When the student reports to the Academy, Student Support Services shall conduct a student counseling with the student to find out the reasons for MIA, whether with or without

justifications for the absenteeism.

- 3.5.10 For International Student: Student Support Services shall inform them regarding ICA's requirement to achieve at least 90% attendance for issuing and/or renewal of Student Pass.
- 3.5.11 For Local Student : Student Support Services shall impress upon the student to achieve at least 75% attendance in order to meet the graduation award upon completing and passing all required assessments.
- 3.5.12 If the student remains uncontactable after all means of trying to get in touch with the students and/or with the parents/guardians, Student Support Services shall proceed to
 - For International Student: to cancel the Student Pass and notify the ICA accordingly.
 - For Local Student: to terminate the Student from continuing with the study.
- 3.6 For every absenteeism, students must submit an MC or other justification documents via email or passing the hard copy for the Academy's consideration.
- 3.7 Only medical certificates from local government polyclinics / hospitals / private clinics (general practitioners) are accepted. Any other documents should only be accepted on a case-by-case basis with full justification and be acceptable by ICA.
- 3.8 International students are not allowed to leave Singapore during their term of studies. However, the Academy recognizes that extenuating circumstances might occur during term time, and such matters will be handled on a case by case basis.
- 3.9 Any international student who intends to leave Singapore must inform the Student Support Services in writing by completing a Leave Application Form, and Long Leave Agreement and Undertaking, where applicable, for approval by the Head, Academic /Programme Manager.
- 3.10 Requests to leave Singapore must be submitted within 1 week prior to departure to seek approval from the Academy. Submissions submitted after the departure date, will not be considered.

4. DEFERMENT OF NATIONAL SERVICE

- 4.1 Singaporean students seeking deferment for National Service have to seek approval from the Central Manpower Base (CMPB) or the Ministry of Defence, Singapore (MINDEF).

- 4.2 Certification Letters indicating the status of the student with Malvern International Academy are available upon request from respective Programme Manager. Certification Letters are available after 3 working days.
- 4.3 Deferment of National Service is granted at the sole-discretion of the CMPB or MINDEF.

5. STUDENT PASS APPLICATION

- 5.1 International students who wish to pursue full-time studies in Singapore in an institution are required to apply for a student pass.
- 5.2 New applications must be submitted at least 2 months before the course commencement date. Applicants are not required to be present in Singapore while their applications are being considered.
- 5.3 Successful applicants may enter Singapore to complete the formalities after their applications have been approved. Applicants receive an in- principle approval from ICA. ICA will then issue the student pass after full formalities are completed.
- 5.4 Basic Documents Required
 - 5.4.1 Duly completed Student Pass Application Form, Advisory Note and Undertaking Letter, signed by the applicant at the relevant sections.
 - 5.4.2 Original or scanned copies of Form 16 (Application for Student Pass), Form V36A (Information on School) duly completed and signed by applicant at the relevant sections (the first set of forms must be original. The second set may be photocopies of the original set).
 - 5.4.3 1 recent passport-sized photograph (colour with white background) to be pasted on the top right-hand corner of Form 16.
 - 5.4.4 Applicant's official birth certificate (photocopy).
 - 5.4.5 Applicant's highest education certificates and result transcripts notarized, with a copy of the education certificates and result transcripts enclosed.
 - 5.4.6 Copy of applicant's personal travel document.
 - 5.4.7 1 copy of Form V36A duly completed and signed by the school.
- 5.5 Required Documents from Visa-Required Countries
 - 5.5.1 Documentary evidence of financial ability in the form of bank statements / fixed deposit accounts / savings accounts.

- 5.6 Applicant's Parent is a Singapore Citizen / Permanent Resident
- 5.6.1 Copy of Parent's official marriage certificate / divorce certificate and applicant's custody paper, where applicable.
 - 5.6.2 Copy of Parent's highest educational certificate.
 - 5.6.3 Copy of Parent's letter of employment, stating the date of commencement of employment, designation, and salary per month, or a copy of Business Registration Certificate if applicant's parent is self-employed.
 - 5.6.4 Parent's letter of employment, stating date of commencement of employment, designation, and salary per month, or a copy of Business Registration Certificate if applicant's parent is self-employed. These documents should be recent (within a month) and valid.
- 5.7 Validity of the following documents should not be more than three (3) months from the date of obtaining these documents
- Parent's monthly CPF contribution for the past 12 months.
 - Parent's Income Tax Assessment Notices for the past 3 years.
- 5.8 Applicant's spouse is a Singaporean Citizen / Permanent Resident
- 5.8.1 Copy of the marriage certificate / divorce certificate, where applicable.
 - 5.8.2 Copy of spouse's highest educational certificates
 - 5.8.3 Spouse's letter of employment, stating date of commencement of employment, designation, and salary per month, or a copy of Business Registration Certificate if applicant's spouse is self-employed. The validity of these documents should not be more than 3 months from the date of obtaining these documents.
 - 5.8.4 Spouse's monthly CPF contribution for the past 12 months.
 - 5.8.5 Spouse's Income Tax Assessment Notices for the past 3 years.
- 5.9 Successful applicants are required to produce all original copies of their basic and supporting documents for verification when collecting the student pass. Official translation of the documents is required if they are not in the English language.
- 5.10 International students who are renewing their student pass to continue the same course at the Academy are to submit their applications for renewal at least 2 weeks before the expiry of the current student pass, with the following:

- 5.10.1 2 copies each of Form 16 and Form V36A duly completed and signed by applicant at the relevant sections (the first set of forms must be original, the second set may be photocopies of the original set).
- 5.10.2 Applicant's travel document and student pass card.
- 5.10.3 1 copy of Form V36A duly completed and signed by the school.
- 5.11 The normal processing time for a new application is about 4 weeks, however some applications may take a longer time to process.
- 5.12 Upon the approval of the student pass application, the applicant is required to collect the student pass in person at the Visitor Services Centre of the Immigration and Checkpoints Authority (ICA) with the original required documents.
- 5.13 Student pass will be issued if the conditions as stipulated in the In-Principle Approval letter are fulfilled.
- 5.14 The fee for the student pass is \$90 and are payable when the applicant completes the formalities to collect the student pass.
- 5.15 International students issued with the student pass shall not enter or be retained as a student in any other school(s) or course(s) other than specified on the student pass.
- 5.16 International students must surrender their student pass for cancellation within 7 days from the date of cessation or termination of their study.

