

HANBRIDGE INSTITUTE

# **HANBRIDGE INSTITUTE**

## **STUDENT HANDBOOK**

This Student Handbook provides information to guide you throughout your course of study with our Institute. Care has been taken to ensure that the information provided in this handbook is accurate at the time of printing. Our latest update is available at [www.hanbridge.edu.sg](http://www.hanbridge.edu.sg)

## Revision History

Date	Details
1 February 2018	<ul style="list-style-type: none"> <li>• Added Revision History Table</li> <li>• Update FPS certificate policy number</li> <li>• Amended spelling errors</li> </ul>
28 February 2018	<ul style="list-style-type: none"> <li>• Updated Organisation Chart</li> <li>• Amended List of Academic Programmes Offered</li> <li>• Amended Course Structure and Synopsis</li> <li>• Amended spelling and formatting errors</li> <li>• Updated medical insurance policy</li> </ul>
1 October 2018	<ul style="list-style-type: none"> <li>• Amended spelling and formatting errors</li> </ul>
27 November 2018	<ul style="list-style-type: none"> <li>• Updated Academic and Exam board member</li> <li>• Updated Organisation Chart</li> <li>• Updated course name and MER</li> </ul>
1 February 2019	<ul style="list-style-type: none"> <li>• Update FPS certificate Policy Number</li> </ul>
21 May 2019	<ul style="list-style-type: none"> <li>• Update name of Principal</li> </ul>
10 July 2019	<ul style="list-style-type: none"> <li>• Update VMVC</li> <li>• Update Organisation Chart</li> </ul>
1 Nov 2019	<ul style="list-style-type: none"> <li>• Update Alipay for the mode of payment</li> <li>• Update of student suspension, expulsion and termination policy</li> </ul>
11 Nov 2019	<ul style="list-style-type: none"> <li>• Formatted Contents Page</li> <li>• Formatted Handbook</li> <li>• Updated Organisation Chart in section 4 Management Team and Teaching Faculty</li> <li>• Amended write-up regarding a Placement/Proficiency Test may be administered for students enrolled in the preparatory courses in sub-section 5.2 English Language Requirements</li> <li>• Added the followings in write-up schedule of the student orientation program in sub-section 6.2 Student Orientation;               <ul style="list-style-type: none"> <li>- Suite of student support services</li> <li>- Course fees and duration</li> <li>- Deferral / extension criteria and procedure</li> <li>- Relevant Singapore Laws and regulations</li> <li>- Appeal procedures for academic results</li> <li>- Course completion and award criteria</li> <li>- Post course guidance</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• Added write-up in point 1 regarding Administration Department to conduct Pre-course Counselling session with the student in sub-section 7.12 Transfer/Withdrawal Procedure</li> <li>• Added write-up in point 4 regarding Administration Department to meet up with the student upon receipt of any Course Transfer/Withdrawal Request Form in sub-section 7.12</li> <li>• Added write-up in point 1 regarding Administration Department will arrange an interview session with the student in sub-section 7.13 Deferment of Study: Deferment Procedures</li> <li>• Added write-up regarding Maximum Deferment Period in sub-section 7.13 Deferment of Student: Conditions for Granting Deferment</li> <li>• Amended write-up in point C regarding Computation of Refund in sub-section 7.14 Refund Policy: Policy Statement</li> <li>• Amended Contact Details of Counselling Staff at Hanbridge Institute under Section 10 Student Counselling</li> <li>• Added write-up on Communication of Student Support Services under Point 13 List of Student Support Service: Communication of up-to-date Student Support Services and Programmes</li> <li>• Updated Singapore Private Hospitals Details under Section 15 Useful Important Telephone Numbers</li> </ul>
12 Dec 2019	<ul style="list-style-type: none"> <li>• Update Organisation Chart</li> </ul>
02 Mar 2020	<ul style="list-style-type: none"> <li>• Update Organisation Chart</li> </ul>
31 Mar 2020	<ul style="list-style-type: none"> <li>• Update Hanbridge new logo and name</li> <li>• Update changes of school name</li> </ul>
30 May 2020	<ul style="list-style-type: none"> <li>• Update new Diploma and higher diploma courses</li> </ul>
2 Nov 2020	<ul style="list-style-type: none"> <li>• Update Organisation Chart</li> </ul>
20 Nov 2020	<ul style="list-style-type: none"> <li>• Update Student Support services for all WSQ and any Higher Learning Final Year Students and Alumni Looking for Work</li> </ul>
15 Mar 2021	<ul style="list-style-type: none"> <li>• Update Organisation Chart</li> </ul>
05 Aug 2021	<ul style="list-style-type: none"> <li>• Update Organisation Chart</li> <li>• Update new Bachelor Degree and Master program course</li> </ul>

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## 1. Message from Principal

Dear Students,

At Hanbridge, we aim to ensure our students enjoy an unforgettable learning experience that will facilitate a holistic intellectual, social, emotional and moral development.

In order to achieve all-rounded education and memorable learning experience, we engage qualified teaching professionals with rich teaching experience, as well as well-trained administrative staff team.

Hanbridge also ensures all staff adopt a caring attitude, with a personal touch in our interaction with all students and parents. We are always ready to provide guidance and advice for students, whenever they encounter difficulties and problems in their learning at Hanbridge.

In our endeavors, we aim to maintain the highest standards of ethics and integrity. From fees protection to course delivery, from medical insurance to student support, Hanbridge is committed to giving the best to our stakeholders, particularly, our students.

You are encouraged to explore our website to gain a better perspective on our approach and attitude towards education. Of course, you are most welcome to visit our institute in person.

We look forward to seeing you in at Hanbridge.

Regards,

Alan Go  
Principal

## 2. Mission, Vision, Values and Culture

### 2.1. Mission

We aim to nurture students who are able to realize their full potential and achieve their individual aspirations for education and career choices.

### 2.2. Vision

A leading private education institution of choice in Asia.

### 2.3. Values & Culture

To be a institute of choice, we believe in these core values to create an environment that strive for: -

#### **Continuous Learning**

Encourage everyone to adopt a life-long learning attitude

#### **Harmony**

Instill mutual respect in a collaborative environment for team cohesiveness

#### **Openness**

Allow communicativeness for ideas contributions and participation

#### **Innovation**

Support generations of creative ideas for continual improvements

#### **Care and Concern**

Develop a sense of thoughtfulness for better empathy towards others

#### **Excellence**

Work towards exceptionally high-quality outcomes for distinct differentiation

### 3. Campus and Teaching Facilities

Hanbridge Institute located at 231 Mountbatten Road, Block F #01-01/02, Singapore 397999

Tel: (65) 6513 0552

Hanbridge has its own self-contained campus, located at Mountbatten Centre. It provides our students with a conducive learning environment.

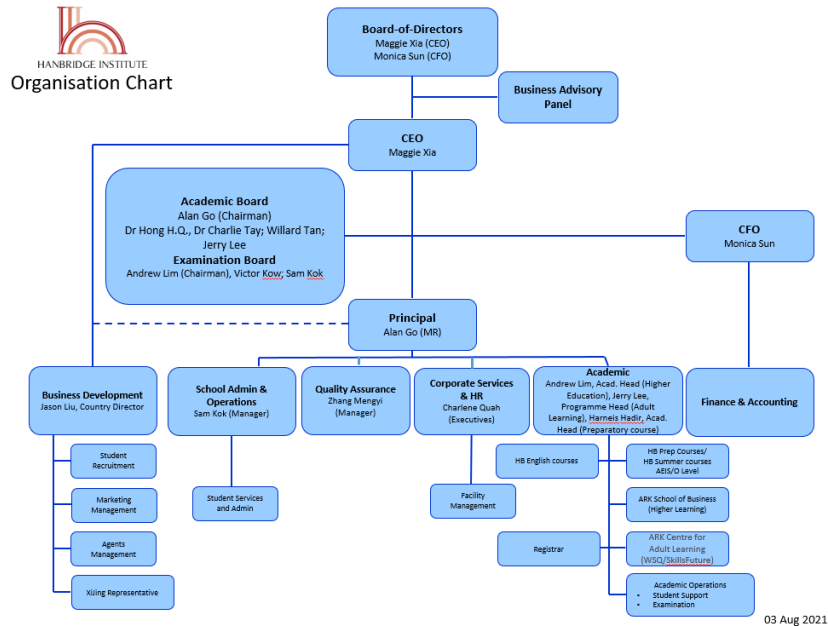
- Easily accessible by public transport: within 5 minutes' walk from the Mountbatten MRT.
- 10 classrooms of varying sizes ranging from a capacity of 17 to 41 students.
- The maximum ratio of Teachers to Students is 1:41.

#### List of institute equipment

Air-Conditioner	Water Dispenser
Desktop Computer	Laptop Computer
Projector	Photocopier Machine
Compact Disc Recorder	Locker

## 4. Management Team and Teaching Faculty

### 4.1. Organization Chart



### 4.2. Institute Academic Board and Institute Examination Board

The Institute Academic Board (SAB) and the Institute Examination Board (SEB) consist of distinguished individuals from the industry and academia and the management of the institute.

The Institute Academic Board (SAB) was established in 2009 to enhance and support the management in our drive to establish a quality education system.

Specifically they will support the institute in the following areas: -

- Developing the policies and procedures to ensure academic quality and rigor such as:
  - Ensuring that the content and duration of the modules or subjects, as well as the entry and graduation requirements of the course are appropriate; and
  - Approving the deployment of teachers based on the requirements stipulated by the Committee for Private Education
- To implement and comply with the policies and procedures developed; and
- Reviewing, at least once a year, the academic policies and procedures.

The Institute Examination Board (SEB) serves the function of setting the policy and governance for the establishment, conduct and review of the assessment structure of all the courses delivered at Hanbridge Institute.

The members of SEB have the following Responsibilities: -

- Ensure the security of examination scripts and answer scripts;



- Ensure the proper conduct of examinations and assessments; Define and ensure the proper discharge of duties and responsibilities of invigilators and markers;
- Conduct moderation of examination and assessment marks; and
- Handle appeals from students with regard to examination or assessment matters

For details of the Academic and Exam board member profiles, please refer to Institute website.

#### **4.3. Teaching Faculty**

The teaching faculty comprises a group of experienced and qualified full-time and part-time academic staff. All teachers at Hanbridge Institute are registered with the Singapore Ministry of Education or CPE and have professional teaching experience.

For details of the teachers' profiles, please refer to institute website.

## 5. Academic Programmes

### 5.1. List of Academic Programmes Offered

The courses available at Hanbridge and their respective entry requirements are as follows: -

#### Entry requirements for the courses offered by Hanbridge Institute

Course	Admission Criteria
<b>Certificate in Standard English</b>	<ul style="list-style-type: none"> <li>• Minimum 7 years of age</li> <li>• Level of entry based on proficiency test</li> </ul>
<b>Preparatory Course for International English Language Testing System (IELTS)</b>	<ul style="list-style-type: none"> <li>• Minimum 15 years of age</li> <li>• Secondary one equivalent, and/or completed Junior high year three</li> </ul>
<b>Preparatory Course for Admission to Government Institutes (Primary/Secondary)</b>	<ul style="list-style-type: none"> <li>• Age 7–16</li> </ul>
<b>Preparatory Course for Singapore-Cambridge General Certificate of Education (Ordinary Level) Examination</b>	<ul style="list-style-type: none"> <li>• Students aged 15 years or above as of 1<sup>st</sup> January in the year of registration for the examinations are eligible for this programme</li> <li>• Level of entry based on proficiency test for English, Mathematics and Science</li> </ul>
<b>Foundation Certificate in Business Management</b>	<ul style="list-style-type: none"> <li>• Minimum 15 years of age</li> <li>• Secondary one equivalent, and/or completed Junior high year three</li> </ul> <p><u>Local Applicants</u></p> <ul style="list-style-type: none"> <li>• 2 GCE 'O' Level Credits (Grade C6) or regional equivalent Language Proficiency</li> <li>• Minimum C6 in English Language at GCE 'O' Level</li> </ul> <p><u>International Applicants</u></p> <ul style="list-style-type: none"> <li>• Minimum of Year 10 Studies or regional equivalent Language Proficiency</li> <li>• IELTS 4.5 or regional equivalent</li> <li>• *Note: Non-native speakers of English will be given the English Proficiency test. Those who do not meet the required English standard will need to enrol into Hanbridge Institute's Certificate in Standard English Course.</li> </ul>

