

NURSES LEARNING HUB

Student Handbook



Version 28.0

Last Updated on: 13 July 2026

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. NLH offers an in-house course, Certificate in Healthcare (Nursing Aides).

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.

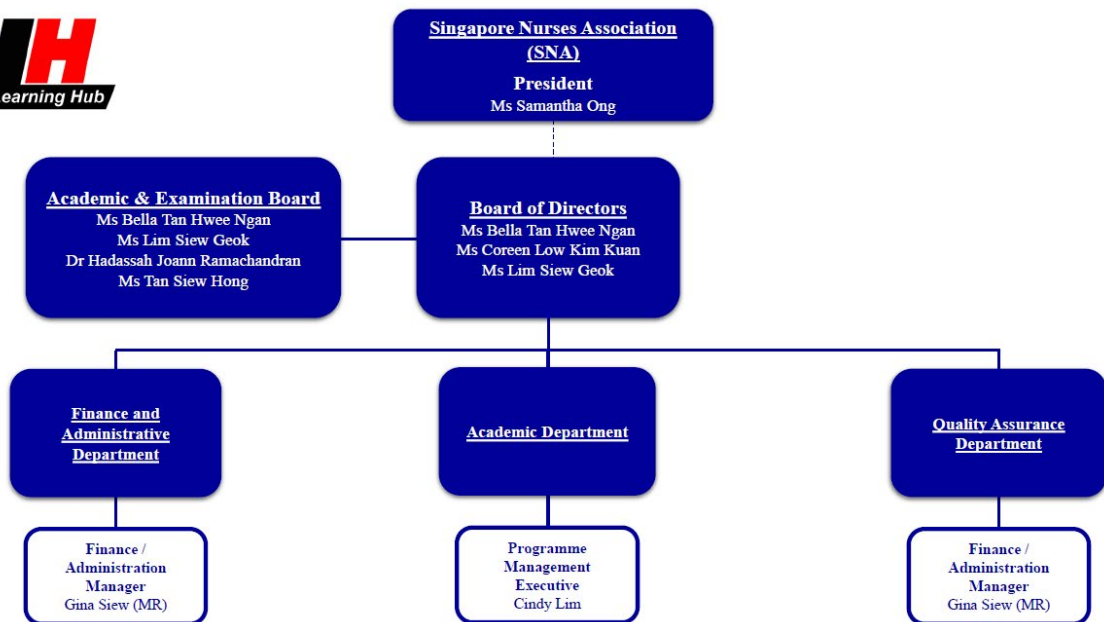
U : We **UNDERSTAND** the needs of our students and their employers.

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



Updated on 13 July 2026

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 79 students equipped with electronic whiteboards and projectors.

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





Student Support Services

1.1 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:

a. For New Students

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

b. For Current Students

- Medical Insurance
- Fee Protection Scheme
- Student Counsellor (Intervention for Academic and Discipline issues)
- Dispute Resolution Process
- Feedback Mechanism and Channels
- Students' Field Trips or Activities
- Educational Tours
- Student Progress Reports
- Close Collaboration with parents / guardians for students under 18 years of age
- Activities to promote student mental well-being.

c. For Graduated Students

- Alumni Support through Singapore Nurses Association
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Fee Protection Scheme

- The Fee Protection Scheme (FPS) serves to protect students' unconsumed fees in the event that a PEI has to shut down and has insufficient or no funds to pay the unconsumed fees.
- Furthermore, the FPS protects the student if the PEI failed to pay penalties or return fees to the student arising from judgements made against it by the Singapore courts. FPS is compulsory for both local and international students taking courses unless a waiver is granted by SWDA.

