



CANADIAN
EDUCATION COLLEGE

Canadian Education College

Student Handbook

About the College





CANADIAN
EDUCATION COLLEGE



Canadian Education College (CEC) was founded in 1997 and has become a well-regarded English language College in Singapore. With years of experience in the English language field, Canadian Education College is continually developing and refining its teaching methods which have proven to be successful with thousands of students that have passed through CEC.

We are located in the Central Business District at the heart of Singapore, close to museum, art galleries, the library, restaurants and banking facilities. Our newly-renovated College consists of eleven classrooms, a lending library, open seating areas for students and Wi-Fi access.

CEC offers full-time and part-time courses, depending on your interests, goals, language level and schedule. Our teachers are passionate and aim to inspire student learning and teach you to express yourself with confidence. We have extended learning beyond the classroom through interactive student activities that brighten up student learning experience.

CEC always welcomes student feedback and encourages students to contribute to the College's growth and development.

Vision & Mission



Vision

We aspire to be a leading education provider delivering the highest standards of customer service and professionalism.



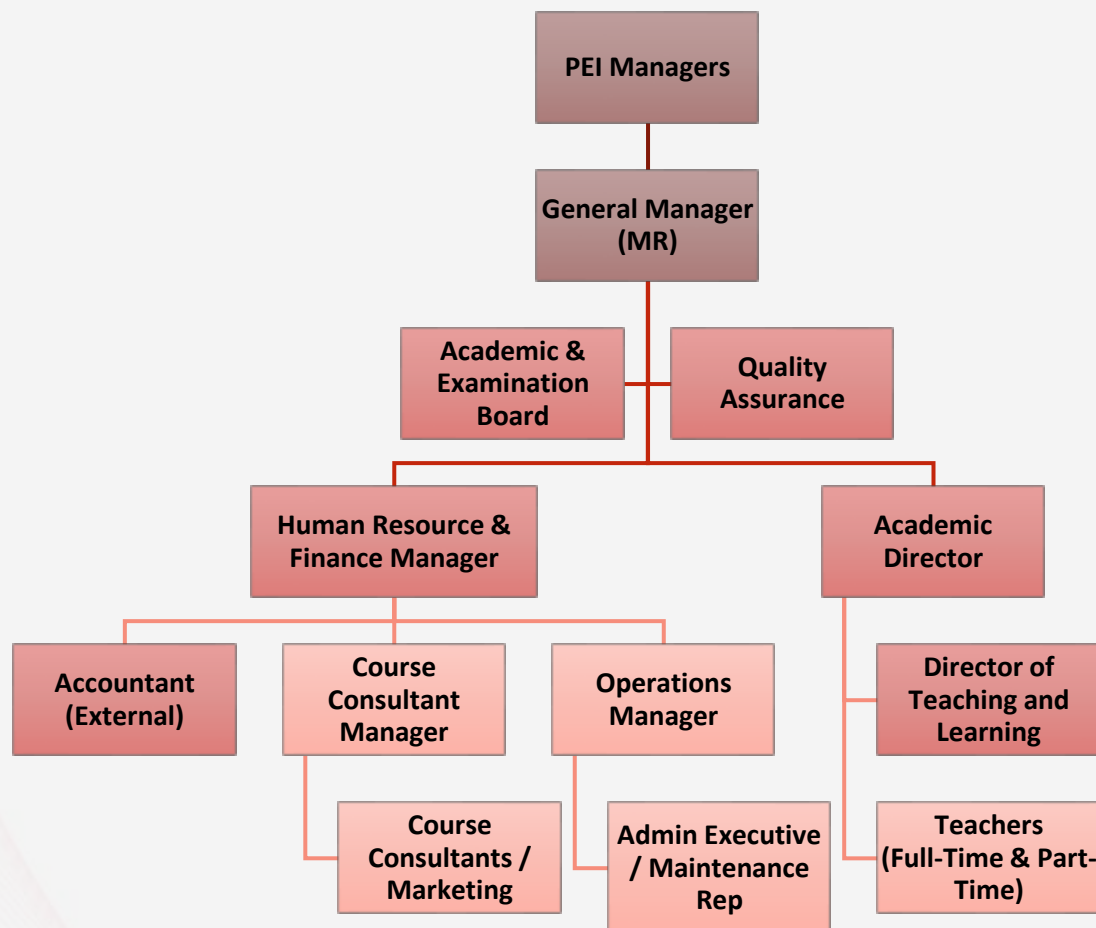
Mission

We are an educational college providing language programmes and diploma programmes. We strive towards providing full customer satisfaction through the pursuit of a culture of excellence, and collaboration with our stakeholders.

Values and Culture



Governance of the College



Moriaki Yoda
(PEI Manager | General Manager & Chairman of PMER Committee)



Kiran Mahbubani
(AEB Chairman | Academic Director)

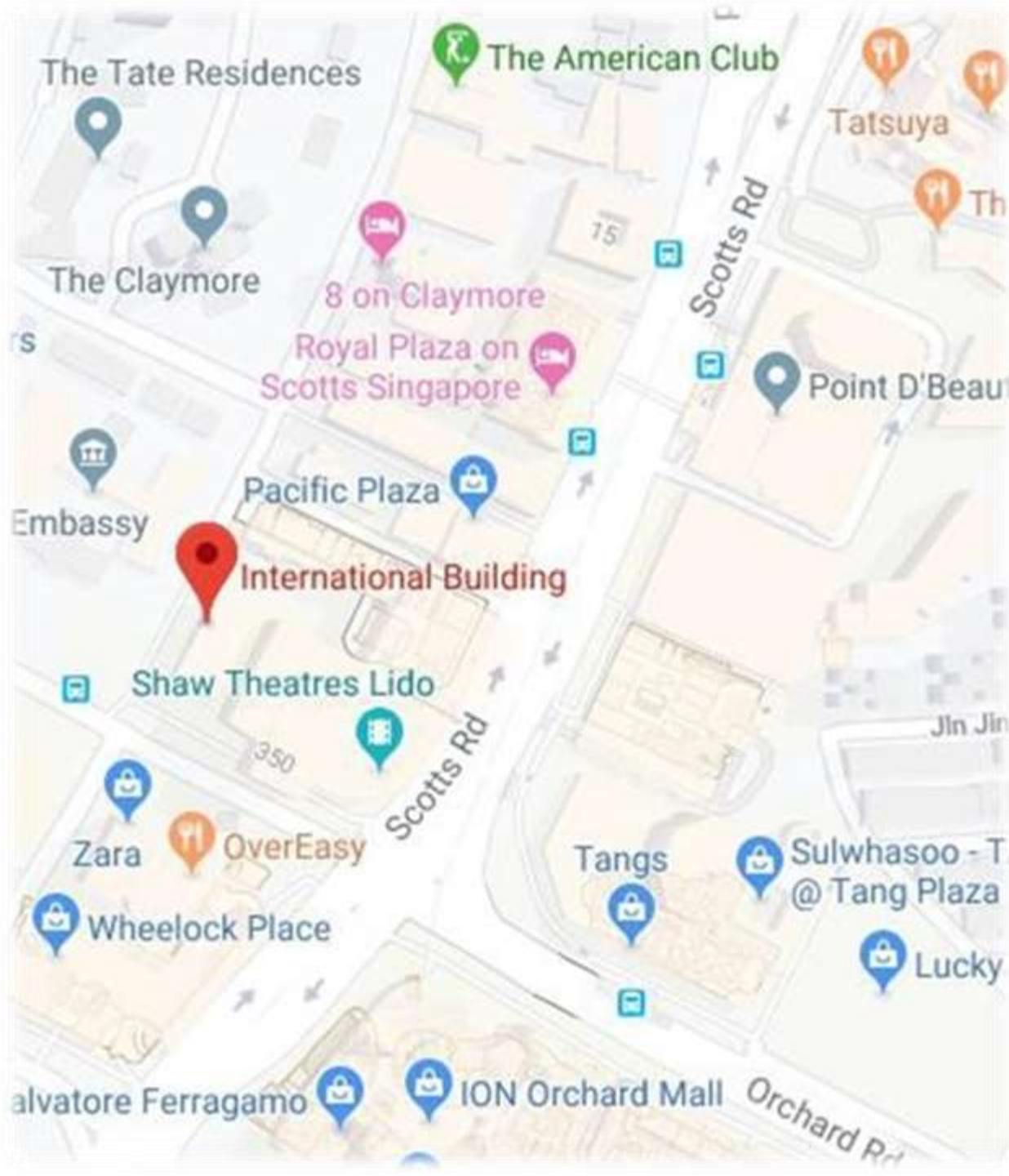


Jesse Colin
(Director of Teaching and Learning & AEB Member)



Simon Hull
(Teacher & AEB Member)





College's Information

- **Address:**

- 360 Orchard Road #04-07/08 International Building 238869 Singapore

- **Operating Hours:**

- Mondays to Fridays: 09:00a.m. to 7:00p.m.
- Saturdays: 10:00a.m. to 5:00p.m.
- Sundays and Public Holidays: Closed

- **Car Park:** Car / Motorcycle / Season parking information are available at the building management office.

