

STUDENT HANDBOOK

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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.

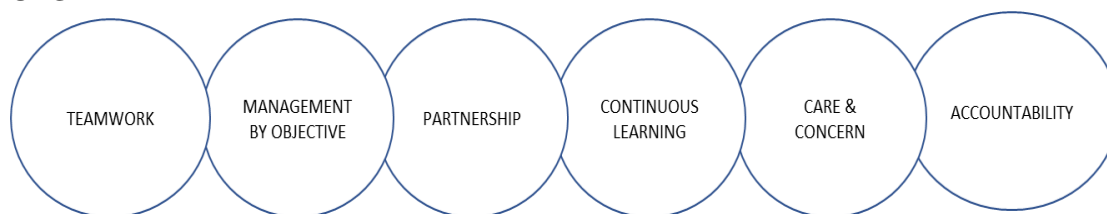
1.1. VISION, MISSION & VALUES

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 / 6436 3933

Ang Mo Kio Campus

Blk 715, Ang Mo Kio Avenue 6
#02-4000
Singapore 560715
Tel: 6337 8338 / 6436 3933

Yio Chu Kang Campus

449 Yio Chu Kang Road
Singapore 805946
Tel: 6337 8338 / 6436 3933

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 – Teaching (Chinese)

WSQ Professional Diploma in Early Childhood Care and Education (Teach-out by 8 Nov 2023)

WSQ Professional Diploma in Early Childhood Care and Education – Teaching

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 (Chinese)

WSQ Advanced Certificate in Early Years

WSQ Higher Certificate in Infant Care (Chinese)

WSQ Higher Certificate in Infant Care

Foundation

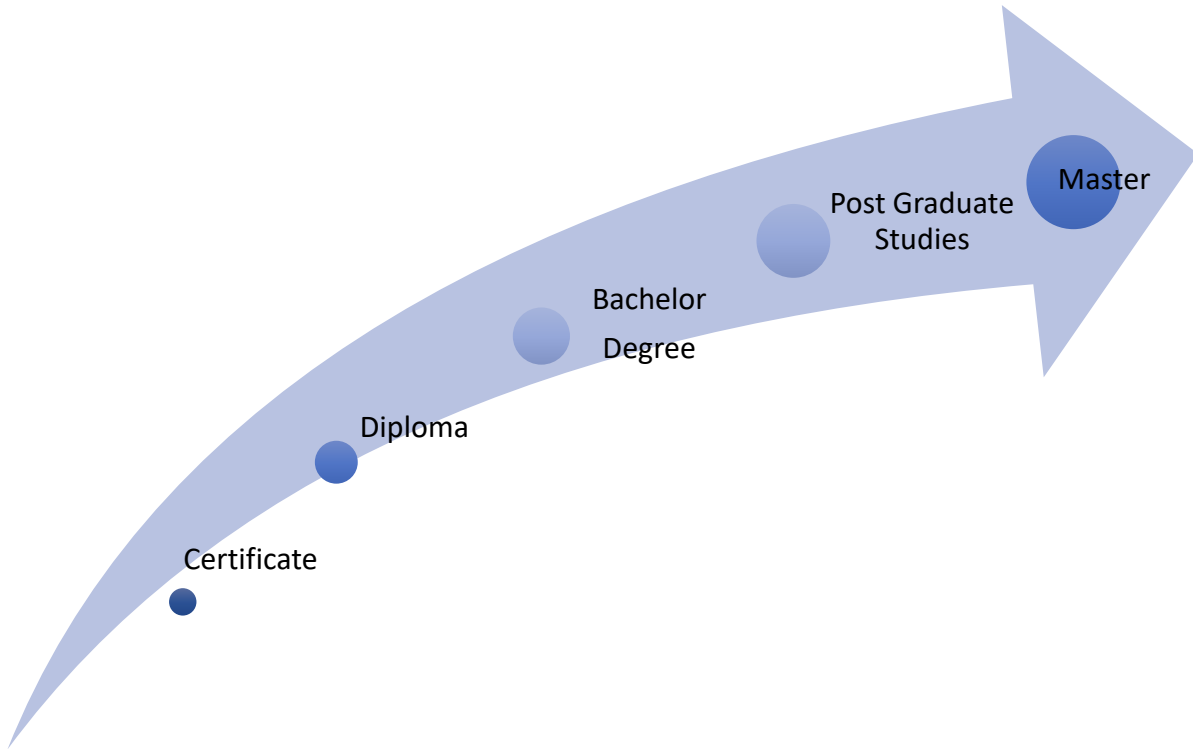
Fundamentals Certificate in Early Childhood Care and Education (Chinese)