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

- 1.2 The maximum processing time from student request (withdrawal / refund) to the issuance of the qualified refund amount should not exceed 7 working days from the student's withdrawal/refund request, and the Programme Management Executive would need to inform students on how the refund are being computed.
- 1.3 As the Student Contract can differ based on which periods that they are signed, and that each Student Contract is a legally binding document, reference should be made to each Student Contract that is signed with the School with regards to the refund terms and conditions for
 - a. Withdrawal Due to Non-Delivery of Course
 - b. Withdrawal Due to Other Reasons
 - c. Withdrawals made during the Cooling Off Period
- 1.4 Refund for Withdrawal Due to Non-Delivery of Course:
 - a. The PEI will notify the Student in writing within three (3) working days after becoming aware of any of the following (each a "Refund Event"):
 - It cannot commence the provision of the Course on the Course Commencement Date;
 - It cannot complete the provision of the Course by the Course Completion Date;
 - The Course will be terminated before the Course Completion Date;
 - The Student does not meet the course entry or matriculation requirements as stated in Schedule A; or
 - The Immigration & Checkpoints Authority of Singapore (the "ICA") rejects the Student's application for the Student Pass.
 - b. Where any of the Refund Events in Clause 3.1(a) to (c) of the Standard Student Contract has occurred:
 - The PEI shall use reasonable efforts to make alternative study arrangements for the Student and shall propose such alternative study arrangements in writing to the Contracting Party, within ten (10) working days of informing the Contracting Party of the Refund Event.
 - If the Contracting Party accepts such alternative study arrangements, the PEI shall set forth such alternative study arrangements in a written contract and the existing Contract shall automatically terminate on the date that such new written contract comes into effect.
 - If the PEI does not propose alternative study arrangements to the Contracting Party within the time stipulated in Clause 3.2(a) of the Standard Student Contract, or the Contracting Party does not accept such alternative study arrangements, the

Contracting Party may forthwith terminate the Contract by way of a written notice to the PEI.

- c. Where any of the Refund Events in Clauses 3.1(d) to (e) of the Standard Student Contract has occurred, the PEI shall forthwith terminate the Contract by way of a written notice to the Contracting Party.
- d. If the Contract is terminated pursuant to Clause 3.2(b) read with Clause 3.1(a) of the Standard Student Contract, the PEI shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
- e. If the Contract is terminated pursuant to Clause 3.2(b) of the Standard Student Contract read with either Clause 3.1(b) or Clause 3.1(c) of the Standard Student Contract, the PEI shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.
- f. If the Contract is terminated pursuant to Clause 3.3 or Clause 3.2(c) of the Standard Student Contract read with Clause 3.1(a) of the Standard Student Contract, the PEI shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
- g. If the Contract is terminated pursuant to Clause 3.2(c) of the Standard Student Contract read with either Clause 3.1(b) or Clause 3.1(c) of the Standard Student Contract, the PEI shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.

1.5 Refund for Withdrawal During the Cooling-Off Period:

- a. Notwithstanding anything herein contained, the Contracting Party shall be entitled to, without any liability whatsoever to the PEI, forthwith terminate the Contract at any time within the 10 calendar day Cooling-Off Period by way of a written notice to the PEI. The PEI shall return all Course Fees and Miscellaneous Fees paid to it within seven (7) working days of the receipt of the written notice.

1.6 Refund for Withdrawal Outside the Cooling-Off Period:

- a. Without prejudice to Clauses 3.1 to 3.8 of the Standard Student Contract, the Contracting Party may terminate the Contract at any time before the Course Completion Date by providing a written notice to the PEI. Upon receipt of such notice, the PEI shall within seven (7) working days, refund to the Contracting Party such amount (if any) as determined in accordance with Schedule D.

1.7 As the Refund Table can differ based on which periods that they are signed, and that each Student Contract is a legally binding document, reference should be made to each Student Contract that is signed with the School with regards to the % of refunds as stated in the Refund Table (Schedule D of the Student Contract).

1.8 As a guide of reference for internal employees who are preparing the Student Contract, the following are references for the Refund Table that will need to be input.