- **Wheelchair Accessible:** This campus is both wheelchair and pram accessible

Contact Information



Telephone: (65) 6336 0666



Email: contact@canadian.edu.sg
admin@canadian.edu.sg



Website: <https://www.canadian.edu.sg/>



Chat on:
WhatsApp with +65 97257143



LINE



WeChat



KakaoTalk



College's Facilities



**Free Internet
Access (WI-FI)**



**Water Dispenser
(Hot & Cold Water)**



**Tea / Coffee
(Hot & Cold)**



Notice Board



Library



**Student Reception &
Foyer**



Classroom





Student Support Services

For all new students:

- The College will provide the following services to ensure that students make a smooth transition to Singapore:
 - Accommodation Support Service
 - Visa / Student Pass Application
 - CEC's Student Orientation Programme

For all Current & Enrolled Students:

- The College aims to develop and promote an academic education of the highest standards for students through the provision of these services:
 - Designated Counsellor
 - Students' Outings and Activities
 - Educational Tours (Edu Trips)
 - Free WIFI access and Library Access for References
 - Student Progress Report
 - Support for students looking for career guidance and to enhance employability skills / post course skills, from teachers and/or Academic Director
 - Coffee Machine made available for Students

For enhancing overall Student Experience:

- In ensuring that the College provides for an exceptional student experience, it undertakes to provide the following services:
 - Monthly review and feedback of students' attendance
 - Student Evaluation Surveys
 - Feedback forms
 - Dispute resolution process
 - Student Intervention



Student Support Services

Programmes
to develop
students
holistically:

- A holistic education framework is created and continually reviewed to ensure that the College has sufficient programmes to develop students holistically and value add to their learning experience.
- The College's Innovation and Continual Improvement Cycles and its elements, including the annually done Innovation and Continual Improvement Work Plan would also act as a platform to incorporate the need and objective to develop students holistically.



Counselling & Advice

JAPANESE / KOREAN / CHINESE / FRENCH HELPDESK

- From Mondays to Saturdays, we have Japanese, Korean and Chinese support desk available should you require explanation or translation in Japanese / Korean / Chinese.
- Monday to Friday 9:00am – 7:00pm
- Saturday 10.00am – 5.00pm (exact dates to be advised)
- If you require help in other languages, please approach the front desk and we will help to locate staff who speaks your language, if available.

PASTORAL COUNSELING SERVICES

- We provide a Student Counselling Service to help you with any personal, emotional or study-related difficulties affecting your studies. Our in-house counselling staff is trained to provide counselling and advice. If you need to have a session with our counselling staff, please approach the front desk or your teacher to help make the arrangements.
- Note: professional counselling is available by appointment only.*

ACADEMIC SUPPORT SERVICES

- We assist students in selecting the most appropriate course of study befitting their aptitude as well as arrange for their entry into various institutions such as local government schools, polytechnic and colleges to pursue higher and further education in certificate, diploma or degree courses.

FIRST AID

- First Aid is available in the Staff Room. Students needing first aid are to enquire with the front desk.

Counselling & Advice

(Where should I go for help?)

Focus Area	Description	Staff-in-Charge
Conducive Environment for Teaching & Learning	Safety and Healthy Environment	Course Consultants / Feedback Form
Admission, Orientation & General Services	All courses application and admission related services	Course Consultants
	All Student's Pass Application / Renewal related services	Course Consultants
	Orientation on Canadian Education College	Course Consultants
	Updating of personal particulars	Course Consultants
Student Protection	Refund of Course Fee	Refer to Refund Policy in Student Handbook, Student Contract, Receipt & Website or speak to a Course Consultant
	Transfer / Withdrawal of Course	Course Consultants / Student Request Form
	Dispute Resolution	Course Consultants
	Feedback & Grievances Resolution	Course Consultants
	Fees Protection Scheme	Course Consultants

Course Information



CEC's Registered Courses

Certificate in Conversational English



- Elementary
- Intermediate I
- Intermediate II
- Advanced

Certificate in English



- Elementary
- Intermediate
- Advanced

Diploma in Teaching English to Speakers of Other Languages (TESOL)



Diploma in Teaching English to Speakers of Other Languages (TESOL) (e-learning)



Preparatory Course for International English Language Testing System (IELTS)





Click on the ICON to learn more

Certificate in Conversational English

Course Synopsis

Conversational Courses are designed for learners who feel the need to develop more confidence and fluency in their spoken English. Working within a friendly and relaxed setting, students will develop their conversational skills through a variety of interesting, fun and engaging topics and activities. Students will also learn a wide range of useful vocabulary to help enhance their English communication skills.

Upon completion, you will be awarded with a Certificate of Conversational English.

Entry Requirement

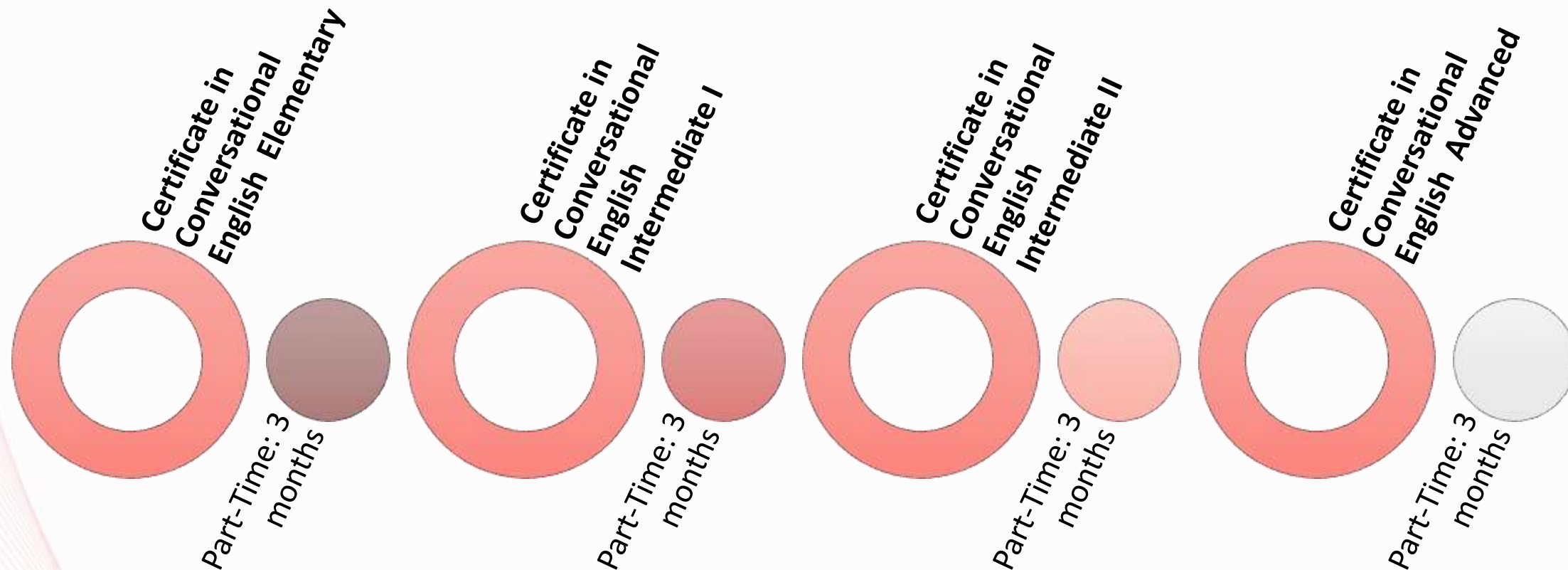
- Minimum 12 years of age
- No academic requirement (for all levels)
- Language Proficiency:
 - Elementary: No Requirement
 - Intermediate I: Pass English Elementary Test
 - Intermediate II: Pass English Intermediate I Test
 - Advanced: Pass English Intermediate II Test

The entry requirements for the Certificate in English are directly linked to the scores students attain from the placement test set by our qualified teachers and approved by our Academic Board. The placement test is designed to help our consultants make decisions about which class to place students in or whether a student can join a particular course. The test covers grammar, vocabulary and speaking ability.



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Certificate in Conversational English





Certificate in Conversational English

Elementary Conversational English

This course is for students who have little English and want to focus on effective Listening and Speaking. Students should already have the ability to read and write in English.

Course Goals:

- the ability to ask and answer basic questions about yourself the ability to understand and participate in simple conversations
- the ability to understand native speakers of English at a slower than normal speed
- the ability to listen and speak effectively so that others understand you
- the ability to deal and communication breakdowns.

Intermediate (I) Conversational English

This course is for students who have some fluency in English, but wish to develop their confidence and skills in using English effectively

Course Goals:

- the ability to understand and respond to questions with ease
- the ability to identify the main points of everyday conversations
- the ability to ask for clarification and explanations
- the development of proficiency in listening and speaking skills to paint a basic conversation



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Certificate in Conversational English

Intermediate (II) Conversational English

This course is for students who are able to communicate well in English, but still make frequent errors. This course will focus on honing Speaking and Listening skills using a variety of fun and interesting topics.

Course Goals:

- the ability to speak with others in everyday social situations with confidence and ease
- the ability to speak with accurate pronunciation so that your English is easily understood
- the ability to express opinions and support your point of view
- the ability to verbally summarize a text using English further development of conversational skills.

Advanced Conversational English

This course is for students who are well-spoken in English but wish to develop greater accuracy and fluency.

Course Goals:

- the ability to discuss a variety of topic with increased accuracy and confidence
- the ability to understand, appreciate and utilise the more irregular aspects of the English language
- the development of fluent conversational skills, including
- the ability to cope with communication breakdowns the ability to express general content and finer details of written texts.



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Certificate in English

Course Description / Synopsis

CEC offers 3 Levels of Certificate in English. Students can choose their course depending on their language level and schedule. Our English courses are for anyone who wishes to learn to communicate in English, and to feel comfortable in an English-speaking environment; the course is also suitable for anyone who is preparing to enter tertiary education. These English courses are for students who want to attend classes every day to improve their level of general English, as well as for those who wish to progress further in their grasp of the English Language.

Entry Requirement

- Minimum 12 years of age
- No academic requirement (for all levels)

The entry requirements for the Certificate in English are directly linked to the scores students attain from the placement test set by our qualified teachers and approved by our Academic Board. The placement test is designed to help our consultants make decisions about which class to place students in or whether a student can join a particular course. The test covers grammar, vocabulary and speaking ability.



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Certificate in English

Certificate in English Elementary

- Full-Time: 6 months
- Part-Time: 6 months

Certificate in English Advanced

- Full-Time: 6 months
- Part-Time: 6 months

Certificate in English Intermediate

- Full-Time: 6 months
- Part-Time: 6 months



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Certificate in English - Elementary



Grammar

- Students will be able to understand and use a range of simple grammatical structures and sentence patterns. Writing Students will be able to write simple phrases and link sentences with “and”, “but” and “because”.



