



New Student Handbook

A guide book for new students and parents

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Notes:

CONTENTS

INTRODUCTION

• A Message from the CEO	3
• A Message from the Principal	4
• Our Vision, Mission, Values and Culture	5 – 6
• School Organisation Chart	7
• Floor Map & Fire Evacuation	8
• Facilities	9

RULES & REGULATIONS

• School Rules and Regulations	10 - 11
• ICA's Terms and Conditions of Students' Pass	12
• Admission/Termination Policy	13

POLICIES & PROCEDURES

• Feedback & Complaints	14 – 15
• Transfer/Withdrawal/Deferment Policy & Procedure	16 – 17
• Refund Policy & Procedure	18 – 20
• Academic Honesty Policy	21
• Appeal Policy & Procedure	22

STUDENT SUPPORT & SERVICES

• Fee Protection Scheme	23
• Student Support Services	24 – 26
• Reference to CPE's official website	27

USEFUL INFORMATION

• Information for Language Courses	28
• Accounting for Absenteeism	29
• Location, Getting there, Amenities & Facilities	30

LIFE IN SINGAPORE

• Singapore Laws & Regulations / Singapore Food & Culture	31
• Getting Around in Singapore	32
• Singapore MRT Map	33
• Important / Useful Contacts	34 - 35

A Message from the CEO

It is with great pleasure that we welcome you to SSTC Institute! We trust that you will find satisfaction in achieving what you have come to us for - be it preparation for embarking on higher studies, acquiring higher qualifications or learning a new language.

We would like to express our utmost gratitude to you, parents, for choosing us to prepare your children for further education, here in Singapore or in other countries. We understand how important education is for our children, and we assure you that we take the utmost care in guiding and preparing them for the future.



We thank you, our working students, for choosing SSTC Institute to help equip yourselves with Diploma or Degree credentials to ensure a better future. One of our ongoing strategic objectives is to continue to form solid partnerships with reputable universities and recognized accretation bodies.

Our mission: Empowering you to Succeed. We must emphasise, however, that we can only do our very best to advise and to help you in whatever way possible. Only your personal effort and diligence in your studies can guarantee you success.

Here at SSTC Institute, we are proud to boast of our culture. We are a family. We bring students and staff together to create a sense of well-being and we make everyone feel that he/she is a member of our extended family. We have an “open door” policy for students, parents and staff which enables easy access to teachers, immediate supervisors, managers and the Principal.

We sincerely hope that with the co-operation of Parents, Teachers and Students, we at SSTC Institute will be able to fulfil our mission of helping you to achieve your goals.

A handwritten signature in black ink, which appears to read 'Rose YEO'.

Rose YEO (Ms)
CEO

A Message from the Principal

Since its inception in 1978, SSTC has always endeavoured to deliver the best that we can offer.

To be sincere in what we do and to ensure that professionalism is upheld with integrity and respect for one another are core values reflected in our staff. These values create a sense of trustworthiness between the school and its students, as well as parents, who have entrusted SSTC with providing the best education for their children. Innovativeness is also a value we practise to ensure we continuously look for better ways to improve on our delivery and services to our students.



We will continue to strengthen the various Preparatory Programmes that we have been offering for more than a decade. In 2018, SSTC will have a full basic education programme from Year 1 to Year 12 based on an international syllabus to prepare our students with the knowledge and 21st Century Skills required by all graduates to face the challenges of the future.

We strongly believe that students enrolled into our programmes should be given the opportunity to obtain internationally recognised qualifications throughout their education journey at SSTC. From the GCE O and A Levels to the Pearson BTEC Level 3 Diploma and Level 5 HND Diploma, all the way up to their Bachelor Degree, students will obtain internationally recognised qualifications at every step of the way.

SSTC is one of only two Cambridge English Language Assessment Centres in Singapore. For all our students enrolled into the Certificate in General English course, you now have the opportunity to obtain a Cambridge English Language Certification: KET, PET, or FCE, at the end of your enrolment if you pass the relevant Cambridge Examination. Our experienced English Language teachers will do their very best to prepare you for the most relevant examination, based on your level of English Language proficiency.

At SSTC, our culture represents that of a large extended family. We would like to welcome you to the SSTC family and we are confident that we can work together to achieve your academic goals.

Warm Regards

A handwritten signature in black ink, appearing to read 'Emil Dereinda', with a stylized flourish at the end.

Emil Dereinda (Mr)
Principal

OUR VISION

To be a Leading Institute Recognised for Quality Education

MISSION STATEMENT

Our Mission: EMPOWERING YOU TO SUCCEED

- providing quality education
- developing relevant skills for meaningful careers
- inculcating values for holistic character building
- offering service excellence through continuous improvement

OUR CULTURE

Innovative growth mindset

SERVICE GUARANTEE

We ensure that all teaching staff have the relevant qualifications.

We ensure that all staff conduct themselves professionally and with integrity.

We ensure quality courses through feedback and continuous improvement.

OUR CORE VALUES

Sincerity

Sincere... in what we promise

Professionalism

Professional... in our dealing with our valued customers and the conduct of our courses

Integrity

Integrity... we deliver what we undertake

Respectfulness

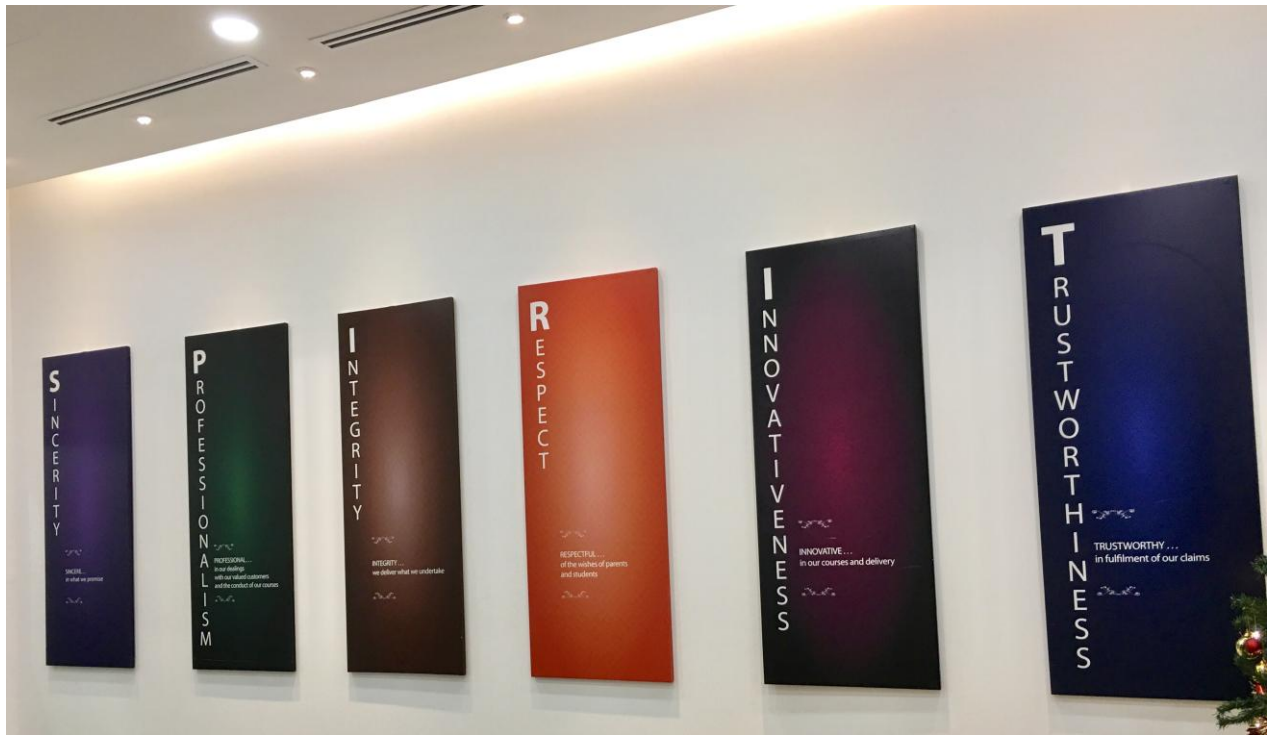
Respectful... of the wishes of parents and students