Fundamentals Certificate in Early Childhood Care and Education

Preparatory

Preparatory Course for International English Language Testing System (IELTS)

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) ¹ b) Intensive Care Unit ¹	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) ²	
4. In-Hospital Physician's Visits	
5. Pre-Hospitalization Specialist Consultation Fees ³	
6. Pre-Hospitalization Diagnostic X-Ray & Laboratory Test ³	
7. Emergency Outpatient Accidental Treatment ⁴	
8. Post Hospitalization Treatment ⁵	
9. Medical Report Fee ⁶	
10. Ambulance Fee ⁶	
11. Hospitalization expenses related to COVID-19 ⁷	Covered
12. Pro-Ration Factor ⁸ 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%
Overall Maximum Limit Per Policy Period (S\$) (Item 1 to 11)	S\$30,000
Additional Benefit (S\$)	
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

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

² 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

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

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

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

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

⁷ 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.

⁸ 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

- The student is required to submit the Request for Refund Form together with supporting documents (if any) to Programme Administrator (PA).
- The student requesting for refund due to cancellation or postponement of programme 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 no later than the 7 working days from the date of request.

3.7. Withdrawal Policy

This policy applies when a student voluntarily requests to withdraw from an enrolled programme of study, or by termination at the discretion of the Campus Manager / KLCII for not meeting attendance requirements and/or is uncontactable.

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

For students including international students holding Student's Pass under 18 years of age, KLCII 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.

For avoidance of doubt, the following will also be deemed as a withdrawal and be treated in accordance with this Withdrawal Policy:

- Withdrawing from the KLCII programme 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 payments upon withdrawal (inclusive of the supported amount from SSG/WSG funding for the affected course/semester if applicable).

Upon approval of withdrawal request, Student's 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 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.

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

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 reserves the right to withdraw the student from the programme if the student does not meet attendance requirements and becomes uncontactable via telephone or email.

In the event that the student who has accepted the offer of a place in the programme fails to turn up on the course commencement date and is uncontactable via telephone or email, Campus Manager reserves the right to withdraw the student from the programme automatically and all programme fees paid to-date will be forfeited.

3.7.1. Withdrawal Procedures

All requests for Withdrawal from the programme must be accompanied by the completed Request for Deferment, Transfer, Withdrawal Form and supporting documents one month (where possible) before the commencement of semester / module 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.
- PA will cancel Student's Pass for an international student and email a copy of the letter of cancellation to the international student. For an international 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 short-term visit pass (STVP) to the international student upon approval of the Student's Pass cancellation (if applicable). The international student shall be advised to leave Singapore according to the dates indicated on the STVP.
- 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.
- An official Letter to Effect Course Withdrawal Request will be sent to the student.

3.8. Transfer Policy

A Transfer means a student changes the programme, period or mode 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.

All requests for transfer from the programme must be accompanied by the completed Request for Deferment, Transfer, Withdrawal Form and supporting documents one month (where possible) before the commencement of semester / module. 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 from the Institute 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 students including international students holding Student's Pass under 18 years of age, KLCII 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.

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

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 the 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 another school is treated as withdrawal from KLCII. Withdrawal policy and Refund policy shall apply.