<p><b><u>Diploma Course</u></b>  Diploma in Business Management  Higher Diploma in Business Management</p> <ul style="list-style-type: none"> <li>- Global Tourism and Hospitality</li> <li>- General Business Studies</li> <li>- Entrepreneurship Innovation Management</li> <li>- Business Fintech Management</li> </ul>	<p><b><u>Local Applicants</u></b></p> <p>Academic Level:</p> <ul style="list-style-type: none"> <li>- Minimum 2 GCE 'A' Level Credits (Grade D and above) exclude all Languages</li> <li>- Hanbridge Institute Foundation Certificate in Business Management</li> <li>- For matured applicants 30 years old and above without the academic pre-requisite but has 8 years of relevant working experience will be considered on a case-by-case basis.</li> </ul> <p>Language Proficiency</p> <ul style="list-style-type: none"> <li>- Minimum C6 in English Language at GCE 'O' Level</li> </ul> <p><b><u>International Applicants</u></b></p> <p>Academic Level</p> <ul style="list-style-type: none"> <li>- Equivalent of Year 12 from the respective home country of the applicants.</li> <li>- Hanbridge Institute Foundation Certificate in Business Management</li> <li>- For matured applicants 30 years old and above without the academic pre-requisite but has 8 years of relevant working experience will be considered on a case-by-case basis</li> </ul> <p>Language Proficiency</p> <ul style="list-style-type: none"> <li>- IELTS 5.5 or equivalent. Applicants whose English language level do not meet the minimum requirement can sit for an English Proficiency assessment to determine their English Language proficiency level.</li> </ul> <p>*Note: Non-native speakers of English will be given the English Proficiency test. Those who do not meet the required English standard will need to enrol into Hanbridge Institute's Certificate in Standard English Course.</p>
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**Pearson BTEC Level 5 Higher National Diploma in Business (RQF) (BTEC HND )**

- Local Applicants  
Academic Level:
  - -Minimum 2 GCE 'A' Level Credits (Grade D and above) exclude all Languages
  - -Local Polytechnic Students will be exempted from Year 1 Study
  - -Hanbridge Institute Diploma in Business Management
  - -Mature applicants 30 years old and above without the academic pre-requisite but has more than 8 years of relevant working experience will be considered on a case-by-case basis.
 Language Proficiency
  - - Minimum C6 in English Language at GCE 'O' Level
- International Applicants  
Academic Level
  - -Equivalent of Year 12 from the respective home country of the applicants.
  - -Hanbridge Institute Diploma in Business Management
  - -Matured applicants 30 years old and above without the academic pre-requisite but has 8 years of relevant working experience will be considered on a case-by-case basis.
 Language Proficiency
  - -IELTS 5.5 or equivalent. Applicants whose English language level do not meet the minimum requirement can sit for an English Proficiency assessment to determine their English Language proficiency level.
  - \*Note: Non-native speakers of English will be given the English Proficiency test. Those who do not meet the required English standard will need to enrol into Hanbridge Institute's Certificate in Standard English Course.

**Bachelor of Arts (Hons) Business Management**

**Admission Requirements**

- Minimum age: 18 at the point of registration.
- Mature applicants without the academic pre-requisite but with relevant working experience will be considered on a case-by-case basis.

English Language Proficiency

- Minimum C6 in English Language at Singapore GCE 'O' Level or equivalent
- IELTS 6.0, a minimum of 5.5 in each component or equivalent
- Pearson Test of English (PTE Academic): CEFR B2 Level
- University of Suffolk Password Skills Test: 6.0 overall, and a minimum of 5.5 in each component

\*Note: Non-native speakers of English will be given an English Proficiency test. Those who do not meet the required English standard will need to enroll for Hanbridge Institute's Certificate in Standard English Course. Applicants whose English language level does not meet the minimum requirement can sit for an English Proficiency assessment to determine their English Language proficiency level.

**Entry into Year 1**

Academic Requirements

- Equivalence of Year 12 from the respective home country of the international applicants
- Singapore-Cambridge GCE 'A' level Examination in the English medium
- International Baccalaureate (IB) Diploma awarded by the International Baccalaureate Organisation (IBO)
- Polytechnic Diploma Holder in any field of study from a local polytechnic in Singapore
- Diploma in any field of study from a recognised institute
- Hanbridge Institute Diploma in Business Management

	<p style="text-align: center;"><b>Entry into Year 3 (Level 6) (Top-up)</b></p> <p style="text-align: center;">Academic Requirements</p> <ul style="list-style-type: none"> <li>• Hanbridge Institute Higher Diploma in Business Management</li> <li>• Pearson BTEC HND Level 5 Business Diploma / Advanced Diploma in business from a recognised institute of higher learning (with entry requirements of A levels and above)</li> <li>• All the above is also subjected to the University of Suffolk, UK’s Recognition of Prior Learning Policy available at <a href="http://www.uos.ac.uk/sites/default/files/Recognition-of-Prior-Learning-Policy.pdf">www.uos.ac.uk/sites/default/files/Recognition-of-Prior-Learning-Policy.pdf</a>.</li> </ul> <p>Note*: Students are required to do bridging modules should the qualifications be deemed not sufficient to progress to Level 6.</p>
<ul style="list-style-type: none"> <li>- <b>Master of Business Administration (MBA)</b></li> <li>- <b>MSc International Business and Management</b></li> </ul>	<p style="text-align: center;"><b>Admission Requirements</b></p> <ul style="list-style-type: none"> <li>• Hold a degree with a 2:2 minimum classification or equivalent from undergraduate degree in a relevant subject</li> <li>• or; a professional qualification of graduate status</li> <li>• or; a Higher National Certificate (UK) or Higher National Diploma (UK) or equivalent at least 30 years of age with minimum 8 years of working experience (including three years management experience)</li> <li>• or; at least 30 years of age with minimum 8 years of working experience (including 5 years of significant management experience)</li> </ul> <p style="text-align: center;"><b>English Language Proficiency:</b></p> <ul style="list-style-type: none"> <li>• Minimum C6 in English Language at Singapore GCE ‘O’ Level or equivalent</li> <li>• IELTS (Academic or UKVI): 6.5 overall, and a minimum of 5.5 in each component</li> <li>• Pearson Test of English (PTE Academic): CEFR C1 Level</li> </ul>

	<ul style="list-style-type: none"> <li>University of Suffolk Passport Skills Test: 6.5/7.0 overall, and a minimum of 5.5 in each component.</li> </ul>
<b>Study Abroad Program (SDAB)</b>	<p>Age:</p> <ul style="list-style-type: none"> <li>All applicants must have attained the age of 17 at the time of application</li> </ul> <p>Language Proficiency:</p> <ul style="list-style-type: none"> <li>Proficiency in English Language with minimum of IELTS 3.5 or equivalent</li> </ul> <p><b><u>Academic Level:</u></b>  <b>International Applicants</b>  High Institute certificate or its equivalent (12 years)</p>

## 5.2. English Language Requirements

A Placement / Proficiency Test may be administered for students who are enrolled in the preparatory courses in the Institute.

## 5.3. Course Structure and Synopsis

### **Primary level**

#### 7-8+ years old (Primary 2 to 3)

English: The English module will focus on improving the pupil's proficiency in the language in the areas of comprehension and language use. Content level: Primary 1 and 2.

Mathematics: The Mathematics module will include simple arithmetic, mathematical concepts and problem solving skills. Content level: Primary 1 and 2.

#### 9-12+ years old (Primary 4 to 5)

English: The English module will focus on improving the pupil's proficiency in the language in the areas of comprehension and language use. Pupils will also be introduced to composition writing. Content level: Primary 3 and 4.

Mathematics: The Mathematics module will include basic arithmetic, mathematical concepts and problem solving skills. Pupils will also be introduced to open-ended questions. Content level: Primary 3 and 4.

Complete syllabus can be found at: -

<https://www.moe.gov.sg/education/primary/primary-institute-education-booklet>

### **Secondary level**

#### 12-14+ years old (Sec 1)

English: The English module will focus on improving the pupil's proficiency in the language in the areas of comprehension and language use. Pupils will also be required to complete composition writing of 200-300 words. Content level: Primary 6.

Mathematics: The Mathematics module will impart to students contents like algebra, geometry and statistics as well as soft skills like critical thinking, problem solving and hard skill like methods of solution. Content level: Primary 6

#### 13-15+ years old (Sec 2)

English: The English module will focus on improving the pupil's proficiency in the language in the areas of comprehension and language use. Pupils will also be required to complete composition writing of 250-350 words. Content level: Secondary 1.

Mathematics: The Mathematics module will impart to students contents like algebra, geometry and statistics as well as soft skills like critical thinking, problem solving and hard skill like methods of solution. Content level: Secondary 1.

#### 14-16+ years old (Sec 3)

English: The English module will focus on improving the pupil's proficiency in the language in the areas of comprehension and language use. Pupils will also be required to complete composition writing of 300-400 words. Content level: Secondary 2.

Mathematics: The Mathematics module will impart to students contents like algebra, geometry and statistics as well as soft skills like critical thinking, problem solving and hard skill like methods of solution. Content level: Secondary 2

Complete syllabus can be found at: -

<https://www.moe.gov.sg/education/syllabuses>

#### **Preparatory Course for Singapore-Cambridge GCE (Ordinary Level) (16-17 years old)**

English (Core): The English module will include Writing, Comprehension, Listening and Oral Communication skills at the first language proficiency.

Mathematics (Core): The Mathematics module will include content like Numbers and Algebra, Geometry and Measurement, Statistics and Probability.

Additional Mathematics (Elective): Additional mathematics includes application of content inclusive of Algebra, Geometry and Trigonometry, Calculus.

Physics (Elective): Physics includes content like Measurement, Newtonian Mechanics, Thermal Physics, Waves, Electricity and Magnetism.

Chemistry (Elective): Chemistry includes Experimental Chemistry, Atomic Structure and Stoichiometry, Chemistry of Reactions, Periodicity, Atmosphere and Organic Chemistry.



Principles of Accounts (Elective): Principle of Accounts includes Role of Accounting, Double Entry System of Book-Keeping, Accounting Procedures, Fundamentals of Preparing the Final Accounts, Preparation of Final Accounts, Analysis and Interpretation of Final Accounts.

Complete syllabus can be found at: <http://www.seab.gov.sg>

### **IELTS** (15 years old and above)

This course prepares students for the International English Language Testing System in the four assessment modes: Speaking, Reading, Listening and Writing to attain a minimum band of 5.5.

In the course, students will be taught a wide range of vocabulary, grammar, pronunciation and critical thinking skills in order to fulfill the IELTS criteria

### **SEC** (15 years old and above)

To help learners improve their English academic language skills (reading, writing, speaking and listening). For learners to be better equipped in order to progress towards the goal of studying for the diploma modules in Hanbridge Institute. Emphasis of this course will be placed more on the learner's comprehension and writing component as this course is the bridging language module to the institute's diploma module. Reading and Writing component is given 100 hours respectively in order to cope with the complexity of these two components for the assessment as compared to the speaking component.

### **Diploma Courses**

The Diploma aims to prepare students for a career in the Business, Tourism, Hospitality and Events Management, Accounting and Finance Industry in a wide range of industries.

- This program provides the necessary skills and practical knowledge
- It also provides the foundation for students aiming for continuing professional development and/or Higher Education qualification.

### **Study Abroad Program (SDAB)**

The Hanbridge Singapore 'Study Abroad' program (SDAB) aims to provide international students with the opportunity to study in Singapore with the following objectives:

- Improve their English competency with a structure 1 month intensive English program,
- Enhance their international and cultural exposure (Cultural Intelligence – CQ),
- Academic progression in their respective study program with credit transfer.
- Participants of the SDAB program will be able to demonstrate:

- Improved English language competency, and
- Sound knowledge of the basic concepts and principles associated with the respective academic modules undertaken in the program.

### **Bachelor of Arts (Hons) Business Management**

Course is to maximize student's exposure to real business world. Our excellent industry connections allow our students to have the opportunity to experience a range of additional workshops, and industry trips and visits. Students will have opportunities to participate in regional business and entrepreneurship competitions and visited local organisations. You will regularly hear from guest speakers who offer their insight and experience to add value to your classes. We also make use of these connections to help in assessments and you will work on 'live case studies and projects throughout your study.