% of [the amount of fees paid under Schedules B and C]	If the Contracting Party's written notice of withdrawal is received:
{100%}	more than [30] working days before the Course Commencement Date
{50%}	on or before, but not more than [30] working days before the Course Commencement Date
{0%}	after, but not more than [0] working days after the Course Commencement Date
{0%}	more than [0] working days after the Course Commencement Date

1.9 All non-refundable amounts in the Student Contract are to be highlighted. As a guide of reference for internal employees who are preparing the Student Contract, the following are references for non-refundable fees: -

a. Non-Refundable Fees: Registration Fees

2. Communicate to students on computation of refund amount

2.1 The School will communicate to students on the computation of the refund amount.

Refund Procedure

- 1.1 For any requests on Refunds, students are to fill in the Student Request Form and submit them to the Programme Management Executive. Students should state the reasons for the request.
- 1.2 Programme Management Executive would need to then arrange a meet-up with the student to understand more on the rationale of request if necessary. This would be part of the processing of student request and details would need to be documented in the Student Request Form.
- 1.3 Finance/ Administration Manager would need to approve or acknowledge all requests in the Student Request Form.
- 1.4 For students below the age of 18 Years Old, a written consent would need to be received from the parent / legal guardian. Evidence of consent will be through signing off on the Student Request Form.
- 1.5 Upon management approval or acknowledgement, Programme Management Executive would need to notify students in writing of the outcome. For notification of refund, the refund computation should be documented as well.
- 1.6 Programme Management Executive would need to take note of the maximum processing time, including informing students of the final outcome, as follows: -
 - a. Refunds, including payment made to students: within 7 working days from the student's withdrawal / refund request.

Transfer / Withdrawal / Deferment Policy

- 2.2 The maximum processing time from students request of any transfer, deferment, and withdrawal to notifying students of the outcome in writing should not exceed 4 weeks.
- 2.3 The School will base the student requests on the following definitions: -
- a. Course Transfer: Student changes the course or period of study (from full-time to part-time or vice versa) but remains as a student of the School.
 - b. Course Withdrawal: Student discontinues all courses with the PEI.
 - c. Deferment: Student delays or postpones the course (or modules)
- 2.4 Conditions for granting **Course Transfer**:
- a. All outstanding fees must be settled prior to approval of request.
 - b. Student must fulfil the admission criteria of the new course and will be subjected to the School's student selection and admission procedures.
 - c. For International Students, they are to note that they will need to apply for a new student pass for the new course, and this is subjected to ICA's approval.
- 2.5 Conditions for granting **Course Deferment**:
- a. 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.
 - b. 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.
 - c. 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.
- 2.6 Conditions for granting **Course Withdrawal**:
- a. All outstanding fees must be settled prior to approval of request.
 - b. ICA will be informed through the cancellation of the Student's Pass. Student's Pass Holder is required to submit his/her Student's Pass to the School for cancellation of the Student's Pass with ICA.
 - c. A student who withdrew will have their contract terminated.
- 2.7 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: -
- a. Course Transfer and Deferment: ICA will be informed through the application of the new Student Pass.

- b. Course Withdrawal and Deferment: ICA will be informed through the cancellation of the Student Pass.
- 2.8 A New Student Contract and/or a Student Contract Addendum is to be signed when a course transfer or deferment has been approved by the School.
- 2.9 For any Course Transfers, Withdrawal or Deferment, the School would need to obtain the student's parent / legal guardian's written consent if they are under 18 years of age.

