

STUDENT HANDBOOK

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Welcome to KLC International Institute (KLCII)!

As you begin your journey with KLCII, I hope you will grow beyond acquiring knowledge and skills to develop the judgement, values and dispositions that will support your professional success.

At KLCII, our guiding philosophy is Knowing, Leading and Collaborating. Knowing is more than possessing knowledge. It is about putting knowledge and skills into practice and continually deepening our learning.

Leading grows from knowing. Leadership is not limited by position or hierarchy. We can all lead by contributing our strengths, exercising sound judgement and supporting others. Collaborating enables us to learn from one another, combine our strengths and create new possibilities. Throughout your studies, you will have opportunities to develop these capabilities through practice, projects and learning with others.

Our programmes are designed to bring theory and practice together so that what you learn can be meaningfully applied in your work.

Today, learning also takes place in a world increasingly shaped by Artificial Intelligence (AI). AI can be a powerful partner in learning—helping you clarify ideas, explore perspectives and receive feedback. But it should not replace your own thinking, judgement or effort. Use AI to amplify your learning, not to outsource it and complete assignments for you. If you do that you end up robbing yourself of your chance to learn and acquire important job skills which will potentially hurt your career in education.

Above all, integrity matters. Your qualification should represent not simply the work you have completed, but what you have genuinely learned and are able to apply responsibly.

I wish you a meaningful and rewarding journey at KLCII. May you know deeply, lead with purpose and collaborate to make a positive difference.

**Dr. Chua Ying Hwee****Principal & Chief Executive Officer (CEO)****KLC International Institute**

1. About KLC International Institute

KLC International Institute 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 Skills and Workforce Development Agency (SWDA)-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 Skills and Workforce Development Agency (SWDA) 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 Skills and Workforce Development Agency (SWDA). 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 Skills and Workforce Development Agency (SWDA) Approved Training Organisation (ATO) since 2007 to conduct Singapore Workforce Skills Qualification (WSQ) funded courses.

1.1. Vision, Mission & Values

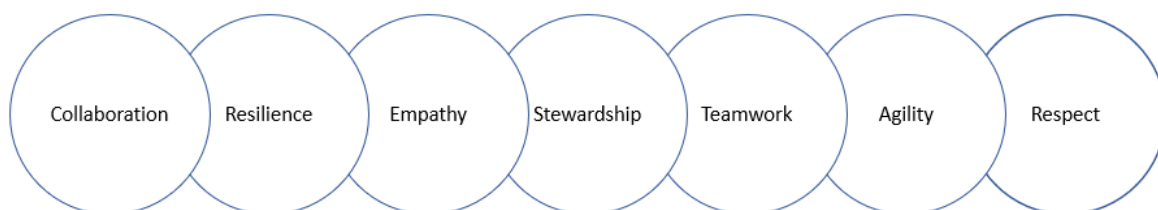
Vision

Transforming Work, Enhancing Lives

Mission

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

Values



1.2. About 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.
- 1.2.5. To offer consultancy for nation-wide enterprise workforce transformation for SMEs.

1.3. Facilities

KLCII's campuses are located at:

Ang Mo Kio Campus

Blk 715 Ang Mo Kio Avenue 6
#02-4000
Singapore 560715
Tel: 6337 8338 / 6232 6992

Jurong East Campus

Blk 135 Jurong Gateway Road
#03-341
Singapore 600135
Tel: 6337 8338 / 6232 6992

Yio Chu Kang Campus

449 Yio Chu Kang Road
Singapore 805946
Tel: 6337 8338 / 6232 6992

2. ACADEMIC PROGRAMMES

2.1 Academic Courses

Following are the various courses offered by KLC International Institute:

Early Childhood Care and Education

Postgraduate

Master of Education (Early Childhood Education) (Mandarin)

Undergraduate

Bachelor of Arts in Early Childhood Education (Mandarin)

Diploma Programmes

International Diploma in Early Childhood Care and Education

WSQ Professional Diploma in Early Childhood Care and Education – Teaching (Chinese)

WSQ Professional Diploma in Early Childhood Care and Education – Teaching

WSQ Professional Diploma in Early Childhood Care and Education – Teaching
(Conversion)

Certificate Programmes

WSQ Advanced Certificate in Early Childhood Care and Education

WSQ Advanced Certificate in Early Childhood Care and Education (Alternate Entry)

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

Fundamentals Certificate in Early Childhood Care and Education (Chinese)

Fundamentals Certificate in Early Childhood Care and Education

Fundamentals Certificate in Infant Care

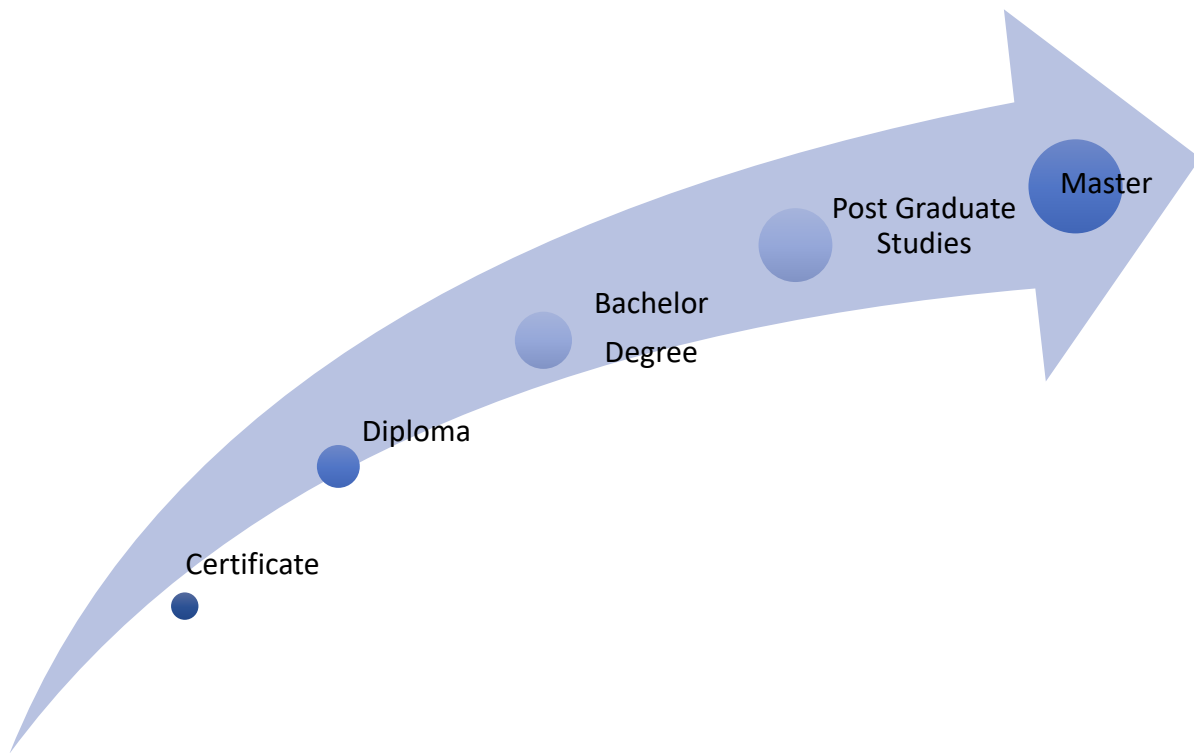
Psychology & Counselling

Master Program in Psychology and Counseling

Language Studies

Specialist Diploma in Chinese Language Teaching (Mandarin)

2.2. Suggested Pathway



3. STUDENT ADMINISTRATION AND SUPPORT SERVICES

3.1. Private Education Act

Under the Private Education Act 2009, the Council for Private Education (CPE) was established to regulate the private education industry in Singapore. On 3 October 2016, the Committee for Private Education became part of SkillsFuture Singapore (SSG), which assumed responsibility for regulating the private education sector and administering the Private Education Act and its subsidiary legislation.

With the establishment of the Skills and Workforce Development Agency (SWDA) on 1 July 2026, the regulatory functions relating to the Private Education Act have been transferred from SSG to SWDA. As the regulatory authority, SWDA exercises the functions and powers under the Private Education Act 2009 and its subsidiary legislation.

All Private Education Institutions (PEIs) are required to comply with the requirements of the Private Education Act and its subsidiary legislation to maintain their registration and continue operating in Singapore.

KLC International Institute has achieved a 4-year EduTrust status effective from 3 December 2023 to 2 December 2027.

3.2. Standard PEI-Student Contract (Student Contract)

The Student Contract is an important legal agreement between the Private Education Institution (PEI) and the student.