Reading

- Students will be able to understand short texts containing high frequency vocabulary. Speaking Student will be able to understand and speak about simple and routine tasks, simple exchanges of information, and familiar and routine matters. Listening Students will be able to understand phrases and expressions related to areas of priority.



Vocabulary

- Students will be able to use narrow repertoire of vocabulary dealing with everyday needs.



Pronunciation

- By the end of our English course students' pronunciation will be clear enough to be understood despite a noticeable foreign accent.



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Certificate in English - Intermediate



Grammar

- Students will be able to understand and use a range of common grammatical structures and sentence patterns.



Writing

- Students will be able to write simple phrases, sentences and paragraphs linked with simple connectors. By the end of this course students will be able to write simple correspondence and descriptions of their personal life and past experiences.



Reading

- Students will be able to understand short, simple text on familiar matters with a satisfactory level of comprehension.



Speaking

- Student will be able to manage simple, routine exchanges without long delays or too much effort and ask and answer questions familiar topics in everyday situations.



Listening

- Students will be able to sustain a brief monologue about their current life and past experiences. By the end of this course student will be able to understand straightforward factual information about common everyday topics, identifying both general messages and specific details, provided that speech is clear.



Vocabulary

- Students will be able to use a repertoire of vocabulary for the expression of basic communicative needs and simple descriptions of their personal lives and experiences.



Pronunciation

- Students' pronunciation will be clearly intelligible despite a foreign accent and occasional mispronunciation.



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Certificate in English - Advanced



Grammar

- Students will have a relatively high degree of grammatical control, avoiding mistakes which lead to misunderstanding. Students will also have a good understanding of less frequent and complex grammatical structures.



Writing

- Students will be able to write clear, detailed texts on a variety of subjects, evaluating information and arguments from a number of sources.



Reading

- Students will be able to read with a large degree of independence, adapting style and speed of reading to different texts and purposes, and using appropriate reference sources effectively.



Speaking

- Student will be able to highlight the personal significance of events and experiences, and account for their views clearly by providing relevant explanations and arguments.



Listening

- Students will be able to understand the main ideas of propositionally and linguistically complex speech on both concrete and abstract topics delivered in a standard dialect.



Vocabulary

- Students will have a high level of lexical accuracy and a good range of vocabulary for matters connected to his/her field as well as most general topics.



Pronunciation

- Students will have acquired a clear, natural pronunciation and intonation.



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Diploma in Teaching English to Speakers of Other Languages (TESOL)

Course Synopsis

As an English Specialist, we develop professional trainers and teachers and at the same time prepare you to be successful "Edupreneurs". With the Diploma in TESOL, you can prepare for your career in teaching English as a second language* and will be qualified to participate in many teaching career opportunities. The Diploma in TESOL is an internationally recognized qualification. The course is suitable for those who are new to teaching English and want to develop English language skills in students who are speakers of other languages. The TESOL Programme will give students an introduction to the theory and practice of English teaching. TESOL provides an insight into the challenges facing the learner and the role of the teacher in the classroom. Teaching methodologies, techniques to develop language skills, phonology and morphology, as well as the teaching of English grammar, lesson planning, different learning styles and testing will be included. The practical aspect includes lesson observations and guided teaching practice.

Entry Requirement

- Minimum 18 years of age
- Pass in English Language at 'O' Levels examination or its equivalent
- 5 General Certificate of Education (GCE) 'O' Levels or 2 General Certificate of Education (GCE) 'A' Levels passes or its equivalent

Students who do not meet these criteria will need to present IELTS test results (minimum score of 6) or undertake an Advanced Placement Test (minimum pass rate 75%).



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Diploma in Teaching English to Speakers of Other Languages (TESOL)

Diploma in Teaching English to Speakers of Other Languages (TESOL)

- **Full-Time**: 2 months
- **Part-Time**: 4 months

Diploma in Teaching English to Speakers of Other Languages (TESOL) (e-learning)

- **Part-Time**: 6months
: 5 months
: 3.25 months (13 weeks)



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Diploma in Teaching English to Speakers of Other Languages (TESOL)

Module Overview

By course completion, students will:

- Understand how language is acquired
- Understand what constitutes error in a language
- Know the principles on which modern language teaching is based
- Understand what phonetics and phonology are
- Know which methodologies can be used to teach English
- Know how to use materials and aids to teach English in class
- Know how to organize the class know how to design effective lesson plans

Module Breakdown

Module 1: Language theory

- The nature of language and its acquisition
- Teaching methodologies and principles

Module 2: Language teaching methodologies

- Teaching language skills
- Teaching material and aids

Module 3: Classroom planning & organization

- The syllabus and Scheme of Work
- Teacher's Roles
- Different types of learners
- Organising the class
- Lesson planning

Module 4: Linguistics & language teaching

- Phonetics and Phonology
- Grammar, Morphology and Linguistic applications.



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Preparatory Course for International English Language Testing System (IELTS)

Course Synopsis

With our PREPARATORY COURSE FOR INTERNATIONAL ENGLISH LANGUAGE TESTING SYSTEM (IELTS) programme, you can now approach the IELTS exam with knowledge and confidence!

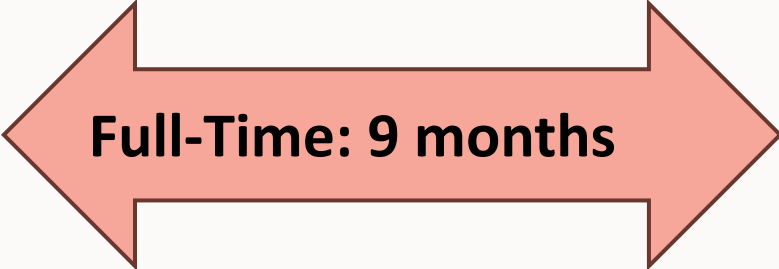
Canadian Education College offers an extensive course that will prepare you thoroughly for the IELTS exam. The primary objective of the programme is to develop and brush up your listening, speaking, reading and writing skills, while familiarizing you with the format and structure of the IELTS exam.

Our classes are kept small, in order to provide individual support and ongoing feedback from the teacher regarding your progress. Students who prefer private coaching may also sign up for 1-to-1 classes.

All teachers deployed in this course are qualified IELTS trainers and veteran educators. With a track record of academic excellence and great student rapport, we have the right team to make your IELTS coaching experience as enriching and memorable as possible.

Entry Requirement

- No minimum age requirement (recommended to be 18 years old or above)
Basic English Proficiency



Full-Time: 9 months



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Preparatory Course for International English Language Testing System (IELTS)

The Canadian Education College PREPARATORY COURSE FOR INTERNATIONAL ENGLISH LANGUAGE TESTING SYSTEM (IELTS) syllabus is designed with the IELTS exam in mind, and focuses on listening, speaking, and Academic and General reading and writing skills.

Listening and Reading (Receptive Skills)

- become deeply familiarised with the various question types that may appear in the IELTS test
- acquire critical time management skills to ensure that no questions are left unanswered
- practice effective skimming and scanning techniques
- learn to avoid common mistakes and pitfalls
- master the top tips and strategies that significantly improve test scores

Speaking and Writing (Productive Skills)

- be able to understand different questions and scenarios quickly and easily
- gain speed and expertise in brainstorming and organising ideas
- learn practical ways to elaborate ideas and meet minimum word count without compromising on quality
- build up a depository of exam-focused strategies
- find out how to score extra points for originality by rephrasing concepts differently
- steer clear of frequent and common pronunciation errors
- acquire excellent speech patterns and rhythm from native-speaking teachers and be able to apply them consistently

Important Information for Students



Application Policy & Procedures



- The College's approved external recruitment agents / designated internal staff would conduct information sessions with potential students to identify their needs. Suitable courses will then be recommended based on the applicants' needs, and the applicant (or the applicant's parent or legal guardian, if the applicant is under eighteen (18) years of age) would be required to sign on the Pre-course Counselling Form to acknowledge that he/she has been informed of the various critical information. The agent/staff shall then indicate the completion of Pre-course Counselling on the Student Selection and Admission Checklist.
- The Student Selection and Admission Checklist is used as a tool to track the student selection and admission process. Other than the staff who has conducted the exercise indicating its completion or collation of documents from agents, another staff is also required to verify that the documents are indeed in proper order, and that the selection process has been adhered to. Evidence of such monitoring is by signing the "Document Verified by" column in the Student Selection and Admission Checklist.
- Thereafter, the agent/staff would conduct an initial assessment on the applicant's suitability, taking into consideration the minimum requirements of the course (including assessing suitability based on English Test). The completion of this assessment should be indicated on the Student Selection and Admission Checklist.

Application Policy & Procedures



- If the applicant does not meet the entry requirements of the course, the College's Academic Board will consider if the applicant:
 - Require further tests and information; or
 - Has other acceptable merits (e.g. working experience)
- In the event that none of the above is applicable, the agent/staff would evaluate to see if the applicant is both suitable and interested in other courses offered by the College.
- If the applicant meets the minimum entry requirements, the agent/staff shall invite the applicant to submit the Student Application Form, together with all supporting documents, and to pay the application fee.
- For applicants applying with the College, the Admin Executive will have to sight and verify the originality of the supporting documents (i.e. certificates, transcripts, etc.)
- For overseas applicants applying through agents, the agent will first verify the originality of the supporting documents. In addition, before the student signs the Student Contract, the Admin Executive will do a second verification of the originality of the supporting documents.

Application Policy & Procedures



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- The agent/staff shall then check the application and supporting documents for completeness, before indicating this on the Student Selection and Admission Checklist.
 - The agent/staff shall then forward the Student Application Form, with supporting documents, and the Student Selection and Admission Checklist to the Director of Course Consulting/ Marketing for processing.
 - The College will then explain the key sections of the standard student contract and require the student to acknowledge as evidence on Form 12 – Advisory Note.