### **Master of Business Administration (MBA)**

The MBA offered at the University of Suffolk is one of the longest running MBA programmes in the UK. The MBA is one of the most sought-after qualifications in the world. It represents significant value to both private and public sector organisations. The MBA offers sophisticated business knowledge at a senior level of management and significantly advances leadership skills. Undertaking this qualification demonstrates determination to succeed in a chosen career area and will bolster your confidence.

### **MSc International Business and Management**

The MSc International Business and Management is designed for new or recent graduates and those with management experience. This programme goes beyond just providing students with a thorough grounding in vital business and management practices and the contexts in which they operate. The course philosophy focuses upon the role of modern business and management and the varied and sometimes complex mixture of knowledge and skills that drive the revenue streams of those modern entities. Modern businesses have become more diverse. The balance of power has shifted significantly in favour of the customer, who now has more control of the relationship than ever before, and technology has brought in new media channels and cultural norms.

## **5.4. Assessment Regulations**

### **5.4.1. Principle of Assessment**

- The primary purpose of assessment is to ensure that students fulfil the learning outcomes of the programme and achieve the standard required to progress to the next stage or to qualify for an award.
- Assessment and marks accorded by the markers serve to communicate the examiner's judgment of the different aspects of the student's work that determine if student had fulfilled the desired learning outcomes.

### **5.4.2. Assessment Methods**

- Written Examinations with fixed time-limits and previously unseen questions;

- Assignments;
- Projects and/or practical examinations;
- Free-time examinations, where a set of questions is given to students to answer over period of time e.g. 7-14 days;
- Portfolio of evidence;
- Reflective journal or project.

#### **5.4.3. Information to Students**

- All students (including those being reassessed) shall be informed in writing at the beginning of the relevant session of the learning outcomes, methods of assessment and assessment criteria for each module in their programmes, including the weighting given to the various parts and the required pass marks.
- All students will be provided with written feedback on assessments, both quantitative (marks) and qualitative (comments) four weeks after the submission date. Feedback on performance should make specific reference to associated assessment criteria.

#### **5.5. Conduct of Examination**

The dates and times of examinations will be communicated to you. Please refer to your Academic Handbook for regulations governing the conduct of examinations. It is your responsibility to know when and where your examinations will be conducted.

Please be punctual for the start of the examination. You will need to show your ID card. You will not be allowed into the examination room if you are more than half an hour late.

You may only leave the Examination room until 45 minutes of the exam has passed or during the last 15 minutes.

You are not allowed to bring into the examination room any unauthorized books, written or printed documents, pictures or drawings, notes or papers. You are only allowed to bring the following into the examination room: -

- Pens, pencils (without pencil cases)
- Erasers/correcting liquid
- Non-programmable calculators (without covers)

If you have a mobile phone you must have it switched off and handed in to an invigilator or placed in a box at the back of the room. Any unauthorized materials in your possession during the examination may lead to suspicions of unfair practice.

If you are ill or have had an accident and/or cannot take the exam, you must report this as soon as possible and send a medical certificate to Hanbridge Institute. If you want to apply for additional exam arrangements, contact the Administration Department as soon as possible and supply them with medical evidence or a registered Psychologist's report. If this is not completed prior to the exam arrangements

deadline, adjustments may not be possible. It is very important to follow the exam arrangements procedure in order to ensure you receive the appropriate adjustments.

#### **5.5.1. Unfair Practice**

It is an unfair practice to commit any act whereby a person might obtain for himself/herself or for another person, an unpermitted advantage leading to a higher mark or grade than his/her abilities would otherwise secure. In particular, but without prejudice to the generality of the foregoing, it is unfair practice to: -

Introduce into an examination room and/or associated facilities any unauthorized form of materials such as a book (including mathematical tables), manuscripts, data or loose papers of any kind information obtained via any electronic device, or any source of unauthorized information;

- Communicate with any other person in the examination room and /or associated facilities, except as authorized by an invigilator;
- Communicate electronically with any other person, except as authorized by an invigilator;
- Copy or use in any other way unauthorized materials or the work of any other candidate;
- Impersonate an examination candidate or allow oneself to be impersonated;
- engage in plagiarism by using other people's work and submitting it for examination as though it were one's own work; claim either to have carried out experiments, observations, interviews or any form of research which one has not in fact carried out or to claim to have obtained results which have not in fact been obtained;
- Present an examination script as one's own work when the script includes material produced by unauthorized means;
- Provide evidence of special circumstances to examining boards which is false or falsified or which is, in any way, intended to mislead examining boards.

A candidate suspected of engaging in an unfair examination practice shall be informed by the invigilator, (preferably in the presence of a witness) that the circumstances will be reported.

The invigilator will record the time and initial the candidate's examination script at the point of detection of the alleged act of unfair practice. Such a candidate may continue with that and subsequent examinations without prejudice to any investigation and decision subsequently to be taken by Hanbridge institute Academic Team.

Failure by an invigilator to warn a candidate at the time of examination shall not prejudice subsequent investigation by Hanbridge Institute of any allegation made against a candidate. An invigilator who considers, or suspects that a candidate is engaging in unfair examination practice is authorized by Hanbridge Institute to confiscate and retain evidence relating to the alleged unfair practice, so that it is available to any subsequent investigation.

#### **5.6. Suggestion or Complaint**

- Hanbridge Institute has a commitment to monitoring and improving the academic standards at all times. We welcome feedback from you as your input will help us to improve your learning experience.
- We have several committees in place to give students and staff the opportunity to meet and share ideas and possible areas of concern and development. It is important for you to know what these committees are, who your representative is, and when the committees meet.

## 6. Student Orientation and Accommodation Options

### 6.1. Pre-Course Counselling

The Institute aims to provide all prospective students with comprehensive pre-course counseling services to ensure that these students are properly guided and advised based on their individual educational needs. One of the main objectives is to ensure that the needs of students are matched with suitable courses provided by the Institute.

Trainings will be conducted and it should minimally include the following areas (as and when necessary):

-

- Course information, including course counselling to match aspirations of students with course learning outcomes
- Course promotion and award criteria, including type of certificate awarded at end of course
- Course duration and assessment schedules
- Application requirements and admission procedures
- Institute's location, operating hours, and facilities and infrastructure
- Further education or job prospect after graduation
- Institute's attendance policy
- Student support services available
- Refund, transfer, withdrawal and deferment policy
- Tuition fees, payment schedule and other miscellaneous fees
- Different methods of payment
- Institute's FPS Scheme
- Terms and conditions of Student Contract
- Medical Insurance Scheme
- Reference to CPE official website
- For student pass holders
- Student pass application and procedures (for international students)
- Informing students that they are not permitted to engage in any form of employment or attend an industrial attachment/internship programme, whether paid or unpaid, without a valid work pass issued by Ministry of Manpower
- Relevant Singapore Laws
- Living in Singapore

- Healthcare in Singapore

## **6.2. Student Orientation**

The student orientation programmes is organized to help all newly admitted students to settle in the new institute environment.

During the orientation, students learn about the history of the institute, institute policies, institute facilities, programmes offered, course administration, local immigration regulation and useful information for international students living in Singapore.

The schedule of the student orientation program is as follows: -

- Students assemble in a designated classroom
- Welcome address by Administration Manager or Administrator of Hanbridge
- Introduction of Singapore
- Introduction of Hanbridge Institute: History of the institute & Mission, Vision, Core Values and Culture & Management Team, Student Recruitment and Services Staff
- Enrollment Package (Fee Protection Scheme & Medical Insurance)
- Suite of student support services
- Course fees and duration
- Transfer / Withdrawal Procedure
- Deferment / extension criteria and procedure
- Refund Policy and Procedure
- Attendance Management: Attendance Requirement & Leave Application
- Relevant Singapore laws and regulations, including ICA regulations
- Students' Discipline: About Student Pass & Behavior in Classroom & Student Dress Code and Attire & Warning Letter System Dismissal Policy and Procedure
- Progress Report
- Service Quality Management: Feedback and Complaint Management System & Service Quality Target
- Appeal procedures for academic results
- Course completion and award criteria
- Post course guidance
- Environment and Facilities
- Question and Answer

- End of orientation

### **6.3. Accommodation**

There are many accommodation types readily available in Singapore to suit different budgets and needs. Hanbridge does not provide accommodation and students usually make prior accommodation arrangements before arrival in Singapore. If you need assistance and advice, please contact our Sales and Marketing Department at (65) 6513 0695 or email us at [contact@hanbridge.edu.sg](mailto:contact@hanbridge.edu.sg).



## 7. Student Administration

### 7.1. Student Pass Renewal

It is the students' responsibility to ensure that their student passes are renewed in time. The institute will NOT be responsible if the student pass expires or is being rejected by the Immigration & Checkpoints Authority (ICA) due to lateness in renewing. The institute will only process the renewal application if students meet ICA's requirement and are current in their payment of fees. The institute will submit the renewal application online to ICA.

You may visit the ICA website at [www.ica.gov.sg](http://www.ica.gov.sg) for more details on other rules and regulations pertaining to Student's Pass holders.

### 7.2. Cancellation of Student Pass

Students who wish to cancel their student pass are required to obtain a "Cancellation of Student Pass Letter" from the institute. This letter has to be submitted to the ICA together with the Student Pass, Passport and valid return air ticket. Administrator will assist to submit the cancellation of Student Pass via E-cancellation System or the student has to sign and submit the "Course Withdrawal Request Form" to the institute.

### 7.3. Fee Protection Scheme (FPS)

The Fee Protection Scheme (FPS) serves to protect students' fees in the event a private education institution is unable to continue operating due to insolvency, and/or regulatory closure. The Fee Protection Scheme also protects students if the private education institution fails to pay penalties or return fees to the students arising from judgment made against it by the Singapore courts.

In line with EduTrust requirement, private education institutions are required to adopt the Fee Protection Scheme to provide full protection to all fees paid by their students. All fees refer to all monies paid by the students to be enrolled in a private education institution, excluding the course application fee, agent commission fee (if applicable), miscellaneous fees (non-compulsory and non-standard fee paid only when necessary or where applicable, for example, the re-exam fee or charges for merchant Fee(NETS/China Union) and GST.

Hanbridge Institute adopts LONPAC Insurance Bhd as insurance company. It is applicable to all local and international students.

#### Insurance Scheme

Under insurance scheme, Hanbridge Institute is allowed to collect the total fees from the students directly. Insurance will be purchased within 7 working days from the date of receipt of fees. The insurance coverage shall commence from the date of payment of the fees till the due date of the next payment or the course end date whichever is earlier.