6. EMERGENCY EVACUATION

- 6.1 In case of an emergency, it is crucial for students to know what to do. Students must know how to exit the building and where to assemble during an emergency. It is compulsory for students to attend the Campus tour, conducted during the Orientation.

7. LIABILITY AND SECURITY OF PERSONAL PROPERTY

- 7.1 While Malvern International Academy conducts its activities in a safe manner, the Academy will not be liable for any mishap, injury, loss or damage suffered by the students while they are in the Academy premises or while they are on Industry Attachment programme or during student events and activities.
- 7.2 Students are responsible for the safety/security of their personal property. All personal property brought onto the Academy's property entirely at the student's risk. The Academy does not accept responsibility for any loss or damage to property howsoever caused.

8. FEEDBACK

8.1 Students are strongly encouraged to maintain active communication with the Academy through the following channels:

- Face to face: Front Office
- Email: feedback@malverninternational.com
- Telephone: (+65) 6268 4515
- Feedback Forms: Available at the Front office
- Website: www.sg.malverninternational.com/
- Programme Manager: As provided during orientation

8.2 Student Focus Group

8.2.1 Student representatives will be invited to attend student focus group meetings to present and discuss the students' views. It is an important way in which students can contribute to the quality and management of the course.

8.2.2 The Student Forum meets twice yearly to review the course and to plan for the next year. Findings are relayed to management for consideration as part of continuous improvement.

8.3 Student Surveys

8.3.1 Module / Lecturer Evaluation will be conducted at the end of the module to gather feedback from students.

8.3.2 A comprehensive Student Satisfaction Survey is conducted twice per year to collate feedback with regards to all areas of the student's learning experience at Malvern International Academy.

8.3.3 Students are to complete the course survey which is conducted at the end of the course / module for each cohort of students.

8.3.4 Findings are relayed to management for consideration as part of continuous improvement.

8.4 Email

8.4.1 Notifications and important announcements will be sent to student's email address. Please keep the contact information updated at all times.

8.4.2 A contact update form should be distributed when surveys are conducted.

8.4.3 All students must provide updated email, contact number, emergency contact information to the Academy.

8.5 SMS Alerts

8.5.1 Urgent announcements such as class cancellations, attendance notifications, etc., will be sent to students through mobile phone SMS. Students are to ensure that their records on contact information is updated at all times.

8.6 Posters and Notice Boards

8.6.1 Keep a lookout for posters / memos at the Notice Board for important announcements, or to the respective course notice board for academic related information related to academic events / updates.

8.6.2 The Academy distributes memos to all students regarding urgent announcements or changes to academic events. All students are to sign on the student distribution list to automatically receive memo.

8.7 Student Management System

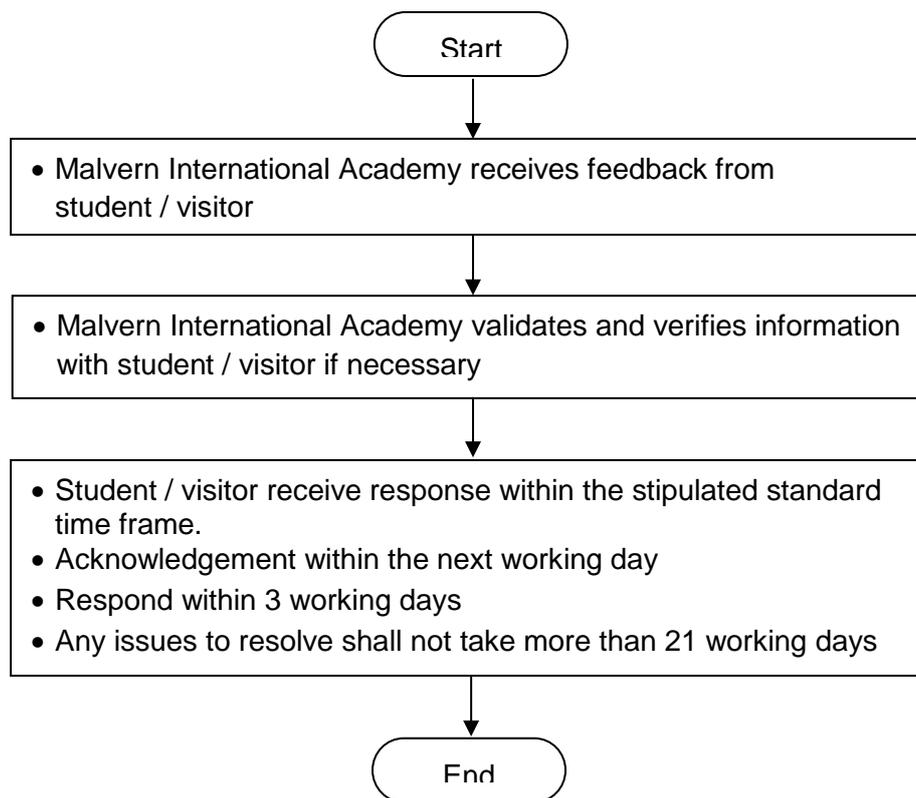
8.7.1 The Academy has subscribed to Wise-Net Student Management System (SMS). The Wise-Net system contains useful information pertaining to Malvern International Academy and/or the student's course. It also provides a calendar of events and student activities in the Academy.

8.9 Students are most welcome to speak directly to the Programme Manager, or Student Support Services. Refer to 8.1.

8.10 The Academy will strive to address every query or issue as quickly as possible. If an issue cannot be resolved immediately, the Student will be informed by the next working day and the process will be explained to the Student.

8.11 All feedback and surveys will be treated as strictly private and confidential.

Flow of Communication



9. MALVERN INTERNATIONAL ACADEMY PRIVACY POLICY

- 9.1 From time to time, students may be asked to provide their personal information anytime when in contact with Malvern International Academy staff.
- 9.2 The Academy adheres to the Personal Data Protection Act 2012. All information are kept private and confidential.
- 9.3 What personal information is collected
 - 9.3.1 When students register with the Academy the Student Support Services collects information such as the local and overseas mobile numbers and addresses, email address, academic certificates and qualifications, curriculum vitae or resumes.
- 9.4 Use of personal information
 - 9.4.1 Student’s personal information collected allows the Academy to keep the students posted on important announcements, attendance alerts and upcoming events.
- 9.5 Personal information will NOT be:

- 9.5.1 Revealed to any external party or organisation unless required by law.
- 9.5.2 Sold or traded to unauthorized parties without student's consent.
- 9.6 Students will have the responsibility to keep their personal and contact information updated with the Academy at all times. Students can update their contact information online via the Wise-Net. (Refer to 2.1/2.2)
- 9.7 Although every reasonable effort has been made to ensure that all personal information will be protected, the Academy cannot be responsible for any unauthorised willful use or misuse of such information and from risks which are inherent in all internet communications.
- 9.8 The Academy reserves the right to change this policy with or without notice from time to time.
- 9.9 If students have any queries or concerns regarding this policy, please email to hello@malverninternational.com.

