



**STANFORD**  
**Academy**

STEP to SUCCESS

**EduTrust Certified Private Education Institution**

**(EDU-2-2116) (15.8.2018 – 14.8.2022)**

**Registered with Committee for Private Education, Singapore**

**(Reg No: 200300756Z) (3.6.2022 – 2.6.2026)**

# **STUDENT HANDBOOK**

**Address: 1 Kay Siang Road, Level 11,  
#09-01, #10-02 Singapore 248922  
(Former MOE Building)**

**School Website: [www.stanford.edu.sg](http://www.stanford.edu.sg)**

**Email: [info@stanford.edu.sg](mailto:info@stanford.edu.sg)**

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(The material in this handbook is designed to inform you of the School expectations for your behavior and the services available to you. We hope you find it useful. The School reserves the right to make changes in its requirements, regulations, and procedures as educational considerations demand and amendments to the policies contained in the handbook may occur from time to time.)

## I. MESSAGE FROM THE DIRECTOR OF STUDIES

**Dear Students,**

It is my greatest pleasure to welcome you to Stanford Academy, Singapore!

Stanford Academy, previously known as JE Educational College was founded in 1986 with the objective to provide quality education while upholding our mission, vision, values, and culture. We have attained the 4 years EduTrust award under the EduTrust Certification Scheme, for sustaining an excellent level of performance in managing institutions and providing high quality education standards.

Stanford Academy has continued to sustain the culture of a cosmopolitan and international body, with special emphasis on the exchange of cultures. This is important in our current day and age with globalization making the world appear smaller and our work and living spaces more diverse.

Our Academy strives to not only inculcate a holistic approach to learning, but also to inspire the creation of bonds of friendship, honour, discipline, and respect. In light of our ever-changing world, Stanford Academy continues to expand and diversify. With our development of new programs and faculties, we seek to nurture our students and unlock the different potentials in them.

All our Academic and Administrative staff are dedicated and will always be here to support you in your exciting endeavour to realising your academic and personal goals. You will be surrounded by new opportunities, ideas, and experiences which can be fully discovered during your time with Stanford Academy. We encourage you to be committed in improving yourself and we will do our utmost to support and enhance your growth throughout your studies with us.

Start your days at Stanford Academy with enthusiasm and end with a history of success. All our policies and procedures are clearly spelt, and you are encouraged to understand them. Do contact our Administrative staff should you require further information.

On behalf of Stanford Academy, I would like to thank you for entrusting your future with us. We are confident that we will provide you with an exciting and meaningful learning journey that will reach greater heights of success.

**DIRECTOR OF STUDIES,**

**DR. BERNICE GAO**

## II. DIRECTOR OF STUDIES'S DECLARATION

This Student Handbook is constantly upgraded with the latest most accurate information. It serves to provide general guidelines, academic successes, procedures, etc. for our students as well as their parents and guardians.

All our policies & procedures are clearly spelt and you are encouraged to understand them. Do contact our Administrators should you require further information. As soon as practicable, the Handbook is upgraded and modified to keep it current for the benefits of our students and readers. Every effort will be made to serve our students and I will ensure that Stanford's staff provides excellent customer service in the industry. Do speak to us!

**We provide the following Service Assurance for all our students:**

- 1) Our services and course delivery system is suitable, adequate and effective through continual improvement.
- 2) We have more than 30 teachers. Our teachers are well qualified and registered with and approved by MOE and later registered with CPE (Committee for Private Education). They are approved by our Academic Board as they have the competency to conduct courses.
- 3) The student – teacher ratio can be checked under the respective course.
- 4) Our School total floor area is **1,323.80 sqm**.

NO. OF CLASSROOMS AND CAPACITY			
Classroom	FLOOR NO	Capacity	Floor Area
1	Level 11	22	32.90 sqm
2	Level 11	24	35.58 sqm
4	Level 11	36	54.01 sqm
5	Level 11	41	61.66 sqm
6	Level 11	19	29.15 sqm
7	Level 9	35	53.98 sqm
8	Level 9	48	72.93 sqm
9	Level 10	39	58.94 sqm
10	Level 10	38	57.70 sqm
11	Level 10	31	46.85 sqm
Library	Level 11	NA	36.06 sqm
Self Study Area	Level 11	NA	20.76 sqm
Practical Room (Restaurant)	Level 9	62	93.09 sqm
Practical Room (Hotel)	Level 9	16	23.80 sqm

- 5) Course fees and other fees are clearly stated in our communication materials.
- 6) We have in place, Student Complaint Resolution procedure to deal with students' grievance and undertake to resolve all complaints at the maximum of 21 days.
- 7) We have in place a Fee Protection Scheme by way of a Master Insurance Policy with Lonpac Insurance Bhd.
- 8) We give appropriate refund of course fees depending on the student's circumstances and merit in accordance with the Standard Student Contract entered with the student.
- 9) We provide the most conducive environment to the best of our ability, in order that all students receive their utmost in their studies.

### III. WHY CHOOSE STANFORD ACADEMY?

**COMPLIANCE WITH REGULATIONS:** Registered with the Committee for Private Education (CPE), a statutory board of Ministry of Education under the Enhanced Registration Framework (Registration 4 years in June 2014);

**EDUTRUST– A QUALITY ASSURANCE MARK:** Stanford Academy, an EduTrust Certified School;  
With EduTrust, Stanford Academy is able to recruit international students requiring a Student Pass from Immigration Checkpoint Authority (ICA) Singapore;

**LONG HISTORY:** A School with 34 years of Quality Education (Established since 1986);

**PROTECTED FEES:** Student course fees are protected by insurance. Therefore, students need not worry if the School would go into liquidation as their course fees are protected;

**POLICIES:** The School sets clear and fair refund policies;

**FOLLOWING MANDATORY REQUIREMENTS:** Students are protected through clear and transparent Standard Student Contract stipulated by the regulatory body;

**ACADEMIC SUPPORT:** Our academic staffs are carefully selected by the Principal, approved by the Academic Board and they are qualified and experienced and registered with CPE, the Authority. Our Academic staffs are committed, dedicated and patient;

**ACADEMIC AND EXAMINATION BOARDS:** The boards supervise the academic curriculum and ensuring the Quality the School delivered;

**ACHIEVEMENTS OF STUDENTS:** We produce World Medalist Winners in LCCI exams. We have many students who have managed to secure Full time employment opportunity after completion of their Internships.

**ACADEMIC SERVICES:** Provide Mock Examinations for each examination series; Exam-oriented tuitions with many hands-on practices on past year exam papers; self-study sessions for certain classes after lesson. We provide counselling and guidance for students who are down with moral.

**FREE ENGLISH INTERVENTION LESSON:** We Provide Free English intervention lessons for those who need help in improving their spoken and Written English. As the course is conducted in English, free English lessons would help students to understand syllabus accurately, they will be familiar with jargons and terminologies of the industry. This boost their confidence and they graduate with flying colours.

**ON-JOB-TRAINING (OJT):** We provide placements (paid internship) to all our students who are pursuing Diploma in Hospitality Management. Our placement rate has been almost 100% and we offer wide range of opportunities in Restaurants, Bar, Hotels, Housekeeping division, laundry operations, etc. We prepare, place and monitor students during internship and successfully walk them through till end.

**SPECIAL ARRANGEMENT:** Students are allowed to attend more than one class for the same subject for their

course of their studies (subject to terms and conditions)

**SAFE AND HEALTHY ENVIRONMENT/ PREMISES:** BizSAFE Level 3 Certified School for students, staff and community

**FACILITIES AND INFRASTRUCTURE:** We have comprehensive facilities for delivering all the important skills required to by Hotel and Restaurant Industry to ensure an enriching teaching and learning environment; (Include practical rooms). The Practical Rooms are equipped with Restaurant Set up for Food and Beverage Services, Bar counter for Bartending Practice and Mock-up hotel room for Housekeeping hands-on experience. The school has also installed interactive smartboards in classes to ensure lessons conduct effectively and best learning experiences in the school. All students will be assigned to a CANVAS account, which is a learning management system for students and lecturers to obtain optimal efficiency in learning and teaching.

**LOCATION:** Situated in Kay Siang Road, which is approximately a **15 minutes' walk** or **1 bus stop** away from Red Hill MRT station.

**FLEXIBLE FEES PAYMENT** – Students are allowed to pay by installment for course fees. Scholarship program and special discount schemes are available for students.

**EXTERNAL DEGREE PROGRAMMES** – Stanford Academy provides External Degree Programs (EDP) offered by London Metropolitan University to allow students to pursue their higher education in Singapore instead of travelling to UK.

## IV. ABOUT STANFORD ACADEMY

### 1. Contact Information

Phone:	+65-6565 9786, +65-6560 5559
School Website:	<a href="http://www.stanford.edu.sg">www.stanford.edu.sg</a>
Email (for enquiry and feedback/ complaint):	<a href="mailto:info@stanford.edu.sg">info@stanford.edu.sg</a> , <a href="mailto:feedback@stanford.edu.sg">feedback@stanford.edu.sg</a>
Committee for Private Education:	<a href="https://www.ssg-wsg.gov.sg/">https://www.ssg-wsg.gov.sg/</a>

#### Operating Hours

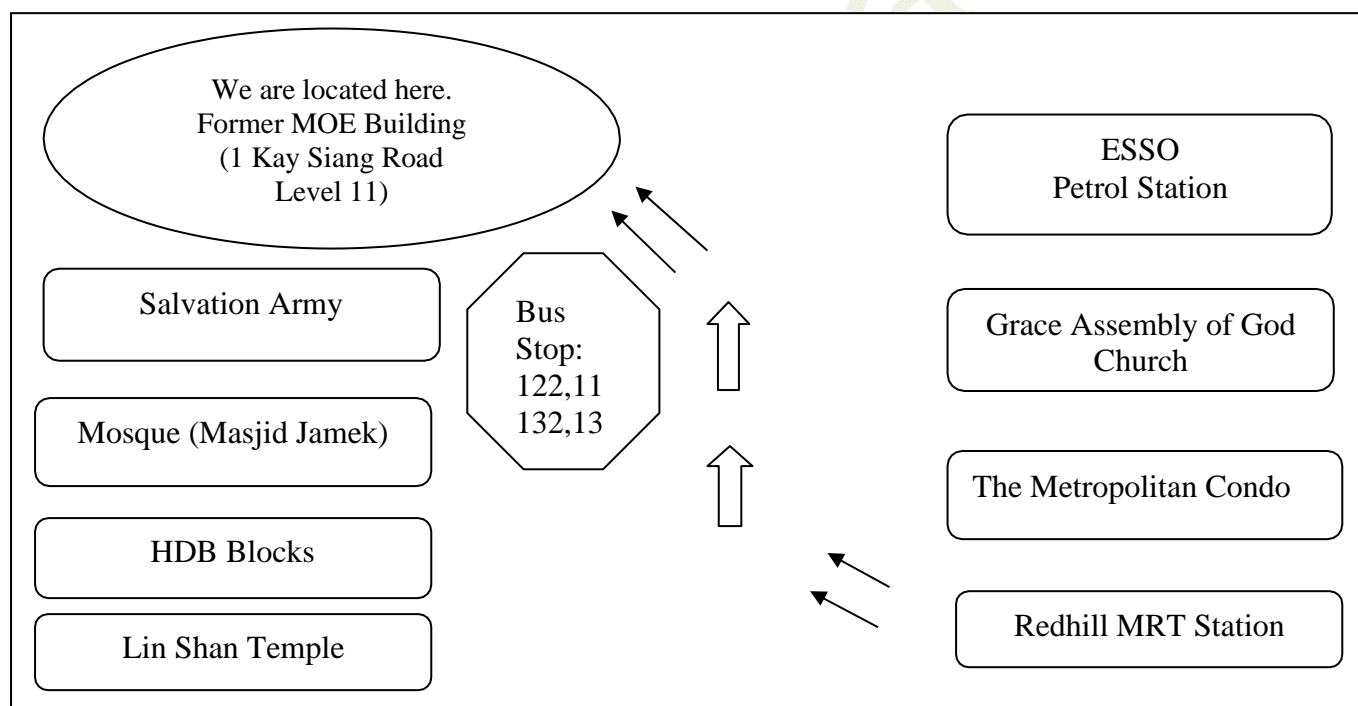
Monday – Thursday: 9:00 AM – 9:30 PM

Friday: 9:00 AM – 7:00 PM

Saturday: 9:00 AM – 2:00 PM

Sunday & Public Holidays: Closed

#### MAP



## 2. Mission, Vision, Value, Culture

### Mission

To provide quality training

### Vision

To be an outstanding provider in the education industry

### Value

- Quality
- Dedication/Commitment
- Holistic Approach – Intellectual, Mental, Personal Growth
- Excellence

### Culture (REAP)

- Result-oriented
- Efficiency
- Ability
- Performance

## 3. Quality Policy

By integrity and continual improvement, Stanford Academy is focused and committed in providing quality language and education courses for its students within the environmental, legal and regulatory framework.