Attendance Policy & Procedures

- The college encourages all its students to be regular and punctual for their daily classes. Please note the attendance requirement and leave application guidelines as mentioned below:
 - All students on a Student Pass should have a minimum attendance of 90% per month.
 - All non-student pass holders should have a minimum attendance of 75% per month.
 - Any absenteeism should be supported by medical certificates / approved student leave.
 - Immigration and Checkpoints Authority of Singapore (ICA) will be notified by the college whenever a student-on-Student Pass has a monthly attendance of less than 90%.
 - Student Pass Holders who miss 7 consecutive days of class will be liable to have their student pass be cancelled with effect from the 8th day and the letter of cancellation will be sent to student's place of residence in Singapore as registered with the College.



Attendance Policy & Procedures

- Attendance is to be taken once per class (in person / synchronous). Students who arrive for class 5 minutes after the starting time will be marked as late. Students who arrive for class 30 minutes after the starting time will be marked as absent.
- For asynchronous classes, attendance will be marked once students have completed their tasks/work assigned.
- The college will monitor student attendance on a monthly basis, and intervention actions (pastoral or academic counselling) will be taken to help students with poor attendance.



Medical Certificate / Student Leave Application Procedures



- Students must request the Student Leave Form from the Course Consultant / Admin Executive. Student Leave Forms require approval from the Management Team before students can go on leave.
- Medical Certificates and/or completed Student Leave Forms, along with supporting documents, must be submitted to the Course Consultant / Admin Executive.
- Approved Student Leave Forms should be submitted to the Admin Executive or Course Consultant before the start of the class that the student is being excused from, or within 3 working days of returning to class should there be extenuating circumstances. All MCs are to be submitted to the Admin Executive or Course Consultant within 3 working days of returning to class. Otherwise, attendance will be marked as Absent, “X”.
- The Admin Executive / Teachers / Course Consultants should contact students who have been marked with an “X” to ascertain whether they have valid reasons to be absent from class. If they do, their attendance status may be changed to “MC” or “Le”, depending on the scenarios as outlined above.
- The Admin Executive is to ensure that students who have been marked with a “MC” or “Le” have accompanying MCs / Approved Student Leave Forms. These are to be filed in the Student’s P-File.

Note: if the student is under the age of 18, the leave form needs to be signed by the student’s parent or legal guardian.

Disciplinary Policy (Student Code of Conduct)



- Types of disciplinary offences include the following: -
 - i. Leaving classroom / college grounds without permission
 - ii. Continual absent from class without valid reasons
 - iii. Continual late-coming without valid reasons
 - iv. Bullying, including cyber bullying
 - v. Cheating in any form of assessments, including tests and examinations
 - vi. Open defiance and rudeness
 - vii. Improper attire and grooming
 - viii. Violation of any other College Policy
 - ix. Unlawful actions (according to Singapore Laws)
- Students who have poor conduct will be identified and will have to undergo a pastoral counselling session.
- The Disciplinary Policy and Procedures shall be communicated to students through the orientation programme, student handbook, and college's website.

Disciplinary Procedures



- **Management of Student Conduct**

- The student code of conduct is communicated to students through the orientation programme, student handbook, and college's website.
- Lecturers or staff that have identified students that have poor conduct or have broken the student code of conduct will inform the Academic Director.
- Investigation is to be done to verify the validity of the allegation against the student, and if found to be valid, student is to be called in for counselling. The details of the counselling are to be recorded in the Pastoral Counselling Form.
- Where, it is a minor misconduct, the school will issue a warning letter to the student and inform the parent/guardian if the student is under 18 years old.
- Where a student receives 3 warning letters for misconduct, the student may be liable for suspension or expulsion, at the discretion of the Disciplinary Committee.
- For major misconduct, a Disciplinary Committee Hearing is to be convened (refer to Disciplinary Committee Hearing (if necessary) on the following section).

Care / Disciplinary Committee and Hearing



- Procedures and guidelines for such a hearing and the establishment of such a Committee should be referenced to the next section.
- The College shall ensure a fair hearing for all students without any form of discrimination.
- Should the student not improve after consultation with the Care Committee, student may be advised to attend a hearing from the Disciplinary committee for further intervention actions.
- Should a student wish to appeal a decision made by the college's Disciplinary Committee, the college's dispute resolution policy and procedures will apply.

Disciplinary Procedures



- **Disciplinary Committee Hearing (if necessary)**
 - The College's Academic Director shall act as the Chairman of the Disciplinary Committee and selected Management Team Members shall make up the members of the Committee.
 - The Chairman shall explain the reasons for initiating such a session and ask the student to respond to the Committee's queries on attendance or any other disciplinary issues.
 - The Disciplinary Committee shall then discuss the outcome of the case and put forth their recommendation to the Academic Director for his/her final approval.
 - Upon approval, the Disciplinary Committee will issue a formal letter to the student, notifying him/her of the outcome.
 - Appeals, if any, must be submitted within 3 working days of receipt of letter to the Academic Director. Following which, this process would follow the College's dispute resolution procedures.

What is the Care Committee?

Care Committee members:

1 Course Consultant

~ preferably the student's consultant from the time of pre-course counselling, unless he/she is unavailable, or if the student prefers to speak with someone else



1 Teacher

~ preferably the student's current teacher, or any teacher whom the student would feel more comfortable confiding in.

The objective of the Care Committee is to understand a student's reason(s) for absence, and seek tailored solutions which can help the student to continue meeting his or her learning objective.

After understanding each student's situation, the Care Committee will do its utmost to help the student improve on their attendance. However, depending on each individual's unique circumstances, the Care Committee may also choose to accept that a student might be unable to meet the College's minimum attendance, but he or she does not wish to withdraw from the course, apply for leave, or consider any other alternatives. In the event that the student is happy to learn at his/her own pace, and is not necessarily seeking to pass an exam or get a certificate, the case may be considered resolved **without** any intervening action.

Lastly, in extreme cases, the Care Committee may refer to the Disciplinary Committee for advice.

We hope that the Care Committee will endeavour to help students feel that there is always a listening ear and a helping hand whenever they find it hard to come to school regularly, for any reason.

Refund Policy



- The College shall ensure a fair and reasonable refund policy is detailed for any payments made.
- Time taken to process all refund requests will be done within 7 working days.
- Computation of the refund amount is to be communicated to the students.
- The College adopts the Refund Policy as per the Standard Student Contract as set out by SSG. This Policy will act as a framework in guiding the implementation of detailed refund processes and procedures in the following areas: -
 - Refund for Withdrawal Due to Non-Delivery of Course
 - Refund for Withdrawal Due to Other Reasons
 - Cooling off Period

Refund Policy

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

- The College will notify the Student within three (3) working days upon knowledge of any of the following:
 - It does not commence the Course on the Course Commencement Date;
 - It terminates the Course before the Course Commencement Date;
 - It does not complete the Course by the Course Completion Date;
 - It terminates the Course before the Course Completion Date;
 - It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A of the standard student contract within any stipulated timeline set by SSG; or
 - The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).
- The Student should be informed in writing of alternative study arrangements (if any) and be entitled to a refund to the entire Course Fees and Miscellaneous Fees already paid should the Student decide to withdraw, within seven (7) working days of the above notice.

- **Refund for Withdrawal Due to Other Reasons:**

- If the Student withdraws from the Course for any reason other than those stated in Clause 2.1 of the standard student contract, the College will, within seven (7) working days of receiving the Student's written notice of withdrawal, refund to the Student an amount based on the table in Schedule D of the standard student contract.

- **Refund during Cooling-off Period:**

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

Refund Policy

% of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received:
60%	(“Maximum Refund”) More than 30 days before the Course Commencement Date
30%	Before, but not more than 30 days before the Course Commencement Date
10%	After, but not more than 14 days after the Course Commencement Date
0%	More than 14 working days after the Course Commencement Date
0%	More than 30 days after the Course Commencement Date

Non-Refundable Fees:

- The College's Non-refundable fees consist of the Fee Protection Scheme fees and fees reflected in Schedule C of the Standard Student Contract. No refunds will be made for fees that fall under this category.

Public Holidays:

- Lessons missed due to a Public Holiday are not made up.

Notes

- Canadian Education College can cancel a course if:*
 - The class does not meet a minimum enrolment of 5 students*
 - The teacher is suddenly hospitalized, and a substitute teacher cannot be found*
- Options for Students*
 - If possible, Canadian Education College will endeavor to enroll the student in a similar course*
 - Provide the student with a credit note and enroll the student in the next intake*
 - Provide a full refund*

Refund Policy



- **The College will notify the Student in writing within three (3) working days after becoming aware of any of the following (each a “Refund Event”):**
 - It cannot commence the provision of the Course on the Course Commencement Date;
 - It cannot complete the provision of the Course by the Course Completion Date;
 - The Course will be terminated before the Course Completion Date;
 - The Student does not meet the course entry or matriculation requirements as stated in Schedule A; or
 - The Immigration & Checkpoints Authority of Singapore (the “ICA”) rejects the Student’s application for the Student Pass.
- **Where any of the Refund Events in Clause 3.1(a) to (c) of the Standard Student Contract has occurred:**
 - The College shall use reasonable efforts to make alternative study arrangements for the Student and shall propose such alternative study arrangements in writing to the Contracting Party, within ten (10) working days of informing the Contracting Party of the Refund Event.
 - If the Contracting Party accepts such alternative study arrangements, the College shall set forth such alternative study arrangements in a written contract and this Contract shall automatically terminate on the date that such new written contract comes into effect.
 - If the PEI does not propose alternative study arrangements to the Contracting Party within the time stipulated in Clause 3.2(a) of the Standard Student Contract, or the Contracting Party does not accept such alternative study arrangements, the Contracting Party may forthwith terminate this Contract by way of a written notice to the PEI.