10. AMENDMENTS TO POLICIES AND PROCEDURES

- 10.1 The Academy reserves the right to amend or revoke any of these regulations whenever it is deemed necessary.

GENERAL COURSE INFORMATION

1. STUDENT CONTRACT

- 1.1 All students are required to sign the Standard PEI Student Contract as stipulated by CPE. This student contract is an important legal agreement governing the relations between Malvern International Academy and the students. The contract covers course information & fees, refund policy, Fee Protection Scheme and medical insurance, among other things. No payment of course fee is to be made to the Academy before the signing of the Standard PEI-Student Contract.
- 1.2 All students are to keep a copy of the signed Standard PEI-Student Contract.
- 1.3 All fees are to be paid in accordance to the due dates clearly indicated in Schedule 2.1 of the Standard PEI-Student Contract. It is the responsibility of the student to ensure fees are paid promptly.
- 1.4 For students who wish to change to another course within the Academy, the original Standard PEI-Student Contract will be terminated and a new contract will be signed upon approval.
- 1.5 Students who wish to withdraw from their course of study at the Academy will have their Standard PEI-Student Contract terminated (upon approval) and will no longer be deemed as a student of the Academy.

2. REFUND POLICY

- 2.1 Malvern International College adopts a fair and reasonable refund policy for any payment made in compliance to the Committee of Private Education (CPE) requirements. Details of the refund policy can also be found in the student contracts.
- 2.2 Refunds for Withdrawal due to Non-Delivery of Course:
 - 2.2.1 Malvern International Academy will inform the Student immediately within 3 working days if:
 - (i) It does not commence the Course on the Course Commencement Date;
 - (ii) It terminates the Course before the Course Commencement Date;
 - (iii) It does not complete the Course by the Course Completion Date;
 - (iv) It terminates the Course before the Course Completion Date;

- (v) It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A of the Standard PEI-Student Contract within any stipulated timeline set by CPE; or
- (vi) The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

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

2.3 Refunds for Withdrawal due to Other Reasons:

2.3.1 If the Student withdraws from the Course for any reason other than those stated in Clause 2.1 of the Standard PEI-Student Contract, the Academy will, within seven (7) working days of receiving the Student's written notice of withdrawal, refund to the Student an amount based on the table in Schedule D of the Standard Student Contract, as shown below.

% of the amount of fees paid under schedules B and C of the Standard PEI-Student Contract	If Student's Written Notice of Withdrawal is received
90%	More than 30 days before the Course Commencement Date
50%	Before, but not more than 30 days before the Course Commencement Date
25%	After, but not more than 7 days after the Course Commencement Date
0%	More than 7 days after the Course Commencement Date

2.3.2 Application fee for courses is non-refundable and non-transferable.

2.4 Refunds during Cooling-Off Period

The Academy will provide the Student with a cooling-off period of seven (7) working days after the date that the Contract has been signed by both parties.

The Student will be refunded the highest percentage (as shown above) of

the fees already paid if the Student submits a written notice of withdrawal to the Academy within the cooling-off period, regardless of whether the Student has started the course or not.

2.5 Refund Procedure

2.5.1 Upon receipt of the Refund Requisition Form together with the supporting documents, Finance Department will verify the amount to be refunded before processing the refund. The refund will be processed within 7 working days from the date the student submitted the Transfer /Withdrawal Form.

2.5.2 Finance Department informs student once the cheque is ready for collection/ telegraphic remittance arranged or credit card refund whichever is applicable.

2.5.3 For refunds via cheque, student shall acknowledge receipt of the cheque by signing and dating the Payment Voucher.

3. TRANSFER / WITHDRAWAL POLICY

- 3.1 Withdrawal is defined as the Standard Student Contract being terminated, and the student is no longer a student of Malvern International Academy. Transferring to another institution is also deemed as a withdrawal from the Academy.
- 3.2 Request for programme transfer / withdrawal must be made in writing. A written notice of withdrawal from the programme (via Transfer/Withdrawal Form) must be delivered to the Programme Manager.
- 3.3 For students below the age of 18, the Academy must seek parent or guardian approval before approving the withdrawal.
- 3.4 Students must clear any outstanding fees payable to the Academy before the Withdrawal Form can be processed.
- 3.5 If any refund is to be made, the Academy refund policy shall apply.
- 3.6 Upon completion of counselling and obtaining parent or guardian approval (where applicable), the Academy will assess the request and the Programme Manager will advise the student on the final outcome.
- 3.7 Applications for transfer of course within the Academy are granted on a case-by-case basis subject to the student meeting the admissions requirement of the new programme and approval from the University where applicable.
- 3.8 Upon approval of the Transfer/Withdrawal request, the Finance Department shall prepare the refund amount according to the Academy's Refund Policy and Procedures where applicable, to refund the student

within 7 working days from the date of receiving the Transfer/Withdrawal request from the student.

- 3.9 Finance Department informs student once the cheque is ready for collection/ telegraphic remittance arranged or credit card refund whichever is applicable.
- 3.10 For refunds via cheque, student shall acknowledge receipt of the cheque by signing and dating the Payment Voucher.
- 3.11 International students, transferring to another institution are subject to approval by ICA. Students are to note that should the application be rejected for whatever reasons, students may not be able to continue their studies in Singapore.

4. STUDENT PASS IMPLICATIONS FOR WITHDRAWAL / TRANSFER OF COURSE

4.1 Withdrawal / Transfer to another school

4.1.1 If transferring to another school, students who had poor attendance may have their Student Pass rejected by ICA. Extension of the Social Visit Pass is subject to ICA approval. An appeal can be submitted to the ICA, however the Authority will take about 4 to 6 weeks to provide an outcome. Students must be prepared to return to their home country while their appeal is in process.

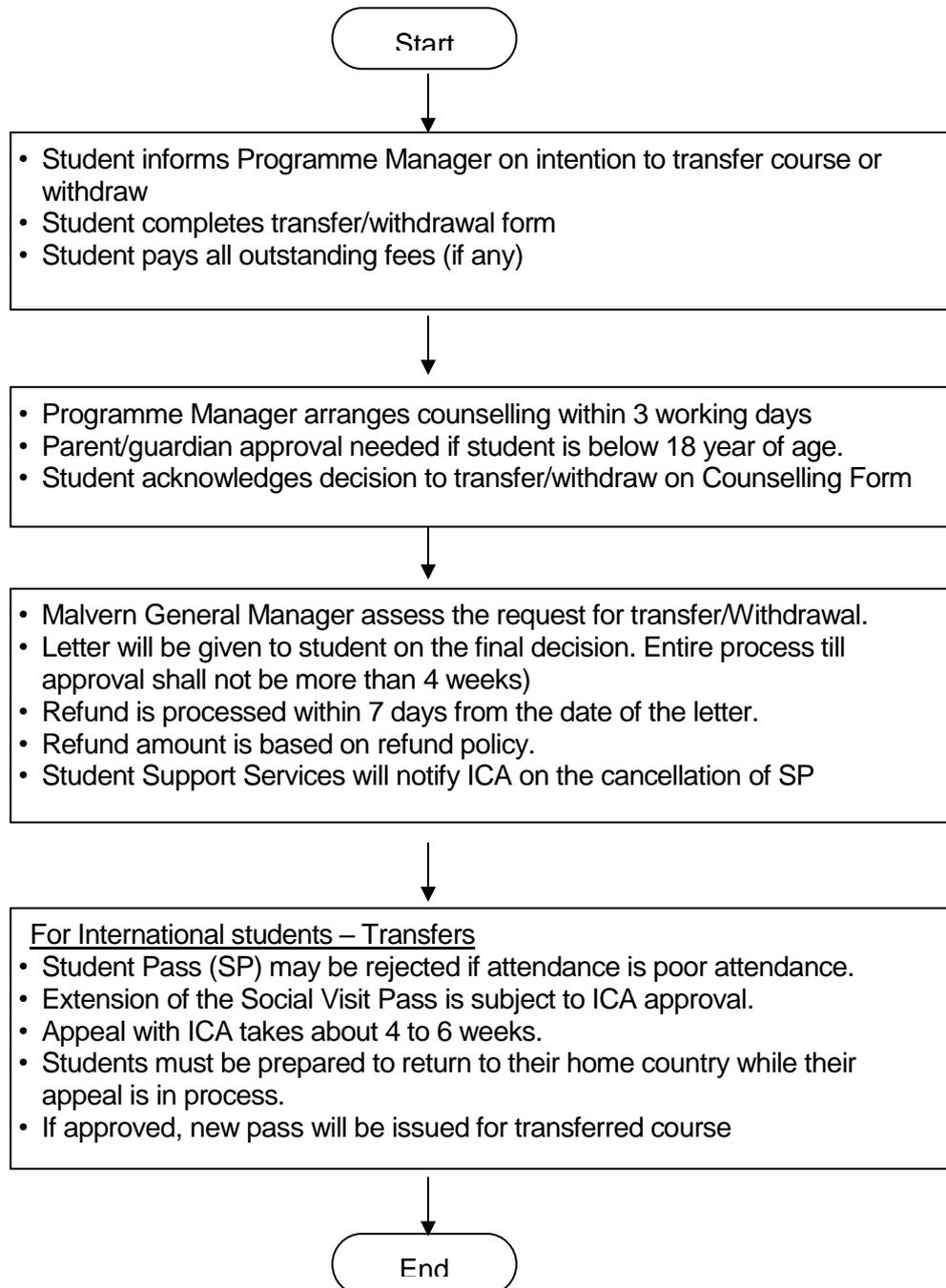
4.2 Transfer of Course

4.2.1 Upon approval from ICA, a new Student Pass will be issued for the course transferred into. This approval may be dependent on the attendance from the previous course. Students who had poor attendance have a higher chance of rejection by ICA. An appeal can be submitted, however the ICA will take about 4 to 6 weeks to provide an outcome. Students must be prepared to return to their home country while their appeal is in process.

4.3 Documents Required for Change of School / Transfer Course for International Students

- 4.3.1 Original or scanned copies of Form 16 and Form V36A is duly completed and signed by the applicant at the relevant sections (the first set of forms must be original, the second set may be photocopies of the original set).
- 4.3.2 Applicant's travel document, student pass card and disembarkation / embarkation (green) card.
- 4.3.3 1 copy of Form V36A duly completed and signed by the school. For change of schools, Section A of Form V36A is to be completed by the new school.

Transfer and Withdrawal Procedure



5. FEE PROTECTION SCHEME

- 5.1 With effect from 12 March 2017, Malvern International Academy has in place a compulsory Fee Protection Scheme (FPS) as stipulated by the Committee of Private Education (CPE) to provide full protection for 100% of the payable course fees paid by students in the event of malpractice by the Academy.
- 5.2 Upon admission of the student, the Student Support Services shall
- Reiterate the information shared during the student's admission as indicated on Private Education Act -Form 12 (Advisory Note to Students).
 - State the FPS scheme and provide that the Academy has adopted and explain the FPS Scheme in detail.
 - Explain the procedures that students should adhere to, and the official documents that students should expect to receive under the adopted FPS scheme.
 - Advise the student on the payment schedule and total chargeable fees.
 - Inform students that they can check and monitor the status of their protected fees at CPE's official website (www.cpe.gov.sg) under the Fee Protection Scheme.
- 5.3 Specific details on Insurance Scheme
- Students will be advised of the insurance premium.
 - The full sum of the course fee less Application fee, GST, miscellaneous fee (non-compulsory fee), FPS insurance premium, and Exam fees collected less than 2 months before exam date are insured within 7 working days from the date of receipt of fees from each student, and clearly stated on the Certificate of Insurance (COI).
 - Students are notified of the purchase of the insurance to protect the total fees paid:
 - The Insurance provider emails to students the original COI to the student email address provided.
 - The staff also prints the original COI for the student.
 - For students who have purchased the insurance but have not arrived at Singapore, they must self-collect immediately a copy of COI upon their arrival in Singapore.

- Students that they are required to retain the original copy of the COI.
 - Insurance coverage period commences from the fee payment date (and not the course commencement date).
- 5.4 The FPS also serves to protect students if the Academy fails to pay penalties or return fees to the students attributing to judgments made against it by the Singapore Courts.
- 5.5 The Academy shall collect fees in equal installment amounts from students with each collection not exceeding the collection cap calculated according to the formula stated in the Standard PEI-Student Contract.