3.8.1. Transfer Procedures

- 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's Pass (if applicable) will be cancelled upon approval of transfer request.
- An international student who requests for internal transfer to another programme within KLCII will also need to resubmit a Student's Pass application to ICA for approval.
- The student signs a new contract when the transfer is approved. PA will terminate the original contract.
- For company sponsored students, they are required to submit a new application for funding for the new programme. In the event that the funding is not approved, the student or his / her sponsoring company is required to top up the difference in fees.
- The student is required to pay for the administrative fee to process the transfer request.
- The FPS provider will be updated.
- An official Letter to Effect or Reject Course Transfer Request will be sent to the student.

3.9. Deferment Policy

All requests for deferment from the programme must be accompanied by the completed Request for Deferment, Transfer, Withdrawal Form and supporting documents one month (where possible) before the commencement of semester / module. KLCII will not be able to accept verbal notice given by the student.

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

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 for deferment. It should not take more than 14 working days to process a deferment request.

For students including international students 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 / module ONLY ONCE. Extension of deferment period will only be considered should there be very valid reasons and additional supporting documents provided by the student.

Students can only defer a maximum deferment period, equivalent to the duration of the course or 1 year, whichever is lesser. Funding claims submission deadlines will take precedence over maximum deferment period, where applicable.

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

Students who wish to defer their programme is liable to pay the outstanding consumed course fee (inclusive of the supported amount from SSG/ WSG funding for the affected course) or sign a letter of undertaking before the deferment request 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 fees according to the student contract payment schedule. The modules previously taken will be indicated accordingly on the new student contract or addendum.

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

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 every deferment request.

3.9.1. Students Under Funding Applying for Deferment

Students under SSG/ WSG funding are advised to complete the programme within the specified course duration of the enrolled intake.

A student who requests for a deferment is liable to pay the outstanding course fee (inclusive of the supported amount from SSG or WSG funding for the consumed course fees, if applicable).

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

3.9.2. Course Completion Timeline

Students must complete their programme within the following timelines 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 2½ years)

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

3.9.3. Deferment Procedures

- All requests for deferment from the programme must be accompanied by the completed Request for Deferment, Transfer, Withdrawal Form and supporting documents one month (where possible) before the commencement of semester / module 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, the student has to make payment for the deferment fee and the supported amount from SSG/ WSG funding for the affected course / semester(s) (if applicable) or sign a letter of undertaking.
- The student will also be informed of the deadline to contact the Institute to resume his/her studies in the notification letter.
- For international students, the Student's Pass will be cancelled upon approval of the deferment. Prior to the approval, the international 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 fees according to the student contract payment schedule. The modules previously taken will be indicated accordingly on the new student contract or addendum.

3.10. Attendance Policy

3.10.1. Attendance Requirement for Local Students (Non-Student's 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 module and to successfully complete the full programme.

Any student who continues to fail at attending classes without valid reason and prior approval from the Institute despite receiving attendance reminders and warning letters will be treated as terminated from the course 7 calendar days after the issuance of pre-termination notice. The student is required to pay all outstanding payments upon termination (inclusive of the supported government grants as a portion of the consumed course fees, if applicable).

Students under all funding schemes supported by SSG/ WSG must attain an average of 75% in attendance (**MCs are considered as absent**) in order to qualify for the funding. Failing which, they will have to pay the full consumed course fees (including any consumed government grants).

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

The Institute is obliged to report to the Immigration & Checkpoints Authority (ICA) on international students who have failed to meet at least 90% attendance, required by ICA on a monthly basis.

International students should not have less than 90% attendance in any month without valid reason. The PA monitors the attendance of international students daily which include contacting the parent / guardian of students who are consistently late or absent for class and organize counselling sessions with these students together with the Campus Manager and Academic Head (if necessary). Should any student fail to meet the above requirement consecutively for a period of 3 months or more (despite counselling & warning letters), the Campus Manager may propose to terminate the student.

International students who are consecutively absent for 7 or more days and are uncontactable will be reported to the police and the Institute will inform ICA.

3.10.3. Class Attendance

Students are required to attend all lectures regularly and punctually.

The lecturer will mark attendance and do roll call no more than 15 minutes after class starts and no more than 15 minutes before class ends.