## 4. Management Team

### Top Management

#### 1. Director of Studies: Dr. Bernice Gao

Email: [Bernice@stanford.edu.sg](mailto:Bernice@stanford.edu.sg)

#### 2. Vice Principal: Ms. Mar Lar

Email: [Marlar@stanford.edu.sg](mailto:Marlar@stanford.edu.sg)

#### 3. Dean of EDP: Mr. Koh Kee Lee

Email: [Klkoh@stanford.edu.sg](mailto:Klkoh@stanford.edu.sg)



## 5. Academic Board

- **Mr. Lee Geok Lim (Chairperson)**  
Bachelor of Business (Business Management) Charles Sturt University, Australia
- **Dr. Bernice Gao (Member)**  
Doctor of Philosophy in Education Management, North Borneo University College  
Master of International Business, Monash University, Australia Bachelor's Degree in Business (Accounting), Monash University, Australia
- **Mr. Ma Yanming (Member)**  
Master of Business Administration (University of Wales)  
Bachelor's Degree in Economics (China)
- **Prof. Greg Whateley (Member)**  
The Professional Doctorate (Central Queensland University)
- **Prof. Ian Bofinger (Member)**  
The Professional Doctorate (Central Queensland University)
- **Mr. Andy Wong (Member)**  
Master of Business Administration (University of Manchester)
- **Ms. Chang Hong (Member)**  
Graduate Diploma in Music Performance (Yong Siew Toh Conservatory of Music, NUS)  
Bachelor of Music Performance (Yong Siew Toh Conservatory of Music, NUS)

### Responsibilities

- Have an accountable and transparent framework for implementation and review of policy and measures on academic and quality assurance
- Develop a set of standards to ensure academic quality of every course
- Approve teachers to teach the proposed course, making sure that teachers meet the minimum requirements stipulated in the regulations
- Facilitate the School to implement and comply with the policies and procedures developed
- Review the academic policies and procedures

## 6. Examination Board

- **Mr. Lee Geok Lim (Chairperson)**  
Bachelor of Business (Business Management) Charles Sturt University, Australia
- **Dr. Bernice Gao (Member)**  
Doctor of Philosophy in Education Management, North Borneo University College  
Master of International Business, Monash University, Australia Bachelor's Degree in Business (Accounting), Monash University, Australia
- **Mr. Ma Yanming (Member)**  
Master of Business Administration (University of Wales)  
Bachelor's Degree in Economics (China)

- **Prof. Greg Whateley (Member)**

The Professional Doctorate (Central Queensland University)

- **Prof. Ian Bofinger (Member)**

The Professional Doctorate (Central Queensland University)

- **Mr. Andy Wong (Member)**

Master of Business Administration (University of Manchester)

- **Ms. Chang Hong (Member)**

Graduate Diploma in Music Performance (Yong Siew Toh Conservatory of Music, NUS)

Bachelor of Music Performance (Yong Siew Toh Conservatory of Music, NUS)

## **Responsibilities**

- Ensure the security of examination and answer scripts
- Ensure the proper conduct of examinations & assessments
- Define & ensure the proper discharge of duties and responsibilities of invigilators and markers
- Conduct moderation of marks
- Handle appeals from students for reviewing examination scripts
- Review the Examination policies and procedures

## 7. Brief Profile and Milestones

- **1986:** JE COMPUTER & EDUCATION CENTRE PTE LTD was formed with the objectives of providing Quality education and training to the general public
- **1987:** Registered with the Singapore MINISTRY OF EDUCATION (Offered Computer Software Training, LCCI and Business Studies Courses)
- **1992:** Approved Overseas Training Centre for AAT (UK) Accounting Course (Presently offering ACCA & CAT Courses)
- **1992:** Approved Overseas Training Centre for IAM (UK) Administrative Course
- **1993:** Offered by PAP Community Foundation (Bukit Gombak Branch) to run the Pre-School Computer programs to the children at their premises from 1993 to 1997 (both years inclusive).
- **1994:** Approved Training Provider for ITE CBS (Accounting) Course
- **1996:** Authorized Training Centre of National Computer Board (now known as IDA) for IT Power 21 Course
- **1997:** Authorized Training Centre of National Computer Board (now known as IDA) for IT Power Basic Course
- **1999:** Authorized Testing Centre of the National PC Proficiency Test of NCC & SCS (Singapore Computer Society) and endorsed by IDA
- **2001:** Approved Training Centre by IDA to conduct NITLP (National I.T. Literacy Programme) and Infocomm Competency Programme (ICP)
- **2002:** Appointed by NTUC Skills Development Department as an Approved Training Centre for ITE COS (NITEC) and CBS Accounting & Secretarial (Higher NITEC) Courses
- **2002:** Appointed by the University of Cambridge Local Examinations Syndicate as a Registered Cambridge International Centre
- **2003:** Approved to conduct programs leading to the UNIVERSITY OF LONDON Bachelor of Science degrees in Accounting & Finance, Business, Management and Information System & Management
- **2003:** Appointed by ACCPAC International Inc as a recognized Training Center in Singapore
- **2003:** Appointed by COLUMBIA COMMONWEALTH UNIVERSITY LONDON as their representative for the MBA - Global Management Programme
- **2004:** Appointed by American World University as an Approved Training Centre to conduct their Bachelor Degrees in Business Administration, Human Resource Management & Sales and Marketing Management
- **2004:** Appointed by IATA/UFTAA as an Approved Training Centre to conduct their International Diploma in Travel & Tourism
- **2004:** Appointed by Association of Business Managers Administrators (UK) as an affiliate Centre for their Diploma and Advanced Diploma programs
- **2004:** Appointed by MYOB Asia as an Approved Centre to conduct LCCI-MYOB Computerized Accounting Course
- **2005:** Awarded the Case Trust for Education Accreditation for providing good student welfare and exhibiting sound business practices.
- **2008:** Certified to meet ISO 9001:2000, the internationally recognized standard for quality management systems

- **2010 February:** Changed our PEI's name to JE Educational College, a significant move with the objective of providing better services to our partners and valued customers
- **2010 June:** Granted Registration of Private Education Institution for a period of 4 years from 3.6.2010 to 2.6.2014.
- JE Educational College is **ISO 9001:2008 Certified** College.
- JE Educational College is **EduTrust Provisional Certified** College.
- **2013 September:** Attained bizSAFE Level 3 Certification (25/9/2013 - 25/9/2016).
- **2014 June:** Renewal for registration of Private Education Institution under ERF for a period of 4 years from 3/6/2014 to 2/6/2018.
- **2014 September:** Renewed EduTrust Certification (7/9/2014 – 6/9/2015).
- **2015 August:** Attained University of Sunderland (UK)'s recognition of articulation pathways (31/8/2015 – 30/08/2021).
- **2015 August:** Attained University of Huddersfield (UK)'s recognition of articulation pathways.
- **2015 September:** Renewed EduTrust Certification (7/9/2015 – 6/9/2016).
- **2016 September:**  
Renewed EduTrust Certification (7/9/2016 – 6/9/2017)  
Renewed bizSAFE Level 3 Certification (25/9/2016 - 25/9/2019)  
Attained Center of Excellent award from Pearson LCCI
- **2016 November:** Attained Curtin University (Australia)'s recognition of articulation pathways (21/11/2016 – 20/11/2019).
- **2017 January:**  
Attained Deakin College (Australia)'s recognition of articulation pathways (24/01/2017 – 23/01/2019).  
Attained Australia School of Management (Australia)'s recognition of articulation pathways (1/2/2017 – 31/01/2022).
- **2017 March:** Approved as the IELTS test centre under IDP Singapore
- **2018 June:** Granted Registration of Private Education Institution under ERF for a period of 4 years from 3/6/2018 to 2/6/2022.
- **2018 August:** Attained **EduTrust Certificate** for a period of 4 years from 15.8.2018 to 14.8.2022.
- **2019 July:** Rebrand our PEI's name to **STANFORT ACADEMY**, increase international market exposure and a significant move with the objective of providing degree program.
- **2020 May:** Collaboration with London Metropolitan University (UK) and approved to conduct MBA program.

## 8. Students' Achievements

### A. LCCI Examinations

#### GOLD MEDALS - 1st in WORLD

Business Statistics Lv 3	Series 4 - 2003
Business Practice Lv 3	Series 3 - 2003
Business Practice Lv 3	Series 4 - 2002

#### GOLD MEDALS - 1st in COUNTRY

Business Administration Lv 3	Series 3 - 2004
Business Statistics Lv 3	Series 4 - 2003
Business Practice Lv 3	Series 3 - 2003
Business Practice Lv 3	Series 4 - 2002
English for Business Lv 2	Series 4 - 2001
English for Business Lv 2	Series 3 - 2001

#### SILVER MEDAL - 2nd in COUNTRY

Advanced Business Calculations Lv 3	Series 3 - 2016
Business Statistics Lv 3	Series 3 - 2015
Advanced Business Calculations Lv 3	Series 3 - 2015
Business Administration Lv 3	Series 3 - 2013
Book-Keeping & Accounts Lv 2	Series 4 - 2008
English for Business Lv 2	Series 3 - 2005

## V. CERTIFICATION

### A. EduTrust Certification



This is to certify that

**JE Educational College**

has fulfilled the requirements under  
the EduTrust Terms and Conditions

The certification period is valid for 4 years  
from **15 August 2018** to **14 August 2022**

EDU-2-2116

Brandon Lee

Director-General  
(Private Education)

### B. CPE Registration Certification



## Registration

This is to certify that

**STANFORD ACADEMY**

is registered as a  
**Private Education Institution**  
under the provisions and regulations  
of the Private Education Act (Chapter 247A)  
in Singapore

The registration period is valid for 4 years from  
**3 June 2022 to 2 June 2026**

Registration No. 200300756Z

Hui Mei San

Director-General  
(Private Education)

## **VI. RIGHTS AND RESPONSIBILITIES**

### **RIGHTS**

**Students of Stanford Academy can enjoy the following rights:**

- Best possible education the School can provide
- Expect courtesy, fairness, and respect from staff and other students
- Freedom of Inquiry and Expression to address policies publicly, privately, in writing, in visual form, or orally
- Fair Course fees to all students
- Right to Appeal and Complain
- Non-discrimination Policy (free from racial, sexual and religious discrimination)
- Student Records Confidentiality Policy
- Student Grievances
- Have the guidelines and rules explained to them and the opportunity to present their side of the story in cases involving reward and disciplinary action

### **RESPONSIBILITIES**

**Each student is expected to:**

- Abiding at all times by the laws of regulatory bodies
- Conformance to School rules and Conscientious Efforts in Studies
- Conduct and Self Discipline (No disruptive or Inappropriate Behavior)
- Cheating and Plagiarism Policies
- 'No Drug, Alcohol, and Tobacco' and 'No Gambling' Policies
- Academic Discipline and Non-Academic Discipline
- Regularity and Punctuality
- Decent Dress & Grooming
- Maintaining & Promoting mutual respects
- Property and Weapon Violation
- Compliance with legal obligations of copyrights
- Respect for the rights and authority of school officials
- Alteration, fabrication, or misuse of, or obtaining unauthorized access to school confidential information/ data in hard or soft copies or computer systems
- Respect the rights of individuals and groups and treat others in a fair and considerate way.
- Show respected courtesy to staff and peers.
- Be responsible for their own self-discipline whilst on school property, school buses, and during out of school activities that are part of the school program.
- Adhere to school policies regarding harassment, violence, drugs, alcohol, tobacco, school uniforms / appropriate attire (no shorts/ no slippers), No brightly dyed hair color, academic conduct and gambling.

## VII. POLICIES & PROCEDURES

The pre-requisites and entry requirements for each course is clearly defined in the marketing collaterals, website and Standard Student Contract. Upon arrival for enquiry, the Customer Service Personnel or Administrative Staff will give full details on entry requirements for the course that the customer is interested in. Customers/ students are fully responsible for ensuring their best match of their qualifications to the course they enroll for. They need to make sure that they fulfil the entry requirements of the course before they register.

### 2. Non-discrimination Policy

The Director of Studies of Stanford Academy declares it to be the policy of the School to provide an equal opportunity for all students to achieve their maximum potential through the courses, programs and activities offered in the School regardless of race, colour, age, creed, religion, gender, sex, ancestry, national origin, or handicap/disability.

### 3. Workplace Health and Safety

Stanford Academy has fulfilled the requirements to attain BizSAFE Level 3.

### 4. Environment Policy

‘Play your part in making your School healthy, clean and green’

### 5. Student Advisory Notes

Student will be advised to read the Advisory Notes prior to signing the Standard Student Contract. The Advisory Notes highlight the key areas of information in the Student Contract. Students need to sign the Advisory Notes to acknowledge that they understand the contents of the Contract. If student is below 18 years of age, the Advisory Notes will be signed by a parent or guardian.

### 6. Standard Student Contract

To comply with the requirements of the Committee of Private Education (CPE), all local & international students enrolling in private education institution (PEI) in Singapore are required to sign a Standard Student Contract (Version 3.1) which stipulates:

- Section 1) Course information & fees,
- Section 2) Refund Policy,
- Section 3) Additional Information,
- Schedule A) Course Details
- Schedule B) Course fees
- Schedule C) Miscellaneous fees
- Schedule D) Refund Table

The CPE requires all private schools and their students to sign a student contract for any course that is longer than one months. The student contract sets out the contractual commitments of both the student and the private



school. Once signed, both parties will be contractually bound to the agreed terms and conditions stated in the document.

For example, if the refund policy in your student contract states that there will be no refund of course fees once the courses have started, you will not be entitled to any refund even if you have not attended any lessons.

The student contract also contains other key mutual obligations of the private school and the student on matters such as course details and payment terms. **It is hence critical that you read and understand the terms and conditions carefully before signing and committing yourself to the contract.** Do not sign the student contract if you do not agree with the terms or if the terms are different from what the agent or the school has told you. Clarify with the school.

Retain a copy of the signed student contract as well as all receipts issued by school as these may serve as documentary proof in the event of a dispute.

If necessary, you can request the school for clarification or the translation of contract in your native language (i.e. in Chinese, Hindi Myanmar or Vietnamese). School will arrange staff to explain using your native language. Students can also view and access sample copies of the contract at CPE website: <https://www.ssg-wsg.gov.sg/>. The school will also give an original copy of the contract to the student as it can be presented as a legal document in the event of disagreement.

The student's guardian will also sign the contract if the student is below the age of 18. The authorized signatory will sign the contract on behalf of the School.

## **7. Withdrawal/ Refund/ Deferment/ Transfer Policies**

### **A. COURSE WITHDRAWAL POLICY**

Withdrawal means the student contract is terminated and the student is no longer a student of SA. The Course Withdrawal Policy covers a student's request for a course withdrawal from Stanford Academy, either with Withdrawal due to non-delivery of course or Withdrawal due to other reasons.

#### **Terms and Conditions for Withdrawal**

A Student who withdraws from SA to enroll with another Private Education Institution shall be deemed to have withdrawn from SA must do so by completing the Withdrawal Form, obtainable from the Administrative staff.

Student's request for withdrawal will only be considered if:

- (i) a duly signed "Course withdrawal form" is submitted
- (ii) student below the age of 18 must have the consent from their parent/guardian

**For installment payment, in time of withdrawal, the student must settle unpaid installment fees to SA. If student fails to terminate the Contract and/ or to give notice to withdraw from the course, the Contract will continue to be in force.** The Course withdrawal request is considered and approved by Management.

#### **Timeframe for Processing Withdrawal**

SA will take a maximum of 7 working days to effect the course withdrawal. Student will be informed of the outcome of his/ her request and received the cheque for fees refund (if applicable) within 7 working days.

## **International student's Withdrawal Case**

Upon the receipt of the request, the School will

- Inform the Immigrations and Checkpoints Authority (ICA) for cancellation of Student Pass
- Cancel the existing student contract and Fee Protection Scheme
- In the case of withdrawal for transfer to another school, the School will declare a past attendance record for a student upon the receipt of the prompt from ICA.

## **Update of Student Status to FPS provider**

The School takes immediate action to update FPS service provider **within 3 working days**.

## **B. REFUND POLICY**

The School offers refunds to students, depending on whether they are determined to have withdrawn from the course due to non-delivery of course or due to other reasons. The School attempts to manage refunds for students under various conditions in a fair and acceptable manner. Applications for a refund must be made by completing a **Withdrawal/ Refund Request Form (SAFRM STD019)**, which is available from the administrative staff.

The withdrawal/refund form has to be submitted and **signed by Parent or guardian if student is below 18 years old**. The student must fully explain the reason for the request and must be accompanied by **supporting documents (if applicable)**.

Stanford Academy has a transparent and fair refund policy for all course fees payment made.

The refund of course fees will be based on the refund policy below:

### **Refund for Withdrawal Due to Non-Delivery of Course:**

The Student shall be entitled to immediately withdraw from the Course in such circumstances. The PEI will notify the student **within three (3) working** days upon knowledge of any of the following:

- SA fails, for any reason, to commence the course on the course commencement date;
- SA terminates the course, for any reason, prior to the course commencement date;
- SA fails, for any reason, to complete the course by the course completion date;
- SA terminates the course, for any reason, prior to course completion date; or
- 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
- The Student Pass application is rejected by Immigration and Checkpoints Authority (ICA).

### **Notification and Arrangement**

Stanford Academy shall, within three (3) working days notify the Student through phone call, email, in person or in writing of above circumstances, provide the Student with information and details of the alternative confirmed course arrangement to allow the Student to make timely and appropriate decision on the alternative arrangement. The student shall be entitled to immediately withdraw from the Course by giving written notice to Stanford Academy of his/her intention to do so if SA is in breach of any of its obligations under the above circumstances. The student is entitled to a refund of the **entire Course Fees and Additional Fees stated in the student contract** (eg. Fees Protection Scheme, Medical Insurance, Course Material fee, School Uniform fee and International Student Support fee) already paid should the student decide to withdraw, **within seven (7) working**

**days** upon receiving the notice to withdraw accompanied with the **completed and signed Withdrawal/ Refund Form** and **any necessary documentation**.

Application fee is **non-refundable** upon payment (special cases subject to approval from the Director of Studies).

**Refunds for Withdrawal Due to Other Reasons:**

Refund request must be made and withdrawal form has to be **submitted and signed by Parent or guardian if student is below 18 years old**.

Where the Student withdraws from the Course for any reason other than the above causes, SA shall as soon as practicable after receiving the Student's written notice of withdrawal (and in any event no more than seven (7) working days after receiving such notice), refund to the Student the following sums (less any applicable bank administrative charges paid).

<b>% of (the amount of fees paid under Schedules B and C in the student contract)</b>	<b>If Student's written notice of withdrawal is received</b>
<b>50%</b>	More than 21 days before the Course Commencement Date
<b>20%</b>	Before, but not more than 21 days before the Course Commencement Date
<b>0%</b>	After the Course Commencement Date

**Amount of fees to be refunded:**

Application fee is **non-refundable** upon payment (special cases subject to approval from the Director of Studies).

The amount refunded is based on when the Student's written notice of withdrawal is received, as indicated above, less any 3rd party charges; Bank administrative fee are non-refundable as bank administrative fee is imposed by the bank.

**Refund within Cooling-Off Period**

Stanford Academy shall provide Students with a **cooling-off period of (7) working days** after signing the CPE Standard PEI-Student Contract. In other words, there will be a 7 working days Cooling-off period from the date of signing of the Student Contract which will allow for a **Full refund of fees stated in the student contract** that is already paid, should student decide to withdraw within this period. Student has a 7-days cooling-off period after signing the Contract, during which they are entitled to receive the **full refund of the fees that is already paid**.

Refunds will be made to student **within 7 working days** upon receipt of the **signed withdrawal form** and complete submission of all required documents. Refund request must be made and withdrawal form has to be **submitted and signed by Parent or guardian if student is below 18 years old**.

The School has the right to delay a course if the conditions to commence the course are not met such as not meeting the minimum student number to commence the course. Such decision will be made known to student at least **1 week before the scheduled commencement date**.

**Conditions for No Refund**

There will be no refund of course fees and miscellaneous fees for students who have to terminate their studies due to disciplinary action being meted out for failing to abide by the regulations and guidelines of Stanford Academy and/ or Singapore Authorities.

## The refund policies do not apply:

- when students are asked to leave the School because of disciplinary matters;
- when students violate the laws of Singapore;
- when student breaches the terms and conditions of Student Pass and so ICA cancel his/ her Student Pass;
- when student breaches the CPE Standard PEI-Student Contract;

## Issuance of Cheque

Refund Cheque will be issued in the name of the student registered and Cheque **will not be issued to the third party** or deposited to the third party's bank account unless the student request by submitting the form which is duly completed. **(Form: SAFRM STD038 – Authorization Form for Refund of Course Fees). Approval is at the discretion of management.**

## C. COURSE TRANSFER POLICY

### Terms and Condition for Course Transfer

A Student who has decided to transfer from the existing Course to another course within SA shall be deemed to have withdrawn from the current Course as otherwise agreed between SA and the student.

A student who wishes to transfer from one course to another within SA must complete the Transfer Form, which is obtainable from the Administrative staff.

For students who are **below 18 years of age**, SA will seek parental/guardian approval prior to processing the request for transfer.

An **administrative fee (Local/ Non-STP student: \$50.00 and STP student: \$100.00)** (Subject to change) is payable per request for transfer.

### Internal Processing of Course Transfer Request

The request will be considered by the management. The application will only be considered if the student **meets all the pre-requisites of the new course**. The decision of the management is final.

Approval for course transfer will be granted on a case-by-case basis subject to the student meeting the admissions requirements of the new course. Once the request for transfer is approved, the existing Student Contract shall be terminated and the Fee Protection Insurance of the existing course will be terminated with the insurance provider. For the international student, the School will have to submit a new application for a Student's Pass, on the understanding that the new application is subject to ICA approval.

In the event that the student's application is approved by the management, he/she will be deemed to have withdrawn due to other reasons from the previous course. Balance of student's money can be transferred to new course.

For international students transferring to another course within SA, the Student's Pass application for the new course will be submitted to the Immigration and Checkpoints Authority (ICA) for approval. A processing fee is payable to ICA for the transfer of Student's Pass to the new program. The transfer will only take effect after ICA approves the transfer of the Student Pass. The School will not be held liable for the transfer.

## **Formalities for Transfer**

Once the request for transfer is approved by ICA, new Student Contract is needed to be signed. Subject to SA's Refund Policy, any remaining fees from the existing course will be transferred to the new course and the student will have to top up the difference in fees (if any) and a new Fee Protection Scheme (FPS) will be purchased for the new course.

## **Timeframe for processing transfer request: within 7 working days**

The School will acknowledge receipt of transfer application within 3 working days and notify student of the decision within 7 working days from the date of receipt of the signed and duly completed Course Transfer Form.

## **D. COURSE DEFERMENT POLICY (applicable only to Local and Non-STP students)**

A deferment refers to a student's request to delay his/her study of the course and to carry forward his/her paid fees to a later period. Deferment may arise due to factors such as the compassionate ground or for any other valid reason.

Timeframe for processing for Deferment request: **7 working days. The decision of the management is final.**

## **Terms and Conditions for Deferment**

A student who wishes to defer his/her study to a later date/ intake must complete the Deferment Form and submit it to the management. The form is obtainable from the Administrative staff.

The approval of the deferment request is subject to the availability of the next intake.

The following conditions apply to any request for deferment of course:

- The student must state his/ her reason for wishing to defer his/ her studies, as well as the period of deferment. All requests for deferment must be supported by official documentary evidence.
- A student is only allowed to defer once per course of study. The period of deferment cannot be subsequently extended. The period of deferral cannot exceed 12 months. If student deferment period exceeds the time limited, student will be deemed to have withdrawn from the course and would have to re-apply as a new applicant if s/he wishes to register on the course again.
- Student must contact the School to resume the course and failure to accept the course offered by the School will result in the automatic withdrawal from the course and only withdrawal policies applies.
- Any course fee that had been paid by the student will be retained by the School, towards the payment of course fees when the student rejoins the course. If the student does not rejoin the course within the stipulated period for any reason, there will be no refund for any course fee paid. The student will be required to pay any difference in the School fees, if there is a revision in School fees during his period of deferment.
- When the student resumes his/ her course of study, he/ she may be required to purchase a new set of materials, if the course materials have changed.
- Student need to pay new FPS fees as the old course FPS is terminated upon request of the deferment.
- The School does not guarantee that the same course will be available when the period of deferment is completed. In the event of the course being unavailable, the student may request a transfer to another course, subject to the approval of the management. If there is no suitable course, the student will be considered to have withdrawn without cause from the course, and be subject to the procedures resulting from a withdrawal without cause.
- For the request of deferment, an administrative charge applies. The approval for deferment is at the sole discretion of Stanford Academy.
- **INTERNATIONAL STUDENTS UNDER STUDENT PASS IS NOT ALLOWED FOR COURSE DEFERMENT.**

**\*\* For more detail of transfer/withdrawal/refund application procedure, you can refer to the Appendix.**

## E. NO DOUBLE CLAIM

For the avoidance of doubt, if the Student and/or his/her parent/guardian receives any payment from SA or Lonpac Insurance Bhd pursuant to a provision of this Agreement or the Master Insurance Policy in respect of any matter or damage, then the Student and his/her parent/guardian shall not be entitled to claim against SA or Lonpac Insurance Bhd for the same payment in respect of the same matter or damage pursuant to any other provision of this Agreement or the Master Insurance Policy.

## 8. Fee Payment Policies

### A. Fees and Application Fees

All fees paid are non-transferable (to the next person) and will only **be valid for 6 months**.

### B. Discounted prices

SA clearly states discounted prices. Discounted prices are prominently displayed in the reception and clearly defined in the Standard Student Contract and in marketing communication materials.

Discount is for

- Full-payment (No validity period)
- Group discount (No validity period)
- Early Bird Discount (Before stated date)
- Renewal Students (No validity period)
- SA's Retake Students (No validity period)
- Referral by SA's present and ex-students (No validity period)

### C. Promotional Offers

Students will be notified of any promotional offers via the website, marketing brochures, notices put up on the notice board. The information will state clearly the period for which the promotion is valid. The management reserves the final right to revoke, amend or change its offers.

### D. Payment methods and channels

Payment of the fees is to Stanford Academy Pte Ltd in the form of cash, NETS or Cheque/ Cashier's Order in Singapore dollar, Credit Card (Visa, Mastercard, Union Pay) and Telegraphic Transfer (including Flywire) for international students. A receipt will be issued for the amount paid.

All course fees on monthly or installment basis must be paid on or before the due date. Payment made 7 working days after the scheduled due date is considered as late. Stanford Academy shall be entitled to levy an additional Administration charge \$30.00 (per month/ Installment) (Full-time Course). **The School reserves the rights to expel any student who has not made any payment OR exceed payment deadline more than 1 month stated in student contract.**

Students are advised to collect the official receipt/ invoice from SA for any fee payment made to Stanford Academy Pte Ltd. Any cheque payment must be crossed and made payable to Stanford Academy Pte Ltd.

The course fees and other fees do not include fees to be paid to the third parties (i.e. examination fee, Medical Check-up, ICA fees) unless otherwise stated. All the fees to be paid/ collected are clearly stated in the Standard Student Contract.



## **E. Fees payable (subject to 7% GST)**

### **International students**

#### **i) Upon application of Student Pass**

- Application Fee (non-refundable)

#### **ii) Upon Student Pass Approval**

- Course Fees (Each installment amount shall not exceed 12 months worth of fees)
- Materials and Assessment Fees (100% refund if student has not received any course materials and 0% refund if student has received the course materials; non-refundable when the School has already purchased or ordered from the external parties)
- Insurance for Fee Protection Scheme
- Medical Insurance Fees
- School uniform fee (if applicable)
- International Student Support Fee

**Please refer to the standard student contract for the fee details including the miscellaneous fees.**

### **Non-International Students**

#### **i) Upon application of course**

- Application Fee (non-refundable)

#### **ii) Upon Course Commencement**

- Course fee (Each installment amount shall not exceed 12 months worth of fees)
- Materials and Assessment Fees (100% refund if the student has not received any course materials and 0% refund if student has received the course materials; non-refundable when the School has already ordered or purchased from the external parties)
- Insurance for Fee Protection Scheme
- Medical insurance fee (if applicable)
- School uniform fee (if applicable)

**Please refer to the standard student contract for fee details including Miscellaneous Fees.**

iii) **Miscellaneous Fees:** (non-compulsory and non-standard fees which student will pay only when necessary or applicable. Such fees are normally collected on an ad-hoc basis by the School when the needs arises)

The miscellaneous fees under **Schedule C** are and stated in the Student Contract:

Purpose of Fee	Amount (With GST, if any) (S\$)
1. Administrative Fee for Transfer or Deferment of Course	S\$100
2. Additional FPS fee (For transfer or deferment of course)	To be advised upon approval of request (subject to FPS insurance fee for the new course)
3. Administrative Fee for Appeal request (Eg. Examination, expulsion, etc.)	S\$100
4. Remittance of Telegraphic Transfer per transaction	S\$30
5. ICA Student Pass Processing Fee	S\$30
6. ICA Student Pass Card Issuance and Multiple Journey Visa Fees	S\$90
7. School Administrative charge for handling STP replacement (due to loss/ damage)	S\$50
8. ICA replacement fee for STP card (due to loss/ damage)	Subject to ICA
9. Medical Examination Fee	S\$35
10. Late Payment Fees	S\$30 (Per month/Instalment)
11. Administrative charge for Credit Card Payment	3% of total fees for the course
12. Retake Fee (EDP courses)	S\$2000 per module
13. Re-Assessment fee (EDP courses)	S\$500 per component
14. Re-Examination fee (Internal courses)	S\$500 per module
15. Supplementary Assessment Fee (Internal courses)	S\$100 per module
16. Fees for official school letter (eg. Certificate of Studies, Visa Application letter)	S\$50 per letter
17. Printed result slip / Combined result slip	S\$10 per module per result slip
18. Registration and Administrative Fee for registering External Examinations (Eg. ACCA examinations)	To be advised upon registration of examinations
19. Certificate folder fee	S\$20



20. Internal Graduation fee (Singapore)	S\$200 (Including graduation gown)
21. Replacement of Stanford Academy Certificates	S\$50
22. Replacement of Stanford Academy Transcripts	S\$50
23. Replacement of University Student ID card	S\$50 (Including postage fee)
24. Replacement of University Certificates	S\$100 (Including postage fee)
25. Replacement of University Transcripts	S\$50 (Including postage fee)

**\*Miscellaneous Fees refer to any optional fees which the students pay only when applicable. Such fees are normally collected by the PEI when the need arises.**

#### **iv) Transparency of Fees Payable**

SA is committed to avoidance of over or undercharging. List of course fees used are clear and legible, reflecting the total amount payable and its breakdown inclusive of GST. Total amount of course fees payable and the breakdowns are clearly reflected in the Standard Student Contract, Offer letter, Payment Schedules, official receipts, and communication materials.

#### **v) Charges by Third Parties**

The students have the responsibility to pay for the charges to the **Third Party**:

- The student needs to submit the medical report to the School and ICA to apply for Student Pass and the renewal of their Student Pass. (Medical Check-up fees have to be borne by students themselves.)
- The students have the responsibility to pay the examination fees if the examination is held by third party like ACCA, IELTS etc.

#### **vi) Mode of Payment**

- Cash
- Nets
- Cheque/Cashier's Order in Singapore Dollars
- Credit Cards (Visa, MasterCard and Union Pay)
- Telegraphic Transfer (For International Students)
- Bank Transfer

**For TT remittance, add \$30.00 per transaction for bank charges.**

#### **vii) Fee Protection Scheme**

SA hereby confirms and undertakes to the student that it has in place a Fee Protection Scheme with **Lonpac Insurance Bhd** by way of an insurance facility.

The School insures all the fees upon collection from students.

**Fees to be insured (stated in Student Contract): Course fees, Material fees, Medical Insurance fee, Fee Protection Scheme fee, School Uniform fee, International Student Support Fee etc.**

## viii) Medical Insurance

SA hereby confirms and undertakes to the student that it has in place a comprehensive Medical Insurance Scheme with **Prudential Assurance Co. Singapore Pte Ltd** for all students. A Singapore Citizen/ PR or Non-Student Pass International student who is protected by his/her own medical insurance coverage in Singapore can opt out from the Medical Insurance Scheme arranged by SA. The medical insurance benefits schedule is available on the student contract, School website and on the noticeboard. The students are advised to check for Group Hospital and Surgical Claim procedure on the School website.

## ix) Outstanding Payments

The School reserves the rights to withhold the Course Completion Certificate or the result of the test/ examination

- If The student has not paid in full fees payable to the School;
- If the student has not complied fully with the conditions under which an instalment payment has been granted to him/her.

## 9. Appeal Policy and Procedure

### i) Policy

Stanford Academy makes every effort possible to complete the appellate process within 21 days of the receipt of the appeal by the School. When extended investigation becomes necessary, the in-charge of the respective department will inform the appellant by letter of this extended investigation.

### ii) Terms & Conditions

#### Appeal for Expulsion

- Appeal must make **within 7 working days** from the issuance of Expulsion letter to consider and prepare for appeal.
- Only a written request for an appeal from the appellant concerned together with the **administrative fee for Appeal Request \$ 100** (subject to change) will be considered.
- All supporting documents must be provided and only original supporting documents will be consider for appeal case
- Request can be allowed or declined. If the request is declined, the appellant will be given the reason.
- Decision made by the School Management is FINAL.

#### Appeal for Examination Result

- Only a written request for an assessment result's appeal from the appellant concerned together with the **administrative fee for Appeal Request \$ 100** (subject to change) will be considered.
- Request for an assessment result appeal must clearly state the grounds on which it is requested.
- Request for a review must be made **within 7 working days** of the receipt of the result, and the request made after the closing date will not be entertained in any circumstances.
- All requests for an assessment result appeal will be considered by the second marker and the Examination Board.
- Request can be allowed or declined. If the request is declined, the appellant will be given the reason.
- All examination materials are confidential to Stanford Academy and the examination booklets will not be shown or returned to the candidates.
- Decision made by the Examination Board is FINAL.

## iii) PROCEDURES

### Appeal for Expulsion

All applications for an appeal include documentation evidence to verify that the student has the valid reasons to apply for an appeal. If a student unable to provide the required documentation, then the request will not be accepted/ considered. The Academic Board will consider the appeal application case by case basis. The appeal result may fail due to lack of documents evidence or valid reasons. The school will notify the candidate/ appellant of the outcome in writing. Appeal charges are non-refundable.

### Appeal for Examination Result

Students requesting a re-mark of their internal exam or assignment paper must apply by completing the **Appeal for Exam Result (SAFRM STD011)**. All applications for appeal must include documentation evidence to verify that the student has the valid reasons to apply for an appeal. If a student cannot provide the required documentation, the request will not be accepted/ considered. The student must also provide the appropriate payment as outlined in the **Appeal for Exam Result Form (SAFRM STD011)**. The students can apply for the appeal within **7 working days** of the results being released. The academic head will proceed appeal process upon receiving all required documents from students. The school will notify the candidate/ appellant of the outcome in writing.

Stanford Academy has proper appeal handling process, policy and procedure in place and assurance of undertaking an administrative check of the marks, upon receiving the complaint or appeal from the candidates or appellant for the poor result.

1. First and foremost, the candidate/ appellant can make a request to the tutor or the marker or for an informal discussion regarding the assessment result. The marker/ tutor has the privilege to accept the informal discussion to review the paper, or to decline the request. The tutor will notify the appellant of the outcome or decision of the assessment. Review or the recheck of the examination booklet involves checking that all procedures have been correctly followed, particularly that:
  - All materials have been fully considered
  - The addition of marks awarded is correct
  - The results achieved is correctly recorded in the results letter
2. If the candidate/ appellant is not satisfied with the result or the outcome or decision of the assessment, he/she can approach the administrator of the course together with the completed **Appeal for Exam Result Form (SAFRM STD011)**. Upon receipt of the student's request lodging appeal against the marks awarded, the administrator of the respective department will file the submitted documents, make notes of the outline of the reasons why the appeal is felt to be appropriate, the exam or course title of the paper the appeal is for, and the date of the letter received. The Academic Head then undertakes an administrative check of the exam script prior to submitting the script for re-marking by an independent marker. The Academic Head will inform the Examination Board regarding the outcome of the re-check. The Examination Board to ensure that the appeal process has been properly carried out by the marker, the second marker and the Academic Head. Throughout the re-mark, review and re-check process, the following will be ensured:
  - Making sure that all required parts of the assessment were included in the final determination of the result
  - Making sure that all marks contributing to the final grade have been correctly weighed and their total accurately obtained

- Upon undertaking all necessary investigations, the Examination Board will approve the result of the candidate and keep records of the findings in the review process.
3. If the candidate/ appellant is not satisfied with the result or the outcome or decision of the assessment, he/she can approach the administrator of the course together with the completed **Appeal for Exam Result Form (SAFRM STD011)**. Upon receipt of the student's request lodging appeal against the marks awarded, the administrator of the respective department will file the submitted documents, make notes of the outline of the reasons why the appeal is felt to be appropriate, the exam or course title of the paper the appeal is for, and the date of the letter received. The Academic Head then undertakes an administrative check of the exam script prior to submitting the script for re-marking by an independent marker. The Academic Head will inform the Examination Board regarding the outcome of the re-check. The Examination Board to ensure that the appeal process has been properly carried out by the marker, the second marker and the Academic Head. Throughout the re-mark, review and re-check process, the following will be ensured:
- Making sure that all required parts of the assessment were included in the final determination of the result
  - Making sure that all marks contributing to the final grade have been correctly weighed and their total accurately obtained
  - Upon undertaking all necessary investigations, the Examination Board will approve the result of the candidate and keep records of the findings in the review process.
4. Based on the findings, the administrator of the respective course will notify the appellant the outcome. The outcome will be notified to the appellant within 15 days from the receipt of the appeal letter, together with the explanation on the performance in the examination booklet. The outcome of the appeal may be a confirmation of the original decision or an overturning of this decision which may, in turn, lead to the awarding of the Pass Grade. (It is important to take note that the appellant doesn't have the right to view the exam scripts.)

#### iv) EXAMS EXTERNALLY DEVELOPED/EXTERNAL DEGREE PROGRAMES (MBA/BACHELOR'S DEGREE)

For the external exams, the School will submit the appeal directly to the respective external exam bodies upon receipt of the Request from the student. The changes in the appeal fee are subject to the external examination bodies. Refer to the appeal policy and process of London Metropolitan University.

## 10. Attendance

- Students must attend all scheduled classes with the attendance taken.
- Students are **not allowed** to sign the attendance on behalf of their classmate(s).
- Students will be marked as absent if they do not have a medical Certificate (MC) or do not have the permission from the College to miss the lesson.
- Students are to ensure that they sign for their daily attendance during or after the class.
- Students or guardians are expected to contact the office if a student has valid reason to be absent from school. **Subject to Management approval.**
- Students are not allowed to sign on the attendances without the consent or the presence of teachers in- charge/Management/discipline master. (Student could get warning letter or could face expulsion for **repeated offense**)
- Students must ensure that they sign on the correct column by their names indicated in the Attendance

sheet, if not they will be counted as absent for that particular day.

- The minimum attendance requirement for international students is 90%. (set by ICA)
- The minimum attendance requirement for local students is 75%.
- International students will be expelled from school and will have their pass cancelled in case they do not meet the attendance requirement (90% a month) for 4 times in between total duration of study.
- Local student will be expelled from school in the event that students' attendance is lower than **75%** for 4 times in between total duration of study.
- A certificate of attendance or completion certificate cannot be issued to those who do not complete the minimum requirements of the attendance.

### **ICA Attendance reports requirement**

- The School is obliged to report to the Immigration and Checkpoints Authority (ICA) on any foreign student: For international students whose percentage of attendance in any month during his/her study period falls below 90% without valid reasons; (refer to the warning letter section for more details)
- Students are required to submit medical certificate within timeframe as the school will have to submit overall attendance report to ICA on 7<sup>th</sup> of every month.

## **11. Medical Certificates**

When a student is absent from class due to medical reasons, he/she is required to submit the original copy the Medical Certificate within 3 days from their sick leave and complete the Leave Application form. Only medical certificates issued by registered clinic, polyclinics, or hospitals will be accepted.

### **Overseas leave and sick leave application requirement**

- Students applying for overseas leave are required to provide relevant documents, fill up the guarantee letter given by the school and submit it with acknowledgement to the Discipline master, before buying air tickets (**Approval is Subject to school Management**).
- Students who take sick leave are required to submit their Medical Certificate to their respective class teacher within 3 days from their sick leave and the leave has to be supported with official medical leave certificate from local hospital/clinics. (**any late submission will be rejected**)
- **Medical Certificate produced from (TCM) the Tradition Chinese Medicine will not be accepted.**
- Student below the **age of 18** are allowed to request letter from parents/guardian if they are unable to attend school but are being taken care by the parents or guardian at home (**subject to management approval**).
- Students who are planning to go back to their home country for medical treatment due to illness or for regular doctor visits are required to apply leave and obtain approval from school beforehand. Once returned to Singapore, they have to immediately submit their home country's original medical certificate with English translation. (**Any foreign medical certificate without English translation will be rejected and students leave will be voided off and consider as absents**) **expulsion will be executed if needed**.
- Any student who extend their leave or fail to report to school in time after leave period is over, (Did not come back in time as per the leave date indicated in leave form) without any valid reason, will be dealt with by the school discipline department once they return to school.

## **Exam attendance requirement**

- Student must achieve **75%** attendances rate for the whole module in order to be eligible for the final examination of the module.
- Student will be barred from exams if they do not achieve the attendances rate which is indicated by the school.
- If a student is barred from exam, the module that he/she is barred from is considered as fail/un-attempted. (A re-module fee of \$500/- SGD will be chargeable to student)
- All overseas/local/urgent/home leave, MCs, will not be counted in attendance requirement for exam. Students need to be physically present in school for the exam attendances to be counted.
- Late intake Students will be exempted from that current module, as they do not achieve the 75% attendances rate, but they will not be penalized for the exam and re-module fee will not be imposed on them.