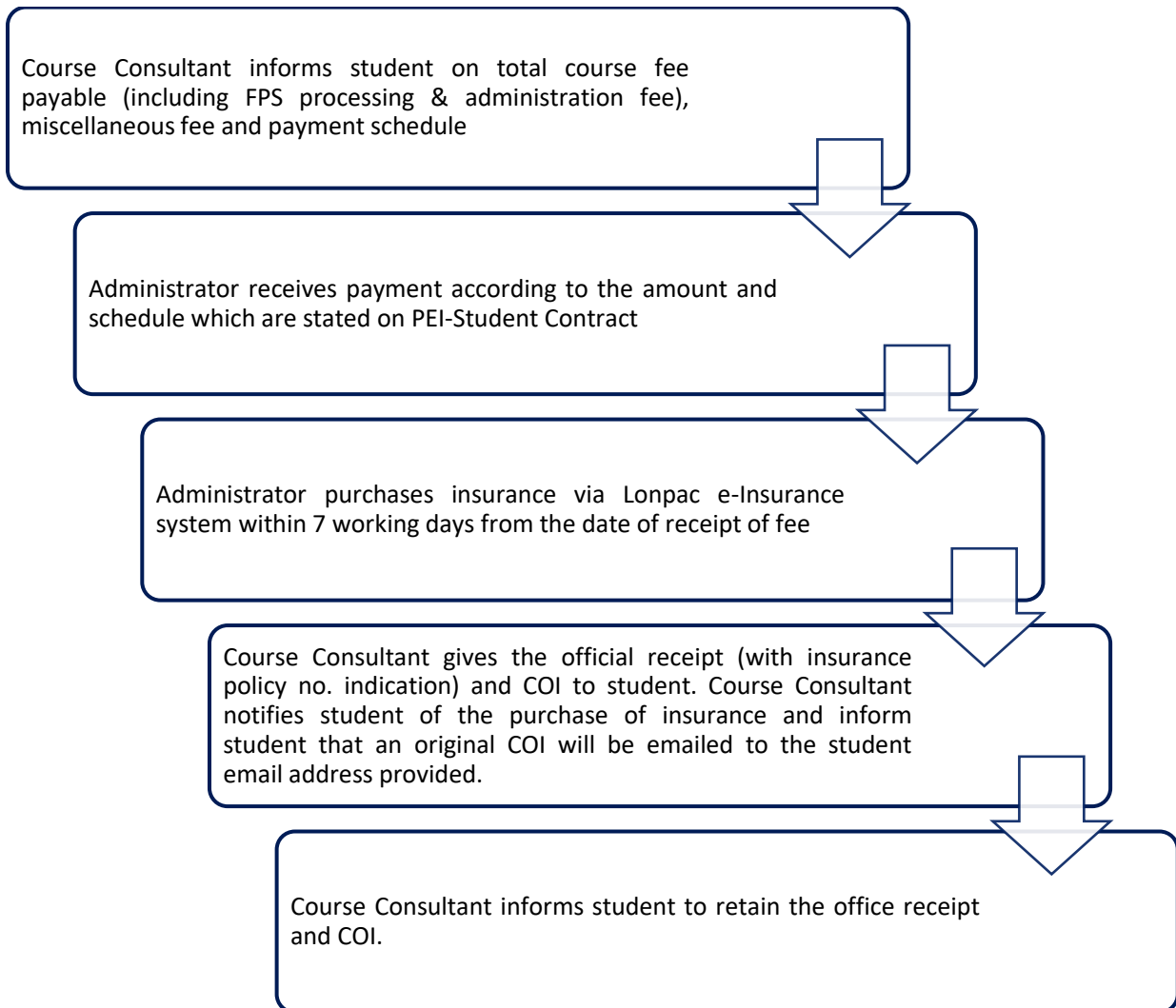
The following are the details of **FPS INSURANCE**: -

#### FPS LONPAC

- Name of Institute (PEI): Hanbridge Institute Pte Ltd

- Policy Number: Z/20/BM00/000830
- Account Number: Z10017
- Name of Insurance Company: LONPAC INSURANCE BHD
- **Address of Insurance Company:**  
 100 Beach Road  
 #129-00 Shaw Tower  
 Singapore 189702
- **Fee Payment Method:**  
 E-banking / telegraphic transfer / Cheque payment / Nets / Cash / China UnionPay / Ali Pay

**FPS Insurance Operational Procedure**



#### **7.4. Medical Insurance**

Hanbridge Institute is presently working with AXA Insurance Singapore Pte. Ltd to arrange for insurance coverage for all existing and future students.

Choice of opt-in or opt-out for Singaporean/PR students/non-Student's Pass International Students if they are already covered by their own medical insurance plan (need to submit documentary proof of own coverage).

Upon successful application for medical insurance coverage, students will be given an update on the status with clear statement on the policy's terms and conditions, the claim procedures, any exclusion, the features/coverage for medical insurance.

The medical insurance coverage for hospitalization and related medical treatment for the entire course duration. Minimum features/coverage for medical insurance is as follow: -

- Annual limit not less than S\$20,000 per student
- A ward (1-bedder) in Singapore Government /Restructured Hospitals or Private Hospitals
- 24 hours coverage in Singapore and overseas (if student is involved in institute-related activities) throughout the course duration

Please note that as in all medical insurance, there are exclusions for pre-existing condition. The exclusions are indicated in the medical policy which is available on the institute website.

#### Personal Insurance

There are various insurance plans can protect you in Singapore and overseas. Based on your needs, insurance company will give you all the information on what's available and help you decide what is suitable. Whether its life and accident protection, or home, travel and lifestyle protection, insurance company provides you with affordable plans. With the plans and riders that can be attached to basic policies, you get a broad and flexible range of protection to meet your own lifestyle and needs. You can have greater peace of mind and ensure that you have protection when you need it most. Types of insurance plans are as follow: -

- Life Protection Plan
- Accident Plan
- Travel Plan
- Auto Plan
- Home Plan
- Credit Card Plan
- Others

### **7.5. PEI – Student Contract**

PEI-Student Contract is an important legal agreement between Hanbridge Institute and Student. It is a critical document that helps to minimize future disputes and hence it has to be completely understood by the student prior to enrolment. All the key information is provided for in the contract is as follow: course information and fees, refund policy, additional information.

**Cooling-off period of 7 working days will be provided by Hanbridge Institute after signing the PEI-Student Contract.** Within these 7 days and regardless whether the Course Commencement Date has passed, the student can submit written notice of withdrawal to Hanbridge Institute and receive the Maximum Refund amount stipulated by Hanbridge Institute (less any Course Fees consumed by the student if the withdrawal date is later than the Course Commencement Date and the student has started the Course, any Hanbridge Institute administrative charges which are stipulated in the Miscellaneous Fees and any applicable bank administrative charges properly paid/payable.

### **7.6. News Update**

For all important news from the institute, memos and notices will be put up on the institute's notice boards and website at [www.hanbridge.edu.sg](http://www.hanbridge.edu.sg). Students must take note of all memos and notices on the notice board/website and act accordingly where applicable.

### **7.7. Update of Students' Particulars**

All students must provide their latest contact details (e.g. telephone number, mobile phone number and residential address) to the institute upon enrolment. It is important for all students to approach the Administration Department and inform the institute whenever there is a change in their personal particulars so that the institute can update the record.

### **7.8. Security of Student Data**

The institute is committed to maintaining the confidentiality of student data. Students' particulars are made available to our staff solely for internal use and for completing regulatory submission requirements. The institute is permitted to publish or release information that is customarily educational in purpose, including but not limited to awards of prizes, medals, scholarship, bursaries and other marks of distinction, student and graduation status.

When the institute wishes to use students' particulars for purposes other than internal marketing and billing, we will make this known to the student. We will also seek consent from the students before publishing their testimonies on our website and/or hard prints.

The above policy stated herein is subject to any applicable law mandating or otherwise requiring disclosure. This policy is also subject to revision from time to time as deemed appropriate.

### **7.9. Fees Payment**

The course fees chargeable include the following: -

- Tuition fees
- Non-tuition fees

- Application fee
- FPS insurance processing & administration fee
- Material fee
- Examination fee
- Administration fee
- Medical Insurance Premium

### **7.10. Student Surveys**

In order to ensure continuous improvement in our academic delivery and course management, Hanbridge conducts Student Surveys on a regular basis for all courses.

The information collected will be used by the institute management to improve course delivery and planning.

### **7.11. Transfer / Withdrawal Policy**

#### Policy on Transfer/ Withdrawal:

- A student who requests for an internal course transfer within the Institute must have their existing contract terminated. This includes students who changes the course or period of study (from full-time to part-time or vice versa). A new student contract will be signed based on the procedures for executing student contracts. The Refund Policy shall apply unless as otherwise agreed between the Institute and the Student.
- All requests must be made in writing. Verbal notice is not accepted.
- The student must also fulfil all the admissions criteria of the new course and will be subjected to the Institute's student selection and admission procedures.
- A student who withdraws from the Institute to enrol with another institute shall be deemed to have withdrawn from the Institute and the refund policy and procedures shall apply.

For students that are under 18 years of age, written consent from the parent / legal guardian must be obtained.

#### Conditions for Granting Transfer and Withdrawal:

- All outstanding fees must be settled prior to request for withdrawal and/or transfer
- Student to fill in Course Transfer / Course Withdrawal Request Form, including submission of any supporting documents and adhering to the process as stated in the Course Transfer and Withdrawal Procedures.

#### Conditions for Refund

The Institute's Refund Policy shall apply for all qualified refunds. Students are to refer to the Institute's Refund Policy and the Standard Student Contract for further details.

## Student's Pass Status

### **For Course Transfers**

For Student's Pass holder, course transfer is subject to ICA's approval of the new Student's Pass.

In the event that an application pertaining to transfer is rejected by ICA, the student pass is to be cancelled within 7 days.

### **For Course Withdrawals**

Student's Pass holder is required to submit his/her passport and Student's Pass to the Institute for cancellation of Student's Pass with ICA.

### Timeframe for assessing and processing transfer/ withdrawal cases

The entire transfer / withdrawal process, from point of application to the final outcome, should not be more than 4 weeks. If the final outcome is not in favour of the applicant, respective staffs are to handle each situation according to the Institute's dispute resolution policy and procedure.

### Transfer to another PEI within Singapore

This type of transfer out from Hanbridge Institute to another PEI within Singapore is deemed as termination and withdrawal from the original course enrolled for. A copy of letter of offer or letter of acceptance from new institute must be produced during request submission.

### Supporting documents

Additional supporting documents must be produced during the submission of request.

### Validity Period

If there is any remaining credit sum of fees paid at the point of withdrawal, Hanbridge Institute allows: -

- Student to utilize the credit sum of fees paid within the window of 1 year to complete any course with Hanbridge Institute; OR
- Student to transfer credit sum of fees paid to student's friend and relative\* who might be interested to attend any course with Hanbridge Institute (\*Exceptional Circumstances: Hanbridge Institute existing students or those students who have previously contacted Hanbridge Institute for course enquiry); AND
- For those who fail to do as abovementioned within the validity period, the credit sum of fees paid will be forfeited.

### **7.12. Transfer / Withdrawal Procedure**

- 1) Administration Department is to conduct the Pre-Course Counselling session with the Student who would be required to sign on the Course Transfer Request Form to acknowledge that he/she has been informed of the various critical information. Administration Department is also to ensure that the new course is suitable for the student.

- 2) Student to fill in Course Transfer / Withdrawal Request Form, including submission of any supporting documents.
- 3) Requests for transfer are treated as withdrawal from a course and treated as a new application for a new course. Student must meet the entry requirements of the course applied for.
- 4) Upon receipt of any Course Withdrawal Request Form (including supporting documents if any), Administration Department is to meet up with the student. This is to be done within 2 working days upon receipt of the Course Withdrawal Request Form (based on the date of application).
- 5) For students under 18 years old, request for transfer/withdrawal must be accompanied by student's parent/ guardian approval in written form.
- 6) Request for transfer/withdrawal will only be considered for students that do not have any outstanding payments due to Hanbridge.
- 7) Outcome of application for transfer/withdrawal of course processed and notified in writing within 4 weeks from the date of submission of written request for transfer/withdrawal.
- 8) Upon approval of the transfer/withdrawal, the previous student contract will be considered as void.
- 9) Refund Policy shall apply for all qualified refunds.

### **7.13. Deferment of Study**

#### Deferment Policy

#### **The policy on Deferment:**

- A student who requests for Deferment must either have their existing contract terminated or sign an addendum to reflect the changes.
- All requests must be made in writing. Verbal notice is not accepted.
- For all terminated Student Contracts, a new student contract will be signed based on the procedures for executing student contracts. The Refund Policy shall apply unless as otherwise agreed between the Institute and the Student.
- Any deferment would be addressed on a case by case basis and the Institute will have the final decision on whether the deferment is approved or rejected.
- For students that are under 18 years of age, written consent from the parent / legal guardian must be obtained.

Submitting the request does NOT automatically result in an official deferment. Students must ensure that they receive a formal notice / confirmation form the Institute regarding the outcome of their request for deferment.

#### **Conditions for Granting Deferment**

- The Institute will have final say in all deferment cases. This will be based on availability of the Schedules and Classes.
  - Students can apply for deferment of semester / unit ONLY ONCE. Extension of deferment period will only be considered should there be very valid reasons and additional supporting documents provided by the student.
  - Maximum Deferment Period is equivalent to duration of the course (e.g. a 12-month course will have a maximum deferment period of 12 months).
  - In applying for deferment, student has to take note of the course completion timelines. Students must ensure that there is sufficient time for them to complete their studies according to the timeline.
  - Course Completion Timeline:
  - Students must complete their course within the following timeline from the date of class commencement: -
    - Within 1 year for course duration up to 6 months
    - Within 2 years for course duration up to 1 year
    - Within 4 years for course duration up to 2 years
    - Within 5 years for course duration up to 2.5 years
- Offering of units / courses are subject to availability. The institute reserves the right to offer similar unit(s) in replacement of discontinued unit(s).

### **Student's Pass Status**

For Student's Pass holder, Deferments are subjected to ICA's approval of the new Student's Pass.

The Institute will inform ICA in the event of any Deferments. Student's Pass will be cancelled.

### **Timeframe for assessing and processing Deferment**

The entire Deferment process, from point of application to the final outcome, should not be more than 4 weeks. If the final outcome is not in favour of the applicant, respective staffs are to handle each situation according to the Institute's dispute resolution policy and procedure.

### **Deferment Procedures**

- 1) Administration Department will arrange for an interview session who will discuss with the student the academic implications of deferment and to understand the reasons for deferment and if possible, find a solution to avoid deferment.
- 2) Student to Submit Course Deferment Form
  - Note: For students below 18 years of age, Institute to contact parents/guardians to verify that they give their consent for the request for deferment.



- 3) Approval of Course Deferment by Academic Department
- 4) Issue Letter to Effect Course Deferment
  - Note: Students are to ensure that addendum to PEI Student Contract has been signed.

#### **7.14. Refund Policy**

##### Policy Statement

- A. The Institute's Management Team shall ensure a fair and reasonable refund policy is detailed for any payments made.
- B. Time taken to process all refund requests will be done within 7 working days.
- C. Computation of the refund amount is to be communicated to the students. For students under the age of 18, computation of the refund amount is to be communicated to their parents / guardian.
- D. The institute is to maintain a List of Refunds, which is to be updated within 3 days after processing of the refund.
- E. The refund policy and procedure is to be reviewed at least once a year by the Independent Internal Auditor during the IPRAA.
- F. The Institute adopts the Refund Policy as per the Standard Student Contract as set out by CPE. This Policy will act as a framework in guiding the implementation of detailed refund processes and procedures in the following areas: -
  - Refund for Withdrawal Due to Non-Delivery of Course
  - Refund for Withdrawal Due to Other Reasons
  - Cooling off Period
- G. Institute Refund Policy as per clauses in the Standard Student Contract: -

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

The PEI will notify the Student within three (3) working days upon knowledge of any of the following: -

- (i) It does not commence the Course on the Course Commencement Date;
- (ii) It terminates the Course before the Course Commencement Date;
- (iii) It does not complete the Course by the Course Completion Date;
- (iv) It terminates the Course before the Course Completion Date;
- (v) It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A of the standard student contract within any stipulated timeline set by CPE; or
- (vi) The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

The Student should 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.

Refund for Withdrawal Due to Other Reasons: -

If the Student withdraws from the Course for any reason other than those stated in Clause 2.1 of the standard student contract, the PEI 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.

Refund during Cooling-off Period: -

The PEI 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 (stated in **Schedule D of the Standard Student Contract**) of the fees already paid if the Student submits a written notice of withdrawal to the PEI within the cooling-off period, regardless of whether the Student has started the course or not.

Refund Table:

<b>% of [the amount of fees paid under Schedules B and C]</b>	<b>If Student’s written notice of withdrawal is received:</b>
[80%]	More than [30] days before the Course Commencement Date
[70%]	Before, but not more than [30] days before the Course Commencement Date
[40%]	After, but not more than [5] days after the Course Commencement Date
[20%]	More than [5] days after the Course Commencement Date, but not more than [10] days after the Course Commencement Date
[0%]	More than [10] days after the Course Commencement Date

H. Non Refundable Fees: -

- Late Payment Fee
- Re-Exam Fee
- Locker Fee
- Instalment Fee
- Course Transfer Fee
- Exam Appeal Fee
- Deferment Fee

- Laboratory Fee
- Medical Insurance Premium
- Merchant Fee (NETS / China Union/FOMO Pay/Alipay)
- Application Fee
- Medical Check-Up Fee
- Multiple-Entry Visa Application Fee
- ICA Processing Fee, Student's Pass Issuance Fee and Multiple-Entry Visa Fee

Notes:

Conditions where a course may be cancelled: -

- 1) The intake does not meet a minimum enrolment of 3 students
- 2) The teacher is suddenly hospitalized and a substitute teacher cannot be found.

**REFUND PROCEDURES**

- 1) Fill up Refund Request Form and submit to the Institute
- 2) Institute will meet up with you to acknowledge the refund request and to work out if any refund is eligible.
- 3) Any refund amounts will be subjected to the institute's Management approval.
- 4) The institute will inform you of the outcome of the refund request.
- 5) Should you be eligible for refund, the institute will inform you when to collect the refund.
- 6) The whole refund process will not take more than 7 working days from date of application.

**7.15. Attendance**

Students should arrive on time for classes and remain for the duration of the teaching session. Late arrival at, and early departure from, teaching sessions is disruptive, discourteous, unprofessional and unfair to other class members and tutors.

The attendance rate calculation shall only be based on the record of teacher's attendance sheet. In case of any dispute pertaining to attendance record accuracy, the teacher's attendance sheet will be considered as the most accurate.

Unsatisfactory attendance includes failure to attend regularly learning and teaching sessions without providing a satisfactory reason to Institute for absence and/or persistent late arrival at, or early departure from, learning and teaching sessions. The institute will record as one occurrence of absent without official leave for every five occurrences of non-punctuality for classes and/or leaving classes prematurely before they officially end.

## **International Students**

In line with the ICA's requirements, international students must achieve a monthly minimum attendance of 90%. The institute will inform the ICA when the international students whose percentage of attendance is 90% or lower in any month of the course without any valid reason. Besides this, the institute will also inform the ICA if the international students have failed to attend classes for a continuous period of 7 days or more without any valid reason.

International students whose absenteeism rates exceed 10% or who is absent from the course for 7 consecutive working days without a valid reason and approval given by the institute shall be and liable for dismissal by the institute and have their student pass cancelled. Appeal allowed only on a case-by-case basis with adequate documentation as proof of absence. Under such circumstances, all fees paid shall be forfeited.

A letter of warning will be issued to students who have failed to attend lessons without any valid reason for 2 working days or the attendance rate is 90% and below.

## **Local Students**

Local students must achieve a monthly minimum attendance of 75%. Local students whose absenteeism rates exceed 25% shall be barred from taking the final examination of the course and cannot be awarded the certificate. Appeal allowed only on a case-by-case basis with adequate documentation as proof of absence. Under such circumstances, all fees paid shall be forfeited.

### **7.16. Medical Leave**

When a student is absent from class due to medical reasons, he/she is required to submit the original copy of the medical certificate and complete the Leave Application Form. Only medical certificates issued by registered clinics, polyclinics or hospitals will be accepted by the institute. The medical certificates issued by Traditional Chinese Medicine (TCM) will not be accepted by the institute.

Leave Application Form together with the medical certificate must be submitted to the Administration Department as soon as practicable, i.e. when the medical certificated validity lapses, failing which it may not be accepted for processing. If the affected student is not able to submit the Leave of Application Form on time to the institute, he/she must call the Administration Department to inform/update the institute of his/her medical condition.

### **7.17. Oversea Leave**

Students must apply and obtain approval from the Administration Department before going on home leave. Students are advised NOT to purchase the return air ticket before the home leave is approved as the institute is NOT liable for any loss incurred if the application for home leave is not granted.

Additional requirements of Oversea Leave to apply to monetary students below the age of 18. Hanbridge Institute will seek approval from the student's parent or guardian before approving the student's request. Supporting documents must be produced if the student's parent or guardian approves or rejects the request.

### **7.18. Absence with Reasons (AWR)**

For appointments with the ICA, Embassy, external examination (AEIS, S-AEIS and GCE 'O' Level Examination), Police Station or other state agencies, official documentation must be presented to the institute.

Students who fail to inform and obtain approval from the Administration Department will be construed as absent without official leave. They will be treated as voluntarily withdrawn from the institute if they are absent for more than 7 consecutive days and their Student Pass will be cancelled. Under such circumstances, the student's refund request is subject to Refund Policy.

### **7.19. Intervention Plan**

The student's local guardian will be informed via both phone or email if the ward cannot provide MC or official documents for external examinations. The absence is verified by the guardian and is excused by written documentation. The absence is recorded for institute purposes and student's parents will be informed.

### **7.20. Institute Terms and Vacation**

The institute observes the Singapore national holidays. Apart from these national holidays, students will be given term breaks/vacation breaks according to their course of study.

## 8. Singapore Laws & Academic Rules and Regulations

### 8.1. Relevant Singapore Laws

- Littering: Singapore has very strict laws against littering with heavy fines and corrective work for repeat offenders. Failure to flush a public toilet after use may attract very hefty fines. It is illegal to pee in an elevator.
- Chewing Gum: As an extension of the "no littering" mantra, the import, sale and possession of chewing gum is banned. You are also not allowed to bring in chewing gum for your own consumption. In short, no chewing gum whatsoever.
- Smoking: It is an offence for a teenager to smoke if he is under 18 years old. If the offender is caught, he/she will be charge in court and fined up to S\$300.
- Pornography: Pornography is illegal. You should never walk around your home nude as it is considered pornographic.
- Theft & Shoplifting: Shoplifting and theft are considered serious offenses in Singapore.
- Murder, abduction and weapons offenses: More serious crimes such as a murder, an abduction and weapons offences may also attract a death penalty.
- Drugs: A drug offence in Singapore can attract severe penalties including a death penalty.
- Alcohol/Drunkenness: Purchase and consummation of alcohol is not permitted for those below 18 years of age. Persons drunk in a public place may be fined, or can be imprisoned up to three months.
- Driving/Car Theft: Legal driving age is 18 and it is illegal to drive a vehicle without the owner's permission. Car theft has a mandatory imprisonment of at least one year.
- Piracy: The importation of pirated copyright material is prohibited. Offenders may be fined and/or jailed.
- Racism: Crimes that break up racial or ethnic harmony, such as racial insults, may attract severe penalties.

### 8.2. Rules and Regulations of Hanbridge Institute

All students must accept individual and collective responsibility for maintaining a conducive learning environment while observing proper conduct at all times within the premise of the institute.

The followings are rules and regulations to be observed failing which may give rise to dismissal from the institute: -

- Students must not be involved in any criminal offences in Singapore.
- Students must not steal, fight, smoke, drink, gamble or consume any form of controlled drugs.
- International students must adhere to all ICA's requirements

- International students must not indulge in any activities which are inconsistent with the purpose of the student visa.
- International students must not engage in any form of employment paid or unpaid.
- All international students shall surrender the Student Pass for cancellation within 3 days of the date of cessation or termination of studies.
- All international students shall not remain in Singapore without a valid pass after the expiry of the Student Pass.
- International students and local students must have an attendance of NOT less than 90% and 75% respectively.
- Students must not be absent from the course for 7 consecutive days without a valid reason and approval given by the institute. A letter of warning will be issued to students and parents/guardian who have failed to attend lessons without any valid reason for 2 accumulative days.
- Students are not allowed to transfer to any course without permission from the institute and without a valid Student Pass stating the new course.
- Students must not willfully damage the institute property.

### **8.3. Appropriate Conduct**

All students must observe proper conduct and refrain from disruptive behaviour at all times. The following is the conduct to be expected for maintaining good behaviour: -

- Students must be properly attired when they attend classes in the institute.
- Students must respect their institute teachers and institutemates.
- Students must not cause or instigate other students to cause disruption to the smooth running of the class.
- Students must not eat, drink or sleep in class.
- Students must not smoke in the institute premise.
- Students must not use the mobile phones during lessons.
- Students must not leave the class indiscriminately during lessons to answer or make phone calls.
- Students must adhere to the lesson schedule and be punctual for their classes. Five times accumulated late will be recorded as one time absence.
- Students shall hand in all institute assessments and projects punctually.
- Students shall sit for all institute examinations.
- Students must not engage in unruly behaviour, bullying and use of vulgarities.

- Students must not vandalize the institute property or cause damage to institute equipment. If this happens, students are required to pay the institute for the damage caused.
- Students must not download illegal software or visit pornographic websites.
- Student must not engage in any form of dishonesty.