For synchronous e-learning, photo attendance will be taken within 15 minutes after class starts and no more than 15 minutes before the end of the Zoom session. Students are expected to join the class on a device with a working webcam and microphone, and to leave their webcams on for the entire duration of the lesson and remain within the viewing range of their webcam.

Students are required to scan the QR code and/or access the link provided by the PA, to capture attendance in TP Gateway (only for WSQ funded courses).

3.10.4. Module Attendance / Assignment Appeal

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

Students who do not have a minimum attendance of 80% and are unable to attend classes are required to inform the PA via phone call, message or email on or before the day / period of absence and submit the Module Attendance/Assignment Submission Appeal Form together with relevant supporting documents to the PA. Students with a minimum 80% attendance rate need not fill up the Module Attendance/Assignment Submission Appeal Form but are required to inform the PA via phone call, message or email on or before the day / period of absence and submit the supporting documents regarding their absence from classes to the PA.

Students who do not meet the attendance requirement of minimum 80% are not allowed to submit any assignment. Appeal on eligibility to submit assignments will only be considered on a case-by-case basis on medical grounds or other valid reasons, at the discretion of the Institute.

In the event of absenteeism due to medical reasons, students must inform the PA immediately via phone call, message, or email on the day of absence. A Singapore Registered doctor's medical certificate (MC) must be submitted to the PA. For international students who wish to return to home country to see a doctor, a referral letter from the Singapore Registered doctor is required. A copy of the Module Attendance/Assignment Submission Appeal Form needs to be submitted together with the supporting documents if attendance falls below 80%.

For students who are absent from classes due to unforeseen circumstances, an excuse letter or relevant supporting documents must be submitted to the PA. A copy of the Module Attendance/Assignment Submission Appeal Form needs to be submitted together with the supporting documents if attendance falls below 80%.

For compassionate leave, students need to submit a certified true copy of the death certificate of family members and proof of relation to the Institute for verification purpose. A copy of the Module Attendance/Assignment Submission Appeal Form needs to be submitted together with the supporting documents if attendance falls below 80%.

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

Students are to adhere strictly to the re-module / make-up / re-examination schedule arranged by the Institute. Should the miscellaneous fees be waived, and the student cannot attend the class or exam again, the student will be liable to pay the miscellaneous fees for the subsequent arrangement of class or 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 actions. 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 or eject them from the online class if the warning is not taken seriously.

3.11.2. Smoking/ Drinking

Students are strictly prohibited from smoking, vaping, or consuming alcoholic drinks within the Institute's premises and during online classes. Students are also prohibited from entering the Institute's premises and joining online classes while under the influence of alcohol or illicit substances.

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, its staff, and students, will be subject to disciplinary actions including being reported to the police.

3.11.4. Cheating

Students who are found to engage in any form of plagiarism or cheating in assignments, projects, or examinations will receive a failing grade for the assignment, project or examination, and be subject to disciplinary actions.

3.11.5. Attendance-related Matters

- Students who have found to have cheated in their attendance taking, or who are found to have assisted another student to cheat in his/her attendance taking (e.g., marking attendance for the other student who was not present for the class) will be dealt with seriously.
- Failure to meet minimum attendance requirements for 3 consecutive months would also result in disciplinary actions.
- Students who remain uncontactable despite all attempts made by the Institute may be terminated from the course.

3.12. Change of Personal Particulars

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

Failure to notify the Institute will result in inconvenience including inability to notify the student(s) 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

Students can access the Student Handbook, course materials, timetable, 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) and click "Student Portal". Log in with your User ID and Password:

User ID : Email Address

Password : As set by the student

Note:

- *Students should keep their login information 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's Pass regulations. You will also meet other fellow students, Staff, and faculty members.

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. 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 damage to personal items.

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 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. 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 event announcements on the website or via email.

3.15.7. Counselling Services

KLCII provides the necessary assistance to students who may face emotional and mental wellness issues. In the event the student requires further or advanced counselling, KLCII shall refer the case to an external party from the list of Service Centres. All information will be kept strictly private and confidential.