6. MEDICAL INSURANCE

- 6.1 Malvern International Academy has in place a hospitalisation and surgical (medical) insurance scheme for all its students as required by CPE under EduTrust certification scheme. The provider is LIBERTY INSURANCE.
- 6.2 The following students have the option to opt out of the medical insurance if they are able to provide documentary evidence to proof that they are already covered by their own medical insurance:
- Singapore citizens, permanent residents and Non-Student Pass international students
 - Students under corporate sponsorship or corporate agreement signed between the private education institution and the sponsor organisation.
- 6.3 This medical insurance scheme provides for an annual coverage limit of not less than \$20,000 per student, at least B1 ward or lower in government and restructured hospitals and 24 hours coverage in Singapore and overseas throughout the course duration. For details, please refer the Academy website at www.sg.malverninternational.com.

7. GRIEVANCE AND DISPUTE RESOLUTION

- 7.1 If Students are unhappy about any aspect of their educational experience while studying, the Students may feedback their grievance or dispute by filling up the feedback complaint form. Malvern International Academy has in place the following procedures for the Students.

Step 1

- Any student who believes that he or she has a feedback / complaint shall first take up the matter with the Student Support Services Department. The Student Support Services staff, if necessary, shall arrange a meeting to resolve the matter(s) raised with the Head of

Department (HOD) for Student Support Services and/or relevant parties, if applicable.

Step 2

- If the response of the HOD for Student Support Services in Step 1 is unsatisfactory to the student, the student can file the issue formally by submitting a Customer Feedback Form or sending it online.
- Complaints of an anonymous nature, no replies from the complainant, or unwillingness from the complainant to provide further supporting information to substantiate the complaint after 3 working days will not be entertained.

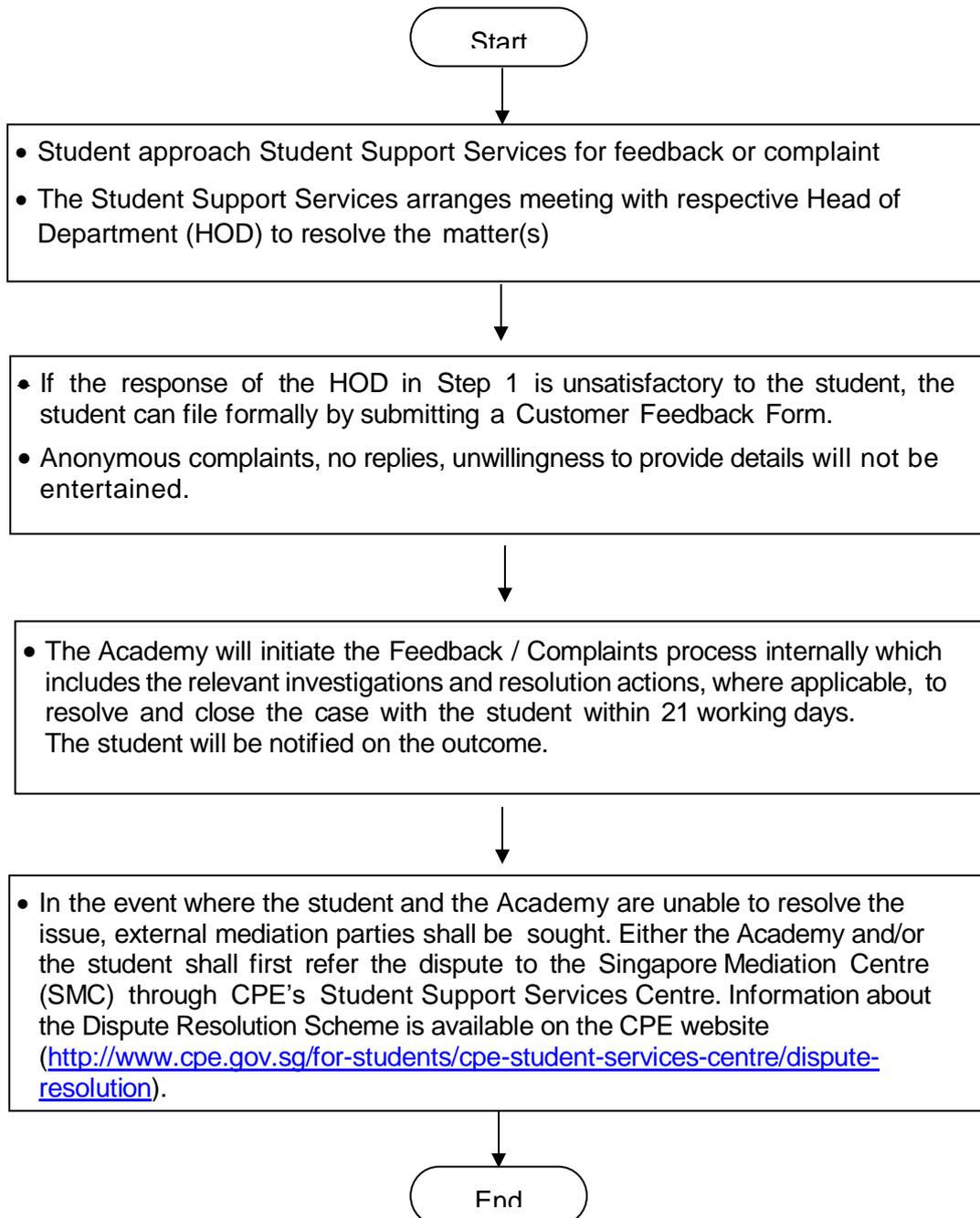
Step 3

- The Academy will initiate the Feedback / Complaints process internally which includes the relevant investigations and resolution actions, where applicable, to resolve and close the case with the student within 21 working days. The student will be notified on the outcome.

Step 4

- In the event where the student and the Academy are unable to resolve the issue, external mediation parties shall be sought. Either the Academy and/or the student shall first refer the dispute to the Singapore Mediation Centre (SMC) through CPE's Student Support Services Centre. Information about the Dispute Resolution Scheme is available on the CPE website (<http://www.cpe.gov.sg/for-students/cpe-student-services-centre/dispute-resolution>).

Grievance Procedure



- 7.2 Committee for Private Education (CPE) Mediation-Arbitration Scheme
- 7.2.1 In the CPE Mediation-Arbitration Scheme, parties to a dispute will first be referred for mediation at the Singapore Mediation Centre (SMC), and if the dispute is not resolved through mediation, the dispute will be referred for arbitration by an arbitrator appointed by the Singapore Institute of Arbitrators.
- 7.2.2 A registered private education institution who is a party to a dispute resolution proceeding under the CPE Mediation-Arbitration Scheme shall comply with the rules governing the mediation and arbitration processes and the timelines as set out by the respective dispute resolution centres.
- 7.2.3 A registered private education institution who is a party to a dispute resolution proceeding under the CPE Mediation Arbitration Scheme shall:
- a. Pay 80% of the total mediation fee set out by the Singapore Mediation Centre for that proceeding ;
 - b. Pay in whole such deposit required by the Singapore Institute of Arbitrators for that proceeding ; and
 - c. Pay such costs and expenses of that proceeding as may be ordered by the arbitrator conducting the arbitration, which shall not be less than 90% of the total costs and expenses of the arbitration.
- 7.2.4 A student, former student or intending student (or a parent, guardian or other person who had entered into a contract with a registered private education institution for the provision of education to a student, former student or intending student) may choose whether to participate in a dispute resolution proceeding commenced by a registered private education institution.
- 7.2.5 A registered private education institution who is a party to a dispute resolution proceeding shall be represented by a manager or any other person authorised to make decisions on behalf of the institution in the conduct of any dispute resolution proceedings under the CPE Mediation-Arbitration Scheme.

8. COUNSELLING SERVICES

- 9.1 Counselling services are available to Students who encounters any issues pertaining to their studies, relationships, peers, career, or behavior. Students can arrange to have 1-to-1 personalised sessions with the designated Head of Department (HOD). The counselling service is free and all sessions are strictly private and confidential.

- 9.2 Students can book an appointment via the front office, or send an Email to hello@malverninternational.com.

EXAMINATION AND ASSESSMENT INFORMATION

EXAMINATION AND ASSESSMENT

1. Eligibility to sit for examination

- 1.1 Students are entitled to sit for the examination provided they have registered and paid for the module, or have failed / absent from the previous examination and have registered and paid for a re-sit / re-module.

2. Examination Timetable

- 2.1 The Examinations and Assessment Unit (EAU) will release the exam timetable at Student Portal and Exam Notice Board by the 1st week of class commencement. Students are to download from Student Portal or get a copy from Programme Manager.
- 2.2 Students are also given a copy of the Examination schedule at the point of admission. The information is also shared during the Orientation which is conducted at the start of the Course.
- 2.3 In the event that there are changes to the tentative examination dates as planned, EAU shall seek the Examination Board for approval and immediately inform the students of the approved changes.
- 2.3 The examination timetable will be made available prior to class commencement. It is not an acceptable reason for students to make mistakes on examination timetable and fail or arrive late for examination.

3. Seating Arrangement in Examination

- 3.1 Students' seat in the examination room will be indicated by a label showing the seat number. A seating plan will be displayed outside the examination hall.

4. Examination Invigilation

- 4.1 Examination will be supervised by Presiding Examiner (PE) whose job is to ensure that the examination is conducted in accordance with the Academy's rules and regulations. Presiding Examiner has to ensure discipline in general during examination. In addition, Presiding Examiner has the authority to matters such as admission to the examination hall, permission in temporary absence in consultation with Chief Invigilator. This include making announcements about the use of the materials, any changes in the examination content and the start and end time of the examination.

5. Examination Instructions to Students

- 5.1 Students are only allowed to enter the examination venue 15 minutes before the start of the examination.
- 5.2 No Food & Drinks are allowed in the examination venue
- 5.3 Students are to check their seat number from the Seating Plan pasted outside the examination venue before entering the exam room.
- 5.4 Students are to take out all stationary and student card, and leave bags at the back of the exam room. Students are to ensure that all valuables are kept in their bags. The Academy shall not be held responsible for any lost and/or stolen items.
- 5.5 Students are to bring original and valid photo identification when sitting for the examinations. Students who had their student's pass cancelled are to bring along their ICA letters and passports for verification. Students who fail to bring along any of these identification documents will not be allowed to sit for the examination.
- 5.6 Students are to place their student card or other original valid photo identification on the top right hand corner of the table.
- 5.7 Students are not allowed to use the restroom during examination, unless under special circumstances. In such instances, student must be accompanied by a staff.
- 5.8 Students are not allowed to talk once they are seated inside the examination room. Any form of communication will be considered as an attempt to cheat and students will face disciplinary action.
- 5.9 Students are to raise their hands during examination if in need of assistance. Students are not allowed to walk around.
- 5.10 Students will not be allowed to enter the examination room if they are late for more than 30 minutes from the start of the examination.
- 5.11 Students are to take note that once they have entered the examination room, they will be considered as being present for the examination and the answer script will be marked accordingly. No withdrawal is allowed.

6. Examination Materials

- 6.1 For closed book examination, students are not allowed to bring in any materials, except approved calculators. In some closed book examination, calculators are also not allowed. Any printed materials that are required by the students to answer in the examination will be provided.

- 6.2 Students can only bring in stationary such as pen, pencil, eraser, ruler and your identify document e.g. NRIC, Passport or Student card.
- 6.3 It is important to note that all mobile phones must be switched off prior entering the examination room and remained switched off inside the examination room. All mobile phones should be kept in the bag at the back of the examination room.
- 6.4 Students caught bringing in unauthorised materials, and/or devices into the examination room, will be found guilty of misconduct and shall be liable to disciplinary actions.

7. Dress Code and Conduct during Examination

- 7.1 Students are not allowed to wear inappropriate attire that may be deemed as offensive or indecent. Eating, drinking and smoking are not allowed in the examination room.

8. Cheating during examination

- 8.1 Malvern International Academy has a very high standard of conduct in examination. Any misconduct shall be treated as a serious matter and warrant disciplinary action. The following offences, in particular, are likely to result in disciplinary action:
- Possession of any electronic devices (except calculator when permitted)
 - Possession of any materials other than those issued by the invigilator
 - Helping or receiving help from another candidate
 - Consulting any materials while the examination is in progress
 - Behaviour that is considered inappropriate in the examination room
 - In possession or usage of any communication device during examination
- 8.2 The Presiding Examiner has the authority to stop the examination of any student suspected of such offences, and confiscate the unauthorised material. If necessary, the student may be expelled from the examination room. Penalties will be determined by the Academy later during the internal investigation.

9. Anonymity of Examination Scripts

- 9.1 All examination scripts presented for marking are anonymous. Examination scripts should only bear the student's identification number.