Transfer / Withdrawal / Deferment Procedure

- 1.7 For any requests on Transfer, Deferment, and Withdrawal, students are to fill in the Student Request Form and submit them to the Programme Management Executive. For eligible refund cases, the 'Refund' Section of the Student Request Form will be completed as well.
- 1.8 Students should state the reasons for the request.
- 1.9 Programme Management Executive would need to then arrange a meet-up with the student to understand more on the rationale of request if necessary. This would be part of the processing of student request and details would need to be documented in the Student Request Form.
- 1.10 For any refund cases, the Programme Management Executive would need to explain and document the refund computation in the Notification of Refund to student.
- 1.11 Programme Management Executive would also need to inform External Partners and seek permission for deferment of studies and/or course transfers for students that are enrolled in courses with External Partners.
- 1.12 A member of the Management Team would need to approve (for Course Transfer / Deferment) or acknowledge (Course Withdrawals) all requests in the Student Request Form.
- 1.13 For students below the age of 18 Years Old, a written consent would need to be received from the parent / legal guardian. Evidence of consent would be through signing off on the Student Request Form.
- 1.14 Upon Management approval or acknowledgement, Programme Management Executive would need to notify students in writing of the outcome via the following documents: -
 - a. Notification of Course Transfer
 - b. Notification of Course Deferment
 - c. Notification of Course Withdrawal
- 1.15 For all Course Transfers, Programme Management Executive would need to adhere to the selection and admission processes. Reference should be made to POM 4.1.1 Pre-Course Counselling, Selection & Admissions. The Programme Management Executive would need to terminate the current Student Contract and prepare a new Letter of Offer and Student Contract for signing.
- 1.16 For Course Deferments, the Programme Management Executive would need to prepare the Student Contract Addendum reflecting the extension of duration of study for signing prior to the start of deferment.
- 1.17 Programme Management Executive would need to take note of the maximum processing time, including informing students of the final outcome, as follows: -
 - a. Refunds, including payment made to students: within 7 working days.
 - b. Transfers, Withdrawals and Deferment: within 4 weeks

Attendance Policy

- 1.1 The School requires all students to be regular and punctual for their lessons. The minimum attendance requirements and leave application policy guidelines are as follow.
 - International Students on Student Pass – minimum 90% per month
 - All Non-Student Pass Holders – minimum 75% per month
 - Immigration and Checkpoints Authority of Singapore (ICA) will be notified by the School whenever an International Students on 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.
 - Any student leave should be supported by Medical Certificates or justifications that need to be approved by the School. These should be submitted via the Student Leave Application Form to the Academic Department within 3 working days of the student's return to School.
- 1.2 The Student Attendance Policy shall be communicated to all students via the Student Handbook.
- 1.3 The School's attendance taking and monitoring processes will include classroom based, synchronous e-learning and a-synchronous e-learning as and when required.
 - For synchronous classes (e-learning)
 - Class attendance is to be taken once at the start of each class. 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 asynchronous classes (e-learning)
 - The school does not have asynchronous classes.
 - For physical classes (classroom-based learning)
 - Class attendance is to be taken once at the start of each class. 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.

Attendance Procedure

1.18 For physical classes (classroom-based learning)

- a. Respective Class Lecturers are responsible for marking student attendance and will do so at the start of each class. 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.
- b. Lecturers are to mark the attendance in the excel sheet (digital or physical hardcopy).

1.19 For synchronous classes (E-learning)

- a. Respective Class Lecturers are responsible for marking student attendance and will do so at the start of each class. 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.
- b. Prior to joining the class, students must log in using their full name for verification. Students must keep the camera on throughout the class. Should the student turn off the camera for more than 1 minute, the lecturer is to remind the student to turn the camera on. After 3 reminders, if the student does not turn on the camera, the student will be marked as absent, even if the student was marked as present at the start.
- c. Lecturers are to mark the attendance in the excel sheet (digital).

1.20 For asynchronous classes (E-learning)

- a. The school does not have asynchronous classes.

1.21 Based on the review of student attendance from the respective learning modes, the following actions can be taken: -

- a. Send the list of Student Pass Holders whose attendance for the month falls below 90% to ICA.
- b. Student Pass Holders who miss 7 consecutive days of class will have their student pass cancelled with effect from the 8th day.

1.22 Monitoring of attendance

- a. The Academic Department is to generate a Monthly Attendance Report for purpose of monitoring the attendance rate.