## **Verbal warning & Warning letters**

Student will be issuing warning letters as per following ground.

- (i) **Verbal warning letter** is a letter which indicate a verbal warning given to those whose attendance are lesser than 90% (International students)/ 75% (Local students) for no valid reason for the first time.
- (ii) **The First warning letter** is a letter which is a written warning given to those whose attendance are lesser than 90% (International students)/ 75% (Local students) for no valid reason for the second time.
- (iii) **The Second warning letter** is a letter which is a written warning given to those whose attendance are lesser than 90% (International students)/ 75% (Local students) for no valid reason for the third time.
- (iv) **The Third warning letter** is a letter which is a written warning given to those whose attendance are lesser than 90% (International students)/ 75% (Local students) for no valid reason for the fourth time.
- (v) After issuing the 3<sup>rd</sup> written warning letter. An **expulsion letter** will be issued to the student on the same month.
- (vi) Student will be given **7 working days** to submit his/her appealing letter in which an appeal fee will be charge accordingly. (**subject to management approval**)
- (vii) If student's appeal is accepted, he/she will need to sign on a guarantee letter to ensure/promise that such action/behavior will not occur again.
- (viii) If student's appeal is not successful, the School management will inform student the appeal result/outcome within time frame.

## **7 days consecutive absent**

**Student who fails to attend class for a continuous period of 7 days or more without a valid reason, he/she will be expelled from school.**

## **12. Updating Students' Particular**

When students have changed address or contact numbers, they are obliged by SA rules to inform the School immediately. School is not responsible for delay or non-notification of changes of day/time of their course or examination date and any other important information. (A form must be obtained from the administrator and duly completed.)



## **13. Confidentiality of Student Data**

SA has had a confidentiality and security policy on all data kept by the School, including course assessment materials and results. Student's particulars are stored in respective student's personal files and selective personal data are captured in the computer database. All personal data and information provided by the student to the School shall be kept strictly confidential and used solely for communicating with the student. SA undertakes not to divulge any of the Student's personal information to any third party. In the event that SA School intends to use data provided for other purposes beyond the original intent of data collection, it shall seek consent from the students before using the data unless requested by government agencies.

Policy on confidentiality and security:

- Information is protected against unauthorised access by physical control and password control
- Information is not disclosed to unauthorised persons through deliberate or careless action
- Integrity of information through protection from unauthorised modification
- Availability of information to authorised users when needed
- Information security briefing is given to all staff; All staff are required to sign a letter of undertaking to comply with the requirements of confidentiality of student's and corporate data
- All breaches of information security and suspected weaknesses taken it as serious and immediate actions are taken
- The confidentiality and security policy shall be clearly communicated to all its students via the website and student handbook
- The word 'private and confidential' shall be printed on all relevant forms (e.g., application forms) whenever students and staff provide personal data or information to Stanford Academy
- The manual records of students' particulars are kept in cabinets under lock and key outside the operating hours. During the operating hours, only designated staff could have access for their work purpose.
- All staff members have the sense of responsibility towards ensuring the confidentiality and security of students' data.
- Stanford Academy shall regularly review its confidentiality and security policy and procedures, for continual improvement, at least once a year review.

#### **14. Student Pass Renewal (For only international students)**

SA undertakes to use their best efforts to assist the Student if he/she requires a Student's Pass from the ICA. This includes, without limitation, providing the Student with advice on obtaining such pass, verifying the Student's enrolment and immigration status, and doing all such things as may be necessary to procure the Student's Pass on behalf of the Student. **The School does not guarantee the approval for the renewal of Student Pass application.** Such applications are subject to approval by ICA. It is the student's responsibility to ensure that his/ her Student Pass is renewed in time. The School will not be held responsible if the Student Pass expires or is being rejected by ICA due to lateness in renewing. Not later than three weeks before the expiry of current Student Pass, students need to approach the administration staff to apply for renewal. Students are required to complete all necessary forms from the School and ICA and submit them to the administration staff. The School applies to ICA for submission of renewal of Student Pass.

**N.B.** The School will only process and submit application for renewal of Student Passes for students only if they meet the 90% attendance as required by ICA and are current in their payment of fees (if attendance is lower than 90%, management will consider on a case by case basis such as their performance, academic results and conduct etc.). When renewal is approved, the student is required to go through the formalities (i.e. the same as new Student Pass application after getting IPA status) and pay charges to ICA.

#### **15. Student Pass Not Transferable**

The Student's Pass issued is not transferable and will expire upon the student ceasing to be a student of SA. The School is under an obligation to inform the ICA of the student's withdrawal from, or completion of his/her course of study at SA. The student needs to deliver the Student Pass to the School, within 7 days of the student ceasing to be a student of SA, for cancellation of the Student Pass.

#### **16. Internal Examination**

The students have already given whole year Time-table at the beginning of the course which include start date, end date, holiday breaks and examination date. The students usually have given reminder by circulating memo for the date, time and venue and rules of the examination. It is students' responsibility to read carefully and take note before signing on memo.

#### **17. Registering for External Exam**

It is the student's responsibility to register for the Exam in time. The School is not held responsible if the student registers late for exam and is not allowed to take the exam.

#### **18. Award Criteria for Courses Internally Developed**

- Attain Minimum "Pass" in all modules
- No outstanding payment due
- Maintain 75% of Attendance of the course duration
- Completed 'Evaluation Form' to provide feedback



## **19. Assessment grading criteria**

### i) Language courses/ Preparatory course for Admission to Government Schools/ IELTS

(English Language Achievement Test)

- Pass – 50 to 64
- Pass with credit – 65 to 74
- Pass with distinction – 75 and above

### ii) Certificate/ Diploma/Advanced Diploma/ Post Graduate Diploma courses

- High Distinction (HD) – 80 Marks and Above
- Distinction (D) – 70 to 79
- Credit (C) – 60 to 69
- Pass (P) – 50 to 59
- Fail (F) – 49 Marks and below

## **20. News Update**

For all important news from the School, memos and notices will be announced on the school's LMS, Canvas as well as published via the website at [www.stanford.edu.sg](http://www.stanford.edu.sg). Students must take note of all memos and announcements on Canvas and act accordingly where applicable.

## VIII. STUDENT SUPPORT SERVICES

### 1. Service Assurance

We assure that our services and course delivery system is suitable, adequate and effective through continual improvement. We will conform to applicable statutory and regulatory requirements without exception. We will take immediate action to control any nonconformance that may arise during delivery of courses.

#### Key Performance Indicators as follow:

Effectiveness of training program	- 85%
Effectiveness of trainer	- 85%
Effectiveness of facilities	- 85%
Non-Academic Staff Performance	- 85%
Student support & services	- 85%
Student Retention Rate	- 90%
Student Progression Rate	- 50%

SA has more than **30 lecturers including Part-Time and Full-Time** who are well-qualified and experienced instructors/ lecturers and experienced in modern teaching methods and committed to success of the students. The school has registered all teachers with Committee for Private Education (CPE).

Teacher student ratio can be checked under the respective course.

The management, administrative and customer service managers provide the students help in dealing with personal, administrative, or academic problems or with special issues. They assist International students with

- Application and renewal of Student Pass
- Airport Pickup and Visa application (upon request)
- Assistance in arranging for accommodation in Singapore
- Free Pastoral Counseling
- Academic advising on their further education in Singapore or overseas
- Assistance in adapting to the new environment
- Advice on career opportunities
- Internship arrangements and preparations for interview (for courses with OJT)
- Advice on internal grievance procedures
- Arrangement for Medical check-up
- Assistance in the claim of Medical Insurance
- Orientation program
- Arrangement for opening of bank account and banking services

## 2. Access to Resources

SA has a full furnished **Library** for students to do self-study during lunch break or before and after the class. In the self-access library are updated reference books, books for self-assessment, journals and magazines, course books, books on test preparatory guides, sample tests and answers etc. Students are advised to read the Library policy prior to using the library.

Students can photocopy their own materials at a charge of 20¢ per copy.

## 3. Easy Accessibility of SA and nearby Amenities

Stanford Academy is located on Kay Siang Road, which is approximately a 10-minute walk from Redhill MRT Station and a 20 minutes bus ride to Orchard MRT Station.

**Bus stops** are near SA premises. (Buses be taken: 32, 111, 122, 132)

SA is within a short walking distance of **CITIBANK, UOB, OCBC, POSB BANK & ATM.**

We have contact of a **medical clinic** in vicinity for easy reference (if you are not feeling well and need medical attention).

**Queenstown Regional Library** is located near to Stanford Academy.

## 4. Updating information

In the event where any information is changed regarding the changes of the course timetable, examination registration date, the School ensures that the students are promptly notified through available practical modes (phone, email, WhatsApp, Canvas) and sufficient time is given to students to prepare for these changes. The students need to notify the School without delay of any changes of address and telephone number.

## 5. Public Holidays

There will be no lessons on Public Holidays. However, we will arrange to carry the lessons to earlier or later date if necessary.

## 6. Lost-and-Found Services

There is a Lost and Found Service in the School. Any articles found within the School can be referred to the Reception Counter Staff. Students can approach the staff to check for their lost articles. Lost articles not claimed within one month will be discarded.

## 7. Academic and Pastoral Counseling Program

The School provides comprehensive pre-course and pastoral counseling services for all students.

Course outline and module synopsis are clearly stated on the brochures of the respective course and students are provided with the course brochures upon enquiry of the course to enable them to make informed choices before application.

The School Course Consultant gives pre-course counseling services which includes

- Individual assessment of the prospective student's needs and capabilities and providing tailored solutions to ensure effective learning experience;
- Providing marketing collaterals and schedules so that the student can make informed choices;
- Providing appropriate guidance and advice on the suitability of the courses available;
- Providing career guidance relating to the courses available;
- **Academic care for weak students and providing extra English classes for students to improve their better academic results in the exams that they are sitting for**

Course consultants and administrative staff of the respective department are provided with trainings to ensure that they provide the respective students with good guidance.

Stanford Academy is in collaboration with **Executive Counselling & Training Academy (ECTA)** which is located at level 8 in the same building to give advice to students with stress and serious emotional concerns or problems ranging from academic difficulties to personal or social issues and with difficulties such as adjustment problem, relationship problems etc. The student can approach the Administrative Staff of the respective department for appointment with the Counselors.

The Pastoral Counseling program of SA includes

- Providing emotional support for students to help them cope with mental stress relating to a new environment or course demands;
- Implementing programs to create a culture and climate of care, trust and friendliness that encourage student attendance and involvement

In case of needs, students are encouraged to get the professional help from the following Voluntary Free Counseling Services in Singapore:

- SOS (Samaritans of Singapore) -1800 221 4444
- The Counseling Place -6887 3695
- CareCorner Singapore -1800 3535800
- Family Life Society -6488 0278
- ComCare Hotline -1800 2220000 (24 Hours daily service)

## **8. Orientation Programs**

An orientation program is conducted for all international students and this includes;

- Academic Program - Overview
- Assessment Structure
- Assessment Grading Criteria
- Curriculum Delivery methods
- Lesson Time and Venue
- School Attire and hair color
- Graduation Requirement
- Delay Exam / Re-Exam

- Attendance Requirement ( ICA / Exam)
- Leave Process / STP-Exam Matters
- Final and Supplementary Examination matters
- Re-module requirements
- Intervention Plan
- Medical Leave Policy
- Appeal Process
- Student Portal for Exam Result
- Award Certificate and award scheme to students
- Computer Usage policy
- Library facilities
- Student Pass cancelation and renewal matters
- Academic Code of conduct
- Progression Pathway
- Job Opportunities
- Updating student particulars
- Use of WhatsApp
- Use of Canvas/Zoom
- Industrial Attachment (for DHM & ADHM students only)

*Students are required to comply with the schools rules and policies stated in this student handbook as well as academic orientation slides which has been sent into students' WhatsApp group chat for your reference purpose. If you are unable to receive the slides, please inform us via email to [info@stanfort.edu.sg](mailto:info@stanfort.edu.sg).*

## 9. Resolution of Complaints

The School assures the quality customer service and the quality training. Any student who has grievance or complaint can lodge the matter to our administration office for proper attention. An immediate acknowledgement will be processed.

Students are advised to immediately contact the management and respective administrator who will listen, assist in making decisions, and help to facilitate a prudent and responsible course of action **within 21 days**. The management and administrative staff are available in such cases.

For detail process for addressing student grievances, students can refer to Appendix.

## 10. Fee Protection Scheme

SA hereby confirms and undertakes to the student that it has in place a Fee Protection Scheme with **Lonpac Insurance Bhd** by way of an insurance facility. The Private Education Act has been put in place the mandatory requirement of Fee Protection Scheme (FPS). This requirement is regulated by the Committee of Private Education, by way of insurance coverage for all full-time and part-time students. The Fee Protection Scheme (FPS) applies to ALL students (regardless of nationality and the type of passes or identification held, i.e. dependent's pass, student's pass, work permit etc). Under this regulation, it is mandatory for all students to apply for FPS and sign CPE PEI-Student Contract when they enroll for courses with SA.

Upon application of EduTrust, SA undertakes that:

- The cover under the Master Insurance Agreement shall be extended to the Student
- Stanford Academy will purchase the insurance **within 7 working days** once the Student pays the fees
- The insured period will commence from the fee payment date to the end date of the course.

## **11. Requests for Official Letters & Documents**

Requests for official letters and documents such as verification of student status, provisional transcripts and report cards from the School must be submitted **at least 3 working days in advance**. A **fee of \$50** will be charged for such document.