10. Presentation of written work

- 10.1 Unless there is special arrangement that has been made, students are required to submit a legible hand-written examination script. The Academy College reserves the right not to mark any script with illegible handwriting.
- 10.2 Essay plan and rough work should be done in the answer booklet only. Work that is crossed through in the answer booklet will not be marked. Work that is **not** crossed through is considered part of the answer and will be marked, even if it is a rough work. Students will not be given marks for the same information twice, even if it appears in the plan and answer.

11. Illness During Examination

- 11.1 Students who are ill during the examination must inform the invigilator immediately. If they are unable to continue with the examination, they may leave the examination room. They will not be allowed to re-enter the examination room once they decide to leave the examination room. If they feel that their performance may be affected due to illness and wish to be considered by the Examination Board student must submit the Student Appeal form together with the medical certificate and doctor's certification letter to Head, Examination & Assessment Unit at the next working day.

“Special circumstance” for consideration received after the next working day dateline cannot be taken into account, unless the student is able to produce evidence on why they could not inform the Academy, within the stipulated dateline. Invigilators or lecturers cannot report special circumstances on behalf of any student.

12. Finishing the Examination Early

- 12.1 Students who finish their examination before the scheduled time, are allowed to leave the examination room (though not in the first 30 minutes or last 15 minutes of the examination), after giving the answer booklet to the invigilator. They are not allowed to re-enter the examination room.
- 12.2 Students should leave the examination room quietly, so as not to interrupt other students while the examination is in progress.

13. At the End of the Examination

- 13.1 When the examination ends, students will write the question number of each question attempted on the front cover of the answer booklet. They must remain seated until the answer booklet has been collected. They may leave the examination room only when announcement is made by the Presiding Examiner.

- 13.2 Students must ensure that the answer booklet(s) is collected by the invigilator. If answer booklets are removed from the examination room, and re-submitted later, it will not be marked. It is the student's responsibility to ensure all relevant answer booklets are submitted to the invigilator before leaving the examination room.

14. Lost and Damage Property

- 14.1 The Academy does not accept liability for the lost or damage of student's belongings in or outside the examination room.

15. Absence from Examination

- 15.1 If students are absent from examination due to sickness, they have to submit a Medical Certificate. to the Head, Examination & Assessment Unit. Only medical certificates from local government polyclinics / hospitals / private clinics (general practitioners) are accepted. Any other documents should only be accepted on a case-by-case basis with full justification and be acceptable by ICA.
- 15.2 Students absent from examination with a valid medical certificate (MC) will be permitted to re-sit the examination without any charges.

16. Assignment Submission

- 16.1 Assessments for certain courses may be based on assignments. The following applies for assignment submission.
- 16.2.1 Lecturers are to inform all students on the assignment submission deadline during the 1st lesson of the class.
- 16.2.2 For assignments that require group work, lecturers have to arrange the students into their respective groups. Lecturers will have the final decision on the grouping of students. Once finalized on the grouping, no further changes will be allowed.
- 16.2.3 Students are required to submit their assignments online through the "Turnitin" system within the due date for submission.
- 16.2.4 Depending on the guidelines of the programme eg BTEC, a re-submission fee will apply if students fail to submit their assignments within the due date. The system will be turned off one day after the due date for submission. Late submissions are referred to Head, Academic who will review the reasons before approving any extension.
- 16.2.5 A re-module fee will apply if students fail the assignment. Students must refer to the detailed course fee schedule that is provided in

the Standard PEI-Student Contract. Refer to 19.2 below.

RELEASE OF EXAMINATION AND ASSESSMENT RESULTS

17. Examination Results

17.1 Release of exam assignment results shall be posted on the notice board and student portal within the following timelines:

- BTEC: 8 weeks (About 60 days) from the date of assignment submission
- Proprietary programmes: 4 weeks (About 30 days) from the date of Exam

17.2 Depending on results, a student may:

1. Progress to the next level
2. Re-sit exam and Re-submission (liaise with the PM)
3. Be informed to Re-module (liaise with PM)

17.3 Students are required to fill up Application Form for Examination Fees for Re-sit / Re-submission and Re-module). Charges apply accordingly. This form is to be brought to exam venue or attached to assignment hard copy.

18. Grading System

18.1 Programmes administrated by Malvern International Academy will follow the grading system

Grade	Marks
Distinction	80 and above
A	70 - 79
B	60 - 69
C	50 - 59
D	45 - 49
F (Fail)	0 - 44

19. Re-Sit, Re-submission and Re-module Policy

19.1. Examination and Assessment Unit will generate a list for students required to re-sit exam or re-submit assignment. Students are required to make the payment and bring along the receipt to exam hall or attach with their re-submission of assignment.

19.2 Table: Re-sit, Resubmission and Re-module Administrative Fees

Administrative Fees	Fee without GST (7%)	Fee with GST (7%)
Resubmit Assignment	S\$100.00	S\$107.00
Re-sit Examination	S\$150.00	S\$160.50
Re-module	S\$350.00	S\$374.50

20. Appeal Procedures

- 20.1 Appeals procedure applies to any of the following cases:
1. Appeal on dissatisfied results
 2. Appeal on academic misconduct eg cheating / plagiarism where an Academic Disciplinary Form was issued
 3. Appeal against Disciplinary Action / Expulsion
- 20.2 Students submit to the Programme Manager the appeal form within 3 calendar days from the released of result / issue of warning letter. The following forms will apply for each of the cases above:
- Dissatisfied results - Examination and Assignment Appeal Form
 - Academic misconduct - Student Academic Appeal Form
 - Application for Review of Warning Letter Form
- 20.3 If the appeal form is not submitted within the deadline, the appeal is denied. However, Head, Academic or Head, Student Support Services (in the case of 3) may approve the appeal if the reasons are justified.
- 20.4 Programme Manager collates all appeals and payment. Appeal of Examination /Assignment results is subject to an administrative fee of S\$150 (excluding GST) per module. (Not applicable to 3)
- 20.5 EAU / Student Support Services to issue letter to notify student on the appeal result. PM/Student Support Services to file the letter in the student's P-file.
- 20.6 Appeal results are released within 2 weeks (for in-house courses) and not later than 8 weeks (for courses administered by partner organisation) from the date of appeal.

