

# STUDENT HANDBOOK

**TABLE OF CONTENTS****1. About KLC International Institute**

1.1.	Vision, Mission & Values	5
1.2.	KLCII's Objectives	6
1.3.	Facilities	6

**2. Academic Programmes**

2.1.	Academic Courses	7
2.2.	Suggested Pathway	8

**3. Student Administration and Support Services**

3.1.	Private Education Act	9
3.2.	Student Contract	9
3.3.	Fee Payable	10
3.4.	Fee Protection Scheme (FPS)	10
3.5.	Medical Insurance	10
3.6.	Refund Policy and Procedure	12
3.7.	Withdrawal Policy and Procedure	14
3.8.	Transfer Policy and Procedure	16
3.9.	Deferment Policy and Procedure	18
3.10.	Attendance Policy	20
3.11.	Termination	23
3.12.	Change of Personal Particulars	23
3.13.	Confirmation of Verbal Communication	24
3.14.	Student Portal	24
3.15.	Student Services	24
3.16.	Course Materials & Class Schedule	26
3.17.	Feedback, Dispute and Grievance Policy	26
3.18.	Email Feedback	29
3.19.	Library & Resource Management	29
3.20.	General	30

**4. Academic Rules and Regulation**

4.1.	Attendance Requirement for Course and Module/Unit Completion	31
4.2.	Failure of Module/Units	31
4.3.	Grading Scale	32
4.4.	Assignment Submission Procedures	33
4.5.	Non and Late Submission Penalty	33
4.6.	Examination Policy	34
4.7.	Plagiarism	34
4.8.	References	34
4.9.	Appeal on Result	35
4.10.	Release of Results	35
4.11.	Issuance of Certificate	35

**5. General Guidelines**

5.1.	Dress Code	36
5.2.	Code of Conduct	36
5.3.	Class Regulation	37
5.4.	Student Pass for International Students	37
5.5.	Long Term Visit Pass & Working Pass	38
5.6.	Personal Data Protection Policy	39
5.7.	Care for Environment	39
5.8.	Other Useful Contacts	40

**Appendices**

Appendix 1	Miscellaneous Fees	41
Appendix 2	Administration Forms	43
Appendix 3A	Flowchart for Course Completion	44
Appendix 3B	Flowchart for Coursework Fulfillment (Unit / Module)	45

**Welcome to KLC International Institute!**

As you embark on your journey, you will find new windows opening to knowledge and skills that will prepare you to work in the field that you have a passion for working with young children or teaching. Or perhaps you will find satisfaction in the world of business!



Whichever the academic and vocational path you have chosen, the success of your learning rests with your attitudes and learning ethics for they form the basis of your performance.

As you surmount the challenges of balancing work, learning and your personal time, may I encourage you to endeavor to do your best in each class, and every piece of assignment. Pace yourself, stay committed, value diligence and above all be true and honest to yourself. Life is more than the A in your academics but more importantly, the A in your integrity.

I wish you all the best as you strive to achieve your life goal in the coming weeks and months ahead.

Mr Chua Ying Hwee

CEO/ Principal

KLC International Institute

## 1. ABOUT KLC INTERNATIONAL INSTITUTE

KLC International Institute (KLCII) is a human capital development organisation. Since its establishment in 1988, KLCII has been one of the pioneers of early childhood teacher training and development in Singapore. It is well recognised by the authorities for its innovation in professional training and lifelong learning.

Today, KLCII offers SkillsFuture Singapore (SSG)-funded, WSQ-approved courses in the areas of Business and Digital Transformation for working adults as well as small and medium sized enterprises.

KLCII's offerings range from foundational training, through diploma and degree programmes, to continuing professional development courses. Some of its tertiary offerings are the result of many years of close collaboration with international partners.

It is a member of the Crestar Education Group (CEG) with more than 120 kindergartens, preschools and enrichment centres in its network spanning Singapore, China, Malaysia, Indonesia, Bangladesh, Cambodia and Vietnam.

The institute's distinguished faculty are highly qualified and experienced in their respective fields. They have devoted many years to preparing and mentoring students for success in life – whether they are seeking to embark on new careers or to upgrade their skills and knowledge.

With one virtual and three physical campuses in Singapore, KLCII believes in learning within the context of sectorial ecosystems. Our students are expected to apply their learning through practicums and job placements. This is closely aligned to the work study scheme which is a preferred model of integrating lifelong learning with work.

KLCII has a strong track record of successful placement of students into jobs. KLCII is registered with the Committee for Private Education (CPE) and adheres to the statutory requirements of the Enhanced Registration Framework (ERF) to offer education services leading to the award of a certificate, diploma or degree. Our quality assurance can be seen through our accreditation with the four-year EduTrust Certification by CPE. The scheme recognises KLCII's ability "to consistently maintain a high standard of quality in the overall provision of education services and make continual improvements that lead to positive student outcomes". The accreditations have allowed KLCII to maintain the status of a SkillsFuture (SSG) Approved Training Organisation (ATO) since 2007 to conduct Singapore Workforce Skills Qualification (WSQ) funded courses.

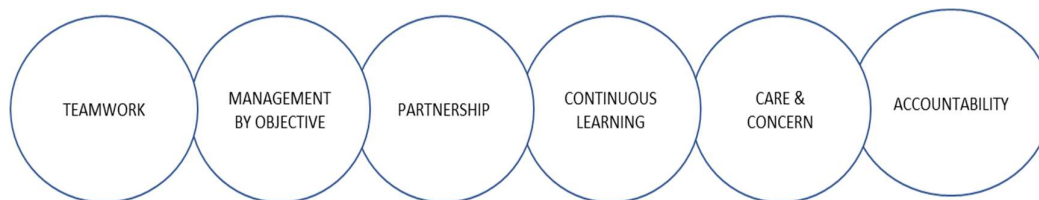
### 1.1. VISION, MISSION & VALUES

#### **VISION**

Transforming Work, Enhancing Lives

#### **MISSION**

Collaborating with communities for work-life enhancement through constant relevant skills-equipping.

**VALUES****1.2. KLCII'S OBJECTIVES**

- 1.2.1. To offer accredited certification training courses
- 1.2.2. To offer training and continuing education courses that enhances the competencies of professionals.
- 1.2.3. To collaborate with overseas universities on joint research projects for publication.
- 1.2.4. To develop and build a pool of highly qualified and expert trainers through partnership and collaboration with local and overseas institutions.

**1.3. FACILITIES****Jurong East Campus**

Blk 135 Jurong Gateway Rd  
#03-341  
Singapore 600135  
Tel: 6337 8338

**Ang Mo Kio Campus**

Blk 715, Ang Mo Kio Avenue 6  
#02-4000  
Singapore 560715  
Tel: 6337 8338

**Yio Chu Kang Campus**

449 Yio Chu Kang Road  
Singapore 805946  
Tel: 6337 8338

## 2. ACADEMIC PROGRAMMES

### 2.1. Academic Courses

Following are the various courses offered by KLC International Institute:

#### **Master**

Master of Education (Early Childhood Education) (Mandarin)  
Master Program in Psychology and Counseling

#### **Bachelor**

Bachelor of Arts in Early Childhood Education (Mandarin)

#### **Advanced Diploma**

Specialist Diploma in Chinese Language Teaching (Mandarin)

#### **Diploma**

International Diploma in Early Childhood Care and Education  
WSQ Professional Diploma in Early Childhood Care and Education (Chinese) (Teach-out by 30 Jun 2022)  
WSQ Professional Diploma in Early Childhood Care and Education (Chinese) (Teach-out by 31 Aug 2023)  
WSQ Professional Diploma in Early Childhood Care and Education – Teaching (Chinese)  
WSQ Professional Diploma in Early Childhood Care and Education (Teach-out by 30 Sep 2022)  
WSQ Professional Diploma in Early Childhood Care and Education – Teaching  
WSQ Professional Diploma in Early Childhood Care and Education - (Childcare) (Teach-out by 31 Dec 2022)  
WSQ Professional Diploma in Early Childhood Care and Education – Teaching (Conversion)

#### **Certificate**

Certificate in English as a Foreign Language  
Certificate in Foundational Business Studies  
WSQ Advanced Certificate in Early Childhood Care and Education  
WSQ Advanced Certificate in Early Years (Pre-Requisite Modules)  
WSQ Advanced Certificate in Early Years (Chinese)  
WSQ Advanced Certificate in Early Years  
WSQ Higher Certificate in Infant Care (Chinese)  
WSQ Higher Certificate in Infant Care