## **12. Quality of course**

Stanford Academy has put up a system that will maintain the quality of the course to ensure that learning experience gained from SA is always good and that the standards are always maintained. The total hours of teaching instruction shall adhere to the timetable provided to students on enrollment. SA will provide, to the best of the ability, the environment conducive to learning with the necessary support staff to enable the student's full attention to their studies.

## **13. Student feedbacks**

In order to better serve the community, the management and the team look for opportunities to improve the programs and service quality of SA. They have put in place an open communication system to collect the feedback from the students. The management and the administrator of each course are always available to discuss issues relating to the inconveniences, the service and the course. The students can make their views known to the management. All the feedback from the student is taken as positive step towards improving the quality of the service and maintaining and enhancing the quality of course delivery. The School values the students' feedback and will make every effort to look into their suggestions and complaints. Their input will be carefully considered and changes will be implemented to enhance the school's service level to meet the customers' expectations.

## **14. Have your say**

The School is committed to giving the students the opportunity to let the School know how things work and where they need improvement. The School runs a regular Student Evaluation which they are asked to complete; their responses inform future planning needs.

## **15. Physical Resources**

- Sufficient furniture and fittings (tables, chairs, white board, projectors, projection screens, interactive smartboards, visualizers etc.)
- AV equipment for classrooms (audio and video facilities)
- Library facilities
- Amenities for student support services (Photocopy facilities, Lost-and-Found services with Lost-and-found lockers, Water Dispenser & Suggestion/Feedback box)
- Availability of practical equipment (Mock-up room for restaurant set up and hotel bed room)
- Private room for Student Counseling service
- Study and Computer areas with wireless internet
- Classrooms are conducive to training purposes (i.e. air-conditioned, adequate light sources and electrical controls, sound-proof and odorless, easy access to emergency exits, availability of sanitary facilities)
- Spacious administrative areas, main office, welcoming and relaxing reception area for entertaining customers for enquiries and feedbacks
- Private Workplace for office staff with office supplies and resource materials
- Safety measures (unobstructed emergency exits, visible emergency exit signs, spacious corridor, fire extinguishers, water hose and sprinklers)
- CANVAS (for effective communication to students)
- 24 hour CCTV Surveillance Systems
- Equipment Inspection and Maintenance system

## **16. Scholarship scheme**

- Scholarship schemes are available outstanding students.

## **17. Reward scheme**

- Outstanding students are entitled to get reward as per reward scheme

**Note: Students are able to attain reward at the graduation ceremony for the specific year. If students are unable to attend graduation ceremony, student can collect the prize after the graduation ceremony.**



## IX. DISCIPLINE MATTERS

Student discipline is an important part of providing the environment which is conducive to learning for all. Discipline policies set out a balanced approach recognizing student achievement and dealing with unacceptable behaviour. They are based on developing student responsibilities, encouraging respect and creating good conditions for effective teaching and learning. They also aim to be the foundation for a safe, happy and conducive place. Every student has the right to a learning environment free from bullying and intimidation and to feel safe and happy at school. They have a right to be treated fairly and with dignity.

### **Violation or breach of rules**

- Students (International Students with STP) with a monthly attendance record below 90% attendance/ Singaporean, PR or Non-STP international students below 75%
- Students who failed to inform and obtain approval from the School before going on home-leave.
- Student (STP/Non-STP) who takes home leaves for more than seven (7) consecutive school days without prior approval from the School.
- Students (STP/Non-STP) who absent for seven consecutive school days without official approval from the School.
- Students leave Singapore without prior approval from the School.
- Students attempt to perform forgery on Medical Leave Certificate for medical leave/sick leave.
- Students Cheating in Examination
- Students who commit offences against the law of Singapore governing bodies and bring the School into disrepute
- International students holding Student Pass seek employment in Singapore. (Student Pass holders who are caught working in Singapore will be reported to ICA and their Student Pass will be cancelled; Student's Pass holders are not allowed to be engaged in any form of employment, business, profession or occupation in Singapore whether paid or unpaid.)
- Students who persistently misbehave despite advice and warnings from School.
- Students who consistently not following the school rules on school attire (proper uniform/ appropriate attire (no shorts and no slippers)/ No brightly dyed hair color / footwear/ no wearing of caps) and personal hygiene (clean shave) despite several advices and warnings from the School.
- Students who perform disruptive actions/ words against school teacher/ staff/ classmates.
- Students whom attempt scuffles within school compound.
- Underage students caught smoking within school compound.
- Students sign on official documents without the present of teachers/staff
- Students sign on behalf of classmates or instructed others to do likewise



## **ICA Rules and regulations**

- The student shall not be adopted by any Singapore Citizen or Permanent Resident in Singapore.
- The student shall not indulge in any activities that are inconsistent with the purpose for which the Student's Pass has been issued.
- Foreign students are not allowed to enroll in any other institution than the stipulated institution (Stanford Academy) on the Student's Pass;
- The student shall not be involved in any criminal offences in Singapore. For further information please refer to the weblink and keep yourself up to date with the Singapore law which clearly explains what is allowed and what behaviour is forbidden in Singapore. <https://www.police.gov.sg/Advisories/Crime>
- The student shall not remain in Singapore after the expiry of the Student's Pass.

## **Student Pass requirements**

They are as stated by the In Principle Approval letter from the Immigration and Checkpoints Authority (ICA): Students are required to note the following conditions:

- He/ She is only permitted to attend the course at the School as stated in this In-Principle Approval letter;
- He/ She shall attend the class regularly; and

## **Manners and code of conduct**

The School aims to provide a safe and conducive environment for all our students and staff. We expect everyone to observe proper conduct and exercise certain duties and obligations within the premises. Students must maintain the following conduct at all times

- Students need to be well-groomed
- No brightly dyed hair color
- Students need to wear their uniform according to school's rule at all times.
- Students must be respectful to the teachers/staff/classmates
- No vulgar language/rudeness, defiance or violence towards teachers/staff/classmates is allowed in school.
- Students should not make boisterous behavior/ Harassment/ intimidation/ discrimination that make other people disturb on and off the premises.
- Food and drinks are not allowed in the classroom.
- Students are not allowed to enter the staff counter/management/teachers room without permission.
- Smoking is strictly prohibited in the premises at all times.
- Gambling or playing card game is strictly prohibited. Any student caught gambling or playing cards would face disciplinary action. Repeat gambling offenders may eventually face expulsion from our School.
- No fighting or acts of disturbance.
- Listening to audio devices or viewing video devices (e.g., multimedia player) is not allowed in class.
- Video taking during class lesson is not allowed in class.
- Downloading illegal software or visiting pornographic websites

- Do not forge medical certificates or other official documents.
- Do not forge signature on behalf of classmates or instruct others to do likewise.
- Do not cheat in any ways during Examination.
- The use of hand phones during lessons and exams is not allowed. All such equipment must be switched off.
- Illegal acts which violate Singapore law

Any form of **vandalism/theft** will not be tolerated. Students found guilty of vandalism will be severely dealt with.

- Intentional damage to the School property; (drawing on tables/walls) (jumping on chairs)
- Always report any damage of School property to the nearest instructor, lecturer or staff.
- An act of vandalism is strictly prohibited and the students have to pay for any willful damage to the School's equipment/properties and facilities.
- Weapon possession; sale, possession & distribution of any illegal substance, drugs, materials, theft or vandalism
- No littering, spitting or any form of vandalizing act is allowed in classrooms and public;
- No unauthorized removal of books from the library.

**Students must maintain good conduct at all times and be well-informed about the above mentions discipline regulations Any student found to be in violation of any rules, regulations or law of government bodies will be subjected to appropriate disciplinary action by the relevant authorities; in severe cases, a student may be expelled from the course of study or even deported back to their home country.**

**Some misconduct may result in immediate termination and possible prosecution. Student will be immediately expelled from the School.**

### **Consultation for breaching rules**

Any student found to be in violation of any rules, regulations or law of school will be subjected to appropriate disciplinary action by the school; in severe cases, a student may be arranged for a few sessions of Consultation session with our school Consoler if the discipline department suggest if needed.

Consulting is to create a soft-skill approach towards students to let them understand why he/she is being punished due to the action / words that they had done/said. This is to create a friendlier environment for the students while they are studying in SA.

- A report/record will be written by the discipline master before he/she conduct the consulting session with the students
- After each consulting session a consulting report will be filled-up accordingly for next consulting review purpose
- During the consulting period the students will be observed under the below few points. (behavior/manner/conduct/appearances)
- If the student still does not have any improvement after the consulting period, he/she will be dealt with according to the school rules if he/she repeats the offence again.

### **Expulsion of students from the School**

- Student is subject to immediate expulsion for serious misconduct and/or any breach of the School's rules and regulations. **The School reserves the rights to expel any student who has not made any payment OR exceed payment deadline more than 1 month stated in student contract.** Student does not attend classes for more than seven (7) consecutive school days without any valid reason. Student receiving 3 written warning letters from school for violation of school rules.

- Foreign students holding the Student Pass must observe the rules and regulations set by ICA. Any breach of the rules may result in the rejection of Student Pass Application or cancellation of Student Pass.

## **Use of IT facilities**

Access to the School's computer systems and network facilities requires students to accept certain responsibilities and obligations. In particular students must accept their responsibility to use the facilities only for appropriate authorized purposes. The School reserves the right to intercept and examine all network communications where this is necessary to ensure the effective running of systems, and to ensure compliance with these regulations.

Students are expected to comply with all legal obligations concerning copyrights, and shall not install any software or data into the School's computers or copy any software or data from the School computers. Students caught infringing the Copyrights Act by the authorities will be personally liable. Student must save all their data into their own floppy disk/ thumb drive at the end of each lesson. The School will not be responsible for any data lost, and any data saved in the local hard disk drive will be at their own risk.

## **Telephone Use**

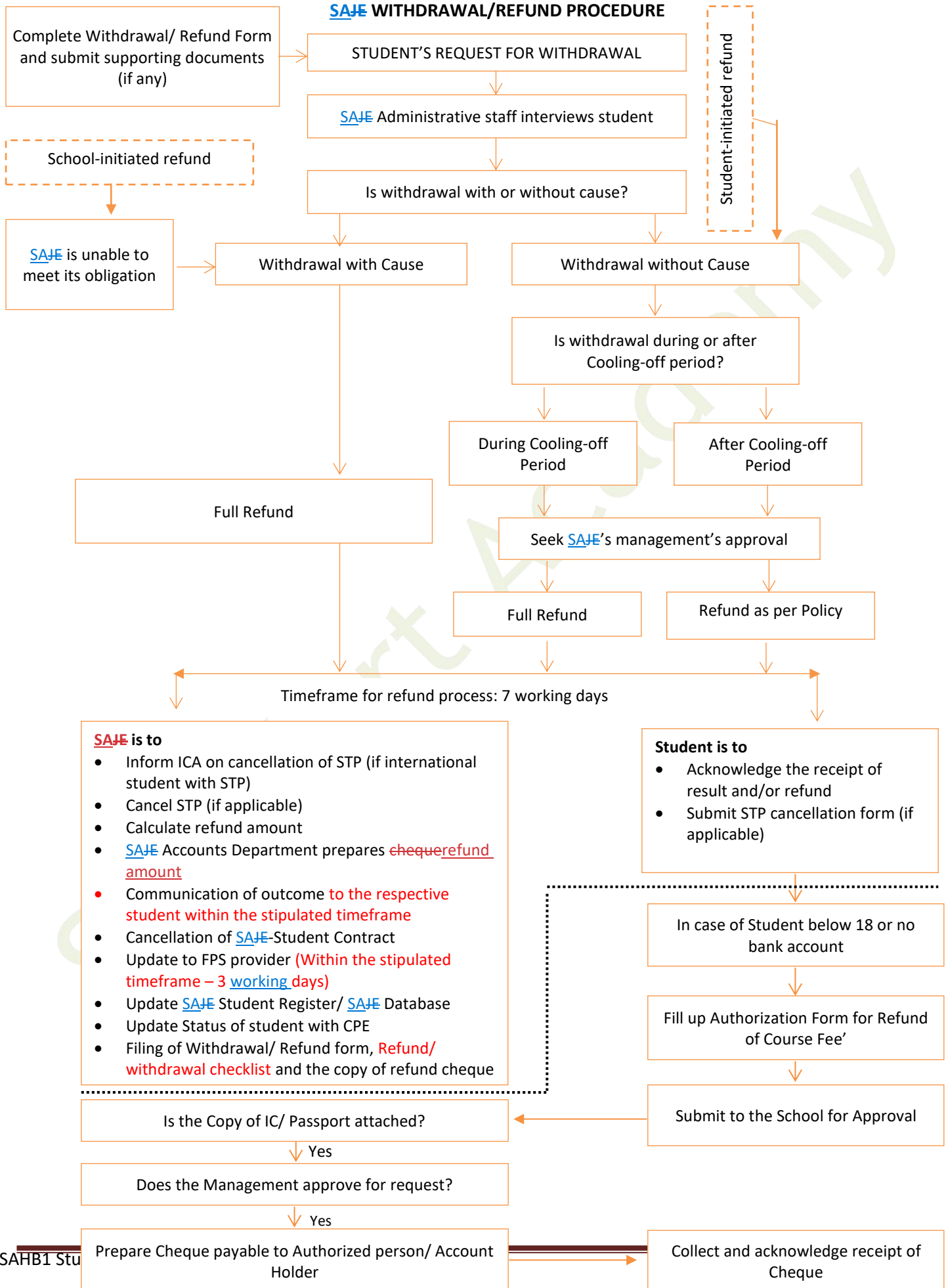
Student phone calls are limited to emergencies. Students must have permission from the administrative staff in the office with supervision by the staff for calls made during school hours.