Innovativeness

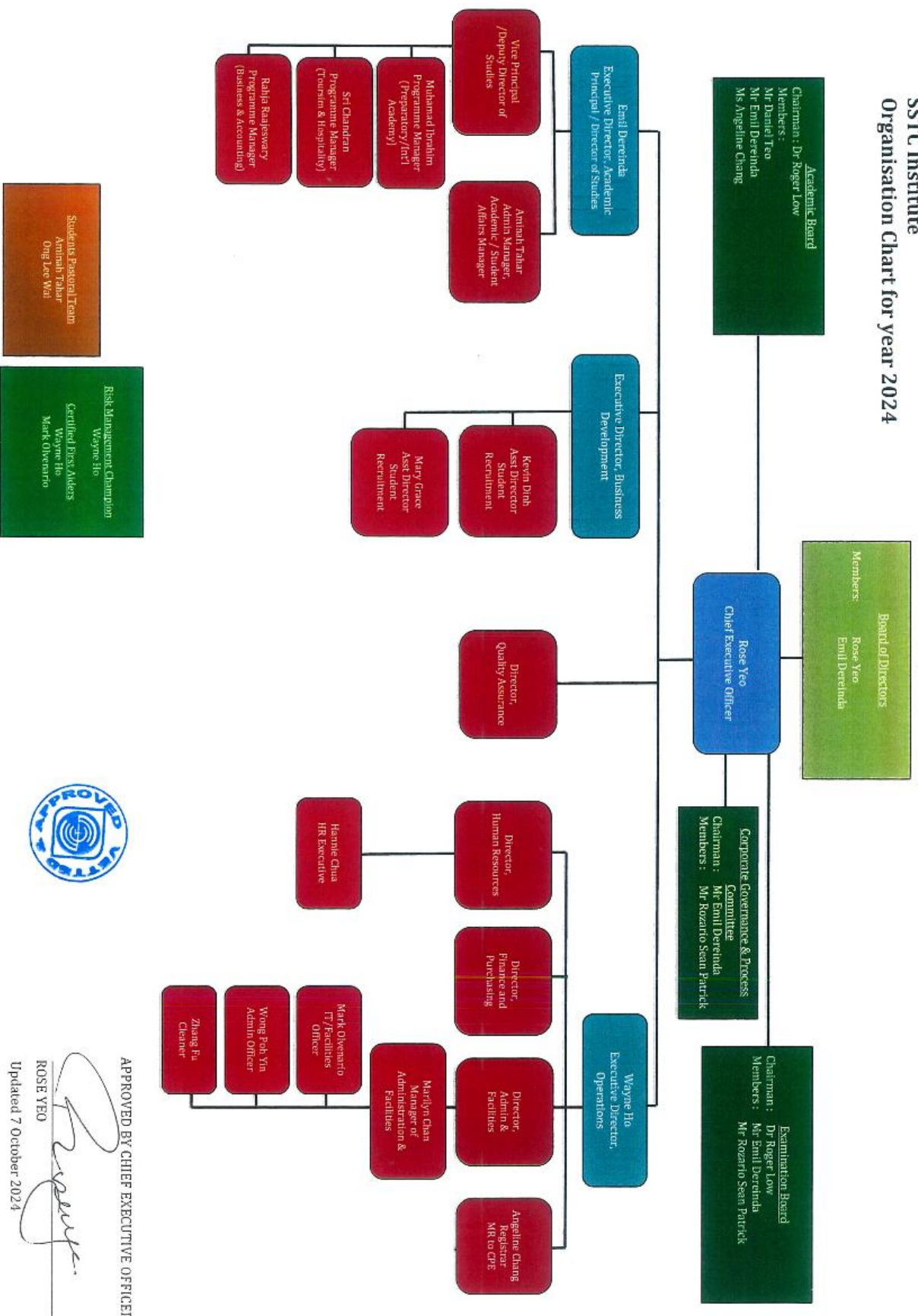
Innovative... in our courses and delivery

Trustworthiness

Trustworthy... in fulfilment of our claims



SSTC Institute Organisation Chart for year 2024



APPROVED BY CHIEF EXECUTIVE OFFICER

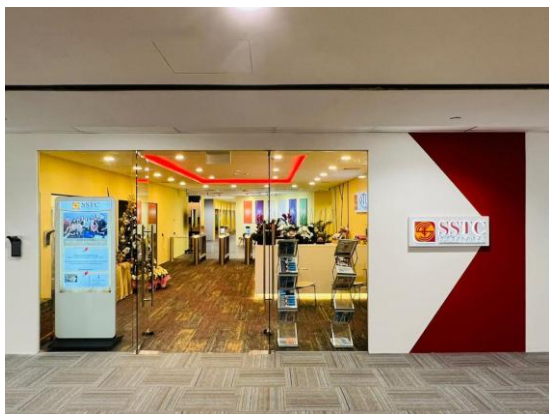
 ROSE YEO
 Updated 7 October 2024

FIRE EVACUATION PROCEDURE

ON HEARING THE FIRE ALARM:

- Wait for the announcement to be made
- In case of fire, evacuate the building
- Immediately leave the classroom
- Do not stop to collect personal belongings
- Do not run or panic
- Follow the instructions of the fire Wardens
- Fire Wardens will guide students and colleagues safely out of the building to the Assembly Area
- Report to your Teachers/Fire Wardens at the Assembly Area

SSTC FACILITIES



Front Desk



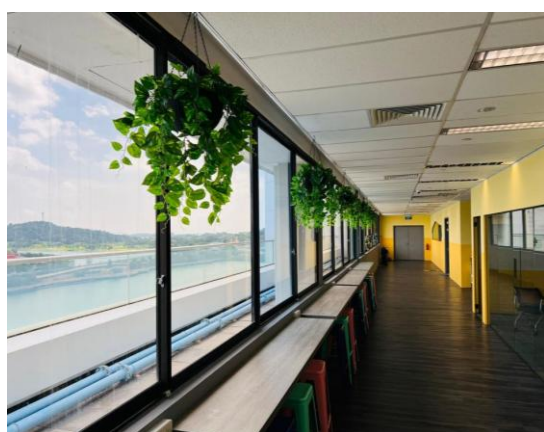
SSTC Institute Facade



Science Laboratory



Classroom



Consultation Area



Computer Lab

SCHOOL RULES AND REGULATIONS

The School Rules and Regulations are based on SSTC's core values: Sincerity, Professionalism, Integrity, Respect, Innovativeness and Trustworthiness. School Rules and Regulations are set to ensure a safe, nurturing and conducive environment for serious study. School rules and regulations must be observed throughout the student's enrolment.

Core Values	School Rules and Regulations	Code of Conduct
1. Sincerity	1.1 All students should be courteous and well behaved at all times.	Good Conduct <ul style="list-style-type: none"> Good behaviour is expected both in and out of school at all times.
	1.2 Students are expected to uphold positive attitude for effective learning.	Positive Attitude for Learning <ul style="list-style-type: none"> English is to be spoken during lessons. Students should be diligent and responsible for their own learning. Students should take pride in their work and submit assignments on time.
	1.3 Students must have care and concern for everyone.	Compassion and Empathy <ul style="list-style-type: none"> Students are expected to offer support to those in need. Students will contribute actively to school events and participate in community involvement.
2. Professionalism	<p>2.1 Students are required to attend classes every session on every school day.</p> <p>2.2 Attendance is marked at the beginning of each session.</p> <p>2.3 If a student is late by more than 15 minutes, he/she will be marked as 'absent' for the session.</p> <p>2.4 For international students, only medical certificates are accepted as proof for absenteeism. All other documents produced will be considered on a case-by-case basis.</p> <p>2.5 Students who have been issued with medical certificates (MC) must submit their MC for leave application in the form of Student Leave Record at the Front Desk.</p> <p>2.6 Students who wish to leave Singapore and return home to attend to urgent matters must submit a leave application in the form of Student Leave Record. Students under 18 years of age must seek permission from their guardian or parents to travel. Students must attach photocopy of their air ticket and other supporting documents, if applicable.</p> <p>2.7 <u>The minimum attendance requirement for course completion is 75%. This is also the minimum attendance requirement for non-student pass holders and local/part-time students.</u> In addition, student's pass holders must fulfil ICA's attendance requirement of 90%.</p> <p>2.8 Leaving a class requires the teacher's permission.</p> <p>2.9 Students with attendance issues will be referred for counselling.</p> <p>2.10 Warning Letters will be issued to students whose attendance fall below 90% (student pass holders) and 75% (non-student pass holders) in any given month or have been absent for a continuous period of 7 days without any valid reason.</p> <p>2.11 Misconduct/Improper behaviour</p> <p>2.11.1 Student will be counselled up to two times.</p> <p>2.11.2 First counselling can be verbal or written. Second counselling must be written and recorded respectively.</p> <p>2.11.3 If Misconduct/ Improper behaviour still continues, then a third counselling must be done by the Director of Studies, Vice Principal, or Principal.</p> <p>2.11.4 By having a third counselling done, the student risks disciplinary suspension and/or request for parent/guardian meeting. Disciplinary suspension means PM, Director of Studies, or Vice Principal may:</p> <p>A. Move the student away from his regular classes to another location within the school, for a specified time, with extra academic duties assigned to the student.</p> <p>B. Suspend the student from school for a specified time.</p>	<p>Attendance</p> <ul style="list-style-type: none"> Attendance and punctuality at lessons and school events is compulsory and expected from all students. <p>Misconduct/ Improper behaviour</p> <ul style="list-style-type: none"> Misconduct could lead to disciplinary suspension

RULES & REGULATIONS

3. Integrity	3.1 Cheating in an examination, plagiarism, collusion, recycling and impersonation or procuring impersonation of a student in relation to any assessment task is not allowed.	Academic Honesty <ul style="list-style-type: none"> Students must adhere to SSTC's Academic Honesty Policy.
	3.2 Students do not take things that do not belong to them. 3.3 Theft and shoplifting will be reported to authorities.	Honesty <ul style="list-style-type: none"> All lost properties found on the school premises should be handed over to the Front Desk immediately. Students are strongly advised not to bring valuable articles to school and not to leave personal items unattended in the school premises.
4. Respectfulness	4.1 Hair is to be kept neat. Dying of hair in bright colours, and unconventional hairstyles are not allowed. 4.2 Students are to keep their hair away from their faces. Long fringe that covers the eyes are not allowed. 4.3 Girls/ladies are permitted to wear one pair of earrings. 4.4 Boys/men are not permitted to wear earrings. 4.5 Shorts, short skirts and other revealing clothing are not permitted. 4.6 Slippers are not permitted. 4.7 Students with inappropriate hairstyle or who are deemed to be inappropriately dressed will be required to change it before being allowed to attend class.	Respect for Self <ul style="list-style-type: none"> Students conduct themselves with dignity and pride.
	4.8 Mobile phones and other electronic gadgets are not permitted during lessons. Teachers may confiscate offending items for up to 3 days. 4.9 Students should not disturb the learning of others. 4.10 Bad language is obnoxious and must not be used. 4.11 No fighting or acts of physical violence against others. 4.12 No bullying (physical, verbal, emotion), hazing and harassing of others. 4.13 No photography or audio/video recording is permitted in the premises of SSTC without prior approval from Management. 4.14 Gambling is not permitted on school premises. 4.15 Possession of pornographic materials, weapons or dangerous items is not allowed. 4.16 Smoking/E-smoking, drinking, possession of tobacco or alcohol is not allowed on school premises. 4.17 Substance abuse is prohibited by law.	Respect for Others <ul style="list-style-type: none"> Student value others and treat them as they would themselves. Students must respect one another.
	4.18 Food and drinks are not to be brought into or consumed in teaching areas. 4.19 Classrooms are to be kept neat and clean at all times. 4.20 Students will handle all school properties with care 4.21 No littering	Respect for the Environment <ul style="list-style-type: none"> Students respect the school and the environment. Students are encouraged to reduce, reuse and recycle waste.
5. Innovativeness	5.1 Students are encouraged to be open to new teaching methodologies.	Open-mindedness <ul style="list-style-type: none"> Students are encouraged to use the Internet and Social Media for learning and research purposes. Students should participate actively in school events and outings to improve social & communication skills
6. Trustworthiness	6.1 Student pass holders are required to read, understand and agree to the ICA's Terms and Conditions of Student's Pass as stated in ICA's website below: http://www.ica.gov.sg/data/resources/docs/Terms & Conditions_STP.pdf	Fulfillment of Obligations <ul style="list-style-type: none"> Students must abide by the ICA's Terms and Conditions of Student Pass throughout the duration of their course.

ICA's Terms and Conditions of Student's Pass (STP)

1. You are required to produce your STP and your valid passport to the Immigration Officer at the Checkpoint each time you leave Singapore and return.
2. You are required to surrender any physical STP card issued to you, to the Immigration & Checkpoints Authority ("ICA"), if it is cancelled or has expired, or when a new STP is issued to you.
3. Should you intend to leave Singapore and not return on or before the expiry of the Pass issued to you, you are required to submit a request to ICA to cancel this STP, before your departure from Singapore. Those issued with a physical STP card are also required to surrender it to ICA before or at the time of your departure. Once the STP is cancelled, it shall be invalidated with immediate effect and will no longer be valid for entry into and remaining temporarily in Singapore.
4. While in Singapore, you are required to furnish the STP for inspection to an Immigration Officer or Police Officer within reasonable time when so requested.
5. 6. If the STP card is lost or stolen (applicable only if you were issued a physical STP card), you are required to make a police report immediately and report to ICA within 7 days to apply for a replacement. Issuance and/or replacement fees will be payable. If you recover possession of your lost STP card after reporting such loss to ICA, you are required to surrender the recovered STP card to ICA for cancellation within 7 days from the date of recovery.
You are required to notify ICA if there is any change in your passport particulars and/or change in personal particulars (including name, sex or place of residence) within 14 days of the change, and seek a replacement STP with the updated particulars. For more information on reporting a change in passport or personal particulars for STP holder, please visit ICA website at www.ica.gov.sg
7. This STP is issued to you based on the information provided vide application _____ for which you have truthfully declared to be so or for which you had consented for a proxy to submit on your behalf and are fully aware of the information so provided by your authorised proxy. You are required to notify ICA of any change in your passport particulars.
8. You shall comply with the provisions of the Immigration Act and any regulations made under the Act, or any statutory modification or re-enactment in force in Singapore during your stay.
9. You shall not engage in any activities which are inconsistent with the purpose for which the STP has been issued.
10. You shall not engage in any activities during your stay in Singapore (political, or otherwise) which may make you an undesirable or prohibited immigrant under the Immigration Act.
11. You shall not contravene any laws which are for the timing being in force in Singapore.
12. You shall not smoke, administer to yourself, consume or be in any way engaged in the trafficking of any controlled drug as defined in the Misuse of Drug Act or any written law in force relating to the control of dangerous or harmful drugs.
13. You shall abide by the conditions specified in regulations 14(1A) of the Immigration Regulations, where applicable. You must not engage in any form of paid employment or in any business, profession, or occupation in Singapore during the validity of your Student's Pass unless you also have a valid work pass issued under the Employment of Foreign Manpower Act (Cap. 91A).
14. You understand that if the Controller of Immigration is satisfied that you or any of your family members breaches the Terms & Conditions mentioned above, or becomes an undesirable or prohibited immigrant, he may cancel the immigration passes issued to you and/or your family, and you and/or any member of your family may be required to leave Singapore within 24 hours of such cancellation.
15. You are required to attend classes regularly. If you fail to attend classes for a continuous period of 7 days, your Student's Pass is liable to be cancelled with effect from the 8th day. The letter of cancellation will be sent to your place of residence as registered with ICA. Remaining in Singapore unlawfully after the cancellation of your Student's Pass is an offence under Section 15 of the Immigration Act and you would be liable for prosecution.
16. You understand that your Student's Pass will be cancelled by the Controller of Immigration if you fail to remain or cease to be retained as a student in your educational institution.
17. This STP is issued to you on the condition that the Terms & Conditions mentioned above are complied with. Under regulation 40(2) of the Immigration Regulations, any person who without reasonable cause contravenes or fails to comply with any condition imposed in respect of or any direction endorsed on any pass or permit shall be guilty of an offence and shall be liable on conviction to a fine not exceeding \$1,000 or to imprisonment for a term not exceeding 6 months or to both.

ADMISSION/TERMINATION POLICY

SSTC reserves the right to decline any application for enrolment made by a student who does not satisfy the entry requirements set for each course. SSTC also reserves the right to review any student's progress periodically and to terminate a student's enrolment for academic reasons, failure to pay the required school fees or failure to abide by the School's and ICA's (Immigration and Checkpoints Authority) rules and regulations.

- Termination due to Academic reasons
 - Failure to make academic progress
Students who have been identified as underperforming and have not shown academic improvements after second level counseling is completed may be subject to termination.
 - Academic dishonesty
Students who displayed academic dishonesty including but not limited to cheating in an examination, plagiarism, collusion, recycling and impersonation or procuring impersonation of a student in relation to any assessment task is grounds for termination.
- Termination due to non-payment
 - Students with outstanding installment payment will be given a final notice of settlement. Students who fail to make payment within 60 days from due date may be terminated.
- Termination due to failure to abide by the School's and ICA's (Immigration and Checkpoints Authority) rules and regulations
 - Poor Attendance
Students who do not meet the attendance requirement of 90% (for Student Pass holders) and 75% (for non-Student Pass holders) or are absent for more than 7 consecutive days will be counselled and receive Warning Letters. Students who fail to show any improvement after receiving the final warning may be terminated.
 - Misconduct and disdemeneour
Students who are consistently identified by the teacher and other students as being disruptive or displaying misconduct are eligible for termination. Specific examples of this behavior include fighting, gambling, smoking, drinking, hazing, disorderly behavior, vandalism, mischief, theft, complaints from teachers and students, as well as situations when a student repeatedly prevents a teacher from conducting an effective class.
 - Defamation
Damaging the good name or reputation of the school, including its teachers, staff and students by false and malicious statements, resulting in disrepute may lead to termination.
 - Terms and Conditions of Student Pass
Student pass holders are required to read, understand and agree to the ICA's Terms and Conditions of Student's Pass as stated in ICA's website below:
http://www.ica.gov.sg/data/resources/docs/Terms_&_Conditions_STP.pdf
Students who violate the terms and conditions will be reported to ICA and may result in termination. Any instructions received from ICA will be acted out accordingly.

The Top Management reserves the right to terminate a student based on the absolute opinion to uphold the integrity and credibility of the school. The decision of the Top Management will be taken as final and binding.

FEEDBACK AND COMPLAINTS

Policy

- Any feedback and complaint received must be recorded. This shall include any feedback and complaint received via any mass media.
- There is acknowledgement upon receiving feedback and/or complaint. The feedback and complaint must be responded to within the following time frame:

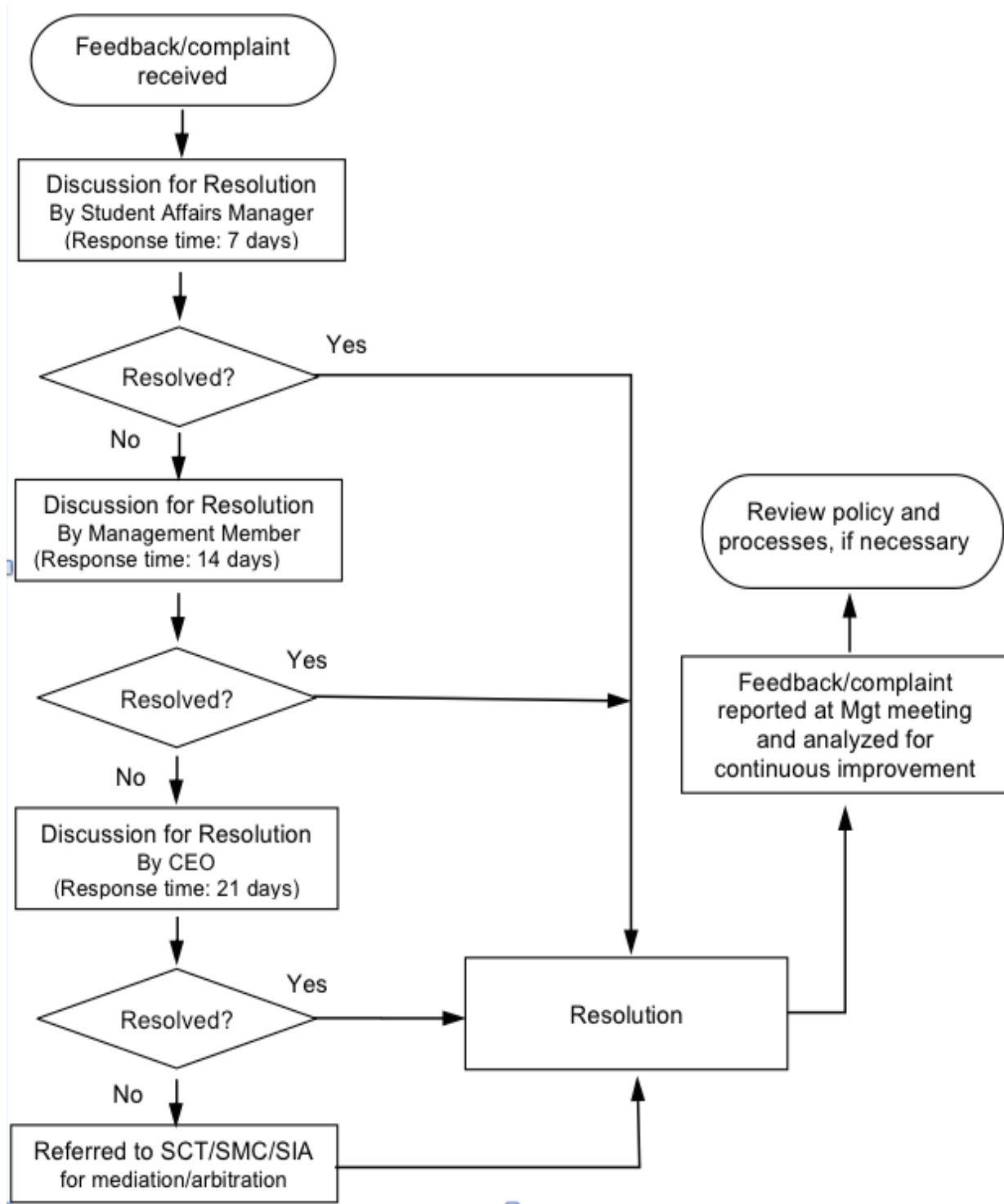
Level	Staff in charge of discussion for resolution	Response time from date of receiving feedback and complaint
First Level	Student Affairs Manager	7 working days
Second Level	Management Member	14 working days
Third Level	Chief Executive Officer (CEO)	21 working days

- Feedback and Complaints are evaluated and analyzed objectively by consulting and clarifying with the relevant SSTC staff and the aggrieved. Depending on the Level of feedback and/or complaint, the relevant person in charge of discussion for resolution will contact the aggrieved.
- All feedback and complaints and the actions taken to resolve them are recorded.
- All feedback and complaints are reported at Management meeting and analyzed for continuous improvement. Policies and processes are reviewed, if necessary.
- Any feedback and complaint, except for those that escalate to mediation and then arbitration, must be resolved within 21 working days.

Feedback and Complaints Procedure

- Feedback/Complaint received
 - Feedback/complaint is received in modes of face-to-face, by telephone or by email from students / parents / guardian / agents / external partners / staff or general public.
 - School maintains a Feedback Box at the Front Desk area. Feedback Forms are easily accessible.
 - Feedback Forms will be collected from the box once a day by the Student Affairs Manager.
- First Level – Discussion for resolution by Student Affairs Manager
 - Response time is 7 working days from the date of receiving feedback and complaint.
 - If issue is resolved, case is closed.
 - If no resolution is drawn, the case is referred to the relevant Management Member.
- Second Level – Discussion for resolution by Management Member
 - Response time is 14 working days from the date of receiving feedback and complaint.
 - If issue is resolved, case is closed.
 - If no resolution is drawn, the case is referred to the Chief Executive Officer (CEO)
- Third Level – Discussion for resolution by Chief Executive Officer (CEO)
 - Response time is 21 working days from the date of receiving feedback and complaint.
 - If issue is resolved, case is closed.
 - If no resolution is drawn, the case is reported to (CPE) for advice.
- If the case remains unresolved or the aggrieved is unsatisfied with the outcome of process 4, the case is referred to third-party organization for mediation
 - For clear-cut fee refund issues of less than S\$10,000, the case can be lodged with the Small Claims Tribunal (SCT).
 - For cases of other nature, the case can be referred to CPE's appointed Dispute Resolution Scheme.
 - For Stage 1 (Mediation), the case can be referred to the Singapore Mediation Centre (SMC) for mediation.
 - If there is no settlement reached through mediation, the case can be referred to Singapore Institute of Arbitration (SIA) for arbitration.
 - Once a settlement is reached, SSTC takes necessary actions in accordance with the mediation/arbitration instruction and reports to CPE about the actions taken.

2.6.1 Feedback and Complaint Handling Process



TRANSFER / WITHDRAWAL / DEFERMENT POLICY

Definition

- Transfer** : Student changes the course of study but remains as a student of SSTC. The existing Student Contract is cancelled and a new Student Contract is signed.
- Withdrawal** : Student is no longer a student of SSTC with the Student Contract terminated.
- Deferment** : Student's commencement of the course is deferred to a later date. The existing Student Contract is cancelled and a new Student Contract is signed.

Policy

- Applications for termination of course (withdrawal), transfer to another course within SSTC (transfer), or deferment of course commencement (deferment) must be made in writing to SSTC, using the Request for Transfer/Withdrawal/Deferment form.
- Students must provide detailed reasons for transfer/withdrawal/deferment with supporting documents if applicable.
- If the student is under any financial subsidies from third-party organisation, the student must write an official letter to the organisation and fill in necessary forms if applicable.
- Before a transfer/withdrawal/deferment request is processed, SSTC will perform checks to ensure that there are no outstanding matters (e.g. fees payable), from the student.
- Students who wish to transfer will undergo pre-course counselling and the Student Selection Process to ensure that entry requirement for the new course is met. Once an admission decision for the new course is made, the application undergoes the Student Admission Process. The transfer is approved once the Student Admission Process is completed successfully.
- Students who wish to defer will undergo counselling by the respective Programme Managers to check on the next available course intake. Once an admission decision for the new intake is made, the application undergoes the Student Admission Process. The deferment is approved once the Student Admission Process is completed successfully.
- Students are allowed to defer only once up to the maximum period of half the course duration, failing which he/she will be deemed to have withdrawn from the course and would have to re-apply as a new applicant if he/she wishes to register on the course again. The refund policy will be applicable.
- In the event where transfer or deferment request is rejected, the student may choose to continue with the current course or to withdraw from it.
- Once a request application is submitted, SSTC will review the request on a fair and reasonable ground and inform the student of the result in an official letter in no more than 3 weeks' time from the date when the request application form is submitted.
- Students are required to pay Admin Fee for Transfer/Deferment of Enrolment upon successful requests for Transfer/Deferment of enrolment
- If the Withdrawal request application is granted, the unconsumed fee of the existing course (if any) is subject to standard Refund Policy.
- If the Transfer/Deferment request application is granted, unconsumed fees of the existing course (if any) may be refunded and used to pay for the respective new course. Any excess course fees shall be refunded as per the Refund Policy.
- If additional fees are to be paid to the school, SSTC will issue an invoice or appropriate documents specifying the amount to be paid with the payment due date.
- SSTC clearly explains the implication of the status of the student's pass if international student withdraw from the school.
- SSTC takes necessary steps to inform the FPS service providers, relevant government agencies (e.g. ICA) and other relevant parties.

Policy (Short Term Programme)

- Applicants for termination of course Applications for termination of course (withdrawal) must be made in writing to SSTC.
- There will be strictly no deferment and transfer for any short term programme enrolled. Applicants are strongly advised to ensure that they will be able to attend the programme before applying.

TRANSFER / WITHDRAWAL / DEFFERMENT PROCEDURE

Transfer Procedure

- a) Student submits completed Request for Transfer/Withdrawal/ Deferment form and detailed reasons for transfer with supporting documents, if applicable, to the Registrar's Office.
- b) Checks are performed to ensure that there are no outstanding matters (e.g. fees payable), from the student.
- c) Student receives pre-course counselling to ensure that entry requirement for the new course is met.
- d) Student documents are reviewed and a decision is made on the transfer request.
- e) Student is informed of the outcome of the request in a formal letter.
- f) A new Student Contract for the transferred course is prepared and signed.
- g) Students are required to pay Admin Fee for Transfer/Deferment of Enrolment upon successful requests for Transfer/Deferment of enrolment.
- h) In the event where transfer request is rejected, the student may choose to continue with the current course or to withdraw from it. Refer to Withdrawal Procedure.

Withdrawal Procedure

- a) Student submits completed Request for Transfer/Withdrawal/ Deferment form and detailed reasons for withdrawal with supporting documents, if applicable, to the Registrar's Office.
- b) Checks are performed to ensure that there are no outstanding matters (e.g. fees payable), from the student.
- c) Student documents are reviewed and a decision is made on the withdrawal request.
- d) Student is informed of the outcome of the request in a formal letter.

Deferment Procedure

- a) Student submits completed Request for Transfer/Withdrawal/ Deferment form and detailed reasons for deferment with supporting documents, if applicable, to the Registrar's Office.
- b) Checks are performed to ensure that there are no outstanding matters (e.g. fees payable), from the student.
- c) Student receives counselling on the next available course intake.
- d) Student documents are reviewed and a decision is made on the deferment request.
- e) Student is informed of the outcome of the request in a formal letter.
- f) A new Student Contract for the transferred course is prepared and signed.
- g) Students are required to pay Admin Fee for Transfer/Deferment of Enrolment upon successful requests for Transfer/Deferment of enrolment.
- h) In the event where deferment request is rejected, the student may choose to continue with the current course or to withdraw from it. Refer to Withdrawal Procedure.

REFUND POLICY & PROCEDURE

Termination and Refund Policy for Part-time and Full-time courses permitted by CPE under the Private Education Act.

(Please refer to diagram in Schedule E)

- 3.1 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”):
- (i) It cannot commence the provision of the Course on the Course Commencement Date;
 - (ii) It cannot complete the provision of the Course by the Course Completion Date;
 - (iii) The Course will be terminated before the Course Completion Date;
 - (iv) The Student does not meet the course entry or matriculation requirements as stated in Schedule A; or
 - (v) The Immigration & Checkpoints Authority of Singapore (the “ICA”) rejects the Student’s application for the Student Pass.
- 3.2 Where any of the Refund Events in Clause 3.1(a) to (c) above has occurred:
- (a) 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.
 - (b) If the Contracting Party accepts such alternative study arrangements, the PEI shall set forth such alternative study arrangements in a written contract and this Contract shall automatically terminate on the date that such new written contract comes into effect.
 - (c) If the PEI does not propose alternative study arrangements to the Contracting Party within the time stipulated in Clause 3.2(a) above, or the Contracting Party does not accept such alternative study arrangements, the Contracting Party may forthwith terminate this Contract by way of a written notice to the PEI.
- 3.3 Where any of the Refund Events in Clauses 3.1(d) to (e) has occurred, the PEI shall forthwith terminate this Contract by way of a written notice to the Contracting Party.
- 3.4 If the Contract is terminated pursuant to Clause 3.2(b) read with Clause 3.1(a), the PEI shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
- 3.5 If the Contract is terminated pursuant to Clause 3.2(b) read with either Clause 3.1(b) or Clause 3.1(c), 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.
- 3.6 If the Contract is terminated pursuant to Clause 3.3 or Clause 3.2(c) read with Clause 3.1(a), the PEI shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
- 3.7 If the Contract is terminated pursuant to Clause 3.2(c) read with either Clause 3.1(b) or Clause 3.1(c), 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.

3.8 Refund for Withdrawal During the Cooling-Off Period:

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 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.

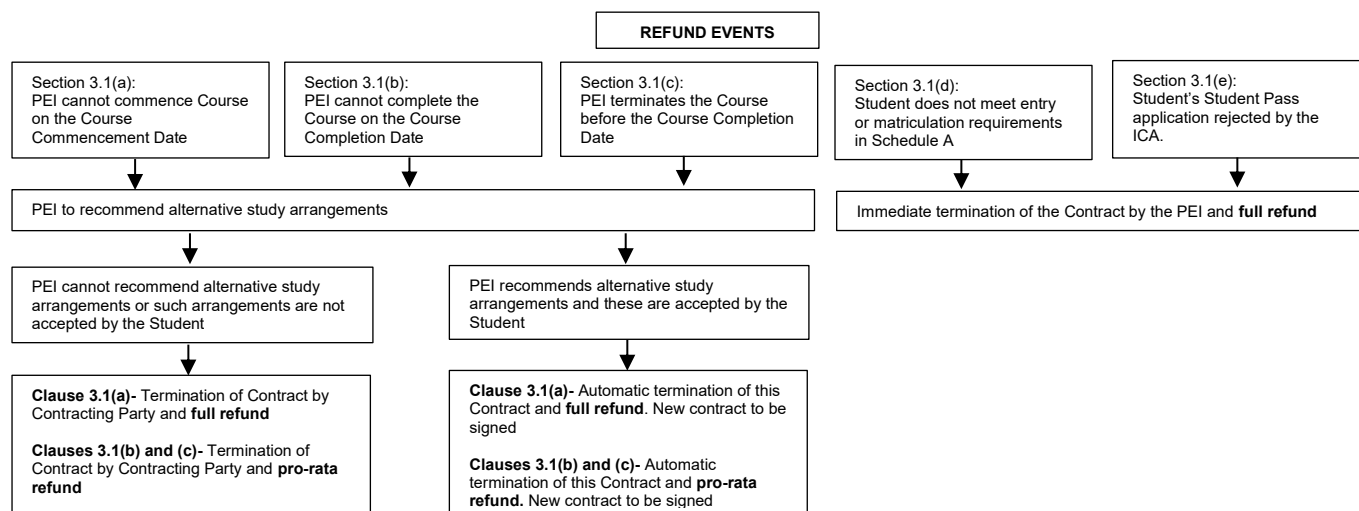
3.9 Refund for Withdrawal Outside the Cooling-Off Period:

Without prejudice to Clauses 3.1 to 3.8 above, 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.

SCHEDULE D REFUND POLICY

% of [the amount of Course Fees and Miscellaneous Fees paid under Schedules B and C]	If the Contracting Party’s written notice of withdrawal is received:
100	More than 20 working days before the Course Commencement Date
50	On or before, but not more than 20 working days before the Course Commencement Date
10	After, but not more than 10 working days after the Course Commencement Date
0	More than 10 working days after the Course Commencement Date

SCHEDULE E SECTION 3



Application Fee and consumed FPS insurance premium (with GST) are not refundable.

Deemed Withdrawal (Transfer)

A student who transfers from the course to another course within SSTC, for the purposes of refund, is deemed to have withdrawn from the course and the provisions of Clause 3.9 of the Standard PEI-Student Contract shall apply. Once the request for Transfer is approved, any unconsumed fees of the existing course (if any) may be refunded and used to pay for the new course. Any excess course fees shall be refunded as per the Refund Policy.

Refund Procedure

- After receiving a written notice of withdrawal and/or an approval of Request for Transfer/Withdrawal/Deferment and/or withdrawal during 'Cooling-Off period' (if applicable), refund amount is calculated.
- Refund cheque is prepared, student will be notified to collect refund.
- In the event that the student is unable to collect the refund in cheque, refund may be made by telegraphic transfer or bank transfer based on the bank account information provided by the student.
- Refund must be processed within 7 working days from the receipt of the written notice of withdrawal and/or Request for Withdrawal from the student.

Refund Policy (Short Term Programme and Corporate Training)

Definition

Short Term Programme and Corporate Training courses are defined as courses with duration of not more than 30 days or 50 hours and have been granted waiver from EduTrust requirements.

Refund for Withdrawal Due to Non-Delivery of Course:

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

- (i) It does not commence the Course on the Course Commencement Date;
- (ii) It terminates the Course before the Course Commencement Date;
- (iii) It does not complete the Course by the Course Completion Date;
- (iv) It terminates the Course before the Course Completion Date;
- (v) It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation within any stipulated timeline set by CPE; or

Conditions under which a course may be cancelled include:

- Failure to reach a minimum class size at the time of the commencement date
- De-registration of the course with CPE
- Any other circumstances under which SSTC is unable to run the course.

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 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 Refund for Withdrawal Due to Non-Delivery of Course (i) to (v), SSTC will, within seven (7) working days of receiving the Student's written notice of withdrawal, refund to the Student an amount based on the Sums to be refunded (Short Term Programme and Corporate Training).

Sums to be refunded (Short Term Programme and Corporate Training)

Percentage (%) of the amount of fees paid	If student's written notice of withdrawal is received
100%	More than 14 days before the Commencement Date
50%	More than 7 working days but less than 14 days before the Commencement Date
0%	Less than 7 working days before Commencement Date
0%	Absent

Non-refundable Fees

Not applicable.

Deemed Withdrawal (Transfer)

There will be strictly no transfer for any short term programme enrolled.

Refund Procedure

- After receiving a written notice of withdrawal and/or an approval of Request for Transfer/Withdrawal/Deferment and/or withdrawal during 'Cooling-Off period' (if applicable), refund amount is calculated.
- Refund cheque is prepared.
- Student will be notified to collect refund.
- In the event that the student is unable to collect the refund in cheque, refund may be made by telegraphic transfer based on the bank account information provided by the student.
- Refund must be processed within 7 working days from the receipt of the written notice of withdrawal and/or Request for withdrawal from the student.

ACADEMIC HONESTY POLICY

Overview

Academic honesty is a fundamental principle of SSTC as an institution devoted to the pursuit of excellence in teaching, and to respecting the value and dignity of each person. Conduct which breaches academic honesty attacks the integrity of learning and scholarship, contravenes academic values of respect for knowledge, scholarship and scholars, and represents a form of fraud.

Elements of Academic Honesty

1) Legitimate Co-operation

In some courses/units students may legitimately co-operate and collaborate on a project, sharing materials or data collected and discussing the interpretation of such material. Examples of legitimate co-operation and collaboration include:

- Informal study/discussion groups;
- discussion of general themes and concepts;
- interpretation of assessment criteria; or
- strengthening and development of academic writing and/or study skills through peer assistance.

2) Forms of Academic Dishonesty

Academic dishonesty or cheating may take a number of forms. These include:

- cheating in an examination;
- plagiarism (unauthorized copying from another source);
- collusion (unauthorized co-operation or collaboration);
- recycling (unauthorized re-use of the work submitted to other course/unit); or
- impersonation or procuring impersonation of a student in relation to any assessment task.

3) Cheating in Exams/Tests

A student must not:

- cheat or attempt to cheat in any Exam/Test;
- directly or indirectly assist any other student to cheat;
- communicate with another student or give assistance to, or receive any communication or assistance from, any other student during an Exam/Test;
- read and/or copy or attempt to read and/or copy another student's work or other materials during an Exam/Test;
- do anything to assist or enable or attempt to assist or enable another student to read and/or copy work or other materials during an Exam/Test;
- improperly obtain prior knowledge of an Exam/Test paper and use that knowledge in an Exam/Test;
- cause a disturbance, annoyance to or interference with any other student;
- re-enter the examination room after leaving it, unless under supervision approved by an Invigilator during the full period of absence;
- disobey any reasonable direction issued by an Invigilator, lecturer or other authorised person or set forth on an Exam/Test paper, writing book or any notice;
- refuse or fail to answer any reasonable question asked of the student by an Invigilator.

Dealing with Alleged Academic Dishonesty

- Failure to comply with the SSTC's standards for academic honesty may lead to failure in the assessment task or overall failure in the unit, or termination of the student's enrollment.

APPEAL POLICY & PROCEDURE**Overview**

SSTC exercises utmost care and effort to ensure that all assessment results are accurate. However, students are allowed to lodge an appeal against Examination results or the awarding of qualifications such as diplomas or certificates.

Procedure**1. Appeal against Exam (Final Examination in programmes of higher learning) Results and/or Failed Unit**

- Any student can consult the teacher-in-charge or PM concerning the Exam results for initial check, if the student does not agree with the results.
- If the student is not satisfied with the result of consultation, he/she can lodge an official appeal.
- All appeals must be lodged within 2 weeks from the release date of the Exam/Pearson BTEC Assignment Results, or the consultation results whichever is applicable, by submitting an Appeal Form to PM with supporting documents (if any). Appeals made after the deadline will not be entertained.
- PM appoints a member of academic staff/internal verifier who was not the marker of the Exam paper/Pearson BTEC Assignment to do a second marking.
- The result of second marking is forwarded to PM within 5 working days.
- PM confirms the result of second marking and submits the result to Examination Board for endorsement.
- The student is notified of the endorsed final decision in writing within 14 working days of the date of the Appeal Form being lodged.
- Final result is entered into SMS system.

2. Appeal against Test Results and Other Assessment Results (Languages and Preparatory Courses)

- Students are notified of Test and other assessment results either verbally or through the Monthly Progress Report (MPR) within two weeks from the Test date.
- Students can consult the teacher-in-charge or PM concerning the results for initial check, if the student does not agree with the results.
- If the student is not satisfied with the result of consultation, he/she can lodge an official appeal.
- All appeals must be lodged within 2 weeks days from the release date of the results, or the consultation results if applicable, by submitting an Appeal Form to the PM. Appeals made after the deadline will not be entertained.
- PM appoints a member of the academic staff who was not the marker of the Test paper to do a second marking.
- The result of the second marking is forwarded to PM within 5 working days.
- PM confirms the result of second marking.
- The student is notified of the confirmed decision in writing within 14 working days of the date of the Appeal Form being lodged.
- Final result is entered into the SMS system.

Overview

The FPS serves to protect students' fees in the event of a PEI (Private Education Institution) being unable to continue operations due to insolvency and/or regulatory closure. It was first launched as the SPS (Student Protection Scheme) initiated by CASETRUST and it has been replaced with FPS (Fee Protection Scheme) under EduTrust.

In full compliance with the EduTrust guidelines set by CPE (Committee for Private Education), SSTC Institute provides fee protection for the fees paid by our students in the form of an Insurance Protection Scheme. SSTC's Fee Protection Scheme (FPS) is applicable to all students who are enrolled in any of our courses (except FPS-waived short courses) and pay FPS fee.

Protected Fees

Course Fees stipulated in Schedule B in Standard PEI-Student Contract SSTC are covered. Examples of protected fees are Course Fee, Hospitalisation & Surgical Insurance Fee, Registration Fee, Research & Development Fee, Science Lab Fee and Assessment Fee.

FPS Insurance

SSTC ensures that the Fee Protection Scheme (FPS) implementation complies with the requirements stated in the latest version of the Fee Protection Scheme Instruction Manual. For all new fees collected after 1 March 2024, FPS Group Insurance (FPS-G) is to be implemented. FPS-G insurance coverage for all students shall commence from the fee payment date and cover the course duration the fee is paid for or till the course end date.

Insured Events

- Loss of 'Course Fees' by Insured Student due to Insolvency or Regulatory Closure of PEI.
- Failure of PEI to pay Sum awarded by Singapore Courts to Insured Student.
- Death by Accident or Total Permanent Disability by Accident of Insured Student

Insurance Claim

All claims shall be made on the Insurance Provider's prescribed forms and submitted to them as soon as reasonably possible together with all supporting documents, including the original copy of the receipt issued by SSTC, and information that they may require.

Insurance Provider

Lonpac Insurance Bhd
100 Beach Road
#19-00 Shaw Tower
Singapore 189702

STUDENT SUPPORT SERVICES

1. Orientation

Overview

SSTC provides orientation for newly-enrolled students to help them settle in at SSTC.

Areas Covered in Orientation

About SSTC

- Mission, vision and core values
- School Organisation Chart
- Floor Map & Facilities
- Fire evacuation instruction

Rules & Regulations

- Summary of school rules and regulations
- ICA's notice to Students' Pass Holders
- Admission/Termination Policy

Policies & Procedures

- Feedback & Complaints
- Transfer/Withdrawal/Deferment Policy & Procedure
- Refund Policy & Procedure
- Academic Honesty Policy
- Appeal Policy & Procedure

Student support & Services

- Fee protection scheme
- Student services
- Reference to CPE's official website

Useful Information

- Information for Language Courses
- Absent from school with valid reasons
- Academic Calendar
- Location & Getting there

Life in Singapore

- Singapore Laws & Regulations
- Food & Culture
- Getting Around in Singapore
- MRT Map
- Important/Useful Contacts

Course specific orientation will be covered by the PM (Programme Manager) on a separate orientation if applicable:

- ✓ Course schedule & timetable
- ✓ Course assessment information (assessment frequency & schedule, assessment modes, grading & award criteria and assessment weighting)
- ✓ Details of the organization awarding the certificate

After attending a general orientation session, students will have an opportunity to give their feedback on various matters, including accuracy of SSTC publication materials, quality of pre-course counseling they received, quality of services rendered by agents (if applicable) and SSTC staff, and usefulness of the orientation.

2. Pastoral Counseling Service

Overview

SSTC provides pastoral counseling service to its students on various issues to help them achieve their academic goals at SSTC and in their future academic pursuit. Students are welcome to approach teachers, Territory Managers (TMs), Programme Managers (PMs), Student Affairs Manager or the Student Pastoral Team to discuss their concerns. SSTC will provide necessary guidance, advice or information, or take actions to assist them if applicable.