3.15.8. List of Service Centres

Centres	Website	Hotline	Counselling Services
Care Corner	http://www.carecorner.org.sg/	6250 6813/ 1800-3535-800 (Mandarin)	Family Support, Family Violence Support, Special Learning Needs & Support
Samaritans of Singapore (SOS)	https://www.sos.org.sg/	1800-221 4444 (24-Hour)	Professional Counselling, Crisis Support, Case Consultation
Association of Women for Action and Research	www.aware.org.sg	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	https://www.nie.edu.sg/about-us/campus-facilities/nie-wellness-centre	6790 3318	Personal counselling to individuals, couples, and families, Career, and academic counselling, Psychological Assessments for adults, Vocational and Career Assessment
Nobel Psychological Wellness Centre (Singapore Psychiatrists)	https://nobelmedicalgroup.com/nobel-psychological-wellness-centre/	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	https://scc.sg/e/	6339 5411	Counselling for: Stress, Anger management Depression, Children, and youth Concern, Post-trauma stress, Sexuality related, Work-related stress, Family, Well-being
Fei Yue Community Services	https://fyccs.org/	6011 7658 (Community Mental Health)	Family counselling and support, Mental well-being support, Youth services, Marriage and divorce support, Child protection support, Adoption services, Support for homecare and seniors

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 CANVAS prior to the commencement of the class. Students can download their readings from 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 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 students 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

The student shall first approach the 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. All feedback will be acknowledged by the PA within 2 working days. The Campus Manager / Academic HOD will validate the

student's feedback with relevant department personnel and respond within the next 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 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 the next 5 working days.

STEP 2

In the event that the resolution rendered is unsatisfactory, the student may opt to appeal on the complaint, 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 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 within the Institute.

STEP 3

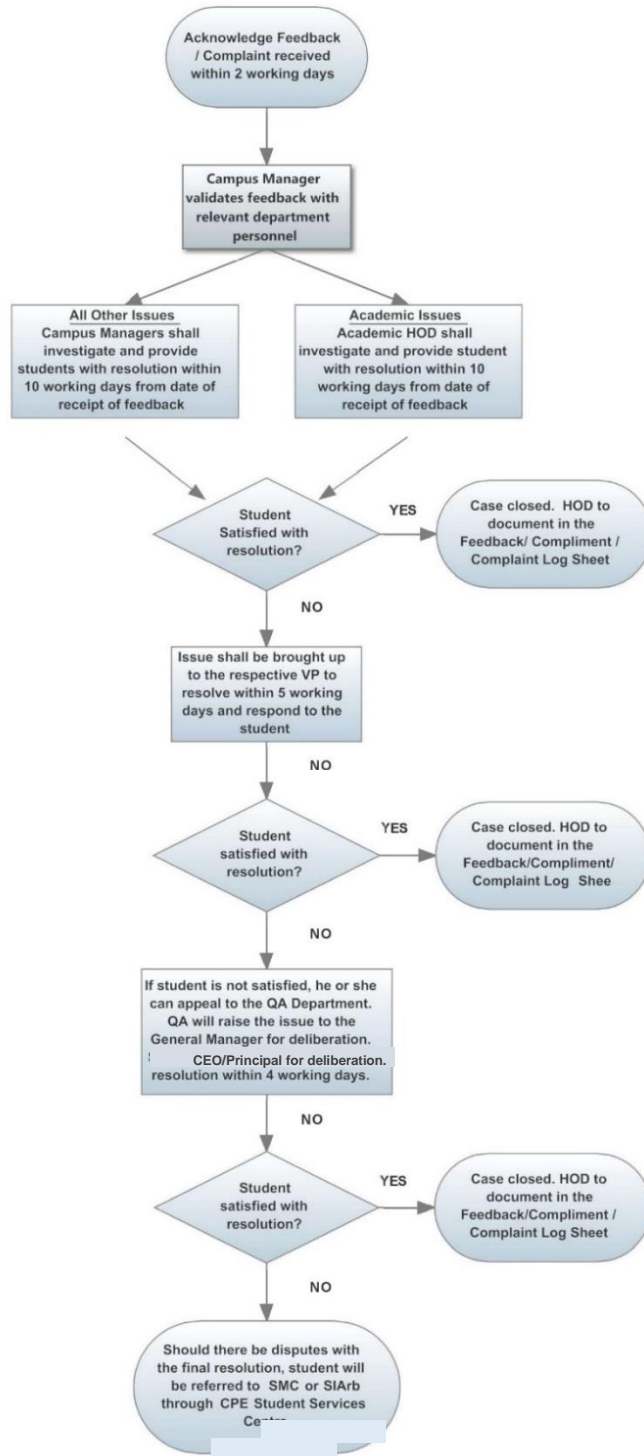
In the event that the student and KLCII are unable to resolve the complaint, dispute, or grievance amicably, either party may approach CPE for help.