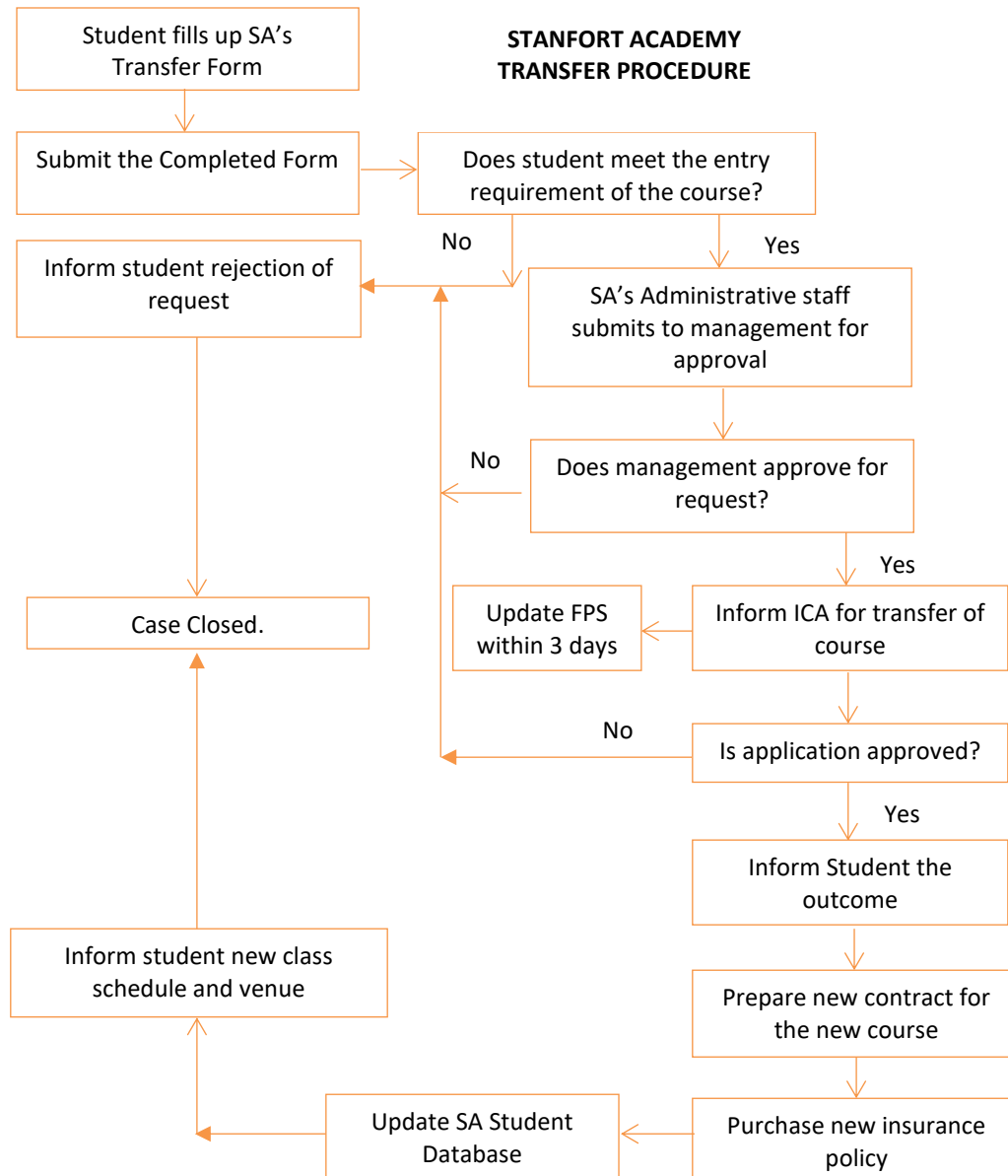
## **Student Responsibilities**

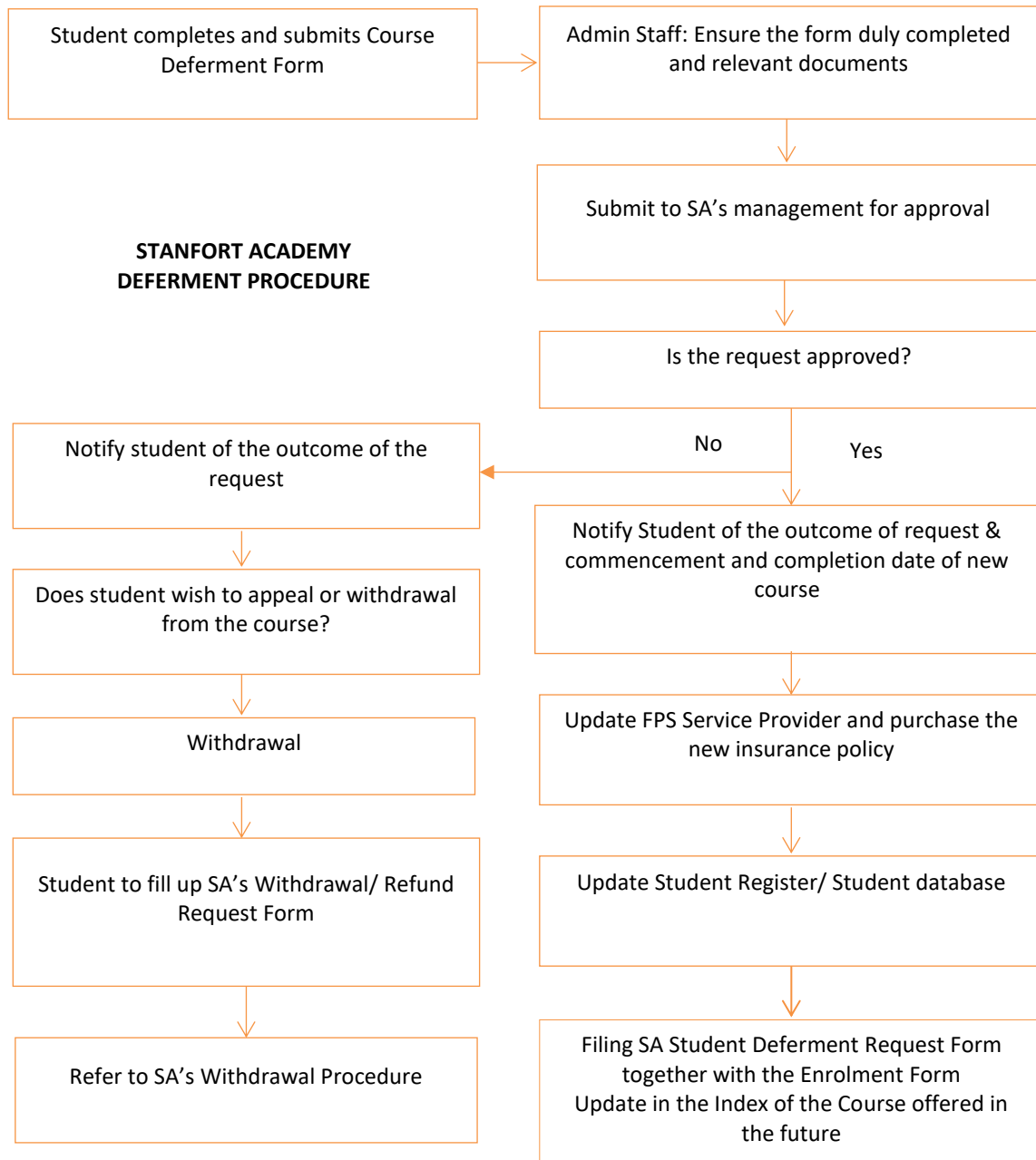
Students are obliged to bear certain responsibilities, that is, they are required to comply with all the laws, policies and procedures of regulatory bodies as well as Stanford Academy. All the students are hoped to participate constructively within the SA learning environment and act at all times honestly and responsibly in relation to academic matters, exploiting the facilities provided by SA. They are also expected to behave in a manner showing respect to the management, the staff and other students, be sensitive to Stanford Academy's management, staff and students' rights and responsibilities. Loyalty, integrity and honesty are qualities expected of all students. All students should be courteous, polite and well-behaved at all times. Orderliness must be observed at all times.

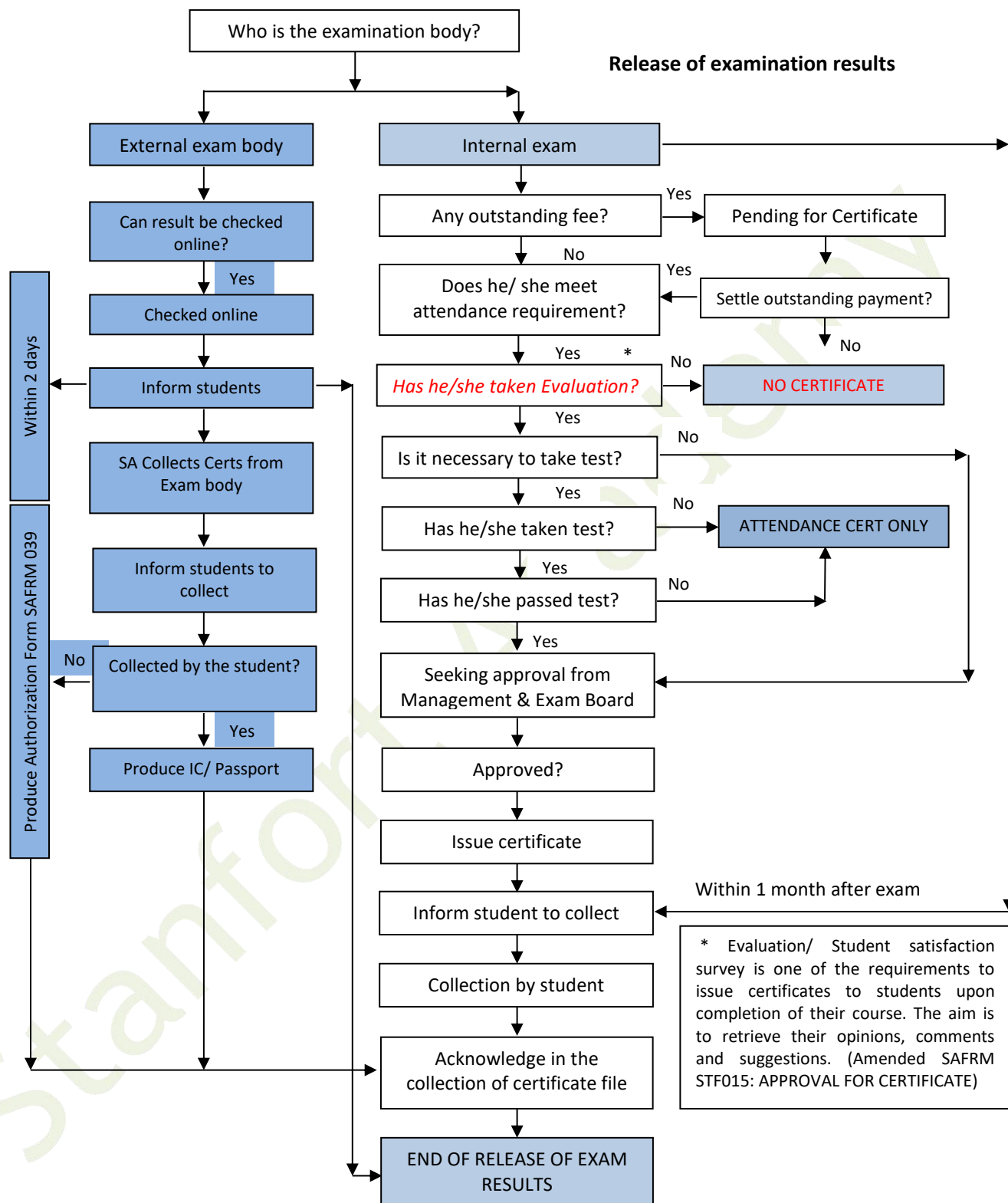
## X. APPENDIXES

### SAJE WITHDRAWAL/REFUND PROCEDURE











### Appeal Process by Second Marker

Student decides to appeal

Is it within the timeframe?

No

Yes

Student submits Appeal Form with documentation evidence.

Manager submits to Exam Board for consideration

Did Exam Board allow student to appeal?

No

Yes

Exam board assigns 2<sup>nd</sup> checker to check

**TIMEFRAME: WITHIN 21 DAYS**

2<sup>nd</sup> checker submits to Exam board for endorsement

Yes

Did 2<sup>nd</sup> checker decide/agree to change grade?

No

Did the Exam Board endorse?

No

Yes

Change Student database

Issue new certificate/ Result upload in portal

END OF HANDLING RESULT APPEAL PROCESS

Student is notified.

Did the appellant request for progression to higher level?

Yes

Did the revised grade meet the progression criteria?