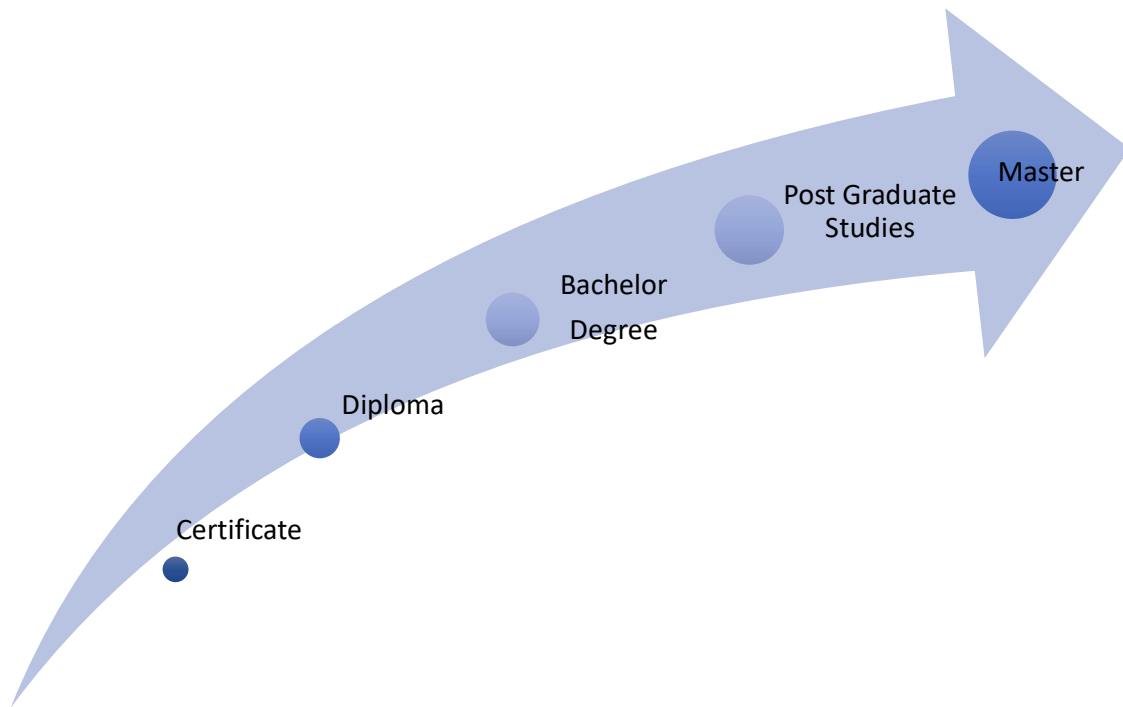
#### **Foundation**

Fundamentals Certificate in Early Childhood Care and Education (Chinese)  
Fundamentals Certificate in Early Childhood Care and Education

#### **Preparatory**

Preparatory Course for International English Language Testing System (IELTS)  
Preparatory Course for Singapore-Cambridge General Certificate of Education (Ordinary Level) (10 months)  
Preparatory Course for Singapore-Cambridge General Certificate of Education (Ordinary Level) (15 months)

## 2.2. Suggested Pathway





### 3. STUDENT ADMINISTRATION AND SUPPORT SERVICES

#### 3.1. Private Education Act

With the implementation of the Private Education Act in December 2009, a Committee for Private Education (CPE) was set up to regulate the private education sector in Singapore. All Private Education Institutes (PEIs) are required to comply with the regulations under the Act.

#### 3.2. Student Contract

The student contract is a critical document that governs the relationship between the private education institution (PEI) and the student. Under the requirement of PE Regulation Section 25(6) and EduTrust criteria 4.2, KLCII will execute a student contract for every course unless the course is less than 30 days or 50 hours in duration.

One Student contract will be valid for admission to ONE course only.

There will be a cooling-off period of seven (7) working days after the student has signed the student contract.

The PEI-Student Contract is adopted by the school for every course registration.

The PEI-Student Contract must indicate any special conditions or agreements that the PEI has mutually agreed with the students at the point of recruitment. The PEI-Student contract is a legally binding contract between the school and its students that encompasses the following mandatory requirements:

- Duration of the course, and whether it is offered or provided on a full-time or part-time basis;
- Commencement date and end date of the course; scheduled holidays, if any;
- Dates of all examinations, and major assessments and assignments;
- Expected date of the release of the results of the final examination, which shall not be more than three months after the completion of the final examination, unless otherwise permitted by the CPE;
- Expected date of the conferment of the award;
- Full names of the developer or proprietor of the course, and the person, organisation or institution conferring the award;
- Components of all fees payable by the student;
- Fee collection schedule, including any late fee payment policy; and
- Fee refund policy of the registered PEI.

### 3.3. Fee Payable

All fees payable by the students will be listed in Schedule B and C of the student contract.

Course fees must be paid in full according to Schedule B before the course commencement date. KLCII reserves the right to suspend the student's lessons until full payment of fee arrears is received.

### 3.4. Fee Protection Scheme (FPS)

With the introduction of the Private Education Act, all students' fees will be insured under the Fee Protection Scheme (FPS).

The FPS serves to protect the international and local student's fees in the event that a Private Education Institute (PEI) is unable to continue operation due to insolvency and/or regulatory closure. Furthermore, the FPS protects the student if the PEI fails to pay penalties or to return fees to students arising from judgments made against it by the Singapore Courts.

KLCII has an FPS Insurance scheme for international and local students. The FPS Insurance offers insured students protection against the following events:

- When the course fee paid in advance by the insured student has not been refunded, as a result of the student being unable to start or complete his/her course as a result of KLC International Institute becoming insolvent or being required by the Singapore authorities to stop operation.
- KLCII fails to pay the sum awarded by Singapore Courts to the insured student, where such award relates to a dispute between KLC International Institute and the insured student on course fees paid by the insured student to KLCII.
- S\$10,000 in respect of bodily injury caused by accidental means whilst in Singapore and within twenty-four (24) months from date of the accident solely and independently of any other causes resulting in the student's death or Permanent Total Disablement.

KLCII has appointed Liberty Insurance Pte Ltd to be the FPS provider for our students. The insurance coverage will be for the entire course fee paid and any course fees arising from an extension of study period longer than the planned study period (if applicable).

### 3.5. Medical Insurance

KLC International Institute provides medical insurance for all students with the coverage for hospitalization and related medical treatment for the entire course duration. The exemption is only applicable to local students who are already covered by their own medical insurance plan. The group medical insurance provided by Liberty Insurance comprises the following coverage:

- Necessary and reasonable medical charges incurred as a result of hospitalization and/or injury

- 24 hours coverage in Singapore and overseas (if student is involved in school-related activities)

SCHEDULE OF BENEFITS	PLAN 2 (S\$)
1. a) Daily Room & Board (R&B) <sup>1</sup> b) Intensive Care Unit <sup>1</sup>	As charged in C / B2 / B1 ward in Singapore Government / Singapore Government Restructured Hospitals
2. Hospital Miscellaneous Services	
3. Surgical Fees (Subject to Surgical Schedule – applicable to Private Hospitals only) <sup>2</sup>	
4. In-Hospital Physician's Visits	
5. Pre-Hospitalization Specialist Consultation Fees <sup>3</sup>	
6. Pre-Hospitalization Diagnostic X-Ray & Laboratory Test <sup>3</sup>	
7. Emergency Outpatient Accidental Treatment <sup>4</sup>	
8. Post Hospitalization Treatment <sup>5</sup>	
9. Medical Report Fee <sup>6</sup>	
10. Ambulance Fee <sup>6</sup>	
11. Hospitalization expenses related to COVID-19 <sup>7</sup>	Covered
12. Pro-Ration Factor <sup>8</sup> will apply if insured student is warded in a higher ward in Singapore Government / Restructured Hospitals or in private hospitals in Singapore or in hospitals outside Singapore during school-related activities	65%
<b>Overall Maximum Limit Per Policy Period (S\$) (Item 1 to 11)</b>	<b>S\$30,000</b>
<b>Additional Benefit (S\$)</b>	
13. Outpatient Kidney Dialysis and Cancer Treatment	S\$3,000
14. Mental Illness (admission to Institute of Mental Health only)	S\$1,000
15. Special Grant	S\$5,000
16. Personal Accident (Death/Permanent Disablement Scale II)	S\$20,000

<sup>1</sup> Inclusive of meals, subject to overall maximum limit of 90 days including R&B

<sup>2</sup> For surgery procedures performed in private hospitals, the reimbursable amount is based on a percentage of the compensation limit as stated in the Schedule of Surgical Fees in the policy. You may obtain a copy of the Schedule of Surgical Fees from the Insurance Company

<sup>3</sup> Must lead to hospitalization and/or surgical procedure within 90 days

<sup>4</sup> Treatment must be sought in a hospital or clinic within 24 hours from time of accident

<sup>5</sup> For expenses incurred within 90 days from the date of discharge from hospital or day surgery

<sup>6</sup> Reimbursement of ambulance fee (maximum up to S\$100); medical report fee (maximum up to S\$100)

<sup>7</sup> Hospitalization expenses in a Singapore Government / Restructured Hospitals related to COVID-19. The policy does not cover expenses/treatments during Stay-home Notices (SHN) and/or quarantine/treatment in Community Care Facilities and Community Recovery Facilities.

<sup>8</sup> Pro-Ration Factor - The policy will pay up to 65% of the eligible Reasonable and Customary charges (excluding Daily Room and Board) subject to the maximum limit stated in the Policy Schedule. For upgrade in bed type or hospital type, the Daily Room & Board amount will be capped at the highest amount charged by a Hospital in Singapore for the entitled bed type and Hospital type.

**This product summary is subject to the terms and conditions of the Master Group Insurance Policy issued by Liberty Insurance Pte Ltd.**

### 3.6. Refund Policy

Students are given a cooling-off period of seven (7) working days after signing the PEI-Student contract. The Student will be refunded the highest percentage (stated in Schedule D) of the fees already paid if the Student submits a written notice of withdrawal to KLCII within the cooling-off period, regardless of whether the Student has started the course or not.