Under Regulation 25(6) of the Private Education Regulations, every registered PEI must enter into a written Student Contract with every student enrolled in a course permitted under the Private Education Act.

The Student Contract is adopted by the Institute for every course, unless the course is less than 30 days or 50 hours in duration, whereby the prospective student will enter into the Student Contract with the PEI.

Each Student Contract is meant for the admission of each student into one course.

KLCII provides a cooling-off period of ten (10) calendar days starting from the Student Contract signing date.

The Student Contract includes, but is not limited to, the following information:

- Course title, permitted course duration (in months), and whether the course is a full-time or part-time course;

- Course commencement date, course completion date, date of commencement of studies if later than course commencement date (if applicable), course schedule, and scheduled holidays;
- Name of qualification to be conferred on the student upon the successful completion of the course;
- Developer/Proprietor of the course, and organisation which awards/ confers the qualification;
- Course entry requirement(s);
- Examination and/or other assessment and/or assignment period(s);
- Expected final examination results release date. The date shall not be more than three (3) months after the completion of the final examination, unless otherwise permitted by SWDA;
- Expected date of conferment of the qualification;
- Course fees payable by the student and the corresponding fee payment schedule and timelines;
- The miscellaneous fees (if applicable);
- Refund policy

3.3. Fee Payable

The total course fees payable are set out in Schedule B of the Student Contract. Students are required to pay the course fees according to the payment schedule and due dates indicated in Schedule B. Where applicable, miscellaneous fees are set out in Schedule C of the Student Contract.

Course fees shall only be collected after the student has signed the Student Contract.

The student is required to make payment to the Institute according to Tax Invoice received, using one of the following methods:

- a. Credit Card
- b. Nets
- c. Internet Banking / GIRO / Telegraphic Transfer: students and Institute bear their own bank charges
- d. DBS Rapid QR code

Late payment charge, as stated in Schedule C of the Student Contract, may be incurred and billed to the student at the Institute's discretion.

The Institute will consider on a case-by-case basis and reserve the right to suspend a student who has not made payment within thirty (30) calendar days after the payment due date indicated in Schedule B of the Student Contract.

3.4. 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 operation due to insolvency, and/or regulatory closure.

All course fees paid by KLCII students are protected under FPS insurance scheme except for government-funded SWDA courses which were granted a waiver on FPS by SWDA.

KLCII has appointed Liberty Insurance Pte Ltd as the FPS provider for our students. The insurance coverage shall commence from the fee payment date and cover the course duration the fee is paid or till the course end date (if applicable).

Please refer to the Fee Protection Scheme Instruction Manual for more details.

3.5. Medical Insurance

KLCII provides medical insurance for all students with 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 is provided by Liberty Insurance. More information on the insurance coverage is available on KLCII's official website via the link below:

<https://klc.edu.sg/medical-insurance/>

3.6. Refund Policy

KLCII follows the refund policy outlined in the Student Contract established by Skills and Workforce Development Agency (SWDA). This policy serves as a framework for implementing detailed refund processes and procedures in the following areas:-

- Refund for Withdrawal Due to Non-Delivery of Course
- Refund for Withdrawal During Cooling-Off Period
- Refund for Withdrawal Outside Cooling-Off Period

In the event that a refund is requested outside of the areas outlined in the Student Contract, KLCII will review the request on a case-by-case basis. Refunds may be granted at the discretion of the management, taking into consideration the circumstances and reasons provided for refund, including but not limited to excess payment and special circumstances such as medical or compassionate grounds.

Computation of the refund amount will be communicated to the student.

The entire procedure, from the submission of the refund request to the allocation of funds, is designed to be completed within a maximum of seven (7) working days.

Refund for Withdrawal Due to Non-Delivery of Course

- 1) KLCII will notify the student in writing within three (3) working days after becoming aware of any of the following events, hereafter referred to as Refund Events:
 - (a) It cannot commence the provision of the course on the Course Commencement Date;
 - (b) It cannot complete the provision of the course by the Course Completion Date;
 - (c) The course will be terminated before the Course Completion Date;
 - (d) The student does not meet the course entry or matriculation requirement as stated in Schedule A of the Student Contract; or
 - (e) The Immigration & Checkpoints Authority of Singapore (the “ICA”) rejects the student’s application for the Student’s Pass.
- 2) On the occasion of Refund Events 1(a), 1(b), or 1(c):
 - KLCII will take necessary actions to provide alternative study arrangements and communicate the plans in writing to the student within ten (10) working days of informing the student of the Refund Event.
 - If the student accepts the alternative study arrangements, a new Student Contract will be prepared to replace the current contract.
 - If KLCII has no alternative study arrangements to propose within ten (10) working days, or if the student do not accept the alternative arrangements, the student may terminate the Student Contract via a written notice to KLCII.
- 3) For Refund Event 1(a), KLCII will refund all course fees and miscellaneous fees paid by the student within seven (7) working days of the termination of current Student Contract.
- 4) For Refund Event 1(b) or 1(c), KLCII will refund course fees and miscellaneous fees in proportion to the uncompleted portion or duration of the course, whichever is higher, to the student within seven (7) working days of the termination of current Student Contract.
- 5) On the occasion of Refund Events 1(d) or 1(e), KLCII will terminate the Student Contract via a written notice to the student. KLCII will refund all course fees and miscellaneous fees paid by the student within seven (7) working days of the termination.

Refund for Withdrawal During Cooling-Off Period

KLCII provides a cooling-off period of ten (10) calendar days starting from the Student Contract signing date.

During this period, a student can terminate the Student Contract without any liability. KLCII will refund all course fees and miscellaneous fees paid, within seven (7) working days of receipt of the written notice from the student.

Refund for Withdrawal Outside Cooling-Off Period

A student may terminate the Student Contract at any time before the course completion date by providing written notice to KLCII. KLCII will process the refund within seven (7) working days, as outlined in refund table below.

% of [the amount of Course Fees and Miscellaneous Fees paid under Schedules B and C]	If the Contracting Party's written notice of withdrawal is received:
[100%]	more than [21] working days before the Course Commencement Date
[50%]	on or before, but not more than [21] working days before the Course Commencement Date
[0%]	after, but not more than [1] working day after the Course Commencement Date
[0%]	more than [1] working day after the Course Commencement Date

There will be no refund of course fees, administration fees 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 KLCII, the university partner and/or Singapore Authorities.

If students are terminated within the cooling-off period of ten (10) calendar days, the refund policy for that period applies.

Notes

Where a refund is to be made to a company (e.g., employer-sponsored or third-party payer), the same procedures, requirements, and approval workflow shall apply as for refunds made to a student.

Conditions where a course may be cancelled:

- The intake does not meet a minimum enrolment number.
- The lecturer is suddenly hospitalized and a substitute lecturer cannot be found.

3.6.1. Refund Procedures

- Should a refund be necessary, including a refund of the course application fee, students must either sign the Request for Refund Form or acknowledge the refund request via email, and in either case, provide supporting documents (if any) to the Programme Administrator / Sales Administrator. No verbal notice will be accepted.
- For refunds made via bank transfers, the bank transaction advice shall be retained as proof of refund to the student.
- The Programme Administrator / Sales Administrator shall inform the student via email no later than seven (7) working days from the date of request.

3.7. Withdrawal Policy

Withdrawal is defined as:

- Voluntarily withdrawing from the course for any reason, which means the Student Contract will be terminated and the student is no longer a student of the Institute.
- Withdrawing from KLCII and applying to another institution in Singapore.
- Exceeding the course completion timeline for any course without successful completion of all modules.
- Forced withdrawal from the Institute, also referred to as termination, at the discretion of the Campus Manager / KLCII, may occur due to reasons including, but not limited to:
 - Failure to meet attendance requirements, being uncontactable, failure to respond to email reminders or acknowledge required arrangements despite repeated reminders without valid reason.
 - Involvement in disciplinary matters.
- Deemed withdrawal from the Institute, at the discretion of the Campus Manager / KLCII, may occur due to reasons including, but not limited to:
 - Failure to turn up on the course commencement date, and the student remains uncontactable despite repeated follow-up attempts and written notice, where course fees have been received.
 - Expressing an intention to withdraw in writing but failing to complete the required counselling acknowledgement or related withdrawal documentation despite repeated follow-up attempts and written notice.

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

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

The whole withdrawal process shall not exceed fourteen (14) working days from the date of application to the final outcome. The student shall be informed of the final outcome in writing within three (3) working days.

Once the withdrawal has been approved, the student shall be deemed to have withdrawn from the enrolled programme and ceases 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.

Written consent from parent / guardian must be provided for students under 18 years of age who apply for withdrawal.

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

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

All outstanding fees must be settled after the completion of withdrawal approval (inclusive of the supported amount from the Skills and Workforce Development Agency (SWDA) funding for the affected course / semester, if applicable).

3.7.1. Withdrawal Procedures

- The Programme Administrator receives the student's request to express the intention to withdraw from the course.
- A student counselling session with the Programme Administrator / Campus Manager / Academic Department will then be arranged to establish the reasons for the application of a course withdrawal. The Programme Administrator / Campus Manager / Academic Department will seek possible solutions for student retention.
- In the event that a student confirms to proceed with a course withdrawal after the counselling session, he/she is required to submit a written notice / acknowledge the counselling record / fill up the Request for Deferment, Transfer, Withdrawal Form and send it to the Programme Administrator for further processing.
- All requests for withdrawal after commencement of the course shall be accompanied by the completed Request for Deferment, Transfer, Withdrawal Form and supporting documents to the Programme Administrator for processing.
- The Institute will not accept verbal notice given by the student.
- An official Letter to Effect Course Withdrawal Request will be given to the student.
- Students withdrawing within the cooling-off period will be subjected to the refund policy as indicated in the Student Contract.
- Students must stay in contact with KLCII during the withdrawal processing period.
- For Student's Pass holders, the Student's Pass shall be cancelled within three (3) working days upon approval of the withdrawal request by the Campus Manager.
- ICA will issue a Notification for Cancellation of Student's Pass, Visit Pass and Embarkation Form to the student upon approval of the Student's Pass cancellation (if applicable). The Programme Administrator will email a copy of the Notification for Cancellation of Student's Pass, Visit Pass and Embarkation Form to the student. The student shall be advised to leave Singapore according to the dates indicated on the Notification for Cancellation of Student's Pass, Visit Pass and Embarkation Form (if applicable).
- For student who withdraw and transfer to another PEI, his/her attendance and assessment records shall be provided upon request from the another PEI (where requested by PEI through ICA system).

3.8. Transfer Policy

A transfer means a student changes the course or period of study (e.g. from full-time to part-time or vice versa) but remains as a student of KLC International Institute (KLCII). This policy applies when a student voluntarily requests for a change in the enrolled programme of study.

The existing Standard PEI-Student Contract (Student Contract) will be terminated upon approval of the transfer request. A new Student Contract will need to be signed upon approval of the transfer request. The Refund Policy shall apply unless as otherwise agreed between the Institute and the student.

The student shall meet the minimum entry requirements and fulfill all admissions criteria of the new course and will be subjected to the Institute and/or the University Partner's student selection and admission procedures, where applicable.

For university programmes, transfer application is subject to the university's transfer policy.

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

The whole transfer process shall not exceed fourteen (14) working days from the date of application to the final outcome. The student shall be informed of the final outcome in writing within three (3) working days.

For a student whose transfer request is not approved, the student is to remain in the current programme.

Written consent from parent / guardian must be provided for students under 18 years of age who apply for transfer.

An administrative fee will be charged for the processing of the transfer request, in accordance with Schedule C of the Student Contract.

For funded students transferring from one course to another, the transfer request will be subjected to SWDA's approval for the change of funding. In the event the funding is not approved, the student or his/her sponsoring company is required to top up the difference in fees.

Subject to the Refund Policy, any unconsumed fees from the existing programme will be transferred to the new programme, where applicable. The student shall be required to pay any difference in fees, where applicable.

3.8.1. Transfer Procedures

- The Programme Administrator receives the student's request to express the intention to proceed with a course transfer.
- A student counselling session with the Programme Administrator / Campus Manager will then be arranged to establish the reasons for the application of a course transfer.
- The Programme Consultant is to conduct the Pre-Course Counselling session with the student (if applicable) who would be required to sign on the Pre-Course Counselling Form to acknowledge that he/she has been informed of the various critical information. The Programme Consultant ensures that the new course is suitable for the student. Pre-course counselling is needed only for transfer to a different course.
- In the event that a student confirms to proceed with a course transfer after the counselling session, he/she is required to acknowledge the counselling record / fill up the Request for Deferment, Transfer, Withdrawal Form and send it to the Programme Administrator for further processing.
- Any supporting documentation may also be submitted along with the Request for Deferment, Transfer, Withdrawal Form one month before the commencement of semester / unit / module to the Programme Administrator for course transfer request processing, where possible.
- The Institute will not accept verbal notice given by the student.
- An official Letter to Effect or Reject Course Transfer Request will be given to the student.
- For Student's Pass holder, transfer request involving a change of programme is subject to the Immigration & Checkpoints Authority (ICA)'s approval of a new Student's Pass application. Upon approval, the existing Student's Pass shall be cancelled.
- Where a transfer request is to another intake within the same programme, the Student's Pass extension may be required, subject to ICA's approval.

3.9. Deferment Policy

A deferment means a student delays or postpones the course (or module).

Any deferment request will be considered on a case-by-case basis, based on medical grounds or other valid reasons. The Institute will have the final decision on whether the deferment is approved or rejected. Where applicable, the request shall also be subject to the University Partner's approval.

For university programme, deferment application is subject to the university's deferment policy.

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

The whole deferment process shall not exceed fourteen (14) working days from the date of application to the final outcome. The student shall be informed of the final outcome in writing within three (3) working days.

Written consent from parent/guardian must be provided for students under 18 years of age who apply for deferment.

Students can apply for a deferment of semester / an intended deferment period only once. Extension of deferment period or additional deferment request will only be considered should there be very valid reasons and additional supporting documents provided by the student.

Request for deferment more than once will be reviewed and approved on a case-by-case basis.

The maximum deferment period is equivalent duration of the course or one (1) year, whichever is lesser. Extension of deferment period is at the discretion of the Institute. Funding claims submission deadlines will take precedence over maximum deferment period, where applicable.

In applying for deferment, students must take note of the course completion timeline as stated below. Students must ensure that there is sufficient time for them to complete their studies according to the timeline.

Signing a new Standard PEI-Student Contract (Student Contract) or issuing an addendum to the existing Student Contract for a student who wishes to repeat a module and when a course deferment or transfer request has been approved.

Upon re-joining the class after the deferment period, a student who is joining a later intake must have their existing Student Contract terminated, and a new Student Contract shall be signed. The Refund Policy shall apply unless as otherwise agreed between the Institute and the student. The module(s) previously taken will be indicated accordingly in the new Student Contract. The student shall pay the remaining course fee in accordance with the payment schedule stated in the new Student Contract.

If the student is not joining a later intake, the student shall be required to sign a Student Contract or addendum where a re-module or make-up module is arranged upon receipt of the Request for Re-Module/Make-Up Module form.

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

An administrative fee will be charged for the processing of the deferment request, in accordance with Schedule C of the Student Contract.

3.9.1. Students Under Funding Applying for Deferment

Students under the Skills and Workforce Development Agency (SWDA) funding are advised completing the course within the specified course duration of the enrolled intake.

Students who request a deferment are required to pay the outstanding consumed course fee, including the supported amount from SWDA funding for the affected course / semester(s), where applicable. The Institute may, at its discretion, waive the collection of such payment on a case-by-case basis, provided the student has acknowledged the counselling record or other written notice confirming their understanding of the outstanding payment obligation and its implications.

In the event KLCII is unable to receive the SWDA supported portion of the course fee due to any of the circumstances set out in the Student Handbook, the trainee / sponsoring company shall be liable to pay KLCII the corresponding amount.

3.9.2. Course Completion Timeline

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

- Within 1 year (for programmes with duration up to 6 months)
- Within 2 years (for programmes with duration longer than 6 months and up to 1 year)
- Within 4 years (for programmes with duration longer than 1 year and up to 2 years)
- Within 5 years (for programmes with duration longer than 2 years and up to 2.5 years)

This is subject to availability of modules/courses. The Institute reserves the right to offer similar module(s) in replacement of discontinued module(s).

Funding claim submission deadline will take precedence over maximum deferment period, where applicable.

3.9.3. Deferment Procedures

- The Programme Administrator receives the student's request to express the intention to proceed with a course deferment.
- A student counselling session with the Programme Administrator / Campus Manager will then be arranged to establish the reasons for the application of a course deferment.
- In the event that a student confirms to proceed with a course deferment after the counselling session, he/she is required to acknowledge the counselling record / fill up the Request for Deferment, Transfer, Withdrawal Form and send it to the Programme Administrator for further processing.
- All requests for deferment from the course must be accompanied by the completed Request for Deferment, Transfer, Withdrawal Form and supporting documents one month before the commencement of semester / an intended deferment period, where possible.
- The Institute will not accept verbal notice given by the student.
- An official Letter to Effect or Reject Course Deferment Request will be given to the student.
- For Student's Pass holder, the Student's Pass shall be cancelled within three (3) working days upon approval of the deferment request by the Campus Manager and informing Immigration & Checkpoints Authority (ICA) of the change (if applicable). The resumption of studies is subject to the ICA's approval of a new Student's Pass application.

3.10. Attendance Policy

3.10.1. Attendance Requirement for Non-Student's Pass Holders

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

Any student who fails to attend class without valid reasons and prior approval from the Institute will be terminated from the course 7 calendar days after the issuance of pre-termination notice. The student is required to pay all outstanding fees upon termination (inclusive of the supported government grants as part of the consumed course fees, if applicable).

Students under all funding schemes supported by the Skills and Workforce Development Agency (SWDA) must attain an average of 75% in attendance (medical certificate (MC) considered as absence) and pass all units/modules to qualify for the funding. Failing which, they would be required to pay the consumed course fees (including any consumed government grants, if applicable).

3.10.2. Attendance Requirement for Student's Pass Holders

All students must achieve at least 90% of the class attendance before they are permitted to submit assignments or sit for any tests/examinations at the end of each unit/module and to successfully complete the full course.

The Institute is obliged to report to the Immigration & Checkpoints Authority (ICA) any Student's Pass holders who fail to meet at least 90% attendance, as mandated by ICA on a monthly basis.

Student's Pass holders must maintain at least 90% attendance each month, unless a valid reason is provided. The PA will monitor attendance daily, including contacting the parent/guardian of students who are consistently late or absent and arranging counselling sessions with the student, together with the Campus Manager (CM) and Academic Department / Lecturers (if necessary). Students who fail to meet this requirement for 3 consecutive months or more, despite counselling and warning letters, may be recommended for termination from the course by the CM.

Student's Pass holders who are absent for 7 consecutive days or more and are uncontactable will be reported to the police and the Institute will inform ICA accordingly, and the student may then be terminated from the course.

Note: Practicum/Supervised Teaching Practice (all components under the unit/module) requires 100% attendance rate.

3.10.3. Class Attendance

All students shall attend classes regularly and be punctual for all scheduled lessons.

Lecturers are required to conduct roll call and mark attendance during the designated attendance marking window, which begins 30 minutes after the class starts and ends 30 minutes before the class ends.

For in-person, synchronous, and asynchronous e-learning, a QR code and/or link for e-attendance marking on the government portal will be made available on klcii.com for students to capture their attendance (only for the Skills and Workforce Development Agency (SWDA)-funded courses).

For synchronous e-learning, students are required to keep their cameras on at all times during online lesson and ensure that their faces are clearly visible.

3.10.4. Module Attendance/Assignment Submission Appeal

All leaves and MCs will not be counted as class attendance.

Students who are unable to attend classes are required to inform the Programme Administrator (PA) via phone call, message or email on or before the day/period of absence, where possible.

Students who do not achieve the required attendance rate as mentioned in the Sections 3.10.1 and 3.10.2 are not allowed to submit any assignments or sit for any tests/examinations. Students who wish to appeal their low attendance must submit the Module Attendance/Assignment Submission Appeal Form along with relevant supporting documents to the Programme Administrator within seven (7) calendar days from the unit/module end date, subjected to approval from relevant department.

In the event of absenteeism due to medical reasons, students must inform PA immediately via phone call, message or email on the day of absence. A medical certificate (MC) from a Singapore-registered doctor must be submitted to the PA within seven (7) calendar days of the unit/module end date. For medical consultation happened overseas, the MC/doctor's memo is required and should be translated into English, if necessary.

Students who are absent from classes due to unforeseen circumstances, an excuse letter or relevant supporting documents must be submitted to PA within seven (7) calendar days of the unit/module end date.

For compassionate leave, students must submit a copy of the death certificate of family members and proof of relation to the Institute for verification purpose within seven (7) calendar days of the unit/module end date.

Requests for waiver of miscellaneous fees will be considered on a case-by-case basis at the discretion of the Institute.

Students are required to adhere strictly to the re-module, make-up and re-examination schedule arranged by the Institute. Should the miscellaneous fees were previously waived and the student subsequently fails to attend the scheduled class or examination, the student will be liable to pay the miscellaneous fees for any future arrangements of the class or examination.

3.11. Termination

KLCII has several controls in place, for instance disciplinary actions, counselling and conduct of disciplinary inquiry for students who break any of the stipulated rules.

The Programme Administrator / Campus Manager may initiate the termination process, if necessary, based on student conduct as listed below:

3.11.1. Minor Misconducts

Frequent lateness to class or leaving class early without permission / absent from class without informing

- Students should be punctual to class and inform their Programme Administrator / lecturer should they need to leave early from class or will be absent from class.

Foul / abusive language / rumours mongering / slanderous allegations directed at fellow students / staff / office bearers / business associates with the Institute

- All students are required to practice courtesy to all fellow students, KLCII staff, office bearers, or business associates at all times.
- Students shall avoid arguments, use of foul or abusive language, threats, insults, defamation, slandering, etc.

Consumption of alcohol

- Students shall not be allowed to consume alcohol in the Institute or during Zoom classes.

Smoking on campus grounds / during Zoom classes

- As this is a smoke-free campus, students are expected to adhere to the policy during their course of study.
- Those who are caught smoking inside the campus or during Zoom classes will be subjected to disciplinary action.

Disruptive behaviour / mischief during classes

- Students are expected to be attentive during class at all times. Should they create a nuisance or disturb students in class or disrupt lecturers from lecturing, the lecturers reserve the right to warn the students or dismiss them if the warning is not taken seriously.

Inappropriate dress code

- Students are expected to adhere to the dress code requirements during their course of study. They should ensure appropriate dressing in order to project a professional image. Outlandish, revealing dressing and untidiness are not acceptable.

3.11.2. Major Misconducts**Criminal offences / theft / fighting**

Criminal offences include, but not limited to:-

- Creating fights or injuries on another party in the Institute premises
- Conduct which is likely to endanger the life or injure other classmates
- Drugs possession / consumption
- Any other serious offences, criminal or otherwise
- Student's Pass holder who work / moonlight illegally
- Stealing of Institute's properties or other student's valuables

Vandalism or mishandling of office premises / assets / properties (major)

- In the event if the student has vandalized or mishandled the Institute's premises, assets or properties for whatsoever reason, the student shall compensate the Institute or replace the damaged items.

Falsification of information

- Information provided to KLCII for the purpose of course application procedures, attendance administration must be accurate, complete and truthful.
- Falsification of information is a serious offence which may result in expulsion.

Students caught signing / marking attendance for friends

- Disciplinary actions shall be taken on students who are found to have cheated in their attendance taking.
- Both students would be dealt with seriously and may be subjected to expulsion.

Working while on Student's Pass

- Students on Student's Pass that have been caught working may result in cancellation of their Student's Pass, prosecution, and potential prohibition from re-entering Singapore.

3.12. Update of Student Particulars

Students are responsible for ensuring that the personal and employment information provided to KLCII is accurate, complete and up to date throughout their period of study.

Students must promptly update their particulars via the KLCII Student Portal or inform the Institute of any changes to their information, including but not limited to:

- residential address;
- telephone/mobile number;
- email address;
- emergency contact details;
- identification or pass type and relevant pass details, where applicable;
- employment status, employer details and other relevant employment records; and
- any other information required by the Institute for the administration, monitoring and completion of the student's course.

Students are responsible for ensuring that their contact details remain valid and accessible throughout their course of study. The Institute will use the information provided by students for relevant administrative, academic, course-related, regulatory and communication purposes.

Failure to update the Institute promptly may result in the student not receiving important information or notices, including notifications relating to course schedules, class arrangements, attendance, assessments, examinations, practicum, course administration, changes or cancellations, and other matters relating to the student's course. The Institute shall not be responsible for any inconvenience or consequences arising from the student's failure to maintain accurate and updated particulars.

3.13. Confirmation of Verbal Communication

Any verbal communication between students and KLCII staff relating to course administration, academic matters, student records, policies, procedures or other official matters must be confirmed in writing, where applicable, to ensure that a record is maintained.

Where written confirmation is not provided, KLCII may not be able to recognise or rely on the verbal communication as an official record or basis for further action.