1.23 Intervention

a. Local Students

S/N	Scenario	Actions to be taken*
1	< 80% Attendance	• Attendance Reminder Letter
2	< 75% Attendance	• 1st Warning Letter
3	No Improvement in Attendance	• 2nd Warning Letter • Student to undergo Counselling
4	No Improvement in Attendance following 2nd Warning Letter	• Student Expulsion

****The Parent/Guardian is to be informed if student is below 18 years old.***

b. International Students

S/N	Scenario	Actions to be taken*
1	Miss 1 lesson	• Attendance Reminder Letter
2	Miss 2 lessons	• Warning Letter • Student to undergo Counselling
3	No Improvement in Attendance following Warning Letter	• Student Expulsion

****The Parent/Guardian is to be informed if student is below 18 years old.***

Feedback / Complaint / Dispute Policy

- 2.10 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.
- 2.11 Channels can include official feedback forms, emails, letters, verbal communications, and surveys.
- 2.12 Feedback can come from any stakeholders (i.e., Staff, Students, General Public) and can have the classification of different types of feedback which includes feedback, compliments and complaints.
- 2.13 The School will need to acknowledge and address all feedback and to ensure that complaints are aligned to its dispute resolution policy and procedures.
- 2.14 Finance and Admin Manager or Programme Management Executive is to respond to respective stakeholders within 3 working days of receipt of any official complaints received. This is to ensure that stakeholders are aware that the School is aware of the complaint received and is in the process of handling it.
- 2.15 Any follow up actions (if required) taken would need to be acknowledged by the person giving the feedback.
- 2.16 All complaints must be resolved within 21 working days. In the event that the deadline is not adhered to, respective stakeholders must be notified and the reasons with regards to the delay must be made known.
- 2.17 All feedback are to be recorded, including follow up actions will need to be evaluated and analysed as part of continual improvement.

3. Ensure that the Dispute Resolution Policy and Procedures are Aligned with the Private Education Regulations and Communicated to Students

- 3.1 If the feedback or complaint remains unresolved or the aggrieved is dissatisfied with the outcome of the process, the case will be referred to a third-party organization for mediation.
 - a. For clear-cut fee refund issues of less than SGD\$10,000, the case can be lodged with the Small Claim Tribunal (SCT)
 - b. For other issues, the case can be referred to SWDA's appointed Dispute Resolution Scheme.
 - c. For stage 1 (mediation), the case can be referred to the Singapore Mediation Centre (SMC). If there is no settlement reached through mediation, the case can be referred to the Singapore Institute of Arbitration (SIArb). Once a settlement is reached the School will take all necessary actions in accordance with the mediation/arbitration instructions.

Feedback and Complain Procedure

- 1.1 The School has a close-loop Feedback Management System to gather and address all feedback / complaints received (either from the public, staff or students).
- 1.2 The School Feedback Management System encompasses:
 - a. The School receives the feedback from various channels of communications, such as feedback forms, websites, emails, telephone calls, letters, meetings, and orientations, etc.
 - b. Internal feedback from staff would be handled and recorded by the Finance and Admin Manager and external feedback from public and/or students would be handled and recorded by the Programme Management Executive.
 - c. Upon submission of the Feedback Form, respective Departments are to acknowledge the receipt with the person providing the Feedback within 3 working days.
 - d. 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.
 - e. 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.
 - f. 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.
 - g. If the person is not satisfied with the proposed solution / outcome, he/she can escalate the matter to the Director. The Director will review and provide a response.
 - h. If the person is still not satisfied with the outcome / decision, it will be escalated into the dispute resolution procedure.
 - i. The person should be notified by the relevant department of the decision and full response of the outcome of the complaint within 21 working days.
 - j. All Feedback received would need to be recorded in the Feedback Management System for consolidation, analysis, and review purposes.