Yes

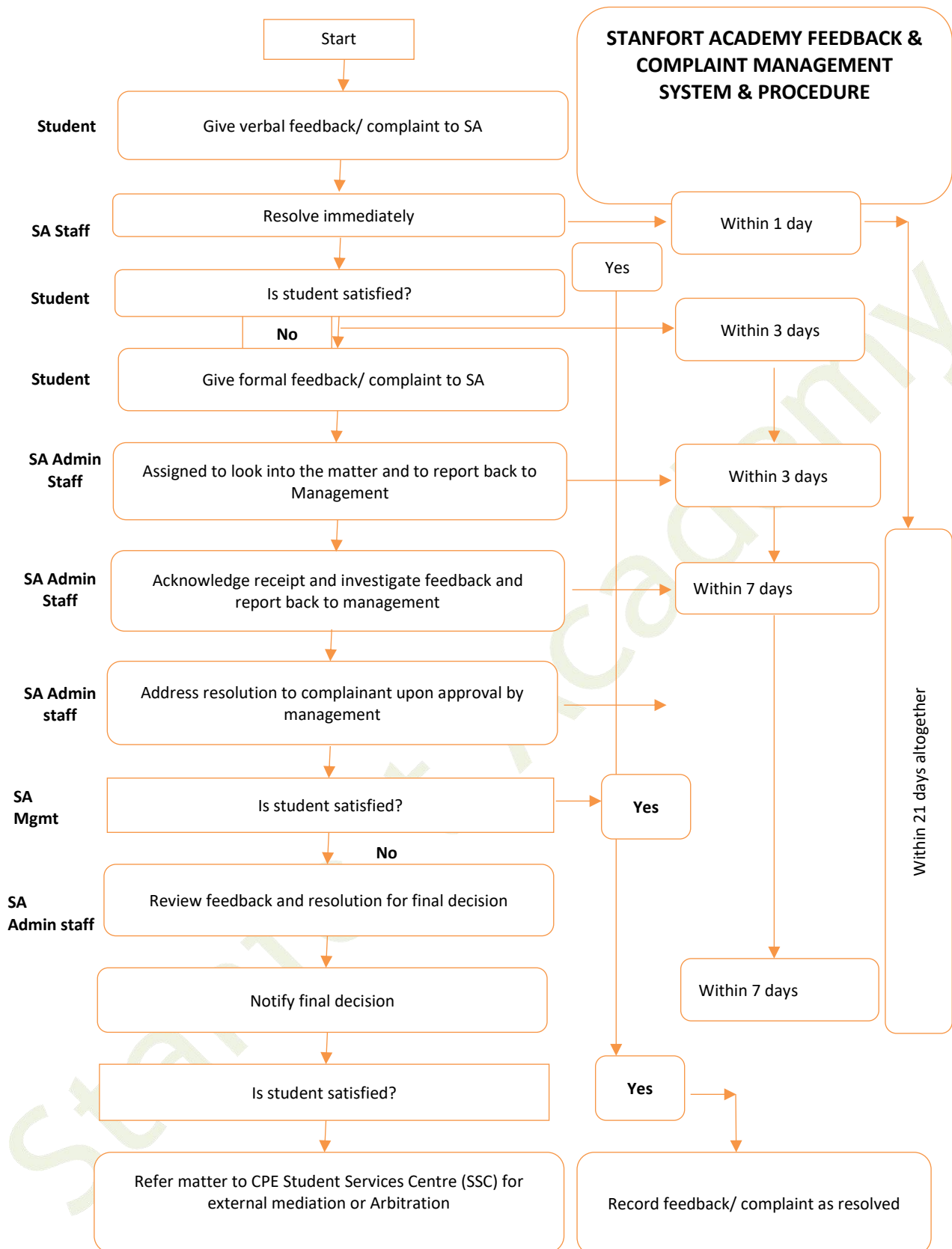
Manager will submit the request to Principal for approval to join the next/ higher level.

Does Principal grant approval?

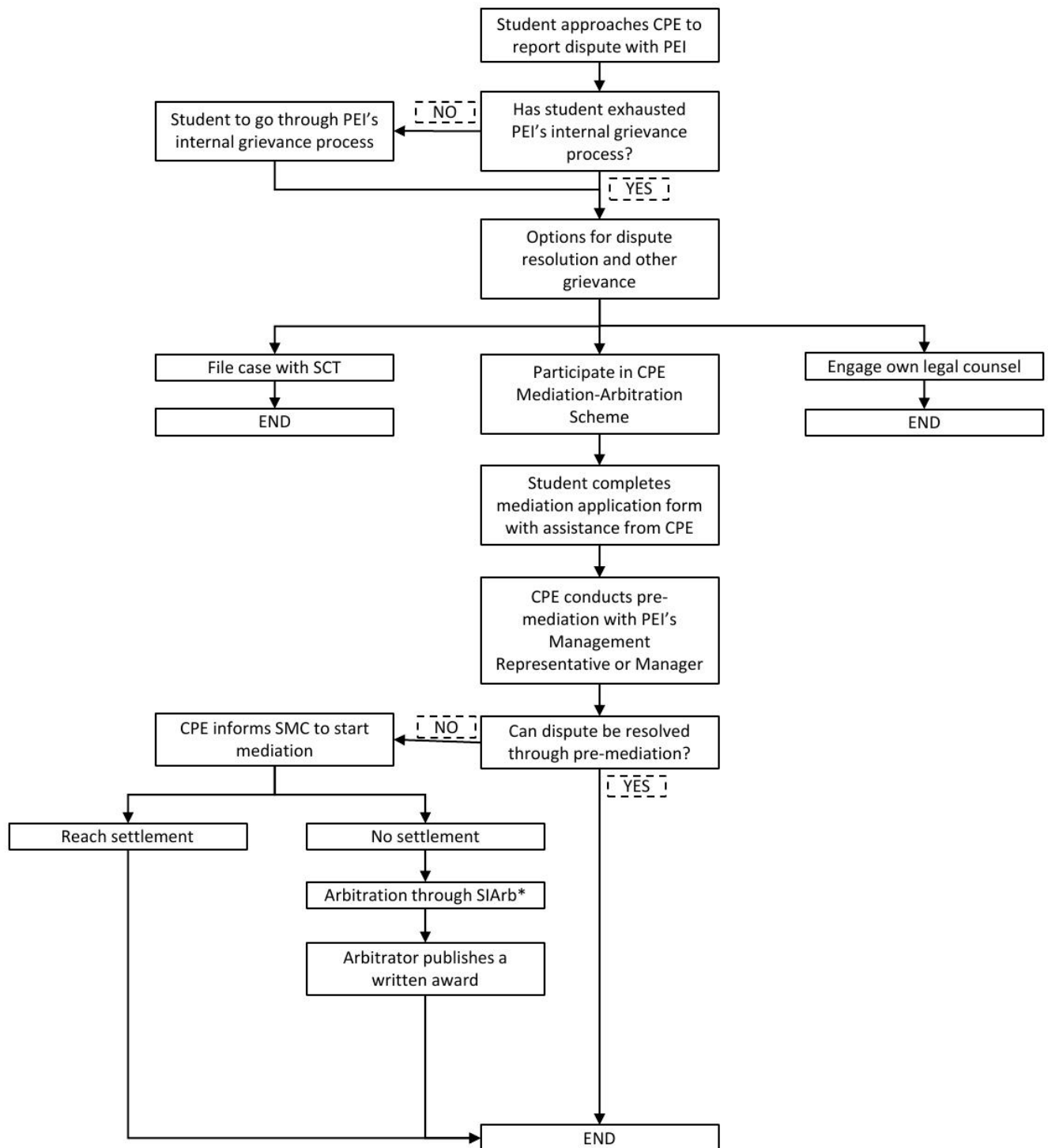
Yes

Appellant can join the course immediately.

The School has considered for the case in which the test result has affected the admission to higher/ next level. In that case, if the revised grade/ result can meet the progression criteria, the appellant will allow to proceed to the next available intake, not to interrupt in pursuing his/ her studies.

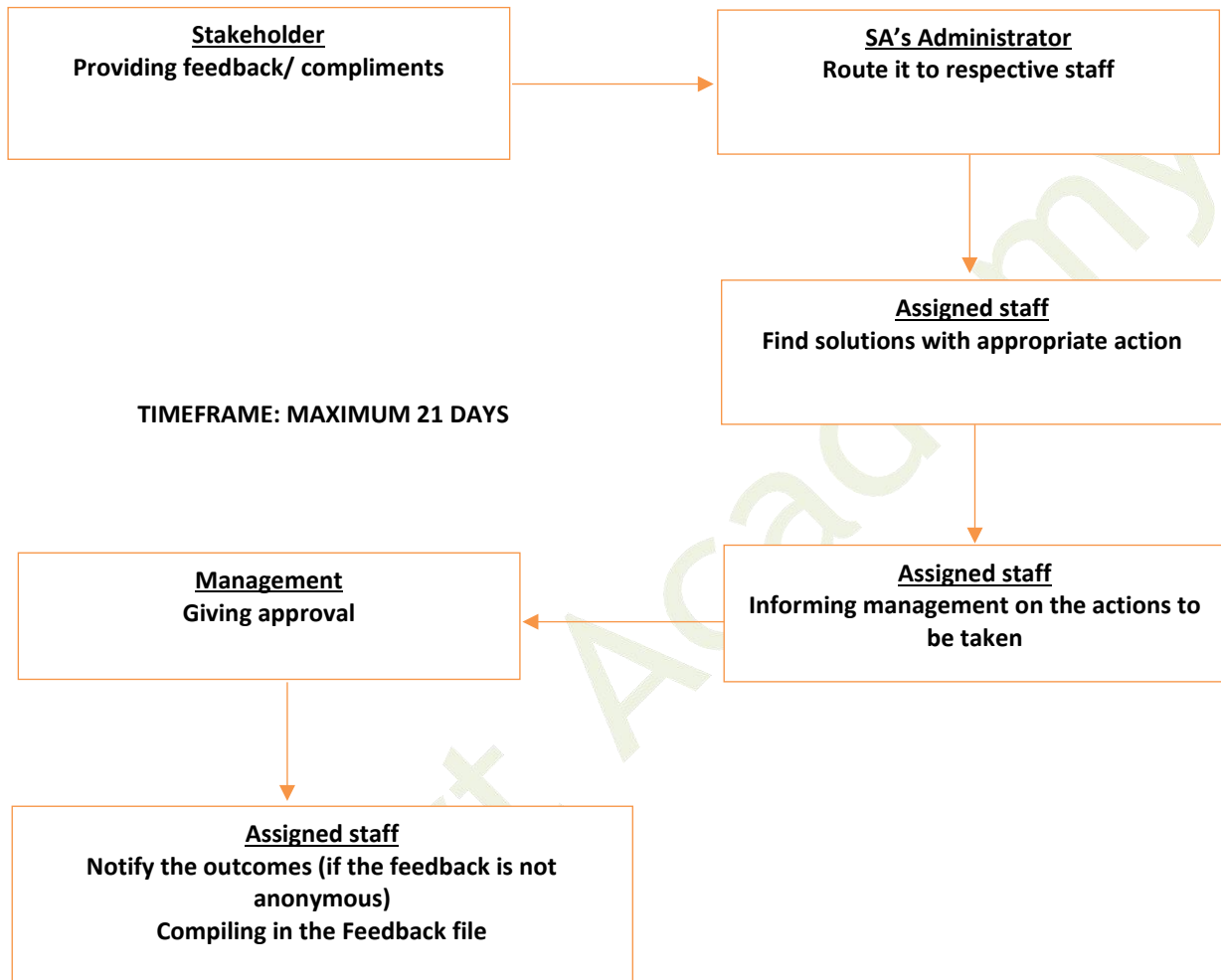


## DISPUTE RESOLUTION CHART



\* If the parties fail to reach a settlement through mediation, the student may opt to progress to Stage 2 - arbitration for a resolution.

## STANFORD ACADEMY HANDLING FEEDBACK/ COMPLIMENT PROCEDURE



## IMPORTANT CONTACT NUMBER FOR STUDENTS

Emergency/Important Phone Numbers are pasted on the Notice boards:

- **SA's Office Phone No:** +65-6565 9786/ +65-6560 5559
  - (Operating hours 9:30 AM – 9:30 PM (Monday – Friday) and (Saturday: 09:00 AM – 2:00 PM)
  - Closed on Sundays and Public Holidays
- **Police:** 999 (toll-free)
- **Emergencies/Ambulance/Fire Brigade:** 995 (toll-free)
- Non-emergency ambulance: 1777
- **Committee for Private Education:** 6592 2108 (Operating hours: 9:30 AM – 6:00 PM (Monday – Friday) (Closed on Saturday, Sunday, and Public Holidays)
- **Immigration and Checkpoints Authority (ICA) Hotline:** (65) 6391 6100 (24-hour automated hotline for information on their services and procedures. Customer service officers are available from 8am - 5pm, Mon to Fri and 8am- 1pm, Sat)
- **Samaritans of Singapore (SOS)**  
1800-221-4444 (24hours Emergency Counselling)
- **Embassies in Singapore**
  - People's Republic of Bangladesh: 6255 0075
  - Brunei Darussalam: 6733 9055
  - Cambodia: 6732 4764
  - China: 6418 0252
  - French: 6880 7800
  - India: 6737 6777
  - Indonesia: 6737 7422
  - Lao: 6250 6044
  - Malaysia: 02 6235 0111
  - Myanmar: 0065 7350209
  - Pakistan: 6737 6988
  - Philippine: 6737 3977
  - Republic of Korea: 6256 1188
  - Sri Lanka: 6254 4595
  - Taiwanese: 00265 6278 6511
  - Thailand: 65 6737 2158
  - UK: 6424 4200
  - USA: 6476 9100
  - Socialist Republic of Vietnam: 6462 5938

## COURSES AT STANFORD ACADEMY

### English for International Students

- Certificate in English for Foreign Students - Elementary
- Certificate in English for Foreign Students - Intermediate
- Certificate in English for Foreign Students - Advanced

### Preparatory Course for International English Language Testing System (IELTS) Examination

- Preparatory Course for IELTS Examination

### Internally Developed Diploma Courses (Stanford Academy)

- Foundation Diploma in Higher Education
- Diploma in Business Management
- Advanced Diploma in Business Management
- Post Graduate Diploma in Business Management
- Diploma in Hospitality Management
- Advanced Diploma in Hospitality Management
- Diploma in Travel, Tourism and Hospitality Management
- Advanced Diploma in Travel, Tourism and Hospitality Management
- Diploma in Accounting

### Music Courses

- Diploma in Music & Creative Arts for Music Production
- Foundation Diploma in Music & Creative Arts

### External Degree Programs (London Metropolitan University)

- Master of Business Administration
- Bachelor of Arts Honors in Business Management
- Bachelor of Arts Honors in Business Management (Top-Up)
- Bachelor of Arts Honors in Tourism and Travel Management (Top-up)

### ACCA Preparatory Courses

- Preparatory Course for Association of Chartered Certified Accountants (ACCA) Examination

ORGANISATION CHART OF STANFORD ACADEMY