3.14. Student Portal / Online Platform

Students may access the Student Handbook, course materials, timetables, assessment results and relevant administration forms through KLCII's designated online platforms, including the KLCII official website, Student Portal, klcii.com and Learning Management System (LMS) Canvas.

Students may access these online platforms through the KLCII official website at www.klc.edu.sg by selecting the relevant access buttons on the homepage. Students will be provided with their User ID and Password or instructions for account activation prior to the commencement of their course.

Students are responsible for keeping their User ID, Password and other account credentials confidential and secure, and not sharing their account credentials with any other person.

3.15. Student Services

3.15.1. Orientation

All newly enrolled students shall attend the orientation programme before the commencement of their course. The programme is designed to help students familiarise themselves with student life at KLCII and understand the key information and procedures relevant to their studies.

The 2 to 3-hour orientation programme covers course information, academic and administrative requirements and procedures, and Student's Pass requirements and regulations, where applicable. Students will also have the opportunity to meet their fellow students and KLCII staff.

3.15.2. Activities

The Student Collaborative Excellence Group (SCEG) plans activities throughout the year; some may require little or no cost to participate. The details are made available via email. All students are strongly encouraged to join the events.

3.15.3. Classroom & Facilities

All classrooms in KLCII campuses are air-conditioned to ensure optimum comfort for all students during lesson time. Taking care of the campuses' equipment and maintaining cleanliness is an important responsibility for students. Therefore, students must respect and protect the facilities and equipment provided by KLCII and must not damage them.

Students are also responsible for looking after their personal belongings. KLCII shall not hold responsibility for any loss or damage to items (including valuable items such as smartphones, wallets and laptops).

3.15.4. Wi-fi Connection

Wi-fi connection is available at all campuses. The ID and password shall be released to students upon request.

3.15.5. Common Areas

There are designated areas in our campuses for students to rest, self-study or have group discussions. Students are required to make a reservation in advance with the campus staff if they wish to use the classrooms or areas.

Students are not allowed to smoke, vape, consume alcoholic drinks and/or gamble within the school premises. KLCII treats this matter seriously and reserves the right to take disciplinary actions 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.

3.15.6. Career Services

KLCII provides career-related support to assist students in exploring employment opportunities.

Career-related workshops, seminars, on-site job interviews and job-matching activities may be conducted throughout the year, where applicable. Students are encouraged to participate in these activities and may refer to announcements on the KLCII's official website or their registered email address for details of upcoming events and opportunities.

3.15.7. Counselling Services

KLCII provides support to students who may be facing emotional or mental wellness issues. Students may approach the Counselling & Well-being Centre for counselling services via email counselling@klc.edu.sg or WhatsApp at 8650 9020.

All information and guidance provided during counselling sessions is for the student's reference and discretion only. Students remain solely responsible for their own decisions and for any action taken to address their issues.

Students requiring immediate or urgent assistance are advised to proceed to the nearest A&E department, call 999 or 995, or contact the Samaritans of Singapore (SOS) 24-hour hotline at 1767. Where appropriate, KLCII may refer students to a suitable external organisation on a case-by-case basis. The list of service centres is for reference only.

3.15.8. List of Service Centres and Support Resources

Organisation	Website	Contact Number	Services Offered
Family Service Centre (FSC)	About FSC	Each FSC may have its own contact number – check via FSC e-locator for more information.	Emotional counselling, mental wellness support, family issues
Care Corner	Visit Site	Counselling Centre: 6353 1180 Toll-free Mandarin counselling hotline: 1800-3535-800	Counselling for individuals and couple, mental health screening and services for youth and adults, play therapy for children
Fei Yue Community Services	Visit Site	Each centre may have its own contact number – check via Our Centres for more information.	Family & youth counselling, marriage/divorce support, mental well-being, child protection, adoption, senior/homecare support
TOUCH Community Services	Visit Site	TOUCHline (toll-free helpline): 1800 377 2252	Counselling services (couples and marriage counselling, counselling for parents and families), intervention services (for children, youth, and couples)
WE CARE Community Services	Visit Site	3165 8017 / 8391 3023 (WhatsApp)	Addiction counselling, educational and therapy group, drop-in centre, recovery support groups
Clarity Singapore	Visit Site	67577990	Individual counselling & psychotherapy (anxiety, depression, stress, trauma, OCD, maternal mental health), brief intervention

Helplines

- National helpline: 1771 (24 hours) / 6669-1771 (via WhatsApp)
- Samaritans of Singapore: 1-767 (24 hours) / 9151-1767 (24 hours CareText via WhatsApp)
- Singapore Association for Mental Health: 1800-283-7019
- Silver Ribbon Singapore: 6386-1928
- CHAT- Centre of Excellence for Youth Mental Health: 6493-6500/1
- Women's Helpline (AWARE): 1800-777-5555 (weekdays, 10am to 6pm)
- The Seniors Helpline: 1800-555-5555 (weekdays, 9am to 5pm)

Children & Youth Support

Young people may face challenges such as academic stress, anxiety and struggles. These services are youth and student-focused:

- **Tinkle Friend (Singapore Children's Society)** – [Visit Site](#) | For 13 years old and below

- **Carey (Care Corner)** – [Visit Site](#) | For ages 13–25
- **CHAT (Youth Mental Health)** – [More Info](#) | For ages 16–30

Useful Mental Health & Self-Help Resources

- **mindline.sg** – [Visit Site](#) | Singapore's national digital first-stop touchpoint for mental health
- **MindSG (HealthHub)** – [Discover Resources](#)
- **Mind Matters: A Resource Directory on Community Mental Health** – [Download](#)

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 programmes conducted by the Institute. The course notes are subjected to revision to meet the new challenges and requirements of the courses.

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

3.16.2. Course and Class Schedule

Class schedules will be issued before the commencement of each semester. The Institute 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

KLCII is committed to providing prompt and efficient channels for students to seek resolution for any feedback, dispute, or grievance.

A student's feedback may result in a dispute or grievance regarding any aspect of their learning experience at KLCII, including interactions with classmates, lecturers, tutors, or service staff. Feedback may also pertain to policies and processes. Where there are policies and procedures applicable to student discipline or academic matters such as appeals against results, expulsion or suspension, then these policies and procedures will take precedence over the dispute and grievance process.

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

STEP 1

The student shall first approach the Programme Administrator (PA) in charge to provide feedback. Alternatively, feedback can be submitted through <https://klcii.com/feedback/> or via email. The relevant KLCII staff will acknowledge the feedback within 2 working days. The Campus Manager / Academic HOD (Head of Department) will verify the student's feedback with relevant department personnel and respond within 10 working days.

In the case of complaints, disputes, or grievances, the Campus Manager / Academic HOD shall notify the student on the status of investigation and provide the student with a resolution (where possible) within 12 working days from the date of receipt of the feedback. If the Campus Manager / Academic HOD is unable to resolve the issue, it will be escalated to the appropriate Vice President / Vice Principal (VPs), the VPs will attempt to resolve within the next 5 working days.