Refund Policy



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

Refund Policy



- **Refund for Withdrawal During the Cooling-Off Period:**
 - Notwithstanding anything herein contained, the Contracting Party shall be entitled to, without any liability whatsoever to the College, forthwith terminate the Contract at any time within the Cooling-Off Period (10 calendar days) by way of a written notice to the College. The College shall return all Course Fees and Miscellaneous Fees paid to it within seven (7) working days of the receipt of the written notice.
- **Refund for Withdrawal Outside the Cooling-Off Period:**
 - Without prejudice to Clauses 3.1 to 3.8 above, the Contracting Party may terminate the Contract at any time before the Course Completion Date by providing a written notice to the College. Upon receipt of such notice, the College shall within seven (7) working days, refund to the Contracting Party such amount (if any) as determined in accordance with Schedule D.

Refund Policy

% of [the amount of Course Fees and Miscellaneous Fees paid under Schedules B and C]	If the Contract Party's written notice of withdrawal is received:
60%	("Maximum Refund") More than 30 working days before the Course Commencement Date
30%	On or before, but not more than 30 working days before the Course Commencement Date
10%	After, but not more than 14 working days after the Course Commencement Date
0%	More than 14 working days after the Course Commencement Date

Non-Refundable Fees:

- The College’s Non-refundable fees consist of the Fee Protection Scheme fees and fees reflected in Schedule C of the Standard Student Contract. No refunds will be made for fees that fall under this category.

Public Holidays:

- Lessons missed due to a Public Holiday are not made up.

Notes

- *Canadian Education College can cancel a course if:*
 - *The class does not meet a minimum enrolment of 5 students*
 - *The teacher is suddenly hospitalized, and a substitute teacher cannot be found*
- *Options for Students*
 - *If possible, Canadian Education College will endeavor to enroll the student in a similar course*
 - *Provide the student with a credit note and enroll the student in the next intake*
 - *Provide a full refund*

Refund Procedures



- **Students to fill up Student Request Form**

- In the event of any refunds that is to be made, students are to fill up the Student Request Form and hand it to the Course Consultant for further processing.
- Any supporting documentations that are required to process the refund request must also be submitted along with the Student Request Form.
- Reasons for Refund must also be clearly documented in the Student Request Form.

- **Course Consultant to meet up with Student**

- Upon receipt of any Student Request Form (including supporting documents if any), Course Consultant is to meet up with the student and acknowledge the receipt of the refund request by signing on the form. This is to be done within 2 working days upon receipt of the Student Request Form (based on the date of application).
- Only applicable for students under the age of 18 Years Old
 - Course Consultant is to seek written consent of the student's parents or guardians prior to proceeding with the Student Refund Request. Consent can be through the form, email, letter. Receipt of Consent must be documented in the Student Request Form.

Refund Procedures



- **Establishing of Refund Category and Amount**

- Course Consultant is to refer to the Standard Student Contract details to establish if a refund is to be made to the students.
- Course Consultant will work out a Refund Amount (if any) based on the Refund Policy as stated in the Standard Student Contract. This amount will be indicated on the Student Request Form.
- Computation of such an amount will also be explained to Students and stated in the Student Request Form.
- All refund amounts will strictly adhere to the Refund Policy as stated under the Standard Student Contract.

- **Management Approval of Refund Amount**

- Upon establishing of Refund Amount, Course Consultant is to seek the approval of Finance Manager as part of Management Approval before the Refund Amount can be disbursed.
- Such Management Approval should be documented in the Student Request Form.

- **Disbursement of Refund Amount**

- Upon approval, Finance Manager will disburse the refund amount to the Course Consultant and update the Student Management System and List of Refunds.
- Course Consultant is to contact student to collect the Refund Amount and issue a Refund Settlement Letter which will include the computation of refund amount.

Transfer, Withdrawal, & Deferment Policy & Procedures

- **The policy on Transfer / Withdrawal:**

- A student who requests for an internal course transfer within the College must have their existing contract terminated. This includes students who changes the course or period of study (from full-time to part-time or vice versa). A new student contract or addendum will be signed based on the procedures for executing student contracts. The refund Policy shall apply unless as otherwise agreed between the College and Student.
- All request must be made in writing. Verbal notice is not accepted.
- The student must also fulfill all the admissions criteria of the new course and will be subjected to the College's student selection and admission procedures.
- A student who withdraws from the College to enroll with another College shall be deemed to have withdrawn from the College and the refund policy and procedures shall apply.
- A student who withdrew will have their contract terminated.
- For students that are under 18 years of age, written consent from the parent / legal guardian must be obtained.
- There is no additional administration fee for any Transfer and Withdrawal applications.

- **The policy on Deferment:**

- A student who requests for Deferment (i.e. delay or postpones the course) must either have their existing contract terminated or sign an addendum to reflect the changes.
- All request must be made in writing. Verbal notice is not accepted.
- For all terminated Student Contracts, a new student contract will be signed based on the procedures for executing student contracts. The Refund Policy shall apply unless as otherwise agreed between the College and the Student.
- Any deferment would be addressed on a case-by-case basis and the College will have the final decision on whether the deferment is approved or rejected.
- For students that are under 18 years of age, written consent from the parent / legal guardian must be obtained.
- Submitting the request does NOT automatically result in an official deferment. Students must ensure that they receive a formal notice / confirmation form the Institute regarding the outcome of their request for deferment.

Transfer, Withdrawal, & Deferment Policy & Procedures

- **Conditions for granting of Transfer and Withdrawal**

- In line with ICA's requirements, student pass holders are to achieve minimum monthly attendance rate of 90%.
- All outstanding fees must be settled prior to request for withdrawal and/or transfer.
- Student to fill in Student Request Form, including getting approval from the necessary personnel in charge of the Withdrawal interview, attendance record update and student Pass Cancellation.
- Student must go through a counselling session (as and when required and deemed necessary by the College) by the College's course consultants to establish the reasons for a transfer/ withdrawal before the application can be processed.
- Parents/ Guardian's signature on the form or a formal letter of consent to transfer/ withdraw shall be attached with the application if necessary (for students below the age of 18).

- **Conditions for Granting Deferment**

- The College will have final say in all deferment cases. This will be based on availability of the Schedules and Classes.
- Extension of deferment period will only be considered should there be very valid reasons and additional supporting documents provided by the student.
- In applying for deferment, student has to take note of the course completion timelines. Students must ensure that they meet the requirements for completion of their studies.
- Offering of units / courses are subject to availability. The College reserves the right to offer similar unit(s) in replacement of discontinued unit(s).
- The maximum deferment period is not the same for all of the college's courses.
- The maximum deferment period for a course is always equal to the duration of the course.
- Parents/ Guardian's signature on the form or a formal letter of consent to transfer/ withdraw shall be attached with the application if necessary (for students below the age of 18).

- **Conditions for Refund**

- The College's Refund Policy shall apply for all qualified refunds. Students are to refer to the College's Refund Policy and the Standard Student Contract for further details.

Transfer, Withdrawal, & Deferment Policy & Procedures

- **Student Pass Status**

- For Course Transfers

- For Student's Pass holder, course transfer is subject to ICA's approval of the new Student's Pass.
 - In the event that an application pertaining to transfer is rejected by ICA, the student pass is to be cancelled within 7 days.

- For Course Withdrawals

- Student's pass will be cancelled within 7 days of the last day of class by the college, or the student may submit the cancellation if they have activated a SingPass account.

- For Course Deferment

- For Student's Pass holder, Deferments are subjected to ICA's approval of the new Student's Pass. The College will inform ICA in the event of any Deferments. Student's Pass will be cancelled.

- **Timeframe for assessing and processing Transfer, Withdrawal and Deferment cases**

- The entire transfer / withdrawal process, from point of application to the final outcome, should not be more than 4 weeks. If the final outcome is not in favor of the applicant, respective staffs are to handle each situation according to the College's dispute resolution policy and procedure.
 - The entire Deferment process, from point of application to the final outcome, should not be more than 4 weeks. If the final outcome is not in favor of the applicant, respective staffs are to handle each situation according to the College's dispute resolution policy and procedure.

Mode of Payment

- Payment of the non-refundable, non-tuition fees (see miscellaneous fees in the student contract) must be made upon student agreeing to enrol through the following modes of payment:

- **Cash (in SGD) Payment at the College**
- **Cheque (in SGD) to “Canadian Education College Pte Ltd”**
- **Telegraphic Transfer (in SGD) to:**

Bank Name : United Overseas Bank Limited

Account Name : Canadian Education College Pte. Ltd.

Bank Account Number : 3573133550

Bank Code : 7375

Branch Code : 357

Swift Code : UOVBSGSG

Branch Address : 80 Raffles Place Singapore 048624

- You should make sure you are given official receipts by the College upon payment of fees. Please keep all official receipts for verification of payment status when required. All fees are subject to changes.

Dispute Resolution Policy

- The dispute resolution policy and procedures are to be aligned with the Private Education Regulations.
- The dispute resolution policy and procedures are to be made known to students. This may be through the website, student handbook or orientation materials.
- Where the college and the complainant cannot come to an agreement or the complainant does not accept the final decision made by the college, the complaint will be escalated into a dispute and the complainant can choose to seek redress via
 - SSG Mediation-Arbitration Scheme; or
 - Small Claims Tribunals (SCT), for clear-cut fee refund issues of equivalent or less than S\$20,000 (for amounts that exceed S\$20,000; or
 - Complainant's own legal counsel
- *Note: The SSG Mediation-Arbitration Scheme was set up to help students who encounter contractual disputes with their private college seek redress. The two-stage Scheme is jointly drawn up with the Singapore Mediation Centre (SMC) and the Singapore Institute of Arbitrators (SIArb). A private college's participation in the dispute resolution process is compulsory as stipulated by the PE Act. For the case to be eligible:*
 - It must be relevant to private education and arise after the Dispute Resolution Schemes Regulations came into operation on 10 May 2010;
 - It must not be criminal in nature; and
 - It must not have received a judicial decision in the courts

Dispute Resolution Procedures

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

Student Learning Policies

-
- The College shall formulate a learning support process for all students, by monitoring of student performance and attendance, to ensure students achieve the desired learning outcomes of the College's courses.
 - The Academic Department will carry out academic counselling for students who underperform. Intervention measures taken are to be evaluated for effectiveness and improvement.
 - Student Progress Reports are to be issued for all students after every term and provided to parents/guardians (where applicable). Student Progress Reports should comprise of the following to highlight the academic achievements respectively:
 - Progress Test Scores, In-Class Evaluations and Overall Score
 - Overall Strengths & Areas to Improve Upon
 - Recommendation for Further Studies (i.e. what course to enroll in next term)
 - End of Module Awards will also be given to selected students for applicable courses.