STUDENTS CONDUCT AND BEHAVIOUR

1. CODE OF CONDUCT

1.1 Students are to abide by the following rules pertaining to their conduct.

Minor misconduct

- Perpetual lateness for classes, leaving class early or being absent from class without valid reasons
- Carelessness or negligence act in class.
- Foul or abusive language and recalcitrant behaviour directed at fellow students, staffs, office bearers, business partners associated with the
- the Academy
- Loitering or spitting on campus' premises
- Consumption of food or drinks in the classrooms or library
- Sleeping in classrooms or the library
- Consumption of alcohol
- Smoking on campus grounds
- Unauthorized entry into campus' premises
- Disruption in class. *E.g usage of mobile or electronic devices*

Major misconduct

- Display of criminal offences. *E.g. Exhibit behaviour such as threatening, fighting, inflicting injury on another party, endanger lives, drugs possession or consumption, gambling etc.*
- Display of immoral/ indecent conduct such as sexual harassment or any other harassment or discrimination. *E.g. verbal/ physical abuse, cyber bullying, stalking, inappropriate remarks or acts of intimacy*
- Cheating during examinations and plagiarism
- Vandalism or mishandling of office premises, assets or properties
- Falsification of information
- Infringement of the computer misuse act. *E.g. misuse of computer software, the disclosure of passwords and launching cyber-attacks*

2. STUDENT DRESS CODE

2.1 Students must be in proper attire in a manner befitting the status of Malvern International Academy at all times. Sleeveless T-shirts, singlet, shorts or any form of clothing which may be offensive or revealing in nature are not allowed. All students are expected to wear covered shoes to the Academy.

- 2.2 All students must be identifiable at all times with their faces uncovered. Students are prohibited from wearing anything that prevents ready identification such as helmets, mask or veil.
- 2.3 Students are to adhere to the guidelines issued by your lecturer on the appropriate attire and footwear for lecture theatres, tutorial rooms, practical workshops, library and offices for safety or training reasons.
- 2.4 No revealing of tattoos in the Academy.

3. PERSONAL HYGIENE

- 3.1 Students are to maintain good personal and oral hygiene for the consideration of other classmates and the lecturer. You are reminded to:
 - Shower before coming for class
 - Change into a fresh set of clothes daily
 - Apply deodorant and/or perfume
 - Brushing of teeth at least twice daily

4. EMPLOYMENT

- 4.1 International students holding on to a Student Pass are **NOT** to:
 - 4.1.1 Be engaged in any form of paid or unpaid employment.
 - 4.1.2 Be involved in any business, profession, or occupation in Singapore during the validity of the pass, unless the student is a holder of a valid work pass issued under the Employment of Foreign Manpower Act.
 - 4.1.3 Students are not to be in any business, profession, occupation, or any activity which can be deemed to be detrimental to the security, reputation and well-being of Singapore.
 - 4.1.4 Students caught in any form of employment or business involvement will have their Student Pass terminated effective immediately.

5. SMOKING

- 5.1 Smoking is **NOT** allowed in the following premises:
 - 5.1.1 All areas within Malvern International Academy and its immediate surroundings. Students caught smoking within the Academy compound will be issued with a Warning Letter.
 - 5.1.2 Indoor public places which includes non-air-conditioned shops, shopping centres/malls, offices, hotel lobbies, markets, multi-story and basement car-parks, ferry terminals, lift lobbies, etc.

- 5.1.3 Outdoor public areas which includes bus stops, playgrounds, exercise areas, public parks, and places displaying the no-smoking sign.

6. TYPES OF DISCIPLINARY ACTIONS

- 6.1 The types of disciplinary actions taken by the Malvern International Academy depends on the severity of the misconduct.
- 6.1.1 For minor misconducts, there will be verbal and written counselling on 1st occurrence. A warning letter will be issued on the 2nd occurrence, informing parents/guardian. Student will be expelled from the Academy, along with the issuance of Letter of Termination of Studies on the 3rd and final occurrence, informing parents/guardian.
- 6.1.2 For major misconducts, the Academy Disciplinary Committee would administer a Disciplinary Inquiry (DI) session where an investigation will take place following the necessary disciplinary action taken *E.g. lodge a police report*. For the purpose of investigation, the student concerned may be suspended from lessons without compensation for a period to be determined by the Academy Disciplinary Committee and/or the Deputy CEO.
- 6.2 The student and the parents/guardian concerned will be notified of the outcome/decision of the domestic inquiry in writing.
- 6.3 Students who are expelled will be issued a Termination Letter, and the Student Pass Cancellation Letter (for international students holding on to a Student Pass). Cancellation of Student Pass will be processed after three (3) working days pending an appeal application from the student.
- 6.4 If the inquiry does not disclose any misconduct on the part of the student concerned, the Institute will reschedule/reinstate the student to the assigned classes at an appropriate date.
- 6.5 In the event when the aggrieved student is not satisfied with the outcome of the decision by the Management, he/she may send in their appeal to Student Support Services by completing the Application for Review of Disciplinary Action form within three (3) working days. The written appeal should incorporate the student's contentions.

OTHER USEFUL ADDRESSES/TELEPHONE NUMBERS

EMERGENCY

Police	999
Fire / Ambulance	995

STUDENT & STUDENT PASS RELATED ORGANISATIONS

Immigration & Checkpoints Authority (ICA)	6391 6100 24 hours
Committee for Private Education (CPE) Student Services Centre	65121140 Weekdays 9:00 am to 5:00 pm

CRISIS HELPLINES

Samaritans of Singapore (SOS) For anyone in Crisis and/or suicidal thoughts	1800 221 4444 24 hours
Care Corner English / Mandarin Crisis helpline	1800 353 5800 Weekdays 10:00 am to 10:00 pm
Andrew and Grace Home Temporary refuge for troubled teenage girls aged 12 – 19 years	6348 5674 24 hours

DOMESTIC VIOLENCE

AWARE Helpline Women with issues	1800 774 6378 Weekdays 3:00 pm to 9:30 pm
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HEALTH & WELLBEING

HealthLine (Health Promotion Board) Personal advice on healthy living and disease prevention, manned by experienced Nurse Advisers	1800 223 1313 Weekdays 8:30 am to 5:00 pm Saturdays 8:30 am to 1:00 pm
IMH Helpline Psychiatric emergencies	6389 2222 24 hours
Alcoholic Anonymous For those who are alcohol-dependent and their families	6475 0890 24 hours
Problem Gambling Helpline For those with a gambling problem or know someone who does	1800 666 8668 Weekdays 8:30 am to 6:00 pm

FAMILY, PARENTHOOD & PREGNANCY

MUM-TO-BE Helpline (Thye Hua Kwan Moral Society) To offer confidential support to pregnant women of all ages in difficult situations	1800 686 8623 24 hours
Pregnancy Crisis Service (Family Life Society) Expectant mothers facing unwanted pregnancies	6339 9770 24 hours