(<https://www.skillsfuture.gov.sg/pei><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

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 the 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 the student's 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 Institute will not be held responsible for any loss.
- Users should demonstrate courtesy to other users and staff at all times.

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 an attendance of 80%.
- Students who fail to meet minimum attendance requirements of 80% for any scheduled module/unit will be deemed 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 the 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.
- Students 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, 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	<p>The submitted work:</p> <ul style="list-style-type: none"> ▪ 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	<p>The submitted work:</p> <ul style="list-style-type: none"> ▪ 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	<p>The submitted work:</p> <ul style="list-style-type: none"> ▪ 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	<p>The submitted work demonstrated student's ability to:</p> <ul style="list-style-type: none"> ▪ Draw implications from theory ▪ Draw some conclusions from their research ▪ Develop a good framework for their work
C+	65-69	<p>The submitted work:</p> <ul style="list-style-type: none"> ▪ 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	<p>The submitted work reflected:</p> <ul style="list-style-type: none"> ▪ 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	<p>The submitted work:</p> <ul style="list-style-type: none"> ▪ Reflected a weak understanding of the subject

Grade	Range	Description
		<ul style="list-style-type: none"> ▪ Did not demonstrate evidence of research
F	49 & below	<p>The submitted work:</p> <ul style="list-style-type: none"> ▪ 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 date and time of the examination are specified in the timetable. 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 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 (See Appendix 1).

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 working days from the release of assessment results.

Appeal will not be entertained after 7 working days from the release of assessment results. An Appeal on Result/Retest Form has to be filled and submitted to the PA with 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 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 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 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.

4.12 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-certificates 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 revealing tops, miniskirts, hot pants, see through clothes and slippers are not allowed. KLCII 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, practicum locations and attending online classes.

5.2. Code of Conduct

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

- The laws of Republic of Singapore
- The rules and regulations of Singapore government agencies (e.g. Ministry of Manpower, ICA, 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 Institute'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 Institute'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's 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 programme of study with another institution simultaneously without KLCII's and ICA's approval.
- The student shall not be adopted by the local sponsor, any Singapore citizen or 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 <https://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 Institute's disciplinary actions.

5.4.1. Loss / Change of Student's Pass

International students who lose their Student's Passes must report to KLCII. Students are to report to the police and write a report narrating the entire event. KLCII will assist them in applying for a new Student's Pass.

5.4.2. Cancellation of Student's Pass

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

KLCII will cancel the Student's Pass within 7 days after the course completion.

- **Cancellation of Student's Pass upon Withdrawal**

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

- **Cancellation of Student's Pass upon Deferment**

Once the deferment request is approved, Student's Pass for international students will be cancelled within 7 days.

For cancellation of Student's Pass due to any of above reasons, the international student **must leave** Singapore before the expiry date of the short-term visit pass (STVP) given by ICA.

5.5. Long Term Visit Pass & Work Passes

For Long Term Visit Pass and Work Pass holders, students are to ensure the validity of their passes for the whole duration of the course until course completion. A Letter of Consent (LOC) must be sought from ICA.