#### **8.4. Rules and Regulations in Library and Study Room**

- No food or drink in study room
- Do not use mobile phones
- Speak quietly in study room
- Study room are for learning and studying only.

#### **8.5. Student Suspension, Expulsion and Termination**

##### Policy Statements

##### **Suspension and Termination Conditions and Procedures**

There will be cases of unacceptable behaviour where it will be in the best interests of the institute community and/or the student involved, for the student to be removed from the institute for a period of time or completely. Suspension and Termination are the options available to the Principal/Vice Principal in these situations.

In such cases of unacceptable behaviour, parents/guardian should not be asked to keep students at home without the formal imposition of a suspension unless this is for the remainder of a institute day as part of an approved behaviour management program.

In implementing the suspension and termination procedures, the Principal/Vice Principal must ensure that no student is discriminated based on the following grounds: -

- Race, including colour, nationality, descent, and ethnic, ethno-religious or national origin;
- Gender;
- Marital Status;
- Disability, including HIV/AIDS;
- Sexual Orientation or;
- Age

Suspension is not intended as a punishment. It is only one strategy for managing inappropriate behaviour within a institute and it is most effective when it highlights the parents'/guardians' responsibility for taking an active role, in partnership with the institute, to modify the inappropriate behaviour of their child. The institute will work with parents/guardian with a view to assist the suspended student to re-join the institute community as quickly as possible.



The Principal/Vice Principal has the authority, consistent with the provisions of these procedures and associated documents, to suspend or expel a student from the Institute. The Principal/Vice Principal will exercise this authority having regard to his/her responsibilities to the whole institute community and to the principles of procedural fairness.

The principles of procedural fairness are fundamental to the implementation of these procedures. Procedural fairness is generally recognized as having two essential elements. These are: -

- The right to be heard, and
- The right of a person to a fair and impartial decision.

These suspension and termination procedures apply to the behaviour of students at institute, on the way to and from institute and while away from the institute site on institute endorsed activities. They also apply to outside of institute hours and off institute premises where there is a clear and close connection between the institute and the conduct of students. This includes the use by a student of social networking sites, mobile phones and/or other technology to threaten, bully or harass another student or a departmental staff member for institute related issues.

When a serious disciplinary matter arises and the Principal/Vice Principal is considering suspension or termination of a student, the action should be taken irrespective of any action which may be taken by another agency, including the Singapore Police Force. Where the Singapore Police Force is involved in a case where the Principal/Vice Principal is considering suspension or termination, the Principal/Vice Principal should liaise with the police to ensure investigation is not compromised.

Principal/Vice Principal acting in according to the policy and procedures established will be strongly supported by the Institute Board of Directors.

If the behaviour that has resulted in consideration being given to the suspension or termination of a student may represent a risk to the student himself or herself, other students or staff (for example the incident relates to violent behaviour), the Principal/Vice Principal must ensure that steps are taken to assess that risk and develop any strategies to mitigate any risks involved.

### **Suspension General Principles**

In determining whether a student's misbehaviour is serious enough to warrant suspension, the Principal/Vice Principal will consider the safety, care and welfare of the student, staff and other students.

Before a suspension is imposed, with the exception of the cases outlined in Point 2.4 or other serious instances of misbehaviour that impact on the safety or welfare of students or staff, the Principal/Vice Principal will: -

- Ensure that appropriate institute student counseling and discipline options have been applied and documented;
- Ensure that appropriate support personnel available within the institute system and externally (pastoral counselor) have been involved;

- Ensure that discussion has occurred with the student and parents/guardian regarding specific misbehaviour which the institute considers unacceptable and which may lead to suspension;
- Provide a formal written caution detailing inappropriate behaviours, as well as clear expectations of what is required of the student in future; and
- Record all action taken.

In some circumstances the Principal/Vice Principal may determine that a student should be suspended immediately. This will usually be due, but not limited, to reasons such as the safety of students or staff.

Principal/Vice Principal must suspend immediately and consistently with these procedures (including procedural fairness) any student who: -

- Is physically violent: Any student who is physically violent, resulting in injury, or whose violent behaviour seriously interferes with the safety and wellbeing of others, is to be suspended immediately.
- Is in possession of a prohibited weapon or knife (without reasonable cause): Any student in possession of a prohibited weapon, or knife (without reasonable cause), is to be suspended immediately. The matter must be reported to the Singapore Police Force immediately.
- Uses, supplies, or is in possession of, a suspected illegal substance (not including alcohol or tobacco) or supplies a restricted substance: The Institute firmly believes that institutes must be places which are free of illegal drugs. Suspension is to occur immediately upon confirmation that the substance in the students' possession is illegal.

Institutes should ensure that in meetings with institute personnel, where communication difficulties arise due to a lack of understanding of English, parents/guardian have access to the use of an on-site or telephone interpreter and receive translated letters notifying of suspension or termination.

### **Short Suspension**

In circumstances where measures detailed in Point 2.2 have been unsuccessful in resolving the inappropriate behaviour or the circumstances in Point 2.3 apply, the Principal/Vice Principal may choose to impose a short suspension of up to and including four institute days. Short suspensions may be imposed for the following reasons and will be reported in the following categories: -

- Continued Disobedience: This includes, but is not limited to, breaches of the institute discipline code such as: refusal to obey staff instructions; defiance; disrupting other students; use of alcohol or repeated use of tobacco.
- Aggressive Behaviour: This includes, but is not limited to: hostile behaviour directed towards students, members of staff or other persons, including damaging the property of the institute or students; bullying (including cyberbullying); verbal abuse and abuse transmitted electronically such as by email, SMS text messages or by other electronic means.

A formal disciplinary interview must be held with the student prior to making the decision to impose a short suspension. Principal/Vice Principal must ensure that the student is given explicit information about

the nature of the allegation(s) and is given the opportunity to consider and respond to the allegation(s). The key features of the interview must be taken down in writing. For students below the age of 18 and students with certain disabilities a parent/guardian must be present during the interview.

A suspension resolution meeting must be convened by the Principal/Vice Principal at the earliest opportunity. The Principal/Vice Principal in conjunction with the parents/guardian should utilise the institute, regional and other available resources in seeking a means of assisting the student to modify his or her behaviour. The use of such resources should be discussed in the suspension resolution meeting. The institute pastoral counsellor will be informed of the suspension.

If short suspensions have failed to resolve the issue of inappropriate behaviour, strategies such as further short suspensions, a longer suspension or alternative educational programs must be considered. Each case will be different and the action needs to be appropriate to the individual circumstances of the case. Alternative educational programs which could be considered for the student should be discussed with the pastoral counsellor.

If the Principal/Vice Principal decides to impose more than two short suspensions on a student within a six months period, the institute director must be advised.

The Principal/Vice Principal must ensure that the suspension is recorded in the suspension register and that all relevant documentation is retained on a file at the institute. All documentation must be made available to the institute director on request.

### **Long Suspension**

If short suspensions have not resolved the issue of inappropriate behaviour, or the misbehaviour is so serious as to warrant a long suspension, the Principal / Vice Principal may impose a long suspension of up to and including 20 institute days. In determining if a student's behaviour is serious enough to warrant a long suspension the Principal / Vice Principal must consider: -

- The safety of students and staff;
- The merit and circumstances of the particular case;
- Factors such as the age, individual needs, any disability and developmental level of students.

Subject to factors outlined in point 1 above, the Principal / Vice Principal will impose a long suspension for: -

- Physical Violence: That results in injury, or which seriously interferes with the safety or well-being of other students and staff (including sexual or indecent assault).
- Use or possession of a prohibited weapon, firearm or knife.

When the student: -

- Uses or possesses a prohibited weapon like fire crackers and high intensity laser pointers etc.
- Uses a knife or possesses a knife (without reasonable excuse).
- Uses or possesses a firearm of any type (including live ammunition and replica firearms).

- Possession, supply or use of a suspected illegal substance: This does not include alcohol or tobacco, but does include supplying other students with illegal drugs or restricted substances such as prescription drugs.
- Serious criminal behaviour related to the institute: This includes malicious damage to property (institute or community), or against the property of a fellow student or staff member on, or outside of the institute premises. If the incident occurred outside the institute or outside institute hours, there must be a clear and close relationship between the incident and the institute.

Persistent or serious misbehaviour. This includes, but is not limited to: -

- Repeated refusal to follow the institute discipline code;
- Threatening to use a weapon in a way that might seriously interfere with the safety and wellbeing of another person;
- Making credible threats against students or staff;
- Behaviour that deliberately and persistently interferes with the rights of other students to learn or teachers to teach including bullying, harassment and victimization.

The Institute's director must be informed of the suspension including its probable duration within 2 working days of the suspension being imposed. This can be done either through email or by a face to face meeting.

A formal disciplinary interview must be held with the student prior to making the decision to impose a short suspension. Principal/Vice Principal must ensure that the student is given explicit information about the nature of the allegation(s) and is given the opportunity to consider and respond to the allegation(s). The key features of the interview must be taken down in writing. For students below the age of 18 and students with certain disabilities, a parent/guardian must be present during the interview.

A suspension resolution meeting must be convened by the Principal/Vice Principal at the earliest opportunity. The expectation is that students should be returned to institute at the earliest opportunity. The institute pastoral counsellor will be informed of the suspension.

The Principal/Vice Principal will not impose any more than two long suspensions on an individual student in any six-month period without the approval of the Institute director.

If, after two long suspensions, the matter has not been resolved other strategies must be considered including termination from the institute.

The Principal/Vice Principal will ensure that the suspension is recorded in the Suspension Register and that all relevant documentation is retained in the student's P-File.

### **Deciding On, Notifying and Resolving a Suspension**

The following steps apply to both short and long suspensions.

#### Decision

- The decision to suspend must be taken by the Principal/Vice Principal.
- The Principal/Vice Principal should convene a meeting during which the student is informed of the precise grounds on which suspension is being considered. The student must be given the opportunity to consider and respond to this information. The student's response must be considered before a decision to suspend is made. Where long suspension is being considered, the student must be able to have an appropriate observer of their choosing present at the formal disciplinary interview.

#### Notification

- A student will not be sent out of the institute before the end of the institute day without notification being made to their parents/guardians and, if necessary, agreement reached about arrangements for the collection of the child from institute. The Principal/Vice Principal must ensure that adequate supervision is provided for that student at institute until those arrangements are made.
- Notification of suspension must be made to the parents/guardians in writing within 24 hours following immediate verbal notification. Reasonable steps must be taken to ensure that the Suspension notification letter is delivered.
- In all cases, the notification must include: -
  - Notice of the suspension;
  - The date and probable duration of the suspension;
  - The category and specific reasons for the suspension;
  - The clear expectation that the student will continue with studies while suspended and, in the case of a long suspension, that a study program will be provided;
  - The importance of parents/guardians cooperatively working with the institute in resolving the matter;
  - Parents'/guardians' responsibility for the care and safety of the student while under suspension, and the clear expectation that the student should not be on institute grounds without the prior permission of the Principal/Vice Principal;
  - Information concerning appeal rights through the utilization of the feedback/complaint and dispute resolution policy.

#### Resolution

- The Principal/Vice Principal must convene a suspension resolution meeting of personnel involved in the welfare and guidance of the student, including the parents/guardian, to discuss the basis on which the suspension will be resolved.
- If parents/guardians are unable or unwilling to attend a suspension resolution meeting, the Principal/Vice Principal should consider the individual merits of the case and attempt to ensure

that the student is back at institute on or before the concluding date of the suspension period. Where it is not possible to resolve a suspension by the due date, the institute director must be notified and alternative steps taken by the Principal/Vice Principal, in consultation with the institute director, to resolve the suspension and facilitate the student's return to institute. Clear documentation should be provided to the institute director indicating why the suspension cannot be resolved.

- In the case of a long suspension, a suspension resolution meeting must be convened at the earliest opportunity. The recommendations of the institute pastoral counselor and should be discussed. Referral to the institute counselor must be considered if this has not already occurred.
- The Principal/Vice Principal must ensure that the suspension is recorded in the suspension register.
- A full record should be made of the outcomes of the suspension resolution meeting. This should be retained in the student P-File at the institute.
- A copy should be provided to the student and the parents/guardian.