For students who withdraw after the cooling-off period of seven (7) working days and in their first term of study, refund of the 1st instalment of course fees will be subjected to the refund table stated in the Student Contract.

For students who withdraw from the programme from the second term of study onwards, refund of subsequent instalment of course fees paid will be subjected to the refund table stated in the student contract.

Refund for withdrawal shall be processed within seven (7) working days upon receipt of the student request.

Miscellaneous Fees, other than re-module fees, are non-refundable and non-transferable.

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

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

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

The Student would 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 student contract, KLCII will, within seven (7) working days of receiving the Student's written notice of withdrawal, refund to the Student an amount based on the refund table (Schedule D) as stated in the student contract.

% of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received:
[100%]	more than [29] days before the Course Commencement Date
[50%]	before, but not more than [29] days before the Course Commencement Date
[0%]	after, but not more than [1] day after the Course Commencement Date
[0%]	more than [1] day after the Course Commencement Date

### Refund During Cooling-Off Period

KLCII 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 in refund table (Schedule D) stated in the student contract of the fees already paid if the Student submits a written notice of withdrawal to the KLCII within the cooling-off period, regardless of whether the Student has started the course or not.

### Notes

There will be no refund of course fees, administration and miscellaneous fees for students who are terminated from their studies due to disciplinary action being meted out for failing to abide by the regulations and guidelines of KLC International Institute, the university partner and / or Singapore Authorities. If students are terminated within the cooling-off period of seven (7) working days, the refund policy for that period applies (refer to above).

### 3.6.1. Refund Procedures

- Student is required to submit the Request for Refund Form together with supporting documents (if any) to Programme Administrator (PA). Student requesting for refund due to cancellation or postponement of course is required to submit the Request for refund Form together with supporting documents (if any) to the Admin Assistant (AA) of the Sales Department. No verbal notice will be accepted.
- PA / AA will inform the student via email and/or call on the refund no later than the 7 working days from the request date.

### 3.7. Withdrawal Policy

This policy applies when a student voluntarily requests to withdraw from an enrolled programme of study.

All requests for withdrawal must be accompanied by the completed Request Form for Deferment/Withdrawal/Transfer and supporting documents. KLCII will not accept verbal notice given by the Student.

For student including international student holding Student's Pass under 18 years of age, KLC International Institute will seek parental/guardian's approval / sight supporting document prior to processing the request for the Withdrawal.

For university programmes, withdrawal application is subject to universities' withdrawal policy.

A withdrawal is defined as:

- Withdrawing from the KLCII course and applying to another institution in Singapore.
- Exceeding the maximum study period allowed for any course without successful completion of all modules.

Students are required to make all outstanding payment before withdrawal (inclusive of the supported amount from SSG/WSG funding for the affected course/semester if applicable).

Upon approval of withdrawal request, student pass will be cancelled for International Students.

Once the withdrawal has been approved, the student shall be deemed to have withdrawn from the enrolled programme and ceased to be a student of KLC International Institute. The student is required to apply as a new applicant subsequently if he/she wishes to return to study.

The entire withdrawal process, from point of application to the final outcome, should not take more than 14 working days to process.



### 3.7.1. Withdrawal Procedures

All requests for Withdrawal from the Course must be accompanied by the completed Request Form for Deferment/Withdrawal/Transfer and supporting documents one month before the commencement of semester / unit and submitted to KLCII. KLCII will not be able to accept verbal notice given by the Student. Students withdrawing within the cooling-off period will be subjected to the policy as indicated in the student contract.

- A counselling session with the student will be arranged to find out the reason of withdrawal.
- For university programmes, withdrawal application is subject to universities' withdrawal policy.
- The withdrawal process should not take more than 14 working days to process, from date of application to notification of outcome.
- International student will need to sign on the ICA Student Pass Cancellation form and surrender their student's pass to KLCII for cancellation with ICA upon approval of the Withdrawal process. For student who withdraws and transfers to another PEI, his/her attendance records shall be provided upon request from the new school.
- ICA will issue a Social Visit Pass to the student upon approval of the Student Pass cancellation (if applicable). The International Student can either collect the print out copy of the Social Visit Pass or the PA can email a copy to him or her. The student shall be advised to leave Singapore according to the dates indicated on the Social Visit Pass.
- Students must stay in contact with KLCII during the withdrawal processing period. For all withdrawn students, the Medical Insurance, where applicable, and Fee Protection Scheme (FPS) will be cancelled within three (3) days upon approval of withdrawal.
- Once the withdrawal has been approved, the student shall be deemed to have withdrawn from the enrolled programme and ceased to be a student of KLCII. The student is required to apply as a new applicant subsequently if he/she wishes to return to study.
- PA or Campus Manager may initiate the termination process if necessary, based on student conduct as listed in section 5.2. Once approved, the withdrawal procedures will apply.
- Campus Manager also reserve the right to withdraw the students from the course shall the students do not meet attendance requirement and un-contactable via telephone or email.
- In the event students who has accepted the offer a place in the course fails to turn up on the course commencement date and uncontactable via telephone or email, Campus Manager reserve the right to withdraw the student from the course automatically and all course fees paid to-date will be forfeited.

### 3.8. Transfer Policy

A Transfer means a student changes the course of study but remains as a student of KLCII. This policy applies when a student voluntarily requests for a change in the enrolled programme of study to another programme offered by KLC International Institute. This includes transferring from full time to part time mode of studies or vice versa.

All requests for transfer from the Course must be accompanied by the completed Request Form for Deferment/Withdrawal/Transfer and supporting documents one month before the commencement of semester / unit. KLCII will not be able to accept verbal notice given by the Student.

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

A student seeking to transfer to another programme will be officially assessed by KLCII and/or the University Partner to ensure the student fulfils the academic requirement of the new programme. Approval for transfer will be granted on a case-by-case basis subject to the student meeting the admissions requirements of the new programme and approval from the university where applicable. Refund policy applies where applicable. Pre-course counselling will be done as part of the new course application.

For student including international student holding Student's Pass under 18 years of age, KLC International Institute will seek parental/guardian's approval / sight supporting document prior to processing the request for the transfer.

The student will be required to sign a new contract when the transfer is approved. The original contract will be terminated.

Subject to KLCII's Refund Policy, any remaining fees from the existing programme will be transferred to the new programme and the student will have to top up the difference in fees (if any). The Refund Policy and the cooling-off period of seven (7) working days do not apply to transfer students.

An administrative fee will be charged for the transfer process.

The entire transfer process, from point of application to the final outcome, should not take more than 14 working days to process. Students are encouraged to continue attending classes before the transfer request is approved.

Transfer to other school is treated as withdrawal from KLCII. Withdrawal policy and Refund policy shall apply.

Upon approval of transfer request, student pass will be cancelled for International Students.



Student who requests for internal transfer to another course within KLCII will also need to resubmit student pass application to Immigration and Checkpoints Authority of Singapore (ICA) for approval.

Student must return the student pass to KLCII for cancellation together with his/her transfer request when the transfer request is approved.

FPS provider will also be updated.

### **3.8.1. Transfer Procedures**

- All requests for transfer from the Course must be accompanied by the completed Request Form for Deferment/Withdrawal/Transfer and supporting documents one month before the commencement of semester / unit submitted to PA. KLCII will not be able to accept verbal notice given by the Student.
- PA and/or Campus Manager will conduct a counselling session with the student to find out the reason of transfer.
- KLCII will notify the student the outcome of the transfer request.
- Student pass (if applicable) will be cancelled upon approval of transfer request.
- International Student who requests for internal transfer to another course within KLCII will also need to resubmit student pass application to Immigration and Checkpoints Authority of Singapore (ICA) for approval.
- International Student must return the student pass to KLCII for cancellation together with his/her transfer request when the transfer request is approved.
- The student will be required to sign a new contract when the transfer is approved. The original contract will be terminated.
- For student whose transfer request is not approved, the student is to remain in the current course.
- Subject to KLC International Institute's Refund Policy, any remaining fees from the existing programme will be transferred to the new programme and the student will have to top up the difference in fees (if any). The Refund Policy and the cooling-off period of seven (7) working days do not apply to transfer students.
- For company sponsored students, they are required to submit a new application for funding for the new programme. In the event the funding is not approved, the student or his / her sponsoring company is required to top up the difference in fees.
- An administrative fee will be charged for the transfer process.
- The FPS provider will be updated.
- KLCII will take no longer than 14 working days to process a transfer request. Students are encouraged to attend classes before the transfer request is approved.
- Transfer to other school is treated as withdrawal from KLCII. Withdrawal policy and Refund policy shall apply.

### 3.9. Deferment Policy

All requests for deferment from the Course must be accompanied by the completed Request Form for Deferment/Withdrawal/Transfer and supporting documents one month before the commencement of semester / unit. KLCII will not be able to accept verbal notice given by the Student.

Deferment request will only be considered on a case-by-case basis either on medical grounds or other valid reasons, at the discretion of the School.