The student who is required to apply for LOC due to the change of pass type during the course of study may not be able to attend classes until LOC is received from ICA. Students may approach their PA for advice before applying to change pass type so as to prevent any failure in class attendance.

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

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 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 5-7 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 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/>

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 (with GST*, if any) (S\$)
Late Submission/Re-submission of Assignment	\$86.40
Request for Certified True Copy of Transcript / Certificate (per e-copy)	\$32.40
Request for second and subsequent hard copy of WSQ e-Cert and e-Transcripts	\$32.40
Request for hard copy of KLCII e-Transcript / KLCII e-Letter of Completion	\$32.40
Request for second and subsequent hard copy of KLCII e-Letter of Completion (intakes before April 2021)	\$32.40
Administrative fee: Request for certifying / verification letter (per e-copy)	\$32.40
Administrative fee for retrieval of past records that are 5 years or older after graduation	\$108.00 per request
Administrative fee for deferment / transfer request	\$216.00
Administrative fee for exemption request per module / unit	\$324.00
Late payment charge	1% of overdue payments per 30 days
Administrative fee for incomplete payment	\$32.40 per incomplete payment
Supplementary Assessment Fee (for those who failed 1st attempt)	\$54.00
Re-sit examination fee (for those who have missed the exam due to personal reason)	\$108.00
Re-take examination fee (for students who was caught cheating)	\$432.00
Administrative fee: Appeal for review of Assignment / Examination Results	\$86.40 per request
Fee protection Scheme – Fees for re-take modules	0.6% of course fees
Student's Pass Processing Fees (Payable to ICA)	\$30.00 (No GST is required)

Administrative fee for second and subsequent digital copy of KLCII e-Transcript, KLCII e-Letter of Completion, WSQ e-Cert and e-Transcripts	\$32.40 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	\$71.28 per policy year
Overdue charges for library items	\$0.20 per item per day
Loss / Damage of library items	\$15 Admin Fees on top of retail price of the item
One unit of graduation certificate holder	\$10.80
Student Activities	Maximum \$35 per activity
Courier Service Fee	\$21.60 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 \$108.00 (inclusive of 8% GST) will apply to each of the following requests:

Purpose of Fee	Amount (with GST*, if any) (\$)
Re-take module/unit fee (due to failure or low attendance)	\$12.31 per hour
Re-take practicum fee (due to failure or low attendance)	\$324.00 per practicum
One teacher to one student replacement lesson(s)	\$129.60 per hour