Progress Report

- **Progress Report (not applicable for Diploma in TESOL)**

- Feedback on assessment will be given to students in the form of Progress Reports. These reports will reflect the student's academic performance so that they are aware of their academic progress.

Note: For students under 18, a copy of the progress report will be given to their parents / guardian.

- For all courses, Respective Teachers will go through the assessments with students so that they are aware of where they had lost marks. The purpose of giving assessment feedback is to make students aware of their academic standings, and to prompt timely intervention from the College if necessary.
- For Diploma in TESOL, students will receive a transcript.

Student Academic Honesty Policy

-
- There is an expectation for students to be authors of their own work and to acknowledge when they use other authors' words or ideas when preparing their assignments and/or assessments.
 - Any examples of inappropriate use of sources or use of others' work in place of your own, will be penalised.
 - Failure to understand and follow protocol on academic conduct may ultimately result in a student being subjected to disciplinary actions or terminated from their course.

Student Academic Honesty Policy – Academic Misconduct



Plagiarism

- Plagiarism involves the incorporation by a student in an assessment, material which is not their own in the sense that all or a substantial part of the work has been copied without any attempt at attribution or has been incorporated as if it is the student's own work when it is wholly or substantially the work of another person.



Collusion

- Student A copies Student B's work with B's knowledge.



Fabrication/Falsification of Data/False Citation:

- Making up information and presenting it as facts
- Citing sources in a bibliography not used in an academic assignment
- Inventing data or source information



Cheating including contract cheating

- Any form of communication with other students or external sources. Bringing unauthorized materials / technology into the examination.
- Allowing another person to do your work; this includes parents, tutors, siblings or another student
- Paying someone else to prepare coursework for you.

Student Academic Honesty Policy

It is not always possible to find the source of the work, but a judgement may be made as to whether the work is original or not by using other evidence. The following are acceptable forms of evidence of plagiarism:

- Text from a known source
- Unusual writing structure
- Changes in font
- Work not in keeping with the student's usual standard
- Uses American spelling when convention is English
- Changes in referencing convention
- Old references
- Inappropriate referencing style
- Excellently written essay with poorly written introduction and conclusion
- Web addresses still attached
- Doesn't answer the question
- No personal views
- Student unable to discuss the work in a way that shows satisfactory understanding when asked by a lecturer in a meeting.

Appeal Procedure for Results

Courses with External Partners

- Upon release of results, students who are dissatisfied with the outcome may submit an Examination Appeal Form to the Course Consultant. This is to be done within 7 working days of the release of examination results.
- The Academic Director is to acknowledge the receipt of the Examination Appeal Form within 7 working days, and proceed to submit the appeal to the External Partner.
- All decisions made by the External Partner are subject to their appeal processes, and approved decisions are final.
- The Examination Board is to review and endorse the appeal results before the Academic Director informs the students of the appeal outcome (to be done within 4 weeks of the date of the appeal).
- Should there be changes required, the Academic Director will make the necessary amendments to the results slip and submit to the Examination Board again for approval

Appeal Procedure for Results

In-house Courses

- Upon release of results, students who are dissatisfied with the outcome may submit an Examination Appeal Form to the Course Consultants. This is to be done within 7 working days of the release of examination results.
- The Course Consultants are to acknowledge the receipt of the Examination Appeal Form within 7 working days, and check if the appeal is in line with examination regulations. If in line with regulations, a different marker would be designated to re-mark the paper.
- Comments in relation to the re-mark must be stated in the Examination Appeal Form, which would be checked by the Academic Director
- Thereafter, the results will be circulated to an Examination Board representative for their review and approval.
- All decisions made by the Examination Board are final.
- The Course Consultant will inform the student of the final decision within one month from the date of the appeal.
- Should there be changes required, the Academic Director will make the necessary amendments to the results slip based on the appeal result.

Deferred Sitting of Examinations

- Student is to submit a request for deferred sitting of examinations and submit any supporting documents to support his/her case
- The Academic Director will review the request and make the decision to allow or disallow the student to defer his/her examination

Note: For deferred exams, the process outlined for assessments will be followed.

- For courses with external partners, the decision to allow deference of examination lies with the educational partner and their policy on deferment of examinations.

Governance Structure for the Private Education Sector



EduTrust Certification / SSG

The EduTrust Certification Scheme (EduTrust) is a quality assurance scheme administered and governed by SkillsFuture Singapore (SSG) for Private Education Institutions (PEIs) in Singapore. The SSG functions independently as the regulatory authority of the private education industry in Singapore and is responsible for all decisions under the EduTrust Certification Scheme. SSG aims to raise the standards of the industry to ensure PEIs provide a higher standard of educational services and good student / graduate outcomes.

Canadian Education College (CEC) was awarded the 4-year EduTrust award.

Student Contract

All students who are enrolled in CEC's registered courses are to sign two original sets of the Standard PEI-Student Contract. A sample of the Standard PEI-Student Contract can be downloaded [here](#).

All fields must be completed in the Student Contract. Where any field is not applicable, it must be indicated with "not applicable or N/A"

Each Student Contract must be accompanied with an Advisory Note to Students which can be downloaded from the [TPGateway](#).

Fee Protection Scheme

- The Fee Protection Scheme (FPS) serves to protect students' unconsumed fees in the event that a PEI has to shut down and has insufficient or no funds to pay the unconsumed fees.
- Furthermore, the FPS protects the student if the PEI failed to pay penalties or return fees to the student arising from judgements made against it by the Singapore courts. FPS is compulsory for both local and international students taking courses unless a waiver is granted by [SSG](#).
- A copy of the College's certificate of FPS Insurance Policy is available [HERE](#).
- Details of FPS are included in the PEI-standard student contract. Students should be aware of the clauses and details of the adopted FPS when signing the student contract and the advisory note. Students will also receive information of the FPS from the FPS Insurance Provider through email.

**FPS does not cover Miscellaneous Fees.*

Additional Information for International Students



ICA Requirements – Depending on IPA



- A Human Immunodeficiency Virus (HIV) test & Chest X-ray to check for Tuberculosis
- Your report must be done by a clinic registered with the Singapore Medical Council, be in English, and must have been done in the last 3 months.
- Did you have a student pass before? If you submitted a report to ICA less than 2 years ago, you don't have to do one again.
- If you've never resided in Singapore on a long-term pass, you can do these examinations in Singapore or in your home country.
- It is recommended that you do the medical exam in Singapore, because you're required to do one in Singapore for us, too.
- You do, however, need to declare the above information at the bottom page of the ICA medical report form.

Student Pass



- Canadian Education College will assist students in applying for student's pass. Students will be sent an application form and once it's returned along with the application fee payment, CEC will ensure that all the required information is submitted.
- New applications for a Student's Pass must be submitted not more than six months before the course starts. Applicants are not required to be present in Singapore while their applications are being considered. Hence, no extension of stay will be considered while the applications are under processing. CEC will contact successful applicants upon approval.
- The student must pay ICA for Student's Pass Issuance Fee & Multiple Visa Entry/Exit Fee (payable to ICA). Issuance fee of \$60 is required for every pass that is issued.
- In addition, on collection of student's pass, students must pay ICA a Security Deposit of S\$1000/\$1,500/\$5,000 (depending on citizenship) payable to ICA by Banker's Guarantee only.

Student Pass

- **Registration**
 - Prospective students would need to fill in application forms (16, V36, V36A if applicable), supply certified copies of highest qualification certificates and transcripts, birth certificate, bank statement and a passport-sized photograph.
- **Collection**
 - When collecting the student's pass from ICA, the student has to bring his/her IPA letter, passport, international-sized photo, medical report, printout of E-forms 16 and V36.
 - Students are prohibited from attending classes in the College before obtaining ICA approval of their student's pass.
- **Renewal**
 - Students must inform the College to renew their student's pass one month before the expiry date
 - There will be no renewal of student's pass after the expiry date.
- **Cancellation**
 - Student must return their student's pass to ICA within 7 days after the end of their course.
 - The College will inform ICA of foreign students' departure dates from Singapore.
 - No foreign student may stay in Singapore after his/her pass expires.
- **Online Application**
 - Students may apply for their passes online at:
 - <https://eservices.ica.gov.sg/ipsolarplus/web/index>
 - Students may apply for visa entry at:
 - https://www.ica.gov.sg/enter-transit-depart/entering-singapore/visa_requirements

Application for Student Pass



- **APPLYING FOR YOUR STUDENT'S PASS**

- CEC or assigned agent will lodge the student's pass to the Immigration and Check Points Authority of Singapore once we receive the acceptance letter and signed contract.
- Student's Pass processing will take approximately four to six weeks.
- Students need to submit the following before CEC can lodge the student's pass application.
 - One set of completed [eForm 16](#) and [eForm 36](#)
 - One recent passport-size digital photograph
 - One clear copy of your passport
 - Translated and certified copy of your birth certificate
 - Translated and certified copies of your academic transcripts and certificates

- **STUDENTS FROM VISA-REQUIRED COUNTRIES WILL ALSO NEED TO PROVIDE THE FOLLOWING ADDITIONAL DOCUMENTS**

- Documentary proof of financial ability (showing the total amount of more than SG\$30,000) in the form of bank statements.
- Supporting documents such as pay slips indicating your parents' monthly income (as stated on Form V36, Part F)

Application for Student Pass



- **ADDITIONAL DOCUMENTS REQUIRED IF ONE OF YOUR PARENTS/SPOUSE IS A SINGAPOREAN NATIONAL (CITIZEN OR PR)**
 - Parent's / spouse's Marriage Certificate
 - Parent's / spouse's highest education certificate
 - Parent's / spouse's Letter of Employment (the letter should state the date of commencement of employment, designation, and salary per month) or a copy of Business Registration Certificate (an Instant Computer Printout is acceptable) if your parent / spouse is self-employed. These documents should not be issued more than one month ago
 - Parent's / spouse's monthly CPF contribution for the past 12 months
 - Parent's / spouse's Income Tax Assessment Notices for the past three years

Renewal of Student Pass

Students who wish to continue taking the same course in the same College may renew their Student's Pass via the SOLAR+ system.