Submitting the request does NOT automatically result in an official deferment. Students must ensure that they receive a formal notice / confirmation from the school regarding the outcome of their request for deferment. It should not take more than 14 working days to process a deferment request.

For student including international student holding Student's Pass under 18 years of age, KLC International Institute will seek parental/guardian's approval / sight supporting document prior to processing the request for the deferment.

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.

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.

Students who wish to defer course is liable to pay the outstanding course fee (inclusive of the supported amount from SSG/ WSG funding for the affected course) and/ or sign a letter of undertaking before deferment can be processed / approved. Upon re-joining the class, the student must sign a new student contract or addendum to the original contract if the student is joining a later intake and pay the remaining course fee according to contract payment schedule. The units previously taken will be indicated accordingly on the new student contract or addendum.

There will be no deferment granted for pre-requisite units.

Students who are granted deferment must follow the schedule that the School has arranged for them upon resuming studies.

An administrative fee will be charged for every deferment request.

### **3.9.1. Students under funding applying for Deferment**

Student under SSG/ WSG funding is advised to complete the course within the specified course duration of the enrolled intake.

Student who requests a deferment needs to pay the supported amount from SSG/ WSG funding for the affected course.

KLCII will not charge employer for company sponsored students during the specified course period. In the event KLCII is not able to receive the supported amount of the course fees from SSG/ WSG, the sponsor company will be liable to pay KLCII this portion of the fees.

### **3.9.2. Course Completion Timeline**

Students must complete their course within the following timelines from the date of class commencement:

- Within 1 year (for courses duration up to 6 months)
- Within 2 years (for courses duration up to 1 year)
- Within 4 years (for courses duration up to 2 year courses)
- Within 5 years (for courses duration up to 2½ year courses)

This is subject to availability of units/courses. KLCII reserves the right to offer similar unit/s in replacement of discontinued unit(s).

### **3.9.3. Deferment Procedures**

- All requests for deferment from the Course must be accompanied by the completed Request Form for Deferment/Withdrawal/Transfer and supporting documents one month before the commencement of semester / unit to PA. KLCII will not accept verbal notice given by the Student.
- A counselling session will be conducted with the student to find out the reason of deferment.
- PA will send a notification letter to inform student on the decision. If approval has been granted, student has to make payment for deferment fee and the supported amount from SSG/ WSG funding for the affected course / semester(s) (if applicable).
- Student will also be informed of the deadline to contact the School to resume his/her studies in the notification letter.
- For International students, the student pass will be cancelled upon approval of the deferment. Prior to the approval, the student must continue to attend classes.
- It should not take more than 14 working days to process a deferment request.
- An administrative fee will be charged for every deferment request. (Appendix 1)

- Upon re-joining the class, the student must sign a new student contract or addendum to the original contract if the student is joining a later intake and pay the remaining course fee according to contract payment schedule. The units previously taken will be indicated accordingly on the new student contract or addendum.

### 3.10. Attendance Policy

#### 3.10.1. Attendance Requirement for Local Student (Non-Student Pass Holders)

All students must achieve at least **80% of the classroom attendance** before they are permitted to submit assignment or sit for any test/examination at the end of each unit and to successfully complete the full course.

Any student who fails to attend class for 7 consecutive lessons without valid reasons and prior approval from the school will be treated as terminated from the course. The student is required to pay all outstanding payments upon termination (inclusive of the supported amount from SSG/ WSG funding for the affected course/semester if applicable).

Students under all funding schemes supported by SSG/ WSG must attained an average of 75% in attendance (**MCs are not included**) in order to qualify for the funding. Failing which, they would have to pay the consumed course fees.

#### 3.10.2. Attendance Requirement for International Students (Student Pass Holders)

KLC International Institute is obliged to do monthly reporting to the Immigration & Checkpoints Authority (ICA) on the attendance of international students whose attendances fall below 90%. KLCII will also report International Students who are consecutively absent for 7 or more days without valid reasons. A Police Report will be lodged and Student Pass cancelled should the International Student fails to respond to all communications from the school.

International students should not have less than 90% attendance in any month without valid reason. Programme Administrator monitors the attendance of International Students daily and alerts the Campus Manager for further actions which includes contacting the parent / guardian should there be students who are consistently late or absent for class (if applicable). Should any student fail to meet the above requirement consecutively for a period of three months or more (despite counselling & warning letters), the Campus Manager may propose to the management / Academic Board to terminate the student.

### 3.10.3. Class Attendance

Students are required to attend all lectures regularly and punctually. Attendance for students who are late or leave earlier by more than 15 minutes will be marked as actual hours attended.

Lecturer shall take attendance and count the headcount 15 minutes after class starts and 15 minutes after the break.

#### **In Person**

Students are required to sign in before class starts and after break-time. Students need to ensure the signatures are consistent throughout their studies. Students are not allowed to sign on behalf of any student. If students are found signing attendance on behalf of their friends, both parties will be subjected to disciplinary actions and are liable to be expelled from the School.

#### **Synchronous e-Learning**

Students are required to attend all online lessons via Zoom and turn on camera throughout the lessons. Photo attendance will be taken at the start and end of each session as well as Zoom recording will be taken for attendance record.

### 3.10.4. Bio-Metric Class Attendance

Students are required to attend all lectures regularly and punctually.

Students are required to register their fingerprints on the Orientation day.

Students are required to clock in before class starts and clock out after class ends.

The Bio-metric Attendance System will not be able to capture the student's attendance if he or she clocks in more than 25 minutes before class starts or after class ends. For example, the valid time period will be 9.05am - 12.55pm if the class time is 9.30am - 12.30pm.

Students having problem clocking in/out must report to the PA by the next working day for rectification actions.

Students are required to both scan their fingerprint and sign their attendance in class. Where there is any discrepancy, the manual attendance will take precedence.

### 3.10.5. Leave Application

Students who are unable to attend classes are required to submit the Leave of Absence Form together with relevant supporting documents to KLCII Operation Department according to the timelines below.

In the event of absenteeism due to unforeseen or medical reasons, a Singapore Registered doctor's medical certificate (MC) or an excuse letter must be submitted to KLCII Operation Department within 5 working days after the date of absence. For International Students who wish to return to home country to see a doctor, a referral letter from the Singapore Registered doctor is required and to be submitted to the PA at least one week before the date of absence.

In hospitalization cases, KLCII must be informed immediately via phone call / email and the MC must be submitted within 5 working days after being discharged from the hospital.

For compassionate leave, students need to submit a certified true copy of the death certificate of family members and proof of relation to KLCII for verification purpose 5 days after the last day of funeral.

If students are unable to sit for any exam upon receiving the course schedule, approval may be granted based on medical grounds and bereavement of grandparents, parents, spouse or children. Student must submit the Leave of Absence form with supporting documents according to the above-mentioned timelines.

All leaves and MCs will NOT be counted as classroom attendance.

Appeal on eligibility to submit assignment or sit for test/examination will only be considered on a case-by-case basis on medical grounds or other valid reasons, at the discretion of the School.

Waiver of miscellaneous fees will be considered on a case-by-case basis and at the discretion of the School.

Students are to adhere strictly to the re-module / re-exam schedule arranged by the school. Should the miscellaneous fees be waived and the student cannot attend the class / exam again, the student will be liable to pay the miscellaneous fees for the 2nd arrangement of the class / exam.

### **3.11. Termination**

Students may be terminated from the programme of studies under the following situations:

#### **3.11.1. Misconduct**

Students who are found to engage in rumor mongering or slanderous allegations that adversely affect the conduct of the business of KLCII or the work of any staff will be subject to Disciplinary Action. All students are required to practice courtesy at all times.

Students shall not disrupt or misbehave during lessons. Students are expected to be attentive during class at all times. Lecturers reserve the right to warn the students or send them home if the warning is not taken seriously.

#### **3.11.2. Smoking/ Drinking**

Students are strictly prohibited to smoke or consume alcoholic drinks within the campus's premises.

#### **3.11.3. Vandalism, Mischief or Theft**

Students who are found to engage in any willful or negligent acts that cause damage to, loss or theft of, or any other wrongful interference with any property of the Institute

#### **3.11.4. Cheating**

Any form of plagiarism or cheating in assignments, projects or examinations.

#### **3.11.5. Attendance Taking**

- Students who are caught signing/marketing attendance for friends, or found to have cheated in their attendance taking would be dealt with seriously
- Failure to meet minimum attendance requirements for 3 consecutive months would also result in disciplinary actions

### **3.12. Change of Personal Particulars**

Should there be changes in student's particulars such as address, telephone number, e-mail addresses or employment records, it is the student's responsibility to inform KLCII Operation Department on the change of relevant particulars.

Failure to notify the Institute will result in inconvenience including inability to notify the students concerned of any cancellation/ changes in course schedule.

### 3.13. Confirmation of Verbal Communication

Any verbal communications between students and KLCII Staff must be confirmed in writing, failing which the communication will be deemed as invalid.

### 3.14. Student Portal

Student can access the student handbook, course materials, time table, exam results and various admin forms in the KLCII Student Portal.