2. Ensure that the Dispute Resolution Policy and Procedures are Aligned with the Private Education Regulations and Communicated to Students

- 2.1 The School communicates the Dispute Resolution Policy and Procedures to its students through the following channels:
 - a. The School's Official Website
 - b. Student Handbook

- 2.2 The School will refer the complainant to SWDA to start the Mediation-Arbitration Scheme once it has been escalated into a dispute case.
- 2.3 The dispute procedure generally has 2 stages:
- a. Stage 1: Mediation:
 - Singapore Mediation Centre (SMC) is the appointed provider for mediation services.
 - After the feedback / complaint channel has been exhausted with the School the complaint filed with SWDA, SWDA will refer your case to the SMC for mediation.
 - SMC, together with the School and complainant, will select a mediation date and time, before appointing a mediator. If mediation is successful, a settlement agreement will be drawn up by SMC and endorsed by the respective parties.
 - If mediation is unsuccessful, the complainant may opt to progress to Stage 2, which is arbitration, for a resolution.
 - b. Stage 2: Arbitration:
 - Singapore Institute of Arbitrators (SIArb) is the appointed provider for arbitration services.
 - The complainant will be required to submit specified forms to SIArb, before SIArb appoints an arbitrator.
 - The School will submit a defence and counterclaim (if any) to SIArb.
 - The complainant will then submit a reply and defence to counterclaim (if any) to SIArb.
 - The arbitration will be conducted via document submissions only. A hearing will be conducted only if a party specifically requests for a hearing and the appointed arbitrator determines that a physical hearing is necessary. For a documents-only arbitration, the arbitrator will publish a written award within 60 days from the commencement of the arbitration. If a hearing is held, the written award will be published within 90 days from the commencement of the arbitration.

Code of Conduct

- 1.1 The School takes student disciplinary issues very seriously and the following would constitute student misconduct:
- a. Frequent Lateness for Classes / Leaving Class Early / Absent from Class Without Valid Reasons
 - b. Foul / Abusive Language / Rumours Mongering / Slandorous allegations directed at fellow Students / Staff / Office Bearers / Business Associates with the School
 - c. Consumption of Alcohol
 - d. Smoking on Campus Grounds
 - e. Disruptive Behaviour / Mischief During Lessons
 - f. Inappropriate Dress Code
 - g. Any Criminal Offences, including but not limited to fights, theft, and drug consumption.
 - h. Vandalism or Mishandling of Office Premises / Assets / Properties
 - i. Falsification of Information with regards to information given to the School and/or any authorities
 - j. Students caught signing / marking attendance for friends.
 - k. Working while on Student Pass (for international students)
 - l. Infringement of any School Policies or Procedures, including the Student Academic Honesty Policy
- 1.2 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 Policy and Procedure

Policy

- 1.1. All appeals are to be submitted in writing, within 7 working days from the release of assessment results and the results of the appeals are to be made known to the students within 4 weeks.
- 1.2. No appeal will be accepted for the re-grading of a paper in which the student has passed.
- 1.3. Only one appeal per assessment is allowed.
- 1.4. All appeals will be managed in a fair and impartial manner, without any discriminatory practices.

Procedure

- 1.1. Upon release of results, students who are dissatisfied with the outcome may submit an Assessment Appeal Form to the Student Services Department. Students are given 7 working days to submit an appeal after the release of exam results.
- 1.2. The Programme Management Executive is to acknowledge the receipt of the Assessment Appeal Form within 3 working days and proceed to submit the appeal to the Director.
- 1.3. The Director is to review the appeal request and decide if it is a valid appeal. If the request qualifies for an appeal, a different marker will be designated to reassess the student's assessment.
- 1.4. Comments in relation to the re-mark must be stated in the Assessment Appeal Form, which would then be circulated to the Examination Board for review and approval.
- 1.5. All decisions signed off by the Examination Board will be final.
- 1.6. The Programme Management Executive will inform the student of the final decision within 4 weeks (for in-house (Courses) or 4 Weeks (for Courses with External Partners) from the appeal request.
- 1.7. For results / awards that are from courses with any External Academic Partners, the School will need to adhere to their appeal process and any decision made by the External Academic Partners will be final.
- 1.8. The Examination Board will need to review and approve any changes to any Assessment Results and/or Awards upon the completion of the Appeal Process. This would be documented in the Assessment Appeal Form.