STEP 2

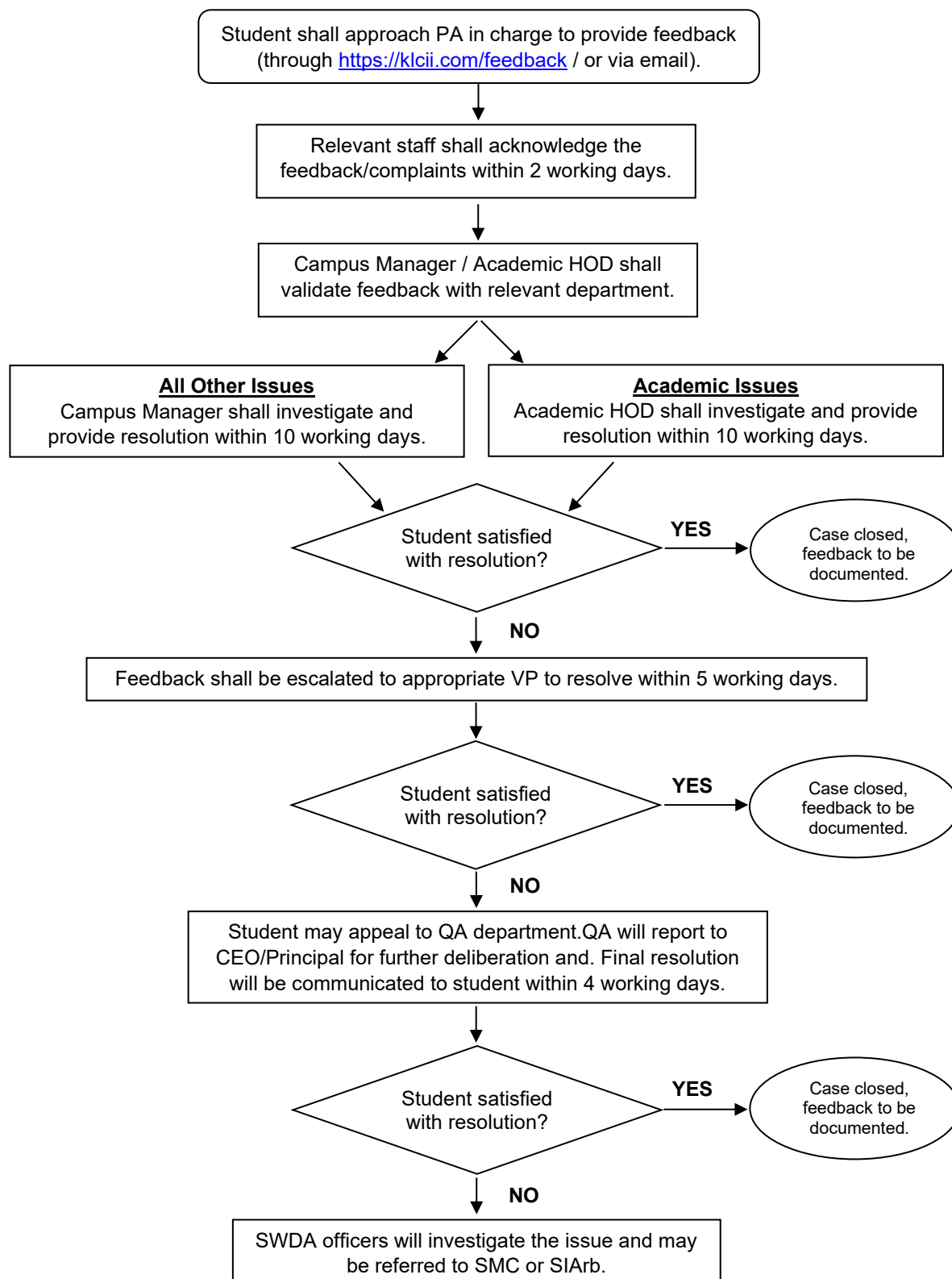
In the event that the resolution rendered is unsatisfactory, the student may opt to appeal the complaint, dispute, or grievance to the Quality Assurance (QA) Department through QA.External@klc.edu.sg. Depending on whether the issue is academic or non-academic in nature, the QA Department will report the case to the CEO / Principal for further deliberation. The final resolution will be communicated to the student within 4 working days from the date of appeal. KLCII will endeavor to address and resolve any complaints, disputes, or grievances in an amicable and timely manner.

STEP 3

If the student and KLCII are unable to resolve the complaint, dispute, or grievance amicably, either party may approach the Skills and Workforce Development Agency (SWDA) for assistance (<https://www.swda.gov.sg/home/about-swda/contact-us>).

Tel: (65) 6669 7932

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

Feedback, Dispute and Grievance Resolution

SMC - Singapore Mediation Centre

SI Arb - 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)

Email: QA.External@klc.edu.sg

Note:

1. We will provide an acknowledgement reply within 1 to 2 working days from the date of receipt of the written feedback.
2. A formal response will be provided within 21 working days from the date of receipt of the feedback, depending on the complexity of the issue.
3. An interim reply will be provided should we need more time to address the feedback.

3.19. General Guidelines and Copyright Information

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 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 Unit/Module Completion

- For all students, Non-Student's Pass Holders must achieve at least 80% of the class attendance, while Student's Pass Holders must achieve at least 90% class attendance, before they are permitted to submit assignments or sit for any tests/examinations at the end of each unit/module and to successfully complete the full course.
- Practicum/Supervised Teaching Practice (all components under the unit/module) requires 100% attendance rate.
- Students who do not achieve the required attendance rate as mentioned above in a unit/module are not allowed to submit any assignments or sit for any tests/examinations. Appeal on eligibility to submit assignments or sit for any tests/examinations will only be considered on a case-by-case basis for medical grounds or other valid reasons, at the discretion of the Institute. Students must submit the Module Attendance/Assignment Submission Appeal Form along with supporting documents to the PA within seven (7) calendar days of the unit/module end date.
- Students who fail to meet the attendance requirements without valid reasons, and/or whose appeal requests have been rejected by the Institute, will be deemed to have failed the module/unit.
- Please refer to the Section 3.10 Attendance Policy for more details.

4.2 Failure of Modules

- Students must pass every component of a course module.
- 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.
- Students who fail both pieces of assignment or fail one piece of assignment with an overall fail grade must re-do the module.
- Students may not be allowed to proceed to the next module if the student fails to complete a pre-requisite module.

Note: An administrative fee, resubmission fee and/or re-module / make-up fee will be applicable to resubmission, re-module, and make-up (refer to Appendix 1 for Miscellaneous Fees).

4.3 Grading Scale

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

Grade	Range	Description
A+	95-100	The submitted work: - Reflected superior understanding of the subject - Illustrated a reflective understanding of relevant theories. - Showed evidence of student's strong ability to integrate knowledge to practice - Was well written and showed strong structural control in terms of presentation and the development of ideas
A	85-94	The submitted work: - Reflected a very good understanding of the subject - Showed student's ability to relate a good range of theoretical perspectives to their practice - Showed evidence that data had been collected selectively from a wide range of resources - Was well structured and outlined key elements underlying quality practices
B+	80-84	The submitted work: - Reflected a good knowledge of the content - Showed student's ability to relate a range of theoretical perspectives into their practice - Showed evidence that data had been collected from a selection of resources - Was well structured and outlined some of the key elements underlying quality practice
B	70-79	The submitted work demonstrated student's ability to: - Draw implications from theory - Draw some conclusions from their research - Develop a good framework for their work
C+	65-69	The submitted work: - Reflected a general understanding of the subject - Showed adequate evidence of research - Illustrated some understanding of the main issues that were relevant to the task and topic
C	55-64	The submitted work reflected: - Average knowledge of content, theory and practice - A general understanding of the task - Student's ability to select relevant data for the task
D	50-54	The submitted work: - Reflected a weak understanding of the subject - Did not demonstrate evidence of research
F	49 & below	The submitted work: - Reflected evidence that the student does not understand the content and the task - Was conceptually unsound and the data was largely irrelevant

4.4 Assignment Submission Procedures

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

Note: Students 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.

4.5.2 Extension

Students should write in for a deadline extension on the prescribed form (refer to Appendix 2) at least 1 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

4.6 Return of Assignment

Marked assignments will be returned to students through the LMS Canvas. Students are allowed to download their marked assignments from the LMS Canvas.

4.7 Examination Policy

- Students with less than 80% attendance will not be allowed to sit for any test / 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 Institute for the intended absence. The student concerned must submit a letter with supporting documentary evidence to the PA at least 14 calendar days before the examination. Approval for absence is at the sole discretion of the Institute.
- 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: A supplementary examination fee will apply for all students taking the supplementary examination (refer to Appendix 1 for Miscellaneous Fees).

4.8 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.

4.9 References

References in written assignments, projects or thesis allow readers to know that certain materials came from another source. We advise all students to respect the copyright of all published works and expect the sources of other people’s work to be appropriately referenced using the American Psychological Association (APA) style in all assignments, whenever applicable.

4.10 Appeal on Result

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

Appeal will not be entertained after 7 days from the release of assessment results. An Appeal on Result/Retest Form has to be filled and submitted to the PA with a copy of the assignment and an administrative fee (see Appendix 1) for retrieval of examination record and retest. The PA is to acknowledge the receipt of the Appeal on Result/Retest Form within 1 working day.

The Examination Board will reach a decision and notify the students within 21 working days from the receipt of the Appeal form, unless there are 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.

4.11 Release of Results

Results will be released within three (3) months from the last date of examination or assignment submission.

Students can login to klcii.com to view their results for each unit/module.

A Letter of Completion and Transcript will be issued upon successful completion and passing of all units/modules of the course.

For External Degree Programmes, the release of results shall be in accordance with the university partner's policy.

4.12 Certificate

For WSQ Qualification Programmes, students can view/retrieve and download their WSQ OpenCerts Certificates and Transcripts via MySkillsFuture portal.

For Non-WSQ Qualification Programmes, except External Degree Programmes, the Institute will disseminate the digital copies of certificates to students via email.

For External Degree Programmes, the dissemination of certificates shall be in accordance with the university partner's policy.

5. GENERAL GUIDELINES

5.1. Dress Code

Students shall maintain a clean, neat, and appropriate appearance when attending classes and participating in Institute-related activities. Students should dress in a manner that is appropriate for an educational and professional learning environment. Attire that is excessively revealing, transparent, or otherwise unsuitable for the learning environment should be avoided. Students are also expected to wear appropriate footwear and attire where required for safety, practical training, or practicum activities. The dress code applies to students when they are on the Institute's premises, attending practicum or other Institute-related activities at external locations, and participating in online classes.

Where a student is considered to be inappropriately dressed, the Institute may advise the student to make the necessary adjustments. Students are expected to comply with such instructions promptly. Failure to comply may result in further appropriate action may be taken.

5.2. Code of Conduct

Students shall maintain good conduct at all times and comply with the following:

- The laws of the Republic of Singapore
- The rules and regulations of relevant Singapore government agencies (e.g. Ministry of Manpower, Immigration & Checkpoints Authority (ICA), etc.)
- The rules, regulations, policies, and procedures of KLC International Institute

KLCII reserves the right to take appropriate disciplinary action against any student for misconduct, including termination from the course. A student may be dismissed from the course of study if they fail to comply with the Code of Conduct and/or commit any major disciplinary offence listed below and/or under Section 3.11. For Student's Pass holders, dismissal from the course may result in the cancellation of the Student's Pass.

- Cheating or dishonesty in examinations or assessments;
- Possession of offensive weapons or other prohibited items;
- Consumption, possession, or use of drugs or intoxicating substances;
- Forging, altering, or possessing forged or fraudulent documents;
- Unauthorised use or illegal copying or reproduction of copyrighted materials, including printed and non-printed materials and computer software, or the disclosure of computer passwords or access credentials to others;
- Any other non-compliance with the rules, regulations, policies, or procedures issued or implemented by KLCII from time to time

Students who need to bring children to the campus during class hours due to special circumstances must obtain prior approval from KLCII and shall be fully responsible for their care

and supervision. KLCII shall not be responsible for any accident, injury, or other incident involving the child while on the campus.

5.3. Class Regulations

KLCII aspires to maintain a conducive teaching and learning environment for our lecturers and students. Please adhere to the following regulations:

- For synchronous e-learning sessions, students shall ensure that they have a stable internet connection and have essential computer equipment and software tools.
- Students shall attend classes regularly and be punctual for all scheduled lessons. Late attendance and/or prolonged periods without an activated camera may affect the student's attendance record, in accordance with KLCII's attendance requirements.
- Students shall dress appropriately.
- Students shall set aside personal matters and other activities during lesson time and attend lessons fully.
- Students shall not join Zoom class sessions using a mobile phone or travel outside during lesson time.
- Group members shall respect each other and fulfil the group assignment tasks for which they are responsible.
- All assignments shall be completed and submitted by the stipulated deadlines.

5.4. Student's Pass Holders

The granting of a new Student's Pass or renewal of an existing Student's Pass is subject to the approval of the Immigration & Checkpoints Authority (ICA).

Students holding a Student's Pass must comply with the applicable laws and regulations of Singapore and the Terms & Conditions of the Student's Pass issued by the ICA. Any violations may result in the cancellation of the Student's Pass, legal prosecution, potential prohibition from re-entering Singapore, and/or other applicable penalties.

1. Students must achieve a minimum monthly attendance rate of 90%.
2. Student must ensure that they have a valid Student's Pass throughout the entire course duration.
3. Students must not apply and enrol in another course at a different educational institution without obtaining prior permission/approval from KLCII and ICA.
4. Students must keep their Digital Student's Pass information safe and readily accessible. The holder must produce their Student's Pass for inspection when requested to do so by the Controller of Immigration, any immigration officer, or any police officer.
5. The holder shall not engage in any activities which are inconsistent with the purpose for which the Student's Pass has been issued and shall not engage in any activities

in Singapore (whether political in nature or otherwise) which may render him/her an undesirable or prohibited immigrant under the Immigration Act 1959.

6. The holder shall not engage in any form of paid employment or in any business, profession, or occupation in Singapore during the validity of the Student's Pass.
7. The holder shall not smoke, self-administer, consume or engage in any way in the trafficking of any controlled drug as defined in the Misuse of Drugs Act 1973 or any written law in force relating to the control of dangerous or harmful drugs.
8. Students are required to read and comply with the Terms & Conditions of Student's Pass from ICA.
9. Students shall not contravene any laws that are for the time being in force in Singapore.
10. Students must ensure that they do not overstay in Singapore beyond the validity period of their Student's Pass.
11. For more details, please refer to the Terms & Conditions of Student's Pass issued by ICA and read them carefully. The terms & conditions must be complied with throughout the validity of the Student's Pass. Failure to comply will result in cancellation of the Student's Pass and/or legal penalties.

5.4.1. Cancellation of Student's Pass

- **Cancellation of Student's Pass upon Course Completion**
KLCII will cancel the Student's Pass within three (3) working days of the student's course completion.
- **Cancellation of Student's Pass upon Withdrawal**
KLCII will cancel the Student's Pass within three (3) working days of the approval of the withdrawal request by the Campus Manager.
- **Cancellation of Student's Pass upon Deferment**
KLCII will cancel the Student's Pass within three (3) working days of the approval of the deferment request by the Campus Manager and informing Immigration & Checkpoints Authority (ICA) of the change (if applicable). The resumption of studies is subject to the ICA's approval of a new Student's Pass application.
- **Cancellation of Student's Pass upon Transfer**
For Student's Pass holder, transfer request involving a change of programme is subject to the Immigration & Checkpoints Authority (ICA)'s approval of a new Student's Pass application. Upon approval, the existing Student's Pass shall be cancelled.

For more information about the Student's Pass, please refer to the ICA website:
<https://www.ica.gov.sg/reside/STP> for more information.

5.5. Notes for Other Pass Holders

In accordance with the regulations set by the relevant government agencies, students holding Long-Term Passes or Work Passes are required to take note of the following:

For Long-Term Pass Holders (Long-Term Visit Pass / Dependant's Pass)

- Students shall ensure that their pass remains valid throughout the course duration. In the event that the pass expires or lapses, students will have to suspend their classes and are not permitted to attend classes and/or practicum until a new or renewed valid pass has been obtained.
- If students are changing their Long-Term Pass type (e.g. from LTVP to DP) and there is a gap period during the conversion process where they are required to hold a temporary Short-Term Visit Pass, students will have to suspend their classes and/or practicum during this period. Students may only resume their studies upon obtaining a valid Long-Term Pass.

For Work Pass Holders

- The following circumstances may require students will have to suspend their classes and are not permitted to attend classes and/or practicum:
 - Termination or resignation of employment
 - Work pass renewal unsuccessful
 - Delay in renewal or new work pass not approved before expiry
 - Change in pass type
- Students must promptly notify their Programme Administrator (PA) if there is any change to their company or employer details.

Notes for All Pass Holders:

- To prevent disruptions to class attendance and practicum arrangements, students are encouraged to approach their PA in advance for advice and guidance before applying for a change in pass type and/or if they anticipate any changes to their current pass status.
- Upon obtaining a new or renewed valid pass, students shall email a copy of the pass (front and back) to their PA. If the physical pass card is not available, students may submit an electronic copy of the pass from their SingPass account. The submitted copy must clearly display the English subtitles, and all hidden sections must be fully expanded and visible.

5.6. Personal Data Protection Policy

We at KLC International Institute Pte Ltd ("KLCII") respect the privacy and confidentiality of the personal data of our customers, students, enquirers, service providers and other individuals whom we interact with in the course of providing our products and services. We are committed to implementing policies, practices and processes to safeguard the collection, use and

disclosure of the personal data you provide us, in compliance with the Singapore Personal Data Protection Act (PDPA) 2012.

We have developed this Data Protection Notice to assist you in understanding how we collect, use, disclose, process, protect and retain your personal data that is in our possession.

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.

Further details can be read from our Data Protection Notice website at the following link: <https://klc.edu.sg/data-protection-notice/>

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 – Withdrawal of Consent

You may withdraw consent and request us to stop using and/or disclosing your personal data for any or all of the purposes listed above by submitting your request via email to our Data Protection Officer at dpo@klc.edu.sg.

Upon receipt of your written request to withdraw your consent, we may require reasonable time (depending on the complexity of the request and its impact on our relationship with you) for your request to be processed and for us to notify you of the consequences of us acceding to the same, including any legal consequences which may affect your rights and liabilities to us. In general, we shall seek to process your request within fourteen (14) days of receiving it.

Whilst we respect your decision to withdraw your consent, please note that depending on the nature and scope of your request, we may not be in a position to continue providing our products or services to you and we shall, in such circumstances, notify you before completing the processing of your request. Should you decide to cancel your withdrawal of consent, please inform us via email to dpo@klc.edu.sg.

Please note that withdrawing consent does not affect our right to continue to collect, use and disclose personal data where such collection, use and disclose without consent is permitted or required under applicable laws.

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 who 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 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 to 7 working days.

5.7. Care for Environment

KLCII supports the green environment by encouraging paper management and recycling efforts. KLCII is committed to promoting a clean, safe, and environmentally friendly learning environment.

KLCII is a smoke-free campus. Smoking and vaping are not permitted within the campus premises.

5.8. Other Useful Contacts

Singapore Emergency Telephone Numbers

Police	999
Fire & Ambulance	995
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 Neighbourhood Police. The list of Neighbourhood 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/>

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: 6908 2222
<https://www.nup.com.sg/>

Appendix 1: Miscellaneous Fees

Miscellaneous Fees shall refer to non-compulsory fees potentially chargeable by the Private Education Institution (PEI) on account of, or arising from, the student's undertaking of the course, and as described in Schedule C of Standard PEI-Student Contract.

Miscellaneous Fees are tabulated in Schedule C of the Standard PEI-Student Contract. For the latest information on KLCII's Miscellaneous Fees, please refer to KLCII's official website via the following link: <https://klc.edu.sg/misc-fees/>

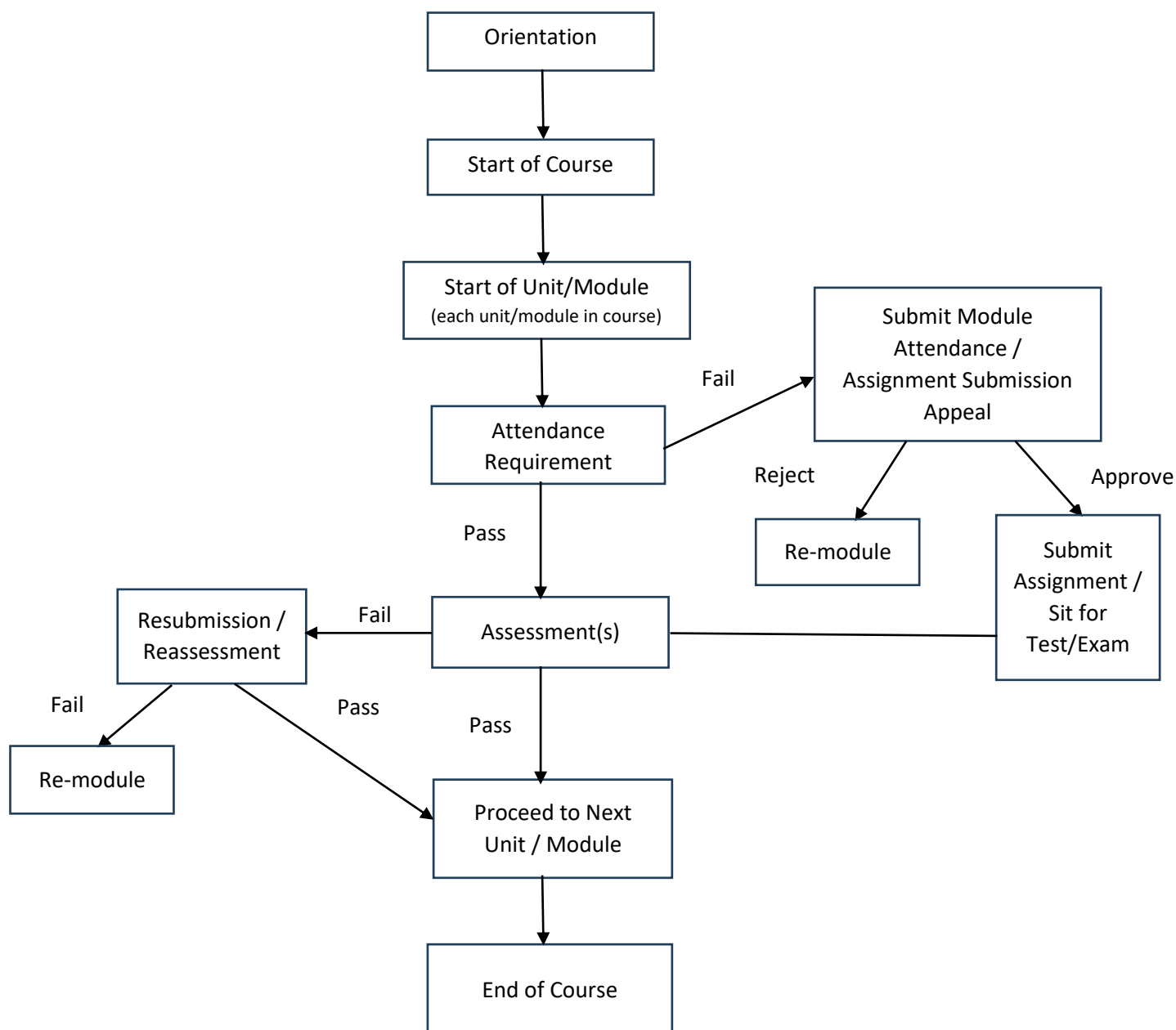
Appendix 2: Administration Forms

Students may access and obtain the forms listed below via klcii.com.

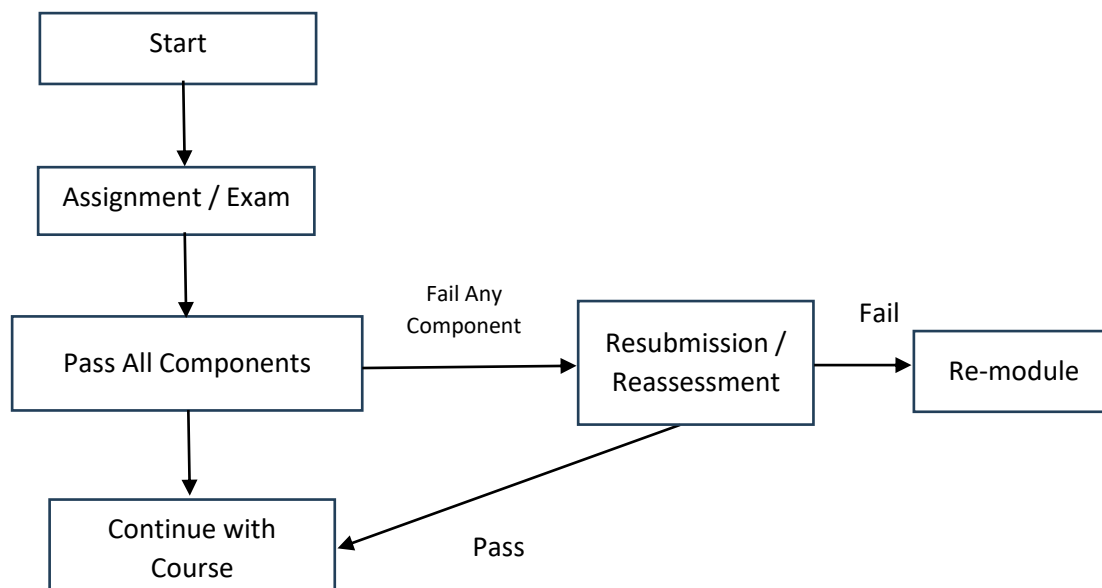
- Student Feedback Form
- Module Attendance/Assignment Submission Appeal Form
- Request for Deferment, Transfer, Withdrawal Form
- Request for Refund Form
- Student Request Form
- Placement Request Form
- Request for Remodule/Makeup Module Form

Students may access and obtain the forms listed below via Learning Management System (LMS) Canvas.

- Assignment Submission Form

Appendix 3A: Flowchart for Course Completion

- Students shall read and understand the terms and conditions stated in the Request for Re-module / Make-up Module Form.
- The assignment resubmission, reassessment, or re-module / make-up module fees is calculated in accordance with Schedule C of the Standard PEI-Student Contract (Student Contract).

Appendix 3B: Flowchart for Coursework Fulfilment (Module)**Note:**

- Students must pass all assignments/exams and practicum (if applicable) to complete the course.
- Retake of the module will only take place upon availability of the module.
- Students may not be allowed to proceed to the next module if the student fails to complete a pre-requisite module.