**Fees are based on prevailing GST rate of 8%*

Information is updated as at 1 February 2023

Appendix 2: Administration Forms

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

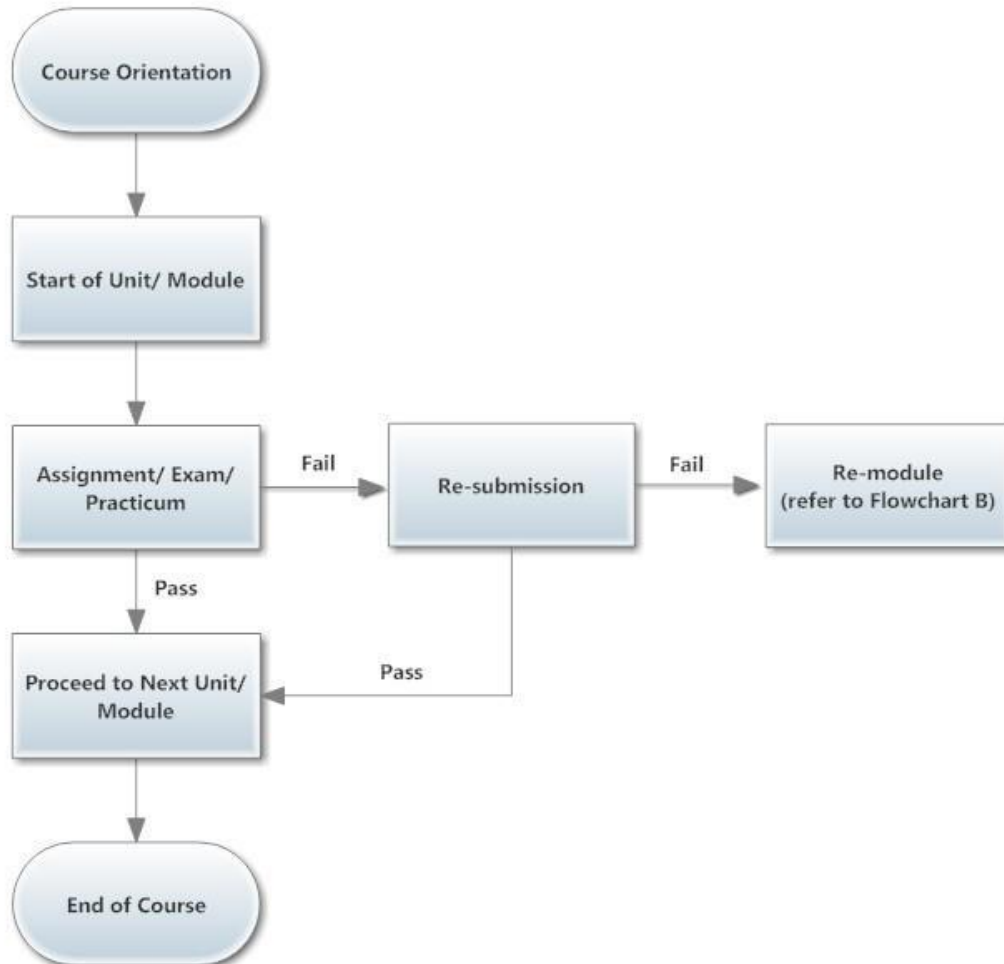
Note: All the above forms are downloadable from KLCII Student Portal

- Assignment Submission Form

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

Appendix 3A: Flowchart for Course Completion

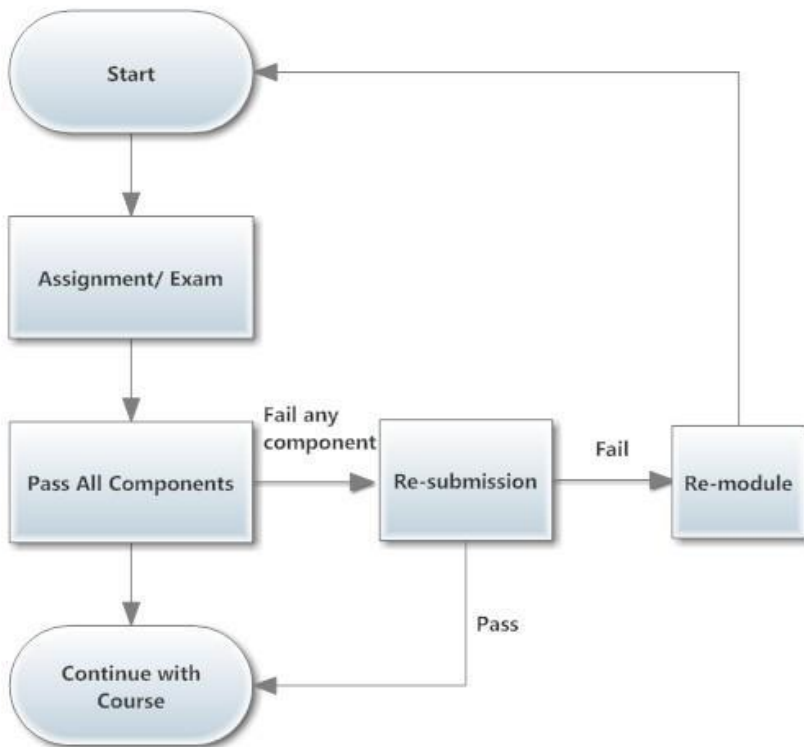
Flowchart for Course Completion (A)



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 Fulfilment (Unit / Module)

Flowchart for Coursework Fulfilment (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.