To access the Student Portal, log on to KLCII website ([www.klc.edu.sg](http://www.klc.edu.sg)) and click "Student Portal". Log in with your User ID and Password:

User ID : Email Address

Password : IC No. or FIN No. (changeable)

Note:

- *Student should keep their log in password confidential*

### 3.15. Student Services

#### 3.15.1. Orientation & Induction

All new students shall attend the Orientation before course commencement to prepare themselves for student life in KLCII. For Local and International students, the 2-hour programme covers Academic and Operation procedures and Student Pass regulations. You will also meet other fellow students, Staff and our faculty members. More information is found in the Orientation Welcome Pack.

#### 3.15.2. Activities

The Student Services Unit (SSU) plans activities throughout the year; some may require little or no cost to participate. The details are available on the SSU events calendar on our website. All students are strongly encouraged to join the events. Please contact the Student Services Unit for feedback and enquiries: [studentservices@klc.edu.sg](mailto:studentservices@klc.edu.sg)

#### 3.15.3. Classroom & Facilities

All classrooms in KLCII campuses are air-conditioned to ensure optimum comfort for all students during lesson time. Please ensure cleanliness of the classrooms at all times. It is also the student's responsibility to look after their personal belongings; KLCII shall not be held responsible for any loss or damaged items personal items.



### 3.15.4. Wi-fi Connection

Wi-fi connection is available at all campuses. The ID and password shall be released during Orientation.

### 3.15.5. Common Areas

There are designated areas for students to rest, self-study or have group discussions. Students are not allowed to smoke, consume alcoholic drinks and gamble within the school premises. KLCII treats this matter seriously and reserves the right to take disciplinary action against students found to have contravened the regulations.

All campuses provide drinking water dispensers and hot beverages i.e. instant coffee mix and tea. Students are strongly encouraged to bring their own cups in support of KLCII's "Go Green" initiative. Vending machines with snacks and beverages are located in some campuses.

### 3.15.6. Career Services

KLCII offers informative workshops and seminars to assist students with career-related skills, on-site job interview and job matching regularly throughout the year. Please look out for events announcement on the website.

### 3.15.7. Counselling Services

Our team of qualified Committee Counsellor provides the necessary assistance to students who may face psychological or emotional issues. In the event the student requires further or advance counselling, the Committee Counsellor shall refer the case to an external party from the list of Service Centers. All information will be kept strictly private and confidential.

### 3.15.8. List of Service Centres

Centres	Website	Hotline	Counselling Services
Care Corner	<a href="http://www.carecorner.org.sg/">http://www.carecorner.org.sg/</a>	6250 6813/ 1800-3535-800 (Mandarin)	Family Support, Family Violence Support, Special Learning Needs & Support
Samaritans of Singapore (SOS)	<a href="https://www.sos.org.sg/">https://www.sos.org.sg/</a>	1800-221 4444 (24-Hour)	Professional Counselling, Crisis Support, Case Consultation
Association of Women for Action and Research	<a href="http://www.aware.org.sg">www.aware.org.sg</a>	1800 777 5555 (Mon – Fri, 10am to 6pm)	Counselling for: Sexual assault & harassment, Psychological issues, Stress management, Adjustment and relocation issues, Family Violence, Grief and loss, Crisis and trauma
NIE Wellness Centre	<a href="https://www.nie.edu.sg/about-us/campus-">https://www.nie.edu.sg/about-us/campus-</a>	6790 3318	Personal counselling to individuals, couples and families, Career and academic

	<a href="#">facilities/nie-wellness-centre</a>		counselling, Psychological Assessments for adults, Vocational and Career Assessment
Nobel Psychological Wellness Centre (Singapore Psychiatrists)	<a href="https://nobelmedicalgroup.com/nobel-psychological-wellness-centre/">https://nobelmedicalgroup.com/nobel-psychological-wellness-centre/</a>	6397 2993 / 64592630	Counselling for: Sleep Problem, Mood Disorder, Anxiety Disorder, Stress-related Disorder, Psychological and behavior issues Panic Disorder, Psychological disturbance
Singapore Counselling Centre	<a href="https://scc.sg/e/">https://scc.sg/e/</a>	6339 5411	Counselling for: Stress, Anger management Depression, Children and youth Concern, Post-trauma stress, Sexuality related, Work-related stress, Family, Well-being

### 3.16. Course Materials & Class Schedule

#### 3.16.1. Course Materials / CANVAS e-Resources

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

Course materials will be published in Learning Management System CANVAS prior to the commencement of the class. Students can download their readings from the CANVAS.

#### 3.16.2. Course and Class Schedule

Class Schedules will be issued before the commencement of each semester. The School reserves the right to amend the schedules when deemed necessary.

***KLCII reserves the right to combine, transfer and dissolve any class at its discretion. KLCII will make every effort to ensure that the quality of the courses will not be compromised.***

### 3.17. Feedback, Dispute and Grievance Policy

KLC International Institute (KLCII) is committed to provide prompt and efficient channels for students to seek resolution for any feedback, dispute or grievance.

A student's feedback may result in dispute or grievance from any aspect of their educational experience at KLCII with their classmates, lecturers, tutors or service staff. Feedback may also concern policies and processes.

Where KLCII policies and procedures exist in relation to student discipline or academic matters such as appeals against results, expulsion, suspension etc; then these will take precedence over the dispute and grievance process.

KLCII has a 3-step process to assist student in seeking resolution in the event of dispute and grievance. These steps are to assist students to ensure resolution with minimum delay, inconvenience and in fairness to the student.

### **STEP 1**

Student shall first approach the Programme Administrator (PA) to give his or her feedback. He or she can do this in person, via email or complete the “Feedback on Customer Service” form available at the Front Service counter and [www.klc.edu.sg](http://www.klc.edu.sg). All feedback will be acknowledged by the Programme Administrator within 2 working days. The Campus Manager / Academic HOD will validate your feedback with relevant department personnel and respond within the next 10 working days.

In the case of complaints, dispute or grievances, the Campus Manager / Academic HOD shall notify you on the status of investigation and provide you with a resolution (where possible) within 10 working days from date of receipt of the feedback.

If the Campus Manager / Academic HOD cannot solve the issue, the issue will be brought up to the respective VPs, VPs will attempt to resolve within 5 working days.

### **STEP 2**

In the event that the resolution rendered is unsatisfactory, you may opt to appeal on the dispute or grievance to the Quality Assurance (QA) Department. Depending on the nature of the dispute or grievance, i.e., Academic or Non-Academic related, the QA Department will submit the case to the CEO/ Principal for further deliberation. A final resolution shall be notified to you within 4 working days from the date of appeal. KLCII will endeavor to address and resolve any dispute or grievance in an amicable and timely manner within the school.

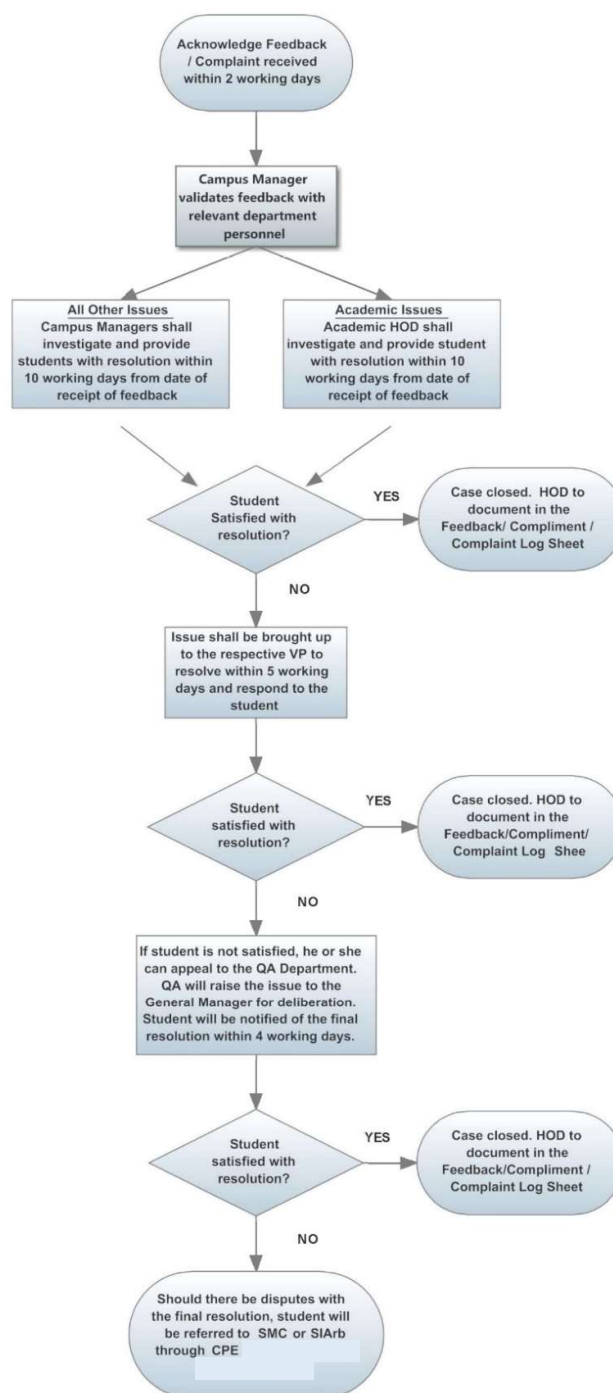
### **STEP 3**

In the event that the student and KLCII are unable to resolve the dispute or grievance amicably, either party may approach CPE for help.

(<https://www.ssg.gov.sg/cpe/student-services/student-resources.html>)

Hotline: (65) 6785 5785

The officers of CPE will review the issues and may refer the dispute to CPE Mediation – Arbitration Scheme. If the dispute is not resolved through mediation at the Singapore Mediation Centre, the dispute will be referred for arbitration by an arbitrator appointed by the Singapore Institute of Arbitrators.

**FEEDBACK, GRIEVANCE & DISPUTE RESOLUTION**

SMC - Singapore Mediation Centre  
 SIArb - Singapore Institute of Arbitrators

SmartDraw Academic Edition  
 Commercial Use Prohibited by License

SMC - Singapore Mediation Centre  
 SIArb - Singapore Institute of Arbitrators

### 3.18. Email Feedback

For feedback on service improvement, please contact:

**Quality Assurance Department**

0900 to 1800 hrs (Monday to Friday, except Public Holidays)

Tel: +65 6337 8338

Email: [QA@klc.edu.sg](mailto:QA@klc.edu.sg)

Note:

1. We will provide an acknowledgement reply within 1-2 working days from the date of receipt of the written feedback.
2. A formal response will be provided within 14-working days from the date of receipt of the feedback, subject to the complexity of the issue. For matters relating to external partners, the maximum response time will be 21-working days.
3. An interim reply will be provided should we need more time to address your feedback.

### 3.19. Library & Resource Management

The KLCII Library aims to provide a conducive environment for our users. Library users are expected to comply with Library etiquettes and policies on the usage of our resources, services and facilities. In order to ensure that the best possible environment is provided for all users, we seek your understanding to abide by the following rules and regulations.

- The Library is a place for silent and private study, with silence to be maintained at all times.
- Users must observe copyright regulations and provision in respect of all Library items.
- Food and drinks are not permitted.
- Mobile phones must be switched to silent mode at all times.
- No children are allowed in the Library at any time.
- Take ownership of your personal belongings & valuables, the school will not be held responsible for any loss.
- Users should demonstrate courtesy to other users and Staff at all times.

#### Membership Privileges

- Each student may borrow up to 3 items from the Lending Collection for 2 weeks' loan.
- Each item is subjected to 1 renewal for 2 weeks if the item is not reserved by another user.
- There is a fine of \$0.20 per item per day excluding Sundays & Public Holidays for late returns.
- In the case where any item is lost or damaged, the borrower must pay the cost of the item and admin charges or replace the item with the latest edition.

## Computer

There are several computers in the Library for students to have free access to the Internet or to do assignments. Students are not allowed to install or make changes to any software, applications, chat programs to prevent virus infection or disruption to the function of the computer. Students are also forbidden to view any obscene films or images from the computers, if found, students shall be banned from using the computer in future.

### 3.20. General

KLCII reserves the right to take photos and videos of the students during lessons for purpose for service improvement and promotional materials.

Students should comply with the provisions of the Singapore Copyright Act (Chapter 63) when photocopying KLCII library books or study materials within KLCII premises. Photocopying and reproducing from books, journals, periodicals, etc constitute infringements of copyright unless they fall within the exceptions of the Copyright Act.

The valid exceptions are those related to Research and Private Study purposes as explained below.

As a quantitative guideline, it allows copying of

- ONE copy of an article from a periodical, OR ONE copy of 2 or more articles on the same subject-matter from that periodical,
- ONE copy of not more than 10% of the total number of pages of a published work (if the work contains more than 10 pages), OR ONE copy of one chapter of the published work even if one chapter exceeds 10% of the total number of pages.

## **4. ACADEMIC RULES AND REGULATIONS**

### **4.1 Attendance Requirement for Course and Module/Unit Completion**

- Students must meet at least 80% attendance for course and module/unit completion.
- Students will not be allowed to sit for any examination or submit any assignment if they fail to maintain attendance of 80%.
- Students who do not attend the scheduled module/unit will deem as failing the module/unit.
- Consideration may be given to any compelling or compassionate circumstances or cases. However, it will be subject to the Academic HOD's approval.

Please refer to Attendance Policy for further details.

### **4.2 Failure of Modules/Units**

- Students must pass every component of a course module/unit.
- Students who fail one piece of assignment must re-submit the failed assignment, but can only attain a grade D or a Pass grade.
- Students who fail the resubmission are required to re-do the module/unit.
- Students who fail both pieces of assignment or fail one piece of assignment with an overall fail grade must re-do the module/ unit.
- Student may not be allowed to proceed to the next module/unit if the student fails to complete a pre-requisite module/unit.

Note: An administrative fee and make-up fee will be applicable to resubmission and remodule (refer to Appendix 1 for Miscellaneous Fees).

### 4.3 Grading Scale

All assessments are graded based on the scaling indicated in the following table.

Grade	Range	Description
A+	95-100	<p>The submitted work:</p> <ul style="list-style-type: none"> <li>▪ Reflected superior understanding of the subject</li> <li>▪ Illustrated a reflective understanding of relevant theories.</li> <li>▪ Showed evidence of student's strong ability to integrate knowledge to practice</li> <li>▪ Was well written and showed strong structural control in terms of presentation and the development of ideas</li> </ul>
A	85-94	<p>The submitted work:</p> <ul style="list-style-type: none"> <li>▪ Reflected a very good understanding of the subject</li> <li>▪ Showed student's ability to relate a good range of theoretical perspectives to their practice</li> <li>▪ Showed evidence that data had been collected selectively from a wide range of resources</li> <li>▪ Was well structured and outlined key elements underlying quality practices</li> </ul>
B+	80-84	<p>The submitted work:</p> <ul style="list-style-type: none"> <li>▪ Reflected a good knowledge of the content</li> <li>▪ Showed student's ability to relate a range of theoretical perspectives into their practice</li> <li>▪ Showed evidence that data had been collected from a selection of resources</li> <li>▪ Was well structured and outlined some of the key elements underlying quality practice</li> </ul>
B	70-79	<p>The submitted work demonstrated student's ability to:</p> <ul style="list-style-type: none"> <li>▪ Draw implications from theory</li> <li>▪ Draw some conclusions from their research</li> <li>▪ Develop a good framework for their work</li> </ul>
C+	65-69	<p>The submitted work:</p> <ul style="list-style-type: none"> <li>▪ Reflected a general understanding of the subject</li> <li>▪ Showed adequate evidence of research</li> <li>▪ Illustrated some understanding of the main issues that were relevant to the task and topic</li> </ul>
C	55-64	<p>The submitted work reflected:</p> <ul style="list-style-type: none"> <li>▪ Average knowledge of content, theory and practice</li> <li>▪ A general understanding of the task</li> <li>▪ Student's ability to select relevant data for the task</li> </ul>
D	50-54	<p>The submitted work:</p> <ul style="list-style-type: none"> <li>▪ Reflected a weak understanding of the subject</li> <li>▪ Did not demonstrate evidence of research</li> </ul>



F	49 & below	<p>The submitted work:</p> <ul style="list-style-type: none"> <li>▪ Reflected evidence that the student does not understand the content and the task</li> <li>▪ Was conceptually unsound and the data was largely irrelevant</li> </ul>
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#### 4.4 Assignment Submission Procedures

- All assignments must be submitted online through Learning Management System (LMS) Canvas according to the specified due dates given by the respective lecturers or school.
- Students must complete the Assignment Submission Form (refer to Appendix 2) and attach as front cover on their assignments before submission.

***Note: You are advised to keep a softcopy of every assignment submitted.***

#### 4.5 Non and Late Submission Penalty

##### 4.5.1 Non-Submission

Non-submission will be marked "Fail" and students will be required to redo the module/unit.

##### 4.5.2 Extension

Students should write in for extension on the prescribed form (refer to Appendix 2) at least a week before the deadline. This must be approved by the lecturer concerned with final approval from the Academic Head. There will be no further extension after a new deadline is finalised.

Assignments will **NOT** be accepted after the second deadline.

##### 4.5.3 Late Submission

Late submissions **without valid reasons** will be assessed as follows:

##### **Assignment**

**After due date:** 10% deducted for each day overdue

*For each day or part day that the item is late: reduction of the mark by 10% of the mark initially awarded. Weekends are counted as two days in determining the penalty.*

##### **Practicum Folders**

**After due date:** Marked on a Pass/Fail basis

**After 5 days:** Fail

#### **4.5.4 Return of Assignment**

Student is allowed to download marked assignment from LMS Canvas.

#### **4.6 Examination Policy**

- Students with less than 80% attendance will not be allowed to sit for their test /examination.
- The date and time of the examination are specified in the time-table. A notification will also be issued 1 week prior to the examination.
- The passing mark for class tests/ external examination will be indicated in the course/module information handout.
- Examination dates cannot be changed to cater to individual requests.
- Supplementary examination will be given to those who fail or are absent from the main examination with valid reasons.
- A student who is unable to be present for a main examination must obtain prior written approval from the school for the intended absence. Student concerned must submit a letter with supporting documentary evidence to the programme administrator at least 14 calendar days before the examination. Approval for absence is at the sole discretion of the school.
- Students who fail to turn up for an examination without prior approval or a valid medical certificate shall be deemed to have sat for and failed the main examination.

Note: the supplementary exam fee applies (See Appendix 1).

#### **4.7 Plagiarism**

Plagiarism is a breach of academic integrity. It means using sentences or paragraphs or the whole article written by another person and passing it off as your own work, without giving acknowledgement to the author or the original source.

Students who are found submitting work done by other people or fail to cite the original source/s will face disciplinary action by the Institute. Students must take note that their work will be marked “fail” if they are found guilty.

#### **4.8 References**

References in written assignments, projects or thesis allow readers to know that certain materials came from another source. References also give readers the information necessary to refer to the source. There are different types of reference styles, the most common practice are American Psychological Association (APA) or the Harvard System. Students are required to check with their lecturers on the type of reference style to use.

#### **4.9 Appeal on Result**

Students may make an appeal on the assessment decision made by lecturers/trainer within 7 working days from the release of assessment results.

Appeal will not be entertained once it has passed the date of expiry of appeal that is, 7 working days upon results being released.

An Appeal on Result/Retest Form has to be filled and submitted to the Programme Administrator with an administrative fee (see Appendix 1) for retrieval of examination record and retest. The Programme Administrator is to acknowledge the receipt of the Appeal on Result/Retest Form within 3 working days.

The Examination Board will reach a decision and notify the students within 21 working days from the receipt of the Appeal form, unless in the event of extenuating circumstances (e.g. public holidays / official break in students' / faculty's country of origin).

Students will not be allowed to view his/her examination scripts and will have to accept the result as final even if it is lower than the initial result. The decision of the Examination Board shall be final.

#### **4.10 Release of Results**

Results will be released within three months from the last date of examination or assignment submission.

A letter of completion will be issued upon successful completion of all coursework.

To ensure confidentiality, results will not be released via telephone.

#### **4.11 Issuance of Certificate**

Upon successful completion of coursework and practicum (if applicable), and a minimum of 80% attendance, students will be awarded the relevant certificate.

For WSQ qualifications, e-certificate will be available via the MySkillsFuture Portal.

## 5. GENERAL GUIDELINES

### 5.1. Dress Code

Students are required at all times to maintain a clean, neat and smart appearance. Attire such as tank top, mini skirt, hot pants, see through clothes and slippers are not allowed. KLC International Institute staff will advise any student considered to be improperly attired. Such advice shall constitute part of a student's institutional training and should be acted upon with immediate effect failing which appropriate action may be taken.

All rules on proper dress code will apply as long as students are within the school premises and practicum locations.

### 5.2. Code of Conduct

Students must maintain good conduct at all times and must observe:

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

A student will be dismissed from the course of study (international student's student pass will be cancelled) if the student does not adhere to the code of conduct and/or commit any of the major disciplinary offences below:

- Cheating or dishonesty in examinations
- Disruptive behavior during classes
- Disrespectful behavior, non-compliance and/or disobedience towards the schools' teachers and staff
- Fighting in school, and/or immoral or indecent behavior in school premises
- Vandalism, willful destruction, damage or theft of the school's property
- Possession of offensive weapons
- Consumption of drugs or intoxicating substances
- Forging of documents or possession of forged documents
- Unauthorized use or illegal copying of copyright materials including printed and/or non-printed matters and computer software or the disclosure of computer passwords to others
- Students are not to bring their children to KLCII and KLCII will not be responsible for any accident or injury to any children whilst they are in KLCII premises
- Any non-compliance of such rules and regulations as may be made from time to time by the school management

**KLCII reserves the right to take action against any student for misconduct, including termination from the course.**

### 5.3. Class Regulation

Students are required to attend all lectures punctually and comply with the school's Attendance Policy.

Students are expected to be attentive in class and be adequately prepared for their lessons. All assignments must be handed in on time.

Students must refrain from attending to private matters during lessons, including use of laptop or any electronic device for personal matters.

### 5.4. Student Pass for International Students

Student's Pass is required for all International Students who wish to pursue full-time studies in an institution in Singapore.

Renewal and approval of Student's Pass is subject to approval from Immigration & Checkpoints Authority (ICA).

International Students must comply with regulations and requirements of ICA:

- All International Students will comply with the provisions of the Immigration Act and any regulations made under statutory modifications or re-enactment thereof for the time being in force in Singapore.
- The student should not fail to attend classes for a continuous period of 7 days or more without a valid reason.
- The student should not have a percentage of attendance less than 90% in any month of the course without any valid reason.
- The purpose of stay in Singapore is solely for study only, and no other pass, extension of stay or permanent stay will be sought for in Singapore.
- The student is not allowed to pursue another course of study with another institution simultaneously without KLCII and ICA's approval.
- The student shall not be adopted by the local sponsor or any Singapore citizen resident in Singapore
- The student shall not indulge in any activities which are inconsistent with the purpose for which the Student's pass has been issued.
- The student shall not engage in any form of employment paid or unpaid, or in any business, profession or occupation, or in any activity which, in the opinion of the Controller of Immigration, is detrimental to the security, reputation and well-being of Singapore.
- The student shall not smoke, administer to himself/herself or otherwise consume or be in anyway engaged in the trafficking of any controlled drug as defined in the Misuse of Drugs Act, (1985 Edition), or any written law for the time being in force relating to the control of dangerous or otherwise harmful drugs.
- The student shall not be involved in any criminal offences in Singapore.
- The student shall not remain in Singapore after the expiry of the student's pass.

Please refer to [www.ica.gov.sg](http://www.ica.gov.sg) for more information.

If the student is in breach of any ICA regulation, KLCII will report the case to ICA. ICA may cancel the Student's Pass or decide not to renew it. Where applicable, the student could be subjected to the school's disciplinary actions.

#### 5.4.1. Loss / Change of Student Pass

International students who lose their student passes must report to KLCII Program Administrator. They are to report to the police and write a report narrating the entire event. KLCII will assist them in applying for a new student pass.

#### 5.4.2. Cancellation of Student Pass

- **Cancellation of Student Pass upon Course Completion**

KLCII will cancel the student pass within 7 days after the course completion.

- **Cancellation of Student Pass upon Withdrawal**

KLCII will cancel the student pass within 7 days once student's formal written request is received.

- **Cancellation of Student Pass upon Deferment**

Once the deferment request is approved, international student's student pass will be cancelled within 7 days.

For cancellation of student pass due to any of above reasons, student **must return** his/her student pass to KLCII Operation Department and obtain a social visit pass, and the student **must leave** Singapore before the expiry date of the social visit pass given by ICA.

#### 5.5. Long Term Visit Pass & Working Pass

For long term visit pass and working pass holders, students are to ensure the validity of their pass for the whole duration of the course until course completion. A Letter of Consent (LOC) must be sought from ICA.

## 5.6. Personal Data Protection Policy

It is KLC International Institute (“KLCII”)’s policy to comply with all applicable primary and personal data protection laws in accordance with the Singapore Personal Data Protection Act (“PDPA”). KLCII recognises the importance of the personal data that students and relevant public (collectively referred to as “the Public”) have entrusted to the organization. It is KLCII’s responsibility to properly manage, protect and process personal data. Should the Public at any time have any queries relating to personal data, they may contact KLCII’s Data Protection Officer (“DPO”) at [dpo@klc.edu.sg](mailto:dpo@klc.edu.sg)

Further details can be read from our website at the following link:

<https://klc.edu.sg/privacy-policy/>

### Introduction to the PDPA

- “Personal Data” as defined under the PDPA refers to data collected, whether true or not, about an individual who can be identified from that data, or from the data and other information to which an organisation has or is likely to have access.
- The Public will be notified of the purposes that personal data is collected, used, disclosed and/or processed and obtain consent, unless an exception under the law permits that no prior consent is needed by KLCII to collect and process personal data.

The Personal Data Protection Act (PDPA) has taken effect on 2 July 2014. KLCII, being a private education institute, aims to provide excellent and quality educational programmes and services to all its students.

### PDPA – Do Not Call (DNC) Registry

KLCII will adhere to all regulations as required under the PDPA – DNC regulations. Telemarketing messages via voice calls, SMS or fax messages will only be sent to:

- KLCII graduates whom have given consent to receive such messages from KLCII
- KLCII Current Students

In the event that you do not wish to receive any further such messages, please email to [dpo@klc.edu.sg](mailto:dpo@klc.edu.sg) with your name and mobile number. KLCII will acknowledge all receipt of request via mail within 3 working days and all requests via email within 5-7 working days.

## 5.7. Care for Environment

KLCII supports the green environment by encouraging paper management and recycling efforts. KLCII is also a smoke-free campus.