#### **Expulsion and Termination General Principles**

In all cases where consideration is being given to expelling or terminating a student, the gravity of the circumstances requires that particular emphasis be given to procedural fairness.

Expulsion or Termination from Institute for Misbehaviour the Principal/Vice Principal must: -

- Ensure, except as a result of a most serious incident, that all appropriate student discipline strategies have been implemented and documented.
- Convene a formal disciplinary interview with the student. The Principal/Vice Principal must ensure that the student is given explicit information about the nature of the allegation(s) and is given the opportunity to consider and respond to the allegation(s). The student must also be able to have a parent/guardian present at the meeting. The key features of the interview should be taken down in writing.
- Place the student on a long suspension pending the outcome of the decision-making process (refer to long suspension). This action should be taken irrespective of any action by another agency, including the Singapore Police Force.
- Notify the student and the parents/guardians, in writing, that termination from the institute is being considered, giving reasons for the possible action.
- Obtain institute pastoral counsellor report that includes recommendations for further action.
- Provide the parents/guardians with a copy of all documentation on which the consideration of termination is based.
- Allow seven working days for students and parents/guardians to respond.
- Consider any response from the student and parents before proceeding further.

- Discuss with the student and the parents/guardian the implications of termination and provide information relating to the right to, and process for, an appeal (if the termination were to proceed). This could be done by telephone or in a meeting.

If, having completed the actions outlined above, the Principal/Vice Principal decides to expel or terminate a student from the institute, the Principal/Vice Principal must advise the Institute director prior to providing formal notification to the student and the parents/guardians.

Having reached a decision to expel or terminate a student from the institute, the Principal/Vice Principal will inform the student and the parents in writing. This formal advice should also restate the right to appeal the decision.

Expulsion or termination from the Institute for misbehaviour will be finalized within the 20-working day period of long suspension.

If student is absent for 7 consecutive days, the institute has the right to cancel the student pass and terminate the student immediately as in accordance with the ICA terms and conditions for student pass.

### **Appeals**

Students and parents/guardians may appeal if they consider that correct procedures have not been followed, and/or that an unfair decision has been reached.

Appeals should be in writing, stating the grounds on which the appeal is being made.

The Institute will deal with the appeal within 21 working days using the Institute's Feedback/Complaint and Dispute Resolution Policy and Procedures.

The fact that an appeal has been lodged does not put on hold the Principal / Vice Principal's decision to suspend or expel the student.

Examples of offences that are liable for consideration of expulsion/termination: -

- Lateness, poor attendance, disruptive behaviour
- Persistent failure to submit/prepare work on time
- Rudeness, noisiness, littering
- Offensive, anti-social behaviour
- Breach of Library or Information Technology use guidelines
- Serious attendance/lateness issues
- Abusive, obscene, reckless, dangerous behaviour
- Interference with/misuse of Institute facilities
- Personal harassment
- Breach of previous agreements
- Use or possession of illegal drugs

- Criminal acts of any kind in any location
- Grossly offensive or threatening behaviour
- Sexual or racial harassment
- Bringing the institute into disrepute
- Gross insolence or willful behaviour
- Serious misuse of the IT system



## 9. Examination Rules and Regulations

### 9.1. Examination Schedule

Students can refer to the notice board for the examination schedule and details or any changes. Students are expected to settle all outstanding fees before being allowed to sit for the examinations.

### 9.2. Eligibility for Examination

- Students should not have any outstanding fees liability prior to an examination seating.
- Students with exceptional disciplinary lapses committed any serious offences or crime during his course of study may also be barred from examination.

### 9.3. Examination Matters

- Students are only allowed to enter the examination room 20 minutes before the commencement of the institute examination.
- Students are NOT allowed to bring into the examination room any unauthorized books, written or printed documents, pictures or drawings, notes or papers.
- Students must switch off their mobile phones and pagers while in the examination room.
- Students are only allowed to bring the following into the examination room:
  - Pens, pencils (without pencil cases)
  - Erasers /correction tape
  - Non-programmable calculators (without covers)
- Students are only allowed to leave the examination room before the last 30 minutes of the examination.
- Students who are more than 30 minutes late are not allowed to enter the examination room.

### 9.4. Cheating in Examination

Cheating in examination is a very serious offence. Students caught cheating during examinations will NOT be allowed to continue the paper. Disciplinary actions will be instituted within one week from the occurrence of the cheating.

### 9.5. Plagiarism

Plagiarism is tantamount to theft and dishonesty. Any student found to have committed plagiarism will be dealt with in the same manner as cheating in examination.

### 9.6. Absence from Examination

Attendance is compulsory for all examinations. Candidate is to note that if he/she is absent for a particular exam paper, he/she will need to produce a valid **medical certificate from a certified medical doctor in Singapore**. He/She must report to respective subject teacher and the exam officers immediately upon return to the Hanbridge Institute.

## **9.7. Appeal Process**

### Courses with External Partners

- 1) Upon release of results, students who are dissatisfied with the outcome may submit an Examination Appeal Form to the Administration Department. This is to be done within 7 working days of the release of examination results.
- 2) The Administration Department is to acknowledge the receipt of the Examination Appeal Form within 3 working days, and proceed to submit the appeal to the External Partner.
- 3) All decisions made by the External Partner are subject to their appeal processes, and approved decisions are final.
- 4) The Examination Board is to review and endorse the appeal results before the Administration Department informs the students of the appeal outcome (to be done within 8 weeks of the date of the appeal).
- 5) Should there be changes required, the Administration Department will make the necessary amendments to the results slip and submit to the Academic Director for approval before the results slip is released to the student.

### In-house Courses

- 1) Upon release of results, students who are dissatisfied with the outcome may submit an Examination Appeal Form to the Administration Department. This is to be done within 7 working days of the release of examination results.
- 2) The Administration Department is to acknowledge the receipt of the Examination Appeal Form within 3 working days, and proceed to submit the appeal to the Academic Director.
- 3) The Academic Director is to review the appeal request and decide if it is a valid appeal. If the request qualifies for an appeal, a different marker will be designated to re-mark the paper. Comments in relation to the re-mark must be stated in the Examination Appeal Form, which would be circulated to the Examination Board Chairman for his/her review and approval.
- 4) All decisions made by the Examination Board are final.
- 5) The Administration Department will inform the student of the final decision within one month from the date of the appeal.
- 6) Should there be changes required, the Administration Department will make the necessary amendments to the results slip based on the appeal result.

## **9.8. Release of Examination Results**

- Upon completion of the marking and moderation of examination papers, the Administration Department will release the examination results to all students.

- Final examination results must be released within three months upon completion of the final examination and/or assignment of the course for both In-House Courses and Courses with External Partners.

### **9.9. Repeating a Module**

Repeating a module is referred to as “re-module”. A re-module is only allowed for students who have undertaken the same unit previously but have failed the examination. A pro-rated tuition fee will be charged for each re-module.

## 10. Student Counselling

### Pastoral Counselling

The Administration Administrators are here to offer guidance and counseling lectures related to academic matters, administration and pastoral care. You could also approach your lecturers / teachers for help when needed. Teaching staff also act as mentors and care persons to students, providing academic and emotional support.

### Contact Details of Counseling Staff at Hanbridge Institute

Administrator: Sam (65) 6513 0552

### Voluntary Free Counseling Services in Singapore

- **Family Life Society**  
Website: [www.familylife.sg](http://www.familylife.sg)  
Email: [fls@veritas.org.sg](mailto:fls@veritas.org.sg)  
Tel: (65) 6488 0278
- **The Counselling Place**  
8 Eu Tong Sen Street #16-90 The Central Singapore 059818  
Tel: (65) 6887 3695  
E-Mail: [admin@thecounsellingplace.com](mailto:admin@thecounsellingplace.com)
- **Carecorner Singapore**  
Hotline: 1800 353 5800  
Website: [www.carecorner.org.sg](http://www.carecorner.org.sg)  
E-Mail: [ccs@carecorner.org.sg](mailto:ccs@carecorner.org.sg)
- **Samaritans of Singapore (SOS)**  
Blk 10 Cantonment Close #01-01 Singapore 080010  
Hotline: 1800 221 4444

## 11. Feedback and Dispute Procedures

We welcome feedback from our students as such inputs help us to improve the learning environment of the institute. Feedback may be in the form of complaints & grievances, as well as suggestions for improvement.

- We have put in place an open communication system to solicit your feedback.
- You can provide us with your feedback via the institute website at Contact Us: Feedback@hanbridge.edu.sg; or
- By filling up the Feedback Form which is available at the main office; or
- Direct your feedback to our Administrator with written Feedback Form.

We value your feedback and will make every effort to address them. Your input will be taken seriously and we will keep you notified of the status and action taken with respect to your feedback. Please be assured that all complaints and grievances forwarded will be treated with the strictest confidence.

Upon receipt of a complaint or grievance, we will observe the following procedure: -

- Initiate our investigation and conduct interviews for verification, if necessary.
- You will receive an official response within 21 working days from the date of your feedback was received.

In the event that our follow-up action and resolution to your complaint or grievance is not to your satisfaction, you can escalate the issue to our Principal who will address it personally.

Should the final resolution still be unsatisfactory, you will be referred to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through the Committee for Private Education Student Services Centre.

### **DISPUTE RESOLUTION POLICY**

#### **Handling of Feedbacks and Complaints**

- The Institute accepts both written (emails / letters / Feedback Forms) and verbal communications (meetings / telephone correspondences) for ease of providing feedback.
- The Institute is to seek feedback from its key stakeholders and external partners for continual improvement of its systems and processes.
- All feedbacks and complaints must be properly recorded and /or documented. Any correspondence (including actions taken) between the Institute and the student must be annexed as evidences. This is to ensure that any staffs handling the case are kept aware of the progress / outcomes.
- In the event of any appeals for retention, suspension, expulsion and awards, the Institute's Dispute Policy and Process shall follow.

- It is the responsibility of the Administration Department to notify relevant departments of any feedbacks and complaints.
- Students must be kept informed of the status of their feedback / complaints.
- Administration Department is to respond to respective students within 3 working days of receipt of the feedback / complaint.
- All feedbacks / complaints must be resolved within 21 working days. In the event that the deadline is not adhered to, respective students must be notified and the reasons with regards to the delay must be made known.
- All feedback and complaints are to be evaluated, and improvements to be made in response to them. Such improvements are to be documented for re-evaluation after its implementation, and the complainant/person giving feedback will be informed.

#### **Alternate Remedies in Dispute Resolution**

In the event that the Institute and the student cannot come to an agreement or the student does not accept the final decision made by the Institute's Management Team, they will be referred to Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SI Arb) through CPE Student Services Centre for mediation.

## 12. Personal Data Protection Policy

“Personal Data” is defined under the PDPA to mean personal information, whether true or not and whether in electronic or other form, about an individual who can be identified: -

- a. From that data; or
- b. From that data and other information to which we have access to or are likely to have access to.

Examples of personal data include name, address, NRIC/FIN/Passport number, photograph or video image, telephone numbers and email addresses. To find out more about PDPA, you may visit the Singapore Personal Data Protection Commission’s website.

### **Purposes for Collection, Use & Disclosure**

Depending on your relationship with us (e.g. as an applicant, student, alumni of the Institute, staff, academic staff, donor, vendor, service provider, parents, guardians, recruitment agents and / or any other person relating to our organization), the personal data, photographic images, videos, etc., which we collect from you may be collected, used and/or disclosed for the following purposes:

- a. Evaluating suitability for admission or employment, enrolling or employing, providing educational courses and training, including sending materials on course / study / assignment / course materials, information on time tables and examination details via postal mail, electronic mail, SMS or MMS, fax and/or voice calls;
- b. Administering and/or managing relationships with the Institute (including responding to enquiries, the mailing of correspondence, statements or notices which could involve the disclosure of certain personal data to bring about delivery of the same);
- c. Assessing, monitoring and reporting on individual student performance, attendance and disciplinary records;
- d. Supporting students’ learning through curricula and extra-curricular activities including but not limited to outdoor trips and inter-institute competitions;
- e. Providing pastoral care and counselling where appropriate;
- f. Providing healthcare and wellness services;
- g. Application of student passes where appropriate;
- h. Application for Ministry of Education approval for Singapore Citizens and Permanent Residents;
- i. Facilitating payment for goods and/or services provided by the Institute and/or a third party on the Institute’s behalf including verification of bank and credit card details with third parties and using the Personal Data provided to conduct matching procedures against databases of known fraudulent transactions (maintained by us or third parties);
- j. Responding to any complaints, feedback, requests and enquiries by student / parents / guardians;
- k. Disclosing your records to your parent(s) or guardian(s) at their request;

- l. Informing student / parents / guardians/ related parties of events, talks, seminars and updates;
- m. Maintaining and updating our student, alumni, and academic staff records;
- n. Generating financial, regulatory, management or survey reports and statistics for the Institute's business and administrative purposes;
- o. Promoting the Institute to prospective students, including but not limited to the Academy's prospectus, magazine and website;
- p. Sending promotional and marketing information by post, email and SMS about the Institute, activities and events as well as carefully selected third parties;
- q. Taking of photographs and/or videos (whether by the Institute staff or third party photographers and/or videographers) during events or seminars organised by the Institute or its affiliates for publicity purposes;
- r. Engaging alumni including but not limited to notification on the Institute and alumni- related initiatives and activities, invitation to the Institute and alumni-related events, updating of alumni information, invitation to participate in alumni surveys and sending of communication collaterals;
- s. Processing applications for and administering local and overseas career related activities, events, programmes, internships, employment opportunities, and career coaching, and sharing information with companies (whether local or overseas) for purposes of recruitment, internship, industrial attachment, job placement and research support;
- t. Meeting or complying with the Institute's internal policies and processes / procedures and any applicable laws, rules, regulations, codes of practice or guidelines, orders or requests issued by any court, legal or regulatory bodies (including but not limited to disclosures to regulatory bodies, conducting audit checks, surveillance and investigation);
- u. Carrying out due diligence or other screening activities (including background checks) in accordance with legal or regulatory obligations or risk management procedures that may be required by law or put in place by the Institute, including the obtaining of references and/or other information from prior educational institutions and employers;
- v. Preventing, detecting and investigating crime, offences or breaches including that related to the security of the Institute's premises (including but not limited to the use of security cameras);
- w. Conducting checks with the DO NOT CALL Registry;
- x. Purposes, which are reasonably related to the above.

By providing the Personal Data, including those related to a third party (e.g.:- information of your parents) to us through the various channels (e.g.:- written form, webpage, email, etc.), you represent and warrant that consent, including that of the third party, has been obtained for collection, use and disclosure of the Personal Data for the respective purposes. In the event the personal data is to be used for a new purpose, the Institute will notify you and seek your consent.



The Institute ensures that your Personal Data held by us shall be kept confidential. When transferring personal data to our third-party service providers, agents and/or our affiliates or related corporations whether in Singapore or elsewhere in order to carry out one or more of the purposes listed above, we will require them to ensure that your Personal Data disclosed to them is kept confidential and secure.

## 13. List of Student Support Service

### 1) The core list of support services are: -

- a) Student handbook is given out to all newly enrolled students to orientate them on important information of the Institute
- b) Medical Insurance coverage is provided to all enrolled students, via AXA Insurance. There can be an exemption for Singaporean/PR if they are already covered by their own medical insurance plan (proof must be shown to the Institute to be able to opt-out).
- c) The Administration department handles / processes all student requests.
- d) Feedback form is easily available for students to provide valuable insights into helping the Institute to continually improve the student experience.

### 2) List of Comprehensive Services Available in the Institute: -

#### a) For all new students

The Institute will provide the following services to ensure that students make a smooth transition to Singapore: -

- Individual and personalized long distance calls to parents / agents to inform them on arrival arrangements
- Accommodation Support Service
- Arrangement for Medical Screening
- Arrangement for Bank Account Opening
- Visa / Student Pass Application
- Student Orientation Programme

#### b) For all Current & Enrolled Students

The Institute aims to provide all students with an academic education of the highest standards through the provision of these services: -

- Certified Counselor
- Students' Outings and Activities
- Educational Tours
- Library Access for References
- Personalize updates to parents on admission matters / students' progress which includes:
  - (1) Informing parents on student admission matters / services, including airport pick up, accommodation, etc.

(2) Informing parents on student issues, including attendance rate, behaviour, academic performance, etc.

- Student Progress Reports
- Principal – Student dialogue sessions

c) For enhancing overall Student Experience

In ensuring that the Institute provides for an exceptional student experience, it undertakes to provide the following services: -

- Monthly review of students' attendance
- Student Evaluation Surveys (Student Satisfaction Survey / Module Evaluation Survey / Graduate Survey / Pre-course Counselling and Orientation Satisfaction Survey / End of Course Survey)
- Feedback forms
- Dispute resolution process

d) For all WSQ and any Higher Learning Final Year Students and Alumni Looking for Work

In ensuring that the Institute enhances graduates' employability and/or job skills, it undertakes to provide the following post-course advisory support services:

- Career counsellors to provide career consulting and assist in job placement
- Career Networking Session including seminars and Sharing by Companies etc.

**3) Communication of up-to-date Student Support Services and Programmes**

- a) Communication of the list of student support services and programmes will be through the Student Handbook, Institute's official website and also notices given to students to create awareness of these programmes. These notices can be in the form of verbal communication and / or memo given to students.
- b) Students are also informed of the Student Support Services at the Institute Office by the Course Consultant during pre-course counselling.
- c) All newly enrolled students are also required to go through the Institute's orientation programme. This will include the list of Student Support Services that are available to them.

**4) Programmes to develop students holistically**

- a) Various models and frameworks would be created and continually reviewed to ensure that the Institute has sufficient programmes to develop students holistically.
- b) The Institute's Continual Improvement Cycles and its elements, including the annually done Continual Improvement Work Plan would also act as a platform to incorporate the need and objective to develop students holistically.

To note: This comprehensive list of student support services is not meant to be exhaustive. The Institute undertakes the responsibility to continually improve on ensuring that all students' welfare and needs are well taken care of and will do so by institute-student engagements through the various student touch points as listed.

### **Opportunities for Further Education**

Students who are successful pass AEIS/S-AEIS examination, there will get an offer for government institute. And for those who are pass their O-Level examination with good credit there can apply for Junior college, Singapore Polytechnic or oversea university who are accepted O-Level result.

## 14. How to Contact Us

**Address:**

231 Mountbatten Road,  
Block F #01-01/02,  
Singapore 397999

**Tel:** (65) 6513 0552

**Fax:** (65) 6513 0697

**Email:** [contact@hanbridge.edu.sg](mailto:contact@hanbridge.edu.sg)

**Website:** <http://www.hanbridge.edu.sg>

**Operating Hours:**

Monday to Friday: 9:00 am to 6:00 pm

Weekend & Public Holiday: Closed

**Contact Details of Support Staff**

Administrator: (65) 6513 0552

**Contact Number during Emergencies**

(65) 6513 0696

**Public Bus Service:**

Mountbatten Road – 10, 11, 12, 14, 16, 31, 32, 33, 158, 158A, 196

Guillemard Road – 7, 70, 70M, 197

**Nearest MRT Station**

The institute is just within 5 minutes' walk from Mountbatten MRT Station.

## 15. Useful Important Telephone Numbers

You should always keep a list of useful telephone numbers handy. Appended are some useful telephone numbers: -

<b>Singapore Public Hospital</b>	
<p><b>Singapore General Hospital (SGH)</b>                      Outram Road, Singapore 169608                      Tel: 6222 3322                      Website: <a href="http://www.sgh.com.sg">http://www.sgh.com.sg</a></p>	<p><b>National University Hospital</b>                      5 Lower Kent Ridge Road, Singapore 119074                      Tel: 6772 5555                      Website: <a href="http://www.nuh.com.sg">http://www.nuh.com.sg</a></p>
<p><b>Tan Tock Seng Hospital (TTSH)</b>                      11Jalan Tan Tock Seng                      Singapore 308433                      Tel: 6256 6011                      Website: <a href="http://www.ttsh.com.sg">http://www.ttsh.com.sg</a></p>	<p><b>Changi General Hospital</b>                      2 Simei Street                      Singapore 529 889                      Tel: 6788 8833                      Website: <a href="http://www.cgh.com.sg">http://www.cgh.com.sg</a></p>
<p><b>Khoo Teck Puat Hospital(KTPH)</b>                      90 Yishun Central                      Singapore 768828                      Tel: 6555 8000                      Website: <a href="http://www.ktph.com.sg">http://www.ktph.com.sg</a></p>	<p><b>Alexandra Hospital</b>                      378 Alexandra Road                      Singapore 159 964                      Tel: 6472 2000                      Website: <a href="http://www.alexhosp.com.sg">http://www.alexhosp.com.sg</a></p>
<b>Singapore Private Hospitals</b>	
<p><b>Raffles Hospital</b>                      585 North Bridge Road                      Singapore 188770                      Tel: 6311 1111                      Website: <a href="http://www.raffleshospital.com">http://www.raffleshospital.com</a></p>	<p><b>Mt Elizabeth Hospital</b>                      3 Mount Elizabeth,                      Singapore 228510                      Tel: 6737 2666                      Website: <a href="http://www.memc.com.sg">http://www.memc.com.sg</a></p>
<p><b>Mount Alvernia Hospital</b>                      820 Thompson Road                      Singapore 574623                      Tel: 6437 6688                      Website: <a href="https://mtalvernia.sg/">https://mtalvernia.sg/</a></p>	<p><b>Thomson Medical Hospital</b>                      339 Thomson Road                      Singapore 307677                      Tel: 6250 2222                      Website: <a href="http://www.thomsonmedical.com">http://www.thomsonmedical.com</a></p>
<p><b>Gleneagles Hospital</b>                      6 Napier Road                      Singapore 258500                      Tel: 6473 7222                      Website: <a href="http://www.gleneagles.com">http://www.gleneagles.com</a></p>	<p><b>Parkway East Hospital</b>                      321 Joo Chiat Place                      Singapore 427990                      Tel:6344 7588                      Website: <a href="https://www.parkwayeast.com.sg/">https://www.parkwayeast.com.sg/</a></p>
<p><b>Police</b>                      999 (toll-free)</p>	
<p><b>Emergencies/Ambulance/Fire Brigade</b>                      995 (toll-free)</p>	
<p><b>Ministry of Education Hotline</b>                      (65) 6872 2220                      (Operating hours: Mon to Fri 8am - 6pm, and Sat 8am - 1pm,)</p>	

**Immigration and Checkpoints Authority (ICA) Hotline**

(65) 6391 6100 (24-hour automated hotline for information on their services and procedures; customer service officers are available from Mon to Fri 8am - 5pm, and Sat 8am - 1pm)

**Singapore Tourism Board Tourist Line**

Tel: 1800 736 2000 (toll-free in Singapore only)

(Operating hours Mon to Fri 8.30am - 9.30pm; Sat 8.30am - 10pm; and Sun 11am - 10pm)

**Samaritans of Singapore (SOS)**

1800-221-4444 (24-hour emergency counselling)

**Committee for Private Education**

1 Marina Boulevard

#18-01 One Marina Boulevard

Singapore 018989

Tel: (65) 6512 1140

Email: CPE\_CONTACT@ssg.gov.sg

**Dispute Resolution Centres: -****Singapore Mediation Centre (SMC)**

- Website: [www.mediation.com.sg](http://www.mediation.com.sg)
- Email: [enquiries@mediation.com.sg](mailto:enquiries@mediation.com.sg)
- Phone: (65) 6332 4366
- Fax: (65) 6333 5085
- Address: 1 Supreme Court Lane Level 4 Singapore 178879

**Singapore Institute of Arbitrators (SIARB)**

- Website: [www.siarb.org.sg](http://www.siarb.org.sg)
- Email: [siarb@siarb.org.sg](mailto:siarb@siarb.org.sg)
- Phone: (65) 6372 3931
- Fax: (65) 6327 1938
- Address: 146 Robinson Road , Level 3, Singapore 068909

## **16. Interpretation and Amendments**

The contents of this handbook are not exhaustive. All questions relating to the interpretation of provisions or application of the terms and conditions of the policies and procedures contained in this handbook should be referred to the Administration Department for clarification and advice whenever necessary.

The institute reserves the right to amend the terms and conditions of the policies and procedures as and when it deems necessary. Any such amendment(s) shall prevail over the terms and conditions contained in this handbook.