



TRINITY
INTERNATIONAL
COLLEGE
三一国际学院

Pre- Course Counselling

Last Edited: 07 Feb 2019



**A Very Warm
Welcome
to all**

College Profile

- Established in 2009 as a Preparatory School for International Students
- Registered with the Committee for Private Education (CPE)
- Awarded ERF 4 years status and 1 year Edutrust Provisional
- Trinity International College is specifically suited to assist students in their assimilation into the education system. In addition, it is well equipped to conduct courses for both local students seeking for O level courses and foreign students preparing to enter Singapore Government School, other Language Preparatory Courses, Diploma in Business and Management, Advanced Diploma in Business and Management and Diploma in Hospitality and Tourism Management, Certