



NURSES LEARNING HUB

Student Handbook



Version 23.0

Last Updated on: 31 August 2021

About Us

Incorporated on 7 April 2009, the Nurses Learning Hub Pte Ltd is a subsidiary of the Singapore Nurses Association. The initiative to incorporate NLH is aligned to one of Singapore Nurses Association's objectives – to promote the advancement of nurses in education.

NLH was incorporated to address a gap and to provide quality opportunities for nurses to upgrade themselves and undertake a Bachelor of Nursing programme that was relevant to the Singapore landscape, as well as catered to suit nursing's unique working environment and time schedule.

The Bachelor of Nursing (Post-registration) course is the longest running degree conversion programme in Singapore. Started by SNA with La Trobe University, Melbourne, Australia in October 1997, the programme has graduated more than 1,000 registered nurses.

This Bachelor of Nursing is designed to enable Registered Nurses (RNs) with a hospital or diploma qualification in nursing to expand their professional education to a bachelor's degree. The course consists of core studies and subjects relevant to the context of nursing practice in Singapore.

Students are assisted to expand their knowledge base in the discipline of nursing and apply this knowledge to nursing practice. They are also provided with the opportunity to develop academic and practical skills, and the attitudes needed to comprehend and evaluate new nursing knowledge in the discipline of nursing.

Graduates of the Bachelor of Nursing (Post-registration) course will have a strong discipline base and will be eligible to apply for entry into postgraduate studies.

Vision, Mission, Values and Culture

Vision

The Nurses Learning Hub aims to be recognized as a quality tertiary education provider, nurturing and developing leaders in nursing with a global mindset.

Mission

NLH is committed to providing quality programmes that broaden our nurses' knowledge base and scope of practice, engaging them in lifelong learning to maintain clinical competencies to meet the demands of a dynamic health care system.

Values

The acronym for the NLH Core Values is **NURSE**

N : We **NURTURE** and develop leaders in nursing with a global mindset.

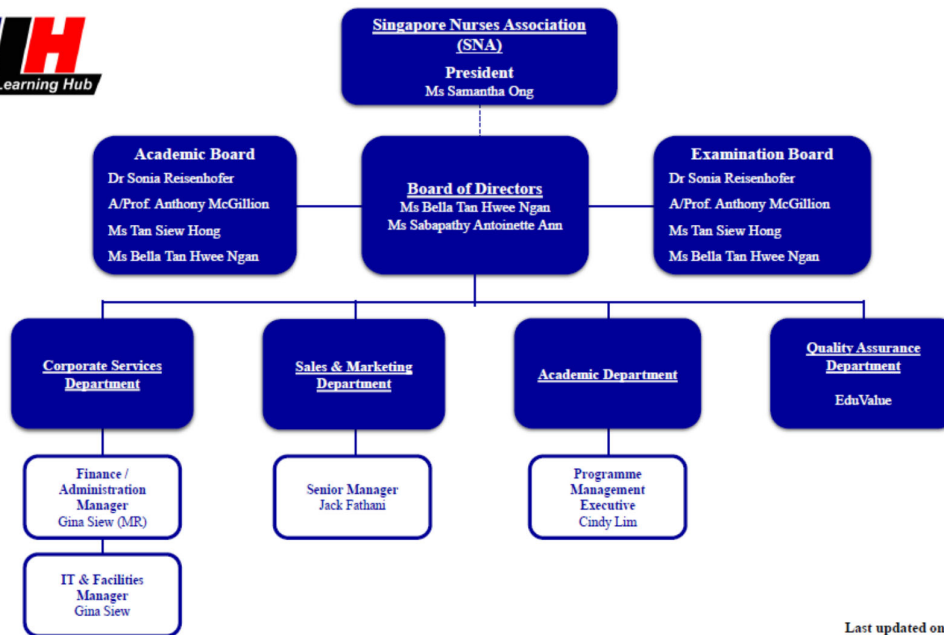
U : We **UNDERSTAND** the needs of our students and their employers.

R : We take utmost **RESPONSIBILITY** in ensuring high quality programmes.

S : We develop the nurses of tomorrow in order to **SUSTAIN** the needs of the healthcare industry.

E : We strive for **EXCELLENCE** in all that we do.\$

Organisation Chart



Last updated on: 22 June 2021

School Location and Contact

LOCATE US

SNA House
77 Maude Road
Singapore 208353

Nearest Bus Stops

Along Jalan Besar Road
07329 - Hoa Nam Bldg
07319 – After Allenby Road

Nearest MRT Station

East – West Line: Lavender MRT Station
North – East Line: Farrer Park MRT Station
Downtown Line: Jalan Besar MRT Station

Operating Hours

Mon – Thurs: 8.30am to 6.00pm
Friday: 8.30am to 5.30pm
Closed on Saturdays, Sundays and Public Holidays

School Premise and Facilities

The refurbished facilities at SNA House provide a conducive learning environment for all students with minimum distractions. The facilities are easily accessible by students with disabilities and who are wheelchair bound.

The location is ideal for students with an abundance of nearby shopping, cafes, restaurants, banks and very convenient access to MRT, bus and taxi transportation links.

SNA House has one seminar hall at the ground floor (118.90 m²) that can seat 80 students equipped with 2 projectors and an e-learning centre with computers, WIFI and books on the third floor.

A pantry and wheelchair accessible toilet (with support rails) is available at the back of the training area.



Student Support Services

1. The Academic Department would be responsible for working together with La Trobe University on the provision of a range of diverse student support services in meeting student needs and a good educational experience.
2. The range of student support services would also be communicated to both potential students and current students through the various communication channels. This is to ensure that students are aware of up-to-date information regarding the student support services and programmes.
3. As part of continual improvement, the Academic Department would evaluate and review the quality and effectiveness of the student support services and programmes that are provided through the student survey mechanism.
4. As part of the School's efforts to institute programmes that can develop students holistically (and not just academically), the following Academic Framework would provide an overview of how the School aims to do so.
5. The Comprehensive List of Student Support Services and Programmes that is provided by the School to meet the needs of Students and enhance overall educational experience is as follow:
6. For New Students :

The School will provide the following services to ensure that Students make a smooth transition to Singapore:

- a. Visa / Student Pass Application
- b. Student Orientation Programme

7. For Current Students & Enrolled Students

The School aims to provide all Students with an Academic Education of the highest standards through the provision of these services :

- a. Counselling Services (Refer to External Professional Counselling Centres)
- b. Student Activities
- c. Library Access for References
- d. Computer and Internet Facilities
- e. Student Dialogue Sessions

- f. Reporting of Student Progress (Conducted by La Trobe University)

8. For Enhancing Overall Student Experience

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

- a. Review of Students' Attendance
 - b. Student Evaluation Surveys (Student Satisfaction Survey / Module Evaluation Survey / Graduate Survey / Pre-Course Counselling and Orientation Satisfaction Survey / End of Course Survey)
 - c. Feedback Forms
 - d. Dispute Resolution Process
9. This Comprehensive List of Student Support Services is not meant to be exhaustive. The School undertakes the responsibility to continually improve on ensuring that all Students' welfare and needs are well taken care of and will do so by School-Student Engagements through the various Student touch points.

Resources for Students

La Trobe University provides a range of resources and support programmes for students.

Starting at La Trobe ▾ **Student administration** ▾ **Your course** ▾ **Study support and resources** ▾ **Help and Support** ▾

Access your email

Allocate Plus (Timetables)

Learning Management System (LMS)

Library

StudentOnline

Learning support & programs

- › [Achieve@Uni](#)
- › [Academic Integrity Module \(AIM\)](#)
- › [Higher Degree by Research students](#)
- › [The Learning Hub](#)
- › [Learning support with Peer Learning Advisors](#)
- › [LinkedIn Learning](#)
- › [Starting out at uni](#)

Study tools

- › [ASK La Trobe](#)
- › [CareerHub](#)
- › [Echo360](#)
- › [InPlace](#)
- › [Office 365](#)
- › [PebblePad](#)
- › [Reset password](#)
- › [Wireless network \(eduroam\)](#)
- › [View all tools](#)

› [See all: Study resources](#)

These can be accessed at La Trobe's website:

<https://www.latrobe.edu.au/students/study-resources>

Fee Protection Scheme

The Fee Protection Scheme (FPS) serves to protect the students' fees in the event a Private Education Institution (PEI) is unable to continue operations due to insolvency, and/or regulatory closure.

The FPS also protects the student if the PEI fails to pay penalties or return fees to the student arising from judgments made against it by the Singapore courts.

FPS is compulsory for both local and international students taking courses at NLH except for courses with waiver granted by CPE.

The actual premium amount to be paid for both local and international students will be calculated from the day the first instalment payment is made by the student.

Fee Protection Company: Lonpac Insurance BHD

Policy Number: Z/21/BM00/000923

Period of Insurance: 19 May 2021 to 18 May 2022



Standard Student Contract

The Standard PEI-Student Contract (“Student Contract”) NLH adopts is a very important legal document between the School and the student.

It is the responsibility of the School to explain the following contents of the student contract in English or in the native language of the student, where applicable.

- i. Course information and Fees Refund Policy, including Refunds for Withdrawal for Cause and Refunds for Withdrawal without Cause
- ii. Any other information as deemed necessary

All students are required to sign two original sets of student contract. One set will be given to the student and one set will be kept by the School.

If any amendment is made which will change the original intent of the student contract, both the student and the school must sign beside the amendment(s) on both sets of the original student contracts. If the contract is signed electronically, only one copy is signed, and each party will save the final signed contract.

All fields must be completed in the student contract. Where it is not applicable, it must be indicated with “not applicable or N/A”.

A sample of the school’s Standard PEI-Student can be found on our website (<https://nlh.sna.org.sg/student-resources/>).

Medical Insurance

Effective 1 November 2015, Singapore Citizens (SC) and Singapore Permanent Residents (SPR) will be covered under the new Medishield Life scheme and thus no additional medical insurance will be purchased for these students.

Non-Singapore Citizens (SC) and non-Singapore Permanent Residents are only eligible to enrol with NLH if they are currently employed and have a valid work permit. As such, no additional medical insurance will be purchased for these students as they would already be covered by their employers.

The mandatory medical insurance purchase does not apply to students taking courses that are no more than 30 days or 50 hours in duration.

Refund Policy

10. The School's Management Team shall ensure a fair and reasonable Refund Policy is detailed for any payments made.
11. The School's Refund Policy and Procedures are made through the following channels: -
 - School's official website
 - Student Handbook
12. These Policy and Procedures are also communicated to students during the Pre-Course Counselling Sessions and also during the Orientation Programme.
13. The school will maintain a list of refunds.
14. Time taken to process all refund requests will be done within seven (7) working days.
15. Computation of the refund amount is to be communicated to the Students.
16. The School is to maintain a List of Refunds, which is to be updated within three (3) days after processing of the refund.
17. The School adopts the Refund Policy as per the Standard Student Contract as set out by CPE. This Policy will act as a framework in guiding the implementation of detailed refund processes and procedures in the following areas: -
 - Refund for Withdrawal Due to Non-Delivery of Course
 - Refund for Withdrawal Due to Other Reasons
 - Cooling-Off Period
18. School Refund Policy as per clauses in the Standard Student Contract: -

Refund for Withdrawal Due to Non-Delivery of Course:

1. The PEI will notify the Student within three (3) working days upon knowledge of any of the following:
 - It does not commence the Course on the Course Commencement Date;
 - It terminates the Course before the Course Commencement Date;
 - It does not complete the Course by the Course Completion Date;
 - It terminates the Course before the Course Completion Date;
 - It has not ensured that the Student meets the course entry or matriculation requirement as set by the organization stated in Schedule A of the Standard Student Contract within any stipulated timeline set by CPE; or
 - The Student's Pass Application is rejected by Immigration and Checkpoints Authority (ICA).

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

Refund for Withdrawal Due to Other Reasons:

1. If the Student withdraws from the Course for any reason other than those stated in Clause 2.1 of the Standard Student Contract, the PEI will, within seven (7) working days of receiving the Student's Written Notice of Withdrawal, refund to the Student an amount based on the table in Schedule D of the Standard Student Contract.

Refund During Cooling-Off Period:

1. The PEI will provide the Student with a cooling-off period of seven (7) working days after the date that the Contract has been signed by both parties.
2. The Student will be refunded the highest percentage (stated in Schedule D of the Standard Student Contract) of the fees already paid if the Student submits a Written Notice of Withdrawal to the PEI within the cooling-off period, regardless of whether the Student has started the course or not.

Refund Table:

% of [the amount of fees paid under Schedules B and C]	If Student's Written Notice of Withdrawal is received:
[100%]	More than [28] days before the Course Commencement Date
[90%]	Before, but not more than [28] days before the Course Commencement Date
[50%]	By close of Business on the Census Date* for the Subject
[0%]	After the Census Date* for the Subject

*Refer to Student Timetable

- Non-Refundable Fees: -

→ Registration Fees

Notes

1. Conditions where a course may be cancelled:
 - The intake does not meet a minimum enrolment of 80 students.

The teacher is suddenly hospitalized, and a substitute teacher cannot be found.

Refund Procedure

- 2.1 Student is to fill in the Refund Request Form or send in an email to request for refund and state the reasons for the request.
- 2.2 For students below the age of 18 Years Old, a written consent would need to be gotten from the parent / legal guardian. Evidence of consent can either be signing of on the Refund Request Form or any emails / letters.
- 2.3 Programme Management Executive is to acknowledge the refund request within 3 working days and work out if any refund is eligible.
- 2.4 Approval from the Directors is required for the approval of the refund amount.
- 2.5 Should the student be eligible for refund, the student will be informed of the refund computation via the Refund Request Form or payment voucher or email to the student.
- 2.6 The Programme Management Executive or Finance / HR Asst Manager will inform the student when the refund is ready to be collected, or when the transaction has been made (internet banking).
- 2.7 The whole process will be completed within 7 working days from date of request.

Transfer / Withdrawal / Deferment Policy

1. As the school only has one course and it is only offered on a part-time basis, there are no transfers for students.
 - a. The maximum processing time from students request of any transfer, withdrawal and deferment to notifying students of the outcome in writing should not exceed 4 weeks.
 - b. The School would need to obtain the student's parent / legal guardian's written consent if they are under 18 years of age.
 - c. The School will based the student requests on the following definitions: -
2. Course Withdrawal: Student discontinues all courses with the PEI
3. Deferment: Student delays or postpones the course (or modules)
 - a. Conditions for granting Course Withdrawal:
4. All outstanding fees must be settled prior to approval of request.
5. ICA will be informed by the School through the cancellation of the student pass (for student pass holders) for students who have withdrew from the School.
 - a. Conditions for granting Course Deferment:
6. Deferment is subjected to the availability of courses and modules offered. The school reserves the right to offer similar courses and modules in replacement of discontinued courses or modules.
7. The maximum period of deferment that is allowed will be 12 months (i.e., Student will need to commence the Course within this maximum period). Requests for extension can be considered on a case-by-case basis.
8. Students are to note that they will need to apply for a new student pass when re-joining the School and this is subjected to ICA's approval.
9. For refunds, the refund policy and procedure will apply, and refund request completed within 7 working days.
10. The Programme Management Executive is to ensure that they inform ICA of any changes to the status of all student pass holders. This would include the following policy guidelines: -
11. Course Withdrawal and Deferment: ICA will be informed through the cancellation of the Student Pass.
12. A new student contract and / or a student contract addendum is to be signed when deferment has been approved by the School.

Transfer / Withdrawal / Deferment Procedure

Note: There are no transfers

Withdrawal Request

- 1.1. Student to fill in the La Trobe University Discontinuation of Enrolment Form for Course Withdrawals, including submission of any supporting documents.
- 1.2. For students below the age of 18 Years Old, a written consent would need to be gotten from the parent / legal guardian.
- 1.3. Request for withdrawal will only be considered for students that do not have any outstanding payments prior to request for withdrawal and/or transfer.
- 1.4. Upon submitting the Withdrawal Request, the school will submit the request to the University.
- 1.5. Upon receipt of the University's outcome, the school will inform the student of the status of the withdrawal request via a letter or email.
- 1.6. Where the student is on student's pass, the Programme Management Executive will cancel the student pass on ICA's portal.
- 1.7. The whole withdrawal process will not take more than 4 weeks from date of request to notifying student of the final outcome.
- 1.8. Where the student is eligible for refunds, the policy and process for refunds will apply and the request completed within 7 working days.

2. Deferment Procedures

- 2.1. Student to fill in the La Trobe Leave of Absence Form for Course Withdrawals, including submission of any supporting documents.
- 2.2. Upon submitting the Leave of Absence Request, the school will submit the request to the University.
- 2.3. Upon receipt of the University's outcome, the school will inform the student of the status of the deferment request via a letter or email.
- 2.4. Where the student is on student's pass, the Programme Management Executive will cancel the student pass on ICA's portal.
- 2.5. The whole deferment process will not take more than 4 weeks from date of request to notifying student of the final outcome.
- 2.6. Where FPS needs to be extended, the Programme Management Executive will update the FPS within 7 working days.
- 2.7. The Programme Management Executive will maintain a List of Deferment.

Attendance Policy and Procedure

1.1 The School encourages all its Students to be regular and punctual for their daily classes. Please note the attendance requirement and leave application guidelines as mentioned below:

- All Students on a Student Pass should have a minimum attendance of 90% per month.
- All Non-Student Pass Holders are encouraged minimum attendance of 75% per month.
- Any absenteeism by Student Pass Holders should be supported by medical certificates / approved student leave.
- Immigration and Checkpoints Authority of Singapore (ICA) will be notified by the School whenever a Students on a Student Pass has a monthly attendance of less than 90%.
- Student Pass Holders who miss 7 consecutive days of class will be liable to have their Student Pass be cancelled with effect from the 8th day and the letter of cancellation will be sent to Student's place of residence in Singapore as registered with the School.

1.2 Attendance is to be taken once per class. For face-to-face classes, Students that enter the class within 15 minutes from the start of class will be considered late, while Students that enter the class after 15 minutes from the start of class will be marked as absent. For online classes, attendance will be extracted from Zoom at the end of the session.

1.3 For Student Pass Holders, interventions will be taken per the below table:

Attendance Rate	Action to be Taken
90 – 94%	1 st Warning Letter to be Issued (Including failure to meet completion requirement reminder) The Parent / Guardian is to be informed (if Student <18)
85 – 89%	2 nd Warning Letter to be Issued (Including Cancellation of Student's Pass reminder if attendance <85%). The Parent / Guardian is to be informed (if Student <18)
< 85%	Final Expulsion Letter to be Issued (Including Cancellation of Student Pass). The Parent / Guardian is to be informed (if Student <18)

1.4 For Local Students, as attendance is not compulsory and is only encouraged, no intervention actions will be taken for absenteeism.

- 1.5 Respective Lecturers are responsible for marking their class' attendance, and will do so by using the following notation on the Class List:
- Students marked as present will sign off on the attendance sheet
 - "L" is indicated for Medical Certificate or Approved Leave
- 1.6 Approved Student Leave Application Forms should be submitted to the Academic Department before the start of the class that the student is being excused from, or within 3 working days of returning to class should there be extenuating circumstances. All MCs are to be submitted to the Academic Department within 3 working days of returning to class.
- 1.7 Should a lesson be held live, over Zoom, LTU shall take the attendance of the students who attended the lesson via Zoom and export it as an excel workbook, which would function as an attendance record. Should students fail to attend a live lesson, they shall be afforded the option of watching a recording of it at their convenience. Attendance rate is not calculated for online lessons, and no intervention actions will be taken should students fail to attend a live lesson.

Feedback / Complaint / Dispute Policy

- 1.1. The School's Feedback Management System allows the receiving of feedback through multiple channels as part of its efforts to use feedback to drive improvements and organisational excellence.
- 1.2. The dispute resolution policy and procedure must be aligned with the Private Education Regulations and communicated to students.
- 1.3. Feedback can be from both Formal and In-Formal Channels.
- 1.4. Feedback can come from any stakeholders (i.e., Staff, Students, General Public) and can have the classification of different types of feedback which includes compliments, complaints or suggestions.
- 1.5. The School will need to acknowledge and address all feedback that is given via formal channels.
- 1.6. In encouraging more feedback to be given, feedback given via informal channels need not have formal acknowledgement and follow up. The School is encouraged to document them in the feedback management system.
- 1.7. Any follow up actions (if required) taken would need to be acknowledged by the person giving the feedback.
- 1.8. The school is to respond to complaints within 3 working days of receipt of any official complaints received. This is to ensure that complainants are aware that the School is aware of the Complaint received and is in the process of handling it.
- 1.9. All complaints must be resolved within 21 working days. In the event that the deadline is not adhered to, respective students must be notified and the reasons with regards to the delay must be made known.
- 1.10. In the event that the School and the Student cannot come to an agreement or the Student does not accept the final decision made by the [School's Management Team](#), they will be referred to Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) for mediation.
- 1.11. The school will identify what drives positive experiences and use it to drive improvements.

Feedback and Complain Procedure

- 1.8 The official channel would be via the Feedback Form and emails.
- 1.9 Any stakeholder wanting to submit a feedback or complaint can fill up the form and submit it to the School via email or hardcopy.
- 1.10 Internal Feedback from staff would be handled and recorded by the HR Department and external Feedback from public and / or students would be handled and recorded by the Academic Department.
- 1.11 Upon receipt of the feedback or complaint, respective Departments (i.e. HR Department for Internal Feedback and Student Services for External Feedback) are to acknowledge the receipt with the person providing the Feedback within 3 working days.
- 1.12 Respective Departments will then review the feedback and discuss it with relevant parties (internally) on the feedback itself. A formal investigation will be carried out and when necessary.
- 1.13 Relevant parties will then propose a solution and / or action to be carried out for the feedback received (if any) relevant departments will need to explain this to the person giving the feedback.
- 1.14 If there are actions to be taken, it should be documented in the Feedback Form and actions taken would need to be acknowledged by the person giving the feedback.
- Student should acknowledge the situation whether they are satisfied with the proposed solution. This should be done within 14 working days upon receipt of the Complaint.
 - If the student is not satisfied with the proposed solution, they can escalate the matter up to the Director.
 - The decision of the Director is final.
 - Final outcome made, including this entire process, should not take more than 21 working days unless otherwise specified.
- 1.15 In the event that the School and the student cannot come to an agreement or the student does not accept the final decision made by the Management Team, they will be referred to Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SI Arb) for mediation.

Dispute Resolution

- 1.1 Private Education Institutions' participation in the dispute resolution process is compulsory as stipulated by the Private Education Act. There are two stages in the process – mediation and arbitration.

Stage 1: Mediation

The complaint may be referred to the Singapore Mediation Centre for mediation. If a settlement between the student and the Private Education Institution could be reached at the mediation stage, a settlement agreement would be drawn up and endorsed by the respective parties, and the dispute resolved.

Stage 2: Arbitration

- 1.2 If the parties fail to reach a settlement through mediation, the student can progress on to arbitration for a resolution to his dispute. The Singapore Institute of Arbitrators is the appointed provider of arbitration services.

Code of Conduct

1.16 For students studying in La Trobe University programmes, refer to:

<https://policies.latrobe.edu.au/document/view.php?id=60>

1.17 For non La Trobe courses, the below will apply:

- Frequent Lateness for Classes / Leaving Class Early / Absent from Class Without Valid Reasons
- Foul / Abusive Language / Rumors Mongering / Slandorous allegations directed at fellow Students / Staff / Office Bearers / Business Associates with the Institute
- Consumption of Alcohol
- Smoking on Campus Grounds
- Disruptive Behavior / Mischief During Lessons
- Inappropriate Dress Code
- Any Criminal Offences, including but not limited to Fights, Theft, and Drug Consumption
- Vandalism or Mishandling of Office Premises / Assets / Properties
- Falsification of Information with regards to information given to the School and/or any Authorities
- Cheating, Engaging in Ghost Writing and Plagiarism (for any Assessments and Assignments)
- Students Caught Signing / Marking Attendance for Friends
- Working while on Student Pass (for International Students)
- Infringement of any School Policies or Procedures, including the Student Academic Honesty Policy

1.18 Depending on the severity and at the sole discretion of the School, actions can and will be taken against Students with misconduct and in violation of the Student Disciplinary Policy.

Appeal Procedure

- Upon release of results, students who are dissatisfied with the feedback and outcome of an assessment are able to appeal the results using the academic appeals process as outlined by the University Partner. This is to be done within 10 working days of the release of assessment results and the results of the appeals are to be made known to the students within 4 weeks.
- All decisions made by the External Partner are subject to their appeal processes, and approved decisions are final.
- Should there be changes required, the Partner will make the necessary amendments to the results slip and release to students according to their procedures.

Other Information

Student's pass application and procedures

- To apply for a Student's Pass from the Immigration & Checkpoints Authority of Singapore (ICA), international students must provide accurate and the most updated information relating to their:
 - personal particulars;
 - educational qualifications;
 - financial ability;
 - family background;
- Students may apply for visa entry at <http://www.ica.gov.sg>.
- For Student Pass collection from ICA, the student has to bring his/her IPA letter, passport, passport-sized photograph, medical report, printout of E-forms 16 and V36.
- Students may be required to attend an interview in person in order to substantiate your application for a Student's Pass. This pass grants the student permission to stay in Singapore and pursue their studies approved by the Singapore government. It states the period of time that the student is allowed to stay.
- Student pass granted strictly forbids students from working, whether for a payment or without payment. All international students are required to abide by this regulation. You are not allowed to seek any form of employment, paid or unpaid, or be involved in any business, profession or occupation. You are not to take part in any activity which is detrimental to the security, reputation and well-being of Singapore.
- Prior to the student's pass or immigration status in Singapore, do seek advice from the Admissions Office as soon as possible. Also, according to immigration law, some international students are required to pay a certain amount of Security Deposit to ICA. This information is available on ICA's official website at <http://www.ica.gov.sg>.
- For student pass renewal, students must inform PEI to renew their student passes one month before the expiry date. There will be no renewal of student passes after the expiry date.
- Upon the completion, withdrawal or termination of your course with our school, your Student's Pass must be cancelled.
- Upon the cancellation of your student's pass card, ICA will approve your stay in Singapore on social visit status for a short period. Please adhere to the validity period of the social visit status granted to you by ICA. Students must return their student passes to ICA within 7 days after the end of their courses. No foreign student may stay in Singapore after his/her pass expires.

Advice on Accommodation and Cost of Living in Singapore

- Accommodation:
 - Room, Dual-shared – S\$600 per pax per month
 - Room, Tri-shared – S\$500 per pax per month
 - Room, Quad shared – S\$450 per pax per month
- Typical cost of meal: S\$3-5 per pax per meal

General Healthcare Services in Singapore

- For further information about healthcare services in Singapore, please refer to www.singhealth.com.sg

Relevant Singapore Laws

Immigration	All International students studying in Singapore must have a valid passport and a Student Pass from ICA (Immigration and Checkpoint Authority).
Employment	International students are not permitted to engage in any form of employment or attend an industrial attachment/internship programme, whether paid or unpaid, without a valid work pass issued by Ministry of Manpower.
Driving	All drivers must be in possession of a valid Singapore driving license and the vehicle must be insured.
Drugs	Possession of Controlled Drugs is presumed to be for trafficking, an offence which can carry the death penalty.
Alcohol Abuse	Any offence committed while being intoxicated (drunk) is punishable under the law. Drunk driving is a serious offence.
Smoking	Smoking in specific public places and indoor restaurants is prohibited.
Traffic	Jay walking is an offence.
Littering	Littering, spitting and vandalism (with graffiti) in public areas are serious offences.

Academic Integrity Policy

- Academic Integrity Policy (<https://policies.latrobe.edu.au/document/view.php?id=221>)

Reference to CPE

Committee for Private Education

1 Marina Boulevard

#18-01 One Marina Boulevard

Singapore 018989

Opening Hours

Mon – Fri, 9.00am – 5.00pm

Sat, Sun and PH – Closed

For any enquiries:

SSG One Call Centre: (65) 6785 5785

<https://portal.ssg-wsg.gov.sg/feedback>

Revision History

Description	Effective Date
<ul style="list-style-type: none"> Initial Release 	28 April 2017
<ul style="list-style-type: none"> Added Revision History Table Amended Refund Table Added "(or related La Trobe University Forms*)" and La Trobe University Transfer & Withdrawal form titles in Transfer / Withdrawal Procedures 	15 June 2017
<ul style="list-style-type: none"> Added that Local Student Attendance is encouraged to be 75% Changed "TWS" to "THE SCHOOL" in section on Student Contract 	07 August 2017
<ul style="list-style-type: none"> Updated appeal procedures to align to Operation Manuals 	04 September 2017
<ul style="list-style-type: none"> Updated organisation chart Updated List of Comprehensive Services Available in the School Changed 'counselor' to 'counsellor' Updated transfer/withdrawal and deferment policy and procedures according to changes in manuals Removed 'For Internal Courses' section from Appeal Procedure Changed General Manager to Senior Manager 	20 March 2018
<ul style="list-style-type: none"> Update Organisation Chart 	01 October 2018
<ul style="list-style-type: none"> Update Organisation Chart 	01 November 2018
<ul style="list-style-type: none"> Removed the web link under the Refund Table Added " *Refer to Student Timetable " under the Refund Table Amended the Period of Insurance from "19 May 2017 to 18 May 2018" to "19 May 2018 to 18 May 2019" 	01 February 2019
<ul style="list-style-type: none"> Amended 'certified counsellors' to 'counselling services' Added a section on 'Programmes to develop students holistically' under Student Support Services Amended Transfer/Withdrawal procedure to align to Operation Manuals Added 'The definition of course transfer / withdrawal / deferment' to align with Policy Manual Added 'All request must be made in writing. Verbal notice is not accepted.' into The Policy on Transfer/Withdrawal/ Deferment to align with Policy Manual Added 'In applying for deferment, student ...' into the Conditions for Granting Deferment to align with Policy Manual 	15 February 2019
<ul style="list-style-type: none"> Amended FPS Policy Number from 'Z/17/BM00/000629' to 'Z/19/BM00/000741' & Period of Insurance from '19 May 2018 to 18 May 2019' to '19 May 2019 to 18 May 2020' 	19 May 2019
<ul style="list-style-type: none"> Update Organisation Chart 	14 October 2019
<ul style="list-style-type: none"> Update Organisation Chart 	23 October 2019
<ul style="list-style-type: none"> Update Organisation Chart Added the floor size (118.90 m²) to School Premise and Facilities Added Communication of Transfer and Withdrawal Policy and Procedures in Transfer / Withdrawal Policy Added Communication of Deferment Policy and Procedures in Deferment Policy Added Point C in Refund Policy Added 'within 2 working days' in Point 2 of Refund Procedure Added Point 5 in Refund Procedure Added FPS certificate in Fee Protection Scheme Added CPE website link in Standard Student Contract 	01 November 2019
<ul style="list-style-type: none"> Update Organisation Chart 	15 November 2019
<ul style="list-style-type: none"> Amended Relevant Singapore Laws – Employment from 'International students are not allowed to work in Singapore without a Work Pass Exemption from the MOM (Ministry of Manpower)' to 'International students are not permitted to engage in any form of employment or attend an industrial attachment/internship programme, whether paid or unpaid, without a valid work pass issued by Ministry of Manpower.' 	08 January 2020
<ul style="list-style-type: none"> Update cover page 	20 January 2020
<ul style="list-style-type: none"> Amended 'Reference to CPE' 	31 January 2020
<ul style="list-style-type: none"> Updated appeal procedures to align with Operation Manuals 	1 April 2020
<ul style="list-style-type: none"> Update Organisation Chart Added section on resources for students 	5 May 2020

<ul style="list-style-type: none"> • Update FPS Policy Number, Period of Insurance & Certificate 	4 June 2020
<ul style="list-style-type: none"> • Updated Organisation Chart • Updated FPS Certificate as well as details of Policy Number and Period of Insurance 	18 May 2021
<ul style="list-style-type: none"> • Updated Organisation Chart • Updated the website for sample of standard PEI-student contract • Updated Senior Manager / Academic Department HOD to Appointed Management Representative/ Director under Feedback/ Dispute Resolution Procedure 	22 June 2021
<ul style="list-style-type: none"> • Added 'and the results of the appeals are to be made known to the students within 4 weeks' under Appeal Procedure • Added academic integrity policy • Updated all the policies and procedures 	31 August 2021