## 5.8. Other Useful Contacts

### Singapore Emergency Telephone Numbers

Police	999
Fire & Ambulance	995
Non-Emergency Ambulance	1777
Police Hotline	1800 225 0000
Traffic Police	6547 0000

Call 999 only in an emergency. Do the following:

- Give a clear description of the nature of the emergency
- Give your name, telephone number and the location of the emergency
- Stay on the phone; do not hang up

For non-emergency matters, use the police hotline or contact the relevant Neighborhood Police. The list of Neighborhood Police Centres can be retrieved from <https://www.police.gov.sg/contact/>

### Immigration and Checkpoint Authority (ICA)

ICA Building  
10 Kallang Road  
Singapore 208718  
Hotline: 6391 6100  
<https://www.ica.gov.sg>

### Legal Aid Bureau

Hotline: 1800 225 5529  
<https://lab.mlaw.gov.sg/>

### Singapore Association for Mental Health

Hotline: 1800 283 7019  
<https://www.samhealth.org.sg/>

### Singapore Counselling Centre

Hotline: 6339 5411  
<https://scc.sg/e/>

### Samaritans of Singapore (SOS)

Hotline: 1800 221 4444  
<https://www.sos.org.sg/>

### SingHealth Polyclinics

Hotline: 6236 4800  
<https://polyclinic.singhealth.com.sg/>



**National Healthcare Group Polyclinics**

Hotline: 6355 3000

<https://www.nhgp.com.sg/>

**National University Polyclinics**

Hotline: 6663 6847

<https://www.nup.com.sg/>

**Appendix 1: Miscellaneous Fees**

Purpose of Fee	Amount (inclusive of GST) (S\$)
Late Submission/Re-submission of Assignment	\$85.60
Request for Certified True Copy of Transcript / Certificate (per e-copy)	\$32.10
Request for second and subsequent hard copy of WSQ e-Cert and e-Transcripts	\$32.10
Request for hard copy of KLCII e-Transcript	\$32.10
Administrative fee: Request for certifying / verification letter (per e-copy)	\$32.10
Administrative fee for retrieval of past record	\$107.00 per request
Administrative fee for deferment / transfer request	\$214.00
Administrative fee for exemption request per module / unit	\$321.00
Late payment charge	1% of overdue payments per 30 days
Administrative fee for incomplete payment	\$32.10 per incomplete payment
Supplementary Exam Fee (for those who failed 1st attempt)	\$53.50
Re-sit examination fee (for those who have missed the exam due to personal reason)	\$107.00
Re-take examination fee (for students who was caught cheating)	\$428.00
Administrative fee: Appeal for review of Assignment / Examination Results	\$85.60 per request
Fee protection Scheme – Fees for re-take modules	0.6% of course fees
Student's Pass Processing Fee Payment (Payable to ICA)	\$30.00 (No GST is required)
Administrative fee for second and subsequent digital copy of KLCII e-Transcript, WSQ e-Cert and e-Transcripts	\$32.10 per set per request

Fees for Graduation Ceremony (Degree)	\$80.00 - \$120.00
Fees for Graduation Ceremony (Non Degree)	\$50.00 - \$80.00
Medical Insurance Premium Payment	\$64.20 per policy year
Overdue charges for library items	\$0.20 per item per day
Loss / Damage of library items	\$15.00 Admin Fees on top of retail price of the item
One unit of graduation certificate holder	\$10.70
Student Activities	Maximum \$35.00 per activity
Courier Service Fee	\$21.40 per request

Miscellaneous Fees refer to any optional fees which the students pay only when applicable. Such fees are normally collected by the PEI when the need arises.

**A one-time administrative fee of \$107.00 (inclusive of 7% GST) will apply to each of the following requests:**

Purpose of Fee	Amount (inclusive of GST) (S\$)
Re-take module/unit fee (due to failure or low attendance)	\$12.20 per hour
Re-take practicum fee (due to failure or low attendance)	\$321.00 per practicum
One teacher to one student replacement lesson(s)	\$128.40 per hour

**Note: Above fee is inclusive of 7% GST**

Information is updated as at 12 May 2022

## **Appendix 2: Administration Forms**

- Student Feedback Form
- Leave of Absence Form
- Request for Deferment/Withdrawal/Transfer
- Request for Refund
- Student Request Form

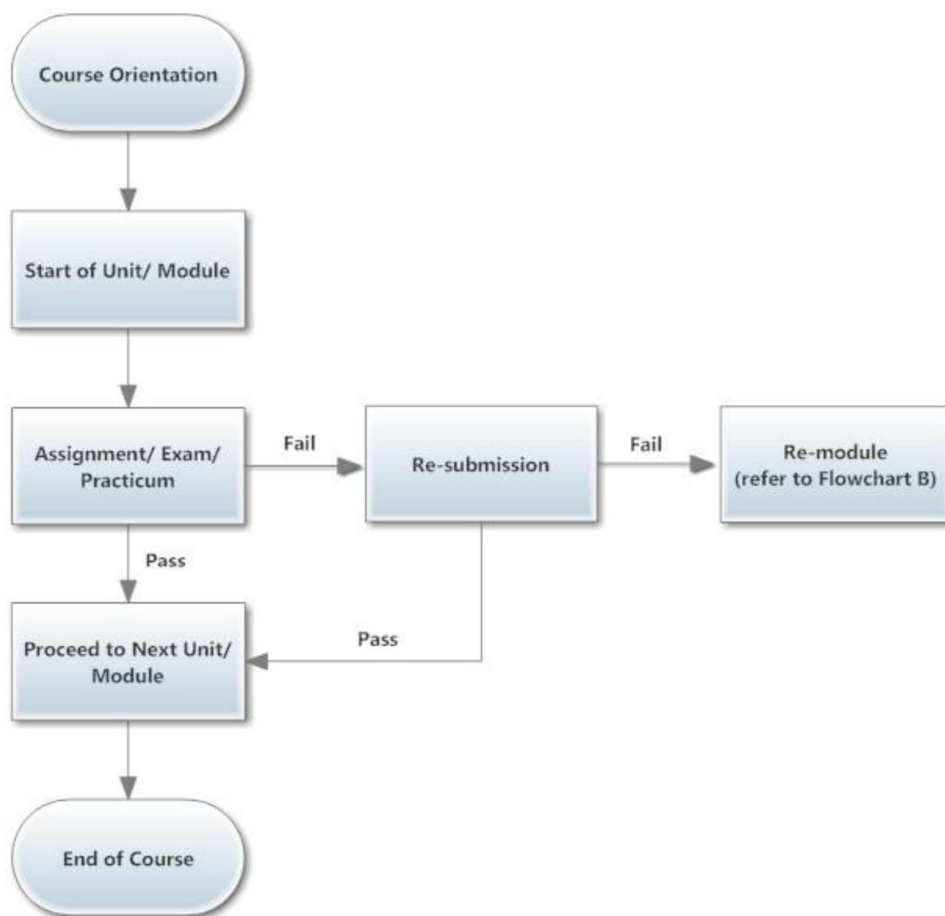
***Note: All the above forms are downloadable from KLCII Student Portal***

- Assignment Submission Form

***Note: The above form is downloadable from Learning Management System Canvas***

**Appendix 3A: Flowchart for Course Completion**

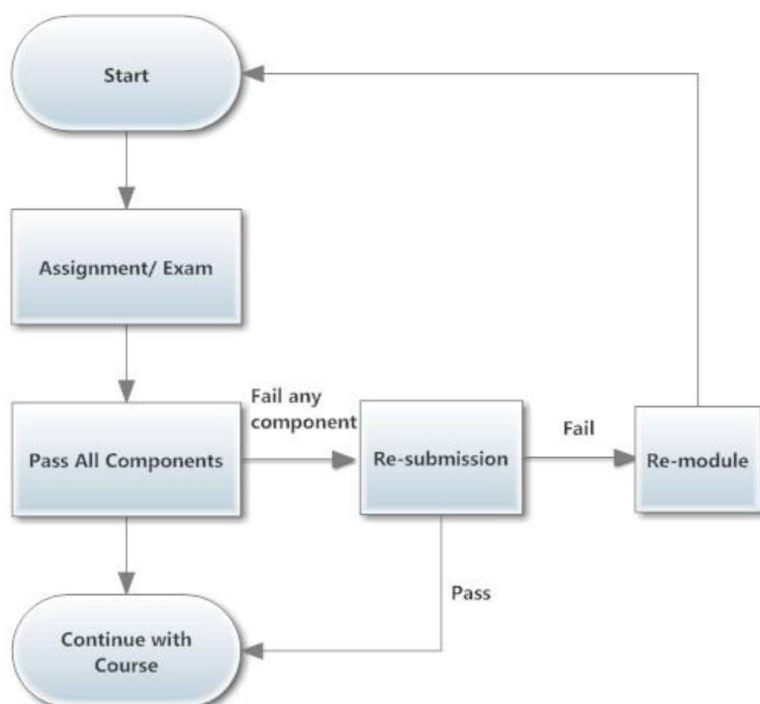
Flowchart for Course Completion (A)



Note: Students must pass all assignments/ exams and practicum (if applicable) to complete the course. Retake of the unit/module will only take place upon availability of the unit/ module. Students are allowed to proceed to the next unit/ module to complete the course within the course duration if it does not affect the course. Students may have to extend their course in order to complete the course for failed unit/module.

**Appendix 3B: Flowchart for Coursework Fulfillment (Unit / Module)**

Flowchart for Coursework Fulfillment (Unit/ Module) (B)



Note: Students must pass all assignments/ exams and practicum (if applicable) to complete the course. Retake of the unit/module will only take place upon availability of the unit/ module. Students are allowed to proceed to the next unit/ module to complete the course within the course duration if it does not affect the course. Students may have to extend their course in order to complete the course for failed unit/module.