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.

Student Academic Honesty Policy

- 1.1. There is an expectation for students to be authors of their own work and to acknowledge when they use other authors' words or ideas when preparing their assignments and/or assessments.
- 1.2. Any examples of inappropriate use of sources or use of others' work in place of your own, will be penalised.
- 1.3. Failure to understand and follow protocol on academic conduct may ultimately result in a student being subjected to disciplinary actions or terminated from their course.
- 1.4. Academic misconduct can be broken down into the four categories below:
 - i. Plagiarism
 - Plagiarism involves the incorporation by a student in an assessment, material which is not their own in the sense that all or a substantial part of the work has been copied without any attempt at attribution or has been incorporated as if it is the student's own work when it is wholly or substantially the work of another person.
 - ii. Collusion
 - Student A copies Student B's work with B's knowledge.
 - iii. Commission
 - Paying someone else to prepare coursework for you.
 - iv. Cheating under examination
 - Any form of communication with other students or external sources. Bringing unauthorised materials / technology into the examination.
- 1.5. It is not always possible to find the source of the work, but a judgement may be made as to whether the work is original or not by using other evidence. The following are acceptable forms of evidence of plagiarism:
 - Text from a known source
 - Unusual writing structure
 - Changes in font
 - Work not in keeping with the student's usual standard.
 - Uses American spelling when convention is English.
 - Changes in referencing convention
 - Old references
 - Inappropriate referencing style
 - Excellently written essay with poorly written introduction and conclusion

- Web addresses still attached.
- Doesn't answer the question.
- No personal views
- Student unable to discuss the work in a way that shows satisfactory understanding when asked by a lecturer in a meeting.

Reference to SWDA

Skills & Workforce Development Agency

1 Paya Lebar Link

#08-08 Paya Lebar Quarter 2

Singapore 408533

Opening Hours

Mondays to Fridays (closed on Sat, Sun & Public Holidays)

8.30am to 5.30pm

For any enquiries:

Tel: 6785 5785

Fax: 6328 1878

Call Centre Operating Hours

Mondays to Fridays (closed on Sat, Sun & Public Holidays)

8.30am to 5.30pm

Submit feedback or enquiry

<https://service-portal.swda.gov.sg/s/>

Revision History

Description	Effective Date
Initial Release	28 April 2017
- 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
- Added that Local Student Attendance is encouraged to be 75% - Changed "TWS" to "THE SCHOOL" in section on Student Contract	07 August 2017
Updated appeal procedures to align to Operation Manuals	04 September 2017
- 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
Update Organisation Chart	01 October 2018
Update Organisation Chart	01 November 2018
- 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
- 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
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
Update Organisation Chart	14 October 2019
Update Organisation Chart	23 October 2019
- 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
Update Organisation Chart	15 November 2019
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
Update cover page	20 January 2020
Amended 'Reference to CPE'	31 January 2020
Updated appeal procedures to align with Operation Manuals	1 April 2020
- Update Organisation Chart - Added section on resources for students	5 May 2020

• Update FPS Policy Number, Period of Insurance & Certificate	4 June 2020
• Updated Organisation Chart • Updated FPS Certificate as well as details of Policy Number and Period of Insurance	18 May 2021
• 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
• 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
• Added information for in house courses on processes	27 Feb 2025
• Updated all policies and procedures based on latest manuals	30 Sep 2025
• Updated Organisation Chart • Updated School Premise and Facilities section and images	8 April 2026
• Updated Org Chart	17 June 2026
• Updated Org Chart • Replaced 'SSG' with 'SWDA' • Replaced 'SkillsFuture Singapore' with 'Skills and Workforce Development Agency' • Replaced 'https://service-portal.skillsfuture.gov.sg/s/' with 'https://service-portal.swda.gov.sg/s/'	13 July 2026