Issues to be counseled on

- Difficulties in adapting to the local environment due to homesickness or depression
- Difficulties caused by heavy course demands or poor academic performance
- Difficulties experienced by family/health problems
- Having problems in attendance or conduct
- Guidance on career planning or academic pathway

3. Holistic Development

Overview

Guided by our values, SSTC seeks to build our resources, our students and staff, in a manner that will empower us to make educated choices and decisions in an integrated nature of personal development in the following areas:

- Physical
- Social
- Cognitive
- Language
- Creative
- Emotional
- Moral

SSTC's Holistic Development is based on the premise that each individual finds identity, meaning and purpose in life through community outreach and through partnership that leads to cohesiveness amongst our students and staff while strengthening our personal human development with equity and social justice.

To meet this challenge, we strive to cultivate a Holistic Family Culture through our core values of **S-P-I-R-I-T: Sincerity, Professionalism, Integrity, Respectfulness, Innovativeness and Trustworthiness**.

We seek to accomplish this by offering opportunities for our students and staff to assimilate and unify in ways that will support each other and the greater community. These involvements include organizing and participating in events that precedes the objective of fostering a culture of FAMILY at SSTC and strengthening our mission as we support each other in defining one's own VISION.

4. Hospitalisation & Surgical Insurance

Overview

Medical cost for foreigners is not subsidized by the Singapore public healthcare system and may run very high if one needs to be hospitalised or undergo surgery while studying in Singapore. To assist our students, SSTC Institute provides protection to all our students for hospitalisation and surgery with its **Group Hospitalisation & Surgical Insurance**, in full compliance with the guideline set by CPE (Committee for Private Education) for EduTrust. SSTC's insurance for students covers up to S\$20,000.00 (annual limit per person), which is sufficient for students in most cases.

Singaporean/permanent resident, non-Student's Pass international students and part-time students who are protected by his/her own medical insurance coverage in Singapore can opt out from the medical insurance scheme.

What is covered

- Plan covers hospitalisation and surgery including day surgery.
- Plan does not cover any pre-existing illness.
- Plan does not cover outpatient treatments unless they are
 - ✓ for follow up treatment related to a hospitalisation/surgery and incurred within 30/90 days prior to or after the hospitalisation or day surgery;
 - ✓ for emergency outpatient treatment due to accidents within 24 hours of the accident;
- GP (General Practitioner) bills are not claimable.

Scope of Coverage

- B1 ward entitlement in Government Restructured Hospitals.
- Ability to upgrade to higher wards or private hospitals subject to pro-ration factors.
- Annual Limit of \$20,000 per student on "As Charged" basis.

Payment of the Claim Amount

Medical claims will be assessed by the insurance company. The eligible claim amount will be reimbursed to the student by cheque.

How to Make Claims

All claims have to be made on prescribed forms and submitted to the insurance company within one month or as soon as reasonably possible, together with all the original copies of final medical bills. The following documents are needed to make a claim:

- Combined Claim Form with Medical Certification of Treatment
- Final hospital/medical bills & receipts
- Medical reports, if available
- Hospital discharge summary
- Referral Letters, if available

More information can be obtained from the Insurance Provider:

Income Insurance Limited
75 Bras Basah Road
Income Centre
Singapore 189557

Tel: 63321133

Fax: 63381500

Email: healthcare@income.com.sg

Website: www.income.com.sg

5. Qualification-related Services

- Issuance of Qualification and Official Transcript upon student's successful course complementation.

6. Administrative Services

- Student's Pass
- Request for Documents
 - ✓ Student Status Letter
 - ✓ Provisional Transcript
 - ✓ Testimonial
- Certification of SSTC Documents

REFERENCE TO CPE'S OFFICIAL WEBSITE

Enhanced Registration Framework

What is ERF?

The Enhanced Registration Framework (ERF), as set out under the Private Education Act and the Private Education Regulations, spells out the mandatory registration requirements and legislative obligations which all private education institutions, operating in and from Singapore, must meet.

Who Administers the ERF?

The Enhanced Registration Framework aims to enhance the overall quality of private education institutions in Singapore and ensure that they are of a certain acceptable standard in order to protect the interests of the students enrolled in their schools. It does this through measures to enhance the following aspects of the Enhanced Registration Framework: Registration Corporate Governance Quality of Provisions Information Transparency

EduTrust Certification Scheme

What is EduTrust?

EduTrust is a voluntary certification scheme for private education institutions (PEIs) in Singapore. A private education institution is awarded EduTrust certification if it has achieved the stipulated standards in the areas of:

- ✓ Management of the school;
- ✓ Provision of educational services; and
- ✓ Financial health.

Who Administers EduTrust?

The EduTrust certification scheme is administered by the Committee for Private Education (CPE), a statutory board that was formed in 2009 to regulate, develop and raise quality standards in the private education sector.

Is EduTrust certification mandatory for all private education institutions?

The EduTrust certification scheme is voluntary, but private education institutions which enrol international students must be EduTrust-certified. This is to meet one of the Immigration and Checkpoints Authority's prerequisites for the issue of Student Passes.

For more information on Enhanced Registration Framework and EduTrust Certification Scheme, please visit the CPE website at www.ssg.gov.sg

INFORMATION FOR LANGUAGE COURSES

(Please attend Course-Specific Orientation and refer to the programme outline for information on other courses)

English Level Test

An English Level Test is conducted for students enrolling in Certificate in General English to determine their level of English proficiency.

English Level Test or Diagnostic Test may be conducted for students enrolling in Preparatory Course for Admission to Government Schools, Preparatory Course for Singapore-Cambridge General Certificate of Education (Advanced/Ordinary Level) Exam, or programmes of higher learning to determine their level of English/academic proficiency if required.

Monthly Tests and Progress Reports

A Monthly Progress Report contains the student's academic performance, conduct and teacher's comments. These are based on continual in-class assessments throughout the month as well as the test conducted in Week 4 of each month (for language courses) and may or may not be a result of formal tests conducted.

Progression Criteria

The Languages Department monthly test is the basis of determining which students are eligible to progress to the next higher Module.

Students who score an average of 65% or higher over three tests and have a good record of classroom performance (as judged by both of their teachers) will be promoted by the Programme Manager.

Students who have taken four or more tests are eligible to progress when they have scored 65% on any one test.

Students who have taken fewer than three tests are generally not eligible for promotion. Exceptions may be made, at the Programme Manager's discretion.

CLASS TIMINGS FOR FULL-TIME COURSES:

Students who are late for 15 minutes or more will be marked ABSENT for that session.

Full-time class (Prep/CGE) session is from 9:00am to 3.50pm

Full-time class (IGCSE) session is from 9.00am to 3:50pm

Full-time class (BTEC) session is from 12.00 noon to 6.30pm

Full-time class (DTHM) session is from 9am to 6.00pm

* lunch break (depending on students' courses will be one hour).

*Intermittent short breaks will be given to students during lesson time.

ACCOUNTING FOR ABSENTEEISM

Medical Leave

- For all students, only medical leave are accepted as valid reasons for absenteeism. All non-medical leave applications will be considered on a case-by-case basis.
- Students who have been issued with medical certificates (MC) must submit their MC for leave application in the form of Student Leave Record accompanied with supporting documents.
- Incomplete applications will not be accepted and students may be recorded as being absent.
- Original MCs must be submitted immediately once the student returns to school.
- Students are required to submit their leave applications to the Front Desk.

Non-Medical Leave

- Students who wish to leave Singapore and return home to attend to urgent matters must submit a leave application in the form of Student Leave Record. Students under 18 years of age must seek permission from their guardian or parents to travel. Students must attach photocopy of their air ticket and other supporting documents, if applicable.
- Incomplete applications will not be accepted and students may be recorded as being absent.
- All non-medical leave applications are subject to the approval of the Programme Manager (PM). Students who go on leave during school term may be recorded as being absent.
- All non-medical leave applications should be submitted at least 3 working days in advance. Late submission will be considered on a case-by-case basis by the PM.

LOCATION & GETTING THERE**SSTC Institute
(Harbour Front Centre Campus)****MRT lines with stations closest to Harbourfront Centre in Singapore****Harbourfront (NE1|CC29)****Bus numbers:**

10 Tampines Int ↔ Kent Ridge Ter

30 Bedok Int ↔ Boon Lay Int

57 Bishan Int ↔ Bt Merah Int

61 Bt Batok Int ↔ Eunos Int

97 Jurong East Int ↔ Marina Ctr Ter

65 Tampines Int ↔ HarbourFront Int

80 Sengkang Int ↔ HarbourFront Int

855 Yishun Int ↔ HarbourFront Int

123M HarbourFront Int ↻ Tiong Bahru Rd

SINGAPORE LAWS & REGULATIONS

- Students under 18 years old cannot smoke or drink alcohol.
- Drug trafficking is punishable by Death.
- Students must be over 18 years old and have a valid driving license to drive in Singapore.
- A demerit points system is in place in Singapore to ensure road safety and any offense of driving laws and regulations can result in suspension or cancellation of driving license. Some of the major offenses include drunk driving, speeding and 'handphone' driving.
- Under the Road Traffic Act when driving in a car (e.g. taxi) each passenger has to use the seatbelt (also in the back of the car!). Failure to do so will result in a fine to the driver of the car and the passenger.
- Littering in public places is an offense punishable by fine and corrective work (for repeating offenders).
- Smoking is not permitted in public service vehicles, museums, libraries, lifts, theatres, cinemas, air-conditioned restaurants, hair salons, supermarkets, department stores and government offices. Offenders can be fined.
- Causing damage to public and private property can be classified as vandalism and is punishable by caning/ fine/ imprisonment.
- Possession and setting off of firecrackers is an offence under the Dangerous Fireworks Act and is punishable by fine/imprisonment.

Disclaimer

The above legal information is for students' reference only and cannot replace the advice of a qualified lawyer who knows the full details of individual student's particular legal situation. Students are recommended to seek legal advice from a qualified lawyer for a final interpretation of relevant Singapore laws.

SINGAPORE FOOD & CULTURE

Wide variety of food available

- Singapore is well loved for its wide range of ethnic food including Indian, Chinese, Malay, Indonesian, Eurasian, French, Italian, Japanese, Korean food and many more.
- Famous local foods include Bak Kuk Teh (pork rib soup), Char Kway Teow (fried rice-noodle), Chilli Crab (crab cooked with thick Tomato & Chilli-based gravy), Satay (bite-sized pieces of meat grilled on skewers) and Chicken Rice (rice with specially cooked chicken).



Restrictions of ethnic groups/religions

- Muslims only eat Halal food and do not consume pork, lard or alcohol.
- Hindus and Buddhists do not eat beef and some are vegetarian.
- Various restaurants with Halal certification are available in Singapore, including well-known fast food restaurants such as McDonald's, Burger King, KFC, Pizza Hut and Delifrance.

Ramadan

- During Ramadan (9th month of the Islamic calendar) period, Muslims fast and avoid eating or drinking from dawn to dusk.
- Avoid asking Muslim friends out for meals or offering them food in the day during this period.

GETTING AROUND IN SINGAPORE

Singapore's main public transports are buses, trains (MRT) and taxis. It will be convenient for international students to buy and use an EZ-Link card for MRT and bus rides.

EZ-Link Card

- EZ-Link cards are sold at MRT stations, SingPost outlets or Seven-Eleven stores.
- You can top up the card easily at any general ticketing machine located in MRT stations.
- EZ-Link cards are accepted on all MRT, LRT and bus services.
- Tap card on the card reader at the entrance/exit of every public bus and MRT station when you enter/leave.



MRT (Mass Rapid Transit)

- Singapore MRT (SMRT) comprises of five main lines
 - North-South (Red)
 - East-West (Green)
 - North-East (Purple)
 - Circle (Orange)
 - Downtown Ling (Blue)



Bus

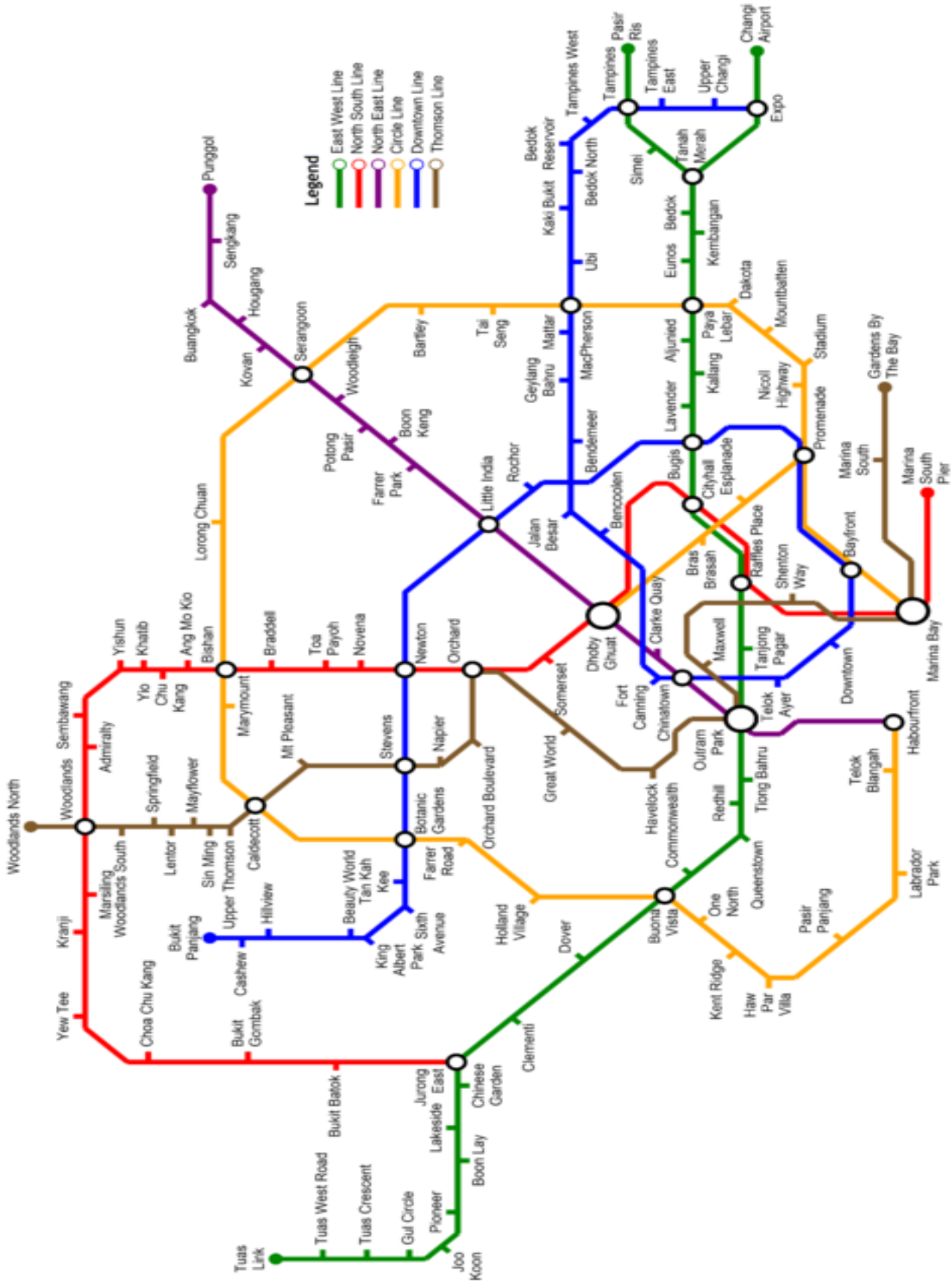
- Bus transport in Singapore is the most comprehensive and affordable means of public transport for public.
- You can find a bus stop almost anywhere.
- You can pay the bus fare with an EZ-Link card or cash.



Taxi

- Taxis are plentiful and it is easy to get one except during peak hours and rainy days.
- Average flag-down rate is S\$3.00 to S\$5.00, but surcharges may apply.
- Surcharges include:
 - Mid-night surcharge (midnight to 5.59am): 50% of the metered fare.
 - Peak-hour surcharge (6am to 9.30am & 6pm to midnight): 25% of the metered fare.
 - Central Business District (CBD) surcharge (Mon-Sat, 5pm to midnight): S\$3.00
 - Booking fees: Between S\$2.30 to S\$20.00
- Location Surcharges:
 - Changi Airport about (S\$3.00 to S\$5.00)
 - Marina Bay Sands about (S\$3.00)
 - Resorts World Sentosa about (S\$4.00)



SINGAPORE MRT MAP

IMPORTANT/USEFUL CONTACTS**Emergency**

Police – 999

Fire / Ambulance - 995

Police Hotline (For Crime and Police Information) – 1800 255 0000

Non-emergency Ambulance Service – 1777

CPE (Committee for Private Education)Website : www.ssg.gov.sg**Immigration**

Immigration & Checkpoint Authority (ICA) – 6391 6100

Transport

CityCab (Yellow) / Comfort Taxi – 6552 1111

Trans-Cab (Red) – 6555 3333

SMRT Taxis (Purple) – 6555 8888

Premier Taxis (Silver) – 6363 6888

Singapore Bus Service (SBS) – 1800 287 2729

SMRT Bus Services – 1800 336 8900

Embassies

Cambodia	400 Orchard Road #10-03/04 Orchard Towers, Singapore 238875	Tel: 6341 9785
China	150 Tanglin Road, Singapore 247969	Tel: 6418 0252
India	31 Grange Road, Singapore 239702	Tel: 6737 6777
Indonesia	7 Chatsworth Road, Singapore 249761	Tel: 6737 7422
Japan	16 Nassim Road, Singapore 258390	Tel: 6235 8855
Korea(S)	47 Scotts Road #08-00 Goldbell Towers, Singapore 228233	Tel: 6256 1188
Mongolia	600 North Bridge Road #24-08 Parkview Square Singapore 188778	Tel: 6348 0745
Myanmar	15 St. Martins Drive, Singapore 257996	Tel: 6735 0209
Russia	51 Nassim Road, Singapore 258439	Tel: 6235 1834
Saudi Arabia	163 Penang Road #03-02/03 Winsland House II Singapore 238463	Tel: 6734 5878
Taiwan	460 Alexandra Road #23-00 PSA Building, Singapore 119963 (Taipei Rep. Office)	Tel: 6500 0100
Thailand	370 Orchard Road, Singapore 238870	Tel: 6737 2158
Vietnam	10 Leedon Park, Singapore 267887	Tel: 6462 5938



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