- **SUBMISSION**

- Applications for the renewal of a Student's Pass can be submitted via the Student's Pass Online Application & Registration+ (SOLAR+) system at <https://eservices.ica.gov.sg/ipsolarplus/web/index>.

- **PROCESSING TIME**

- In general, renewal of a Student's Pass would take about 3 working days to process (excluding the day of submission and collection) upon the receipt of a duly completed application by ICA. Some applications may require a longer time to process.



Cancellation of Student Pass

Foreign students are required to surrender their Student's Pass Cards for cancellation within 7 days from the date of cessation or termination of their study. Students or the College can submit an application of Student's Pass cancellation online via a new e-service, namely e-Cancellation.

For those who are unable to do cancellation online may submit over the counter, anytime from Mon to Fri (8am to 4:30pm), Sat (8am to 12:30pm) by obtaining a queue ticket at the Self-Service Kiosk 1 at Visitor Service Centre, 4th Storey, ICA Building, with the following documents:

1. **A letter from the student about the cancellation of the Student's Pass**
2. **Student's valid travel document**
3. **The Student's Pass Card**
4. **Student's Visit Pass and Disembarkation/Embarkation Card; and**
5. **A duly completed Disembarkation/Embarkation Card (IMM Form 27A), where applicable (will be provided at ICA counters).**



HOUSING

HOSTELS & OTHER RESIDENCE OPTIONS!



Check them out here: <https://www.thebrokebackpacker.com/best-hostels-singapore/>

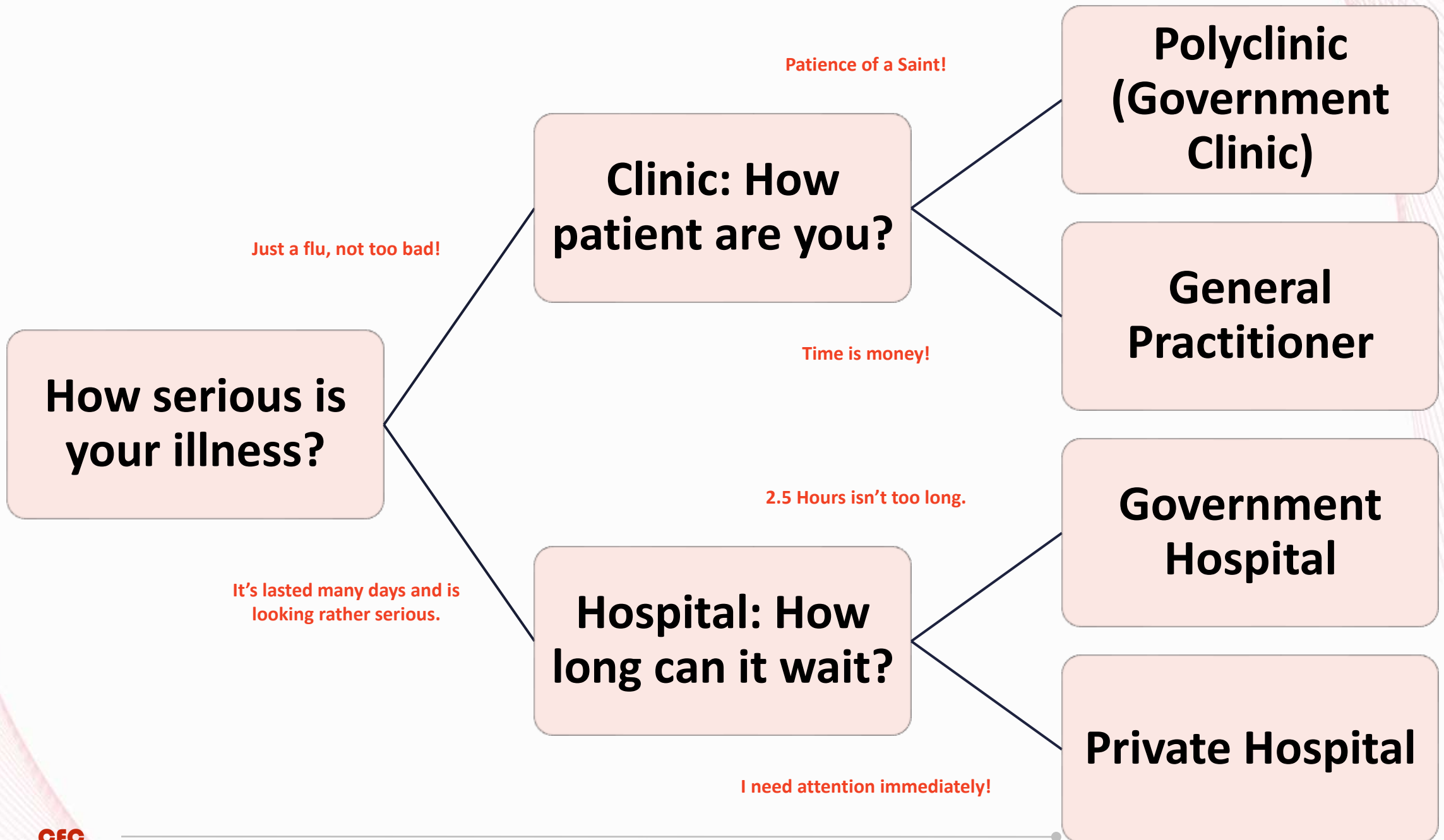


----- HOTELS -----

Whether luxury, or budget, there's something for you.
Check out [booking.com](https://www.booking.com) or [agoda.com](https://www.agoda.com) for deals



HEALTHCARE



Healthcare

Singapore's healthcare system has an international reputation for impeccable healthcare standards and state-of-the-art medical facilities with many private and government clinics located at most housing estates.

POLYCLINICS / GOVERNMENT CLINICS

- There are currently 26 polyclinics throughout the island located at various housing estates; the branch most easily accessible from Canadian Education College is at Outram. Most consultation charges at polyclinics cost S\$39.40 for foreigners, excluding medication.

PRIVATE CLINICS

- Private clinics provide outpatient medical services and there are often a few private clinics within a neighbourhood. Operating hours vary from clinic to clinic, but most of them operate from 9am-1pm, 2pm-4pm and 7pm-9pm on weekdays and 9am-1pm on weekends. There are a few 24-hour clinics around, but charges are relatively more expensive (double charge after midnight).

Healthcare

- **HOSPITAL 24-HOUR EMERGENCY ASSISTANCE**

GOVERNMENT / RESTRUCTURED HOSPITALS			
Alexandra Hospital	(65) 6908 2222	National University Hospital	(65) 6772 5000
Changi General Hospital	(65) 6788 8833	Ng Teng Fong General Hospital	(65) 6716 2323
Khoo Teck Puat Hospital	(65) 6555 8000	Singapore General Hospital	(65) 6222 3322
PRIVATE HOSPITALS			
Mount Elizabeth	(65) 6731 2218	Gleneagles	(65) 6470 5688
Raffles Hospital	(65) 6311 1555		





GETTING CONNECTED

TELCO SERVICES (GETTING CONNECTED)



3 Major Telco Companies in Singapore, offering telecoms services. This ranges from local numbers, to getting an internet connection and international calls.



Stored-Value phone cards are also available for purchase, found in denominations of S\$2, S\$5, S\$10, S\$20 and S\$50. These can be purchased from post offices and phone card agents.



More Information
<https://www.singtel.com/>
<http://www.starhub.com/personal.html>
<https://www.m1.com.sg/>

There are many low cost, SIM card only providers now. Check them out too.



GETTING AROUND

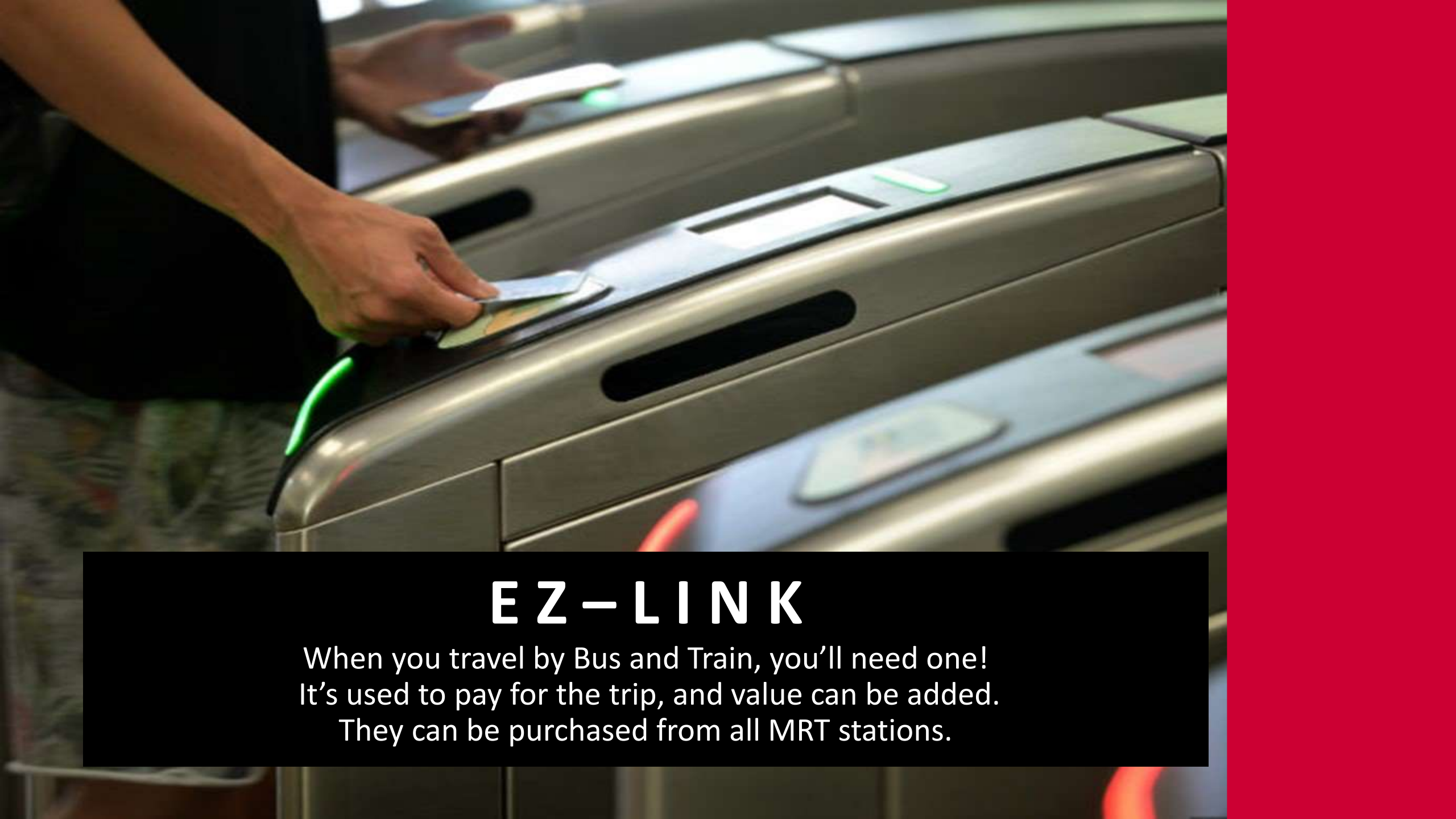


MRT
Train System
S\$0.59 and up

TAXI



BUS
Mostly, SBS
S\$1.09 and up (Card Fare)
S\$1.90 and up (Cash Fare)

A close-up photograph of a person's hand holding a blue and yellow EZ-LINK card, about to tap it on a silver transit gate. The gate has a green light and a small screen. In the background, another person is also using a card at a similar gate. The scene is set in a transit station with a red wall on the right.

EZ-LINK

When you travel by Bus and Train, you'll need one!
It's used to pay for the trip, and value can be added.
They can be purchased from all MRT stations.



TAXI | GRAB

All two are great methods of getting around the island in comfort!

Grab are *private hire car services*.

Download their respective apps to use them.

Taxi can be flagged at the roadside
(except in the CBD, where there are taxi stands)

They're great to use especially when the prices for Uber and Grab surge.

You can also book a taxi, but there's a surcharge!

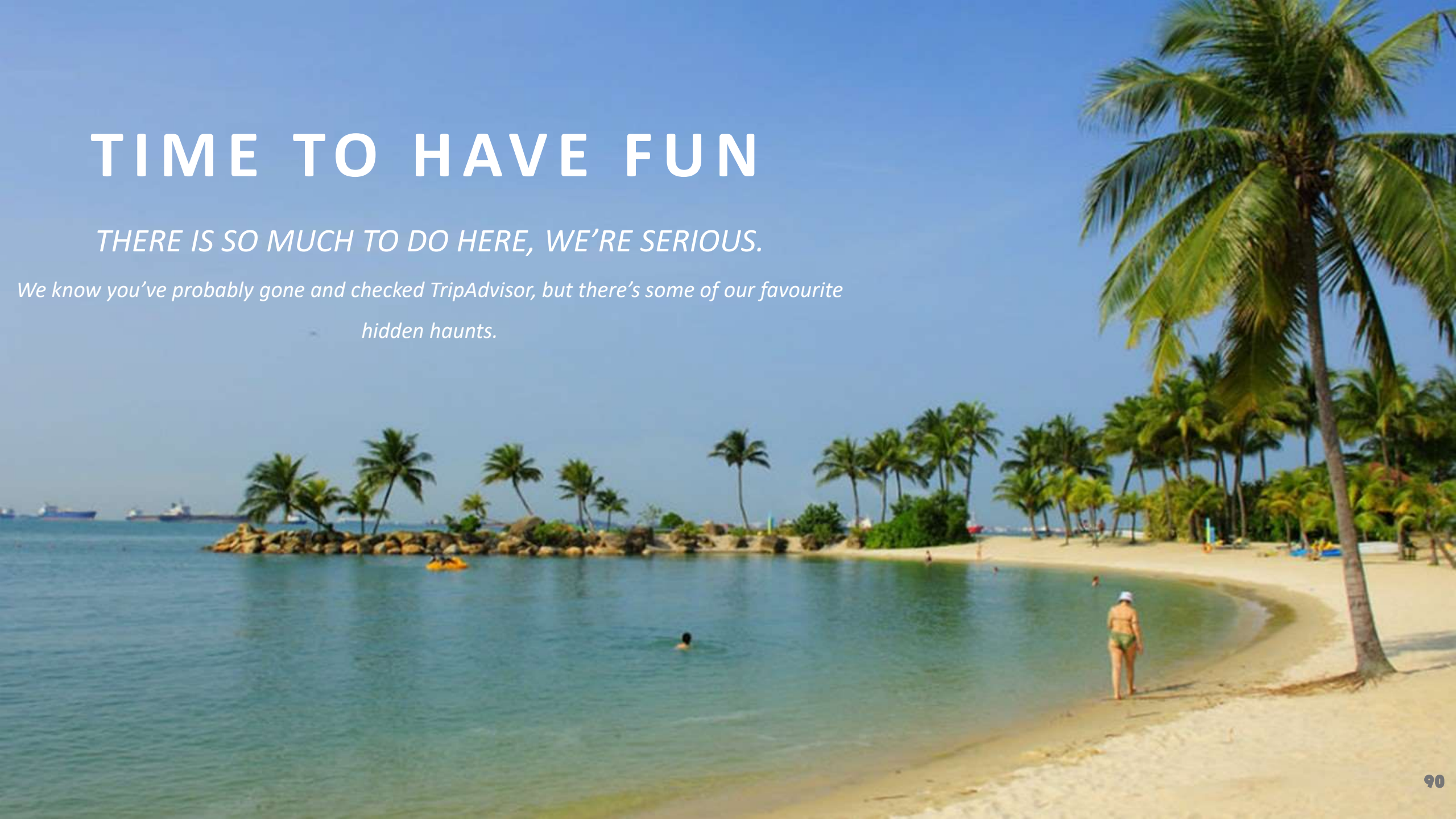
Taxi's run according to a meter.
Additional charges may arise from something called **ERP**.

(It's a toll charge for entering / exiting the city area.)

TIME TO HAVE FUN

THERE IS SO MUCH TO DO HERE, WE'RE SERIOUS.

*We know you've probably gone and checked TripAdvisor, but there's some of our favourite
hidden haunts.*





Haji Lane
Hipster Cafes
Unique Shops

Suntec City
International Brands
Huge selections for shopping

Chinatown Complex
Hidden Hawker Gems

Bras Basah Complex
Art Supply Galore!

Hort Park
For the Nature Trail

Wild Wild Wet
Waterpark!

travel.





SERIOUS STUFF

IMMIGRATION LAWS

Some goods are taxable:
Liquor, Tobacco Products &
Goods that exceed the duty-
free limit.

You must declare your taxable
goods at the Red Channel when
passing through ICA
checkpoints!

These checkpoints are manned
by personnel from the
Immigrations & Checkpoint
Authority (ICA). More
information can be found at
<https://www.ica.gov.sg/>

Failing to declare taxable goods
can result in prosecution, fines
and even imprisonment- so
don't take any chances!

And so, you may ask:

***"Am I able to work as I
study?"***

You can't work as you study,
unless you have a work pass
exemption.

*(Besides, shouldn't you be focusing on
studying?)*

For more information, refer to
the Ministry of Manpower
website at
<http://www.mom.gov.sg/>

RELEVANT SINGAPORE LAWS

IMMIGRATION

All international students studying in Singapore must have a valid passport and a student pass from ICA.

EMPLOYMENT

International students are not allowed to work in Singapore without a work pass exemption from MOM.

DRIVING

All drivers must be in possession of a valid Singapore driving license and the vehicle must be insured.

DRUGS

Possession of Controlled Drugs is presumed to be for trafficking, an offence which can carry the death penalty.

ALCOHOL ABUSE

Any offense committed while being intoxicated is punishable under the law.

SMOKING

Smoking in specific public places and indoor restaurants is prohibited.

TRAFFIC

All traffic rules must be observed. Offences are punishable by fines.

LITTERING

Littering, spitting and vandalism (with graffiti) in public places are serious offences punishable by law.

USEFUL GOVERNMENT WEBSITE

**SKILLSFUTURE SINGAPORE
(SSG)**

[https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-\(peis\)](https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-(peis))

**MINISTRY OF EDUCATION
(MOE)**

<https://www.moe.gov.sg/>

**MINISTRY OF MANPOWER
(MOM)**

<https://www.mom.gov.sg/>

**MINISTRY OF SOCIAL AND
FAMILY DEVELOPMENT
(MSF)**

<https://www.msf.gov.sg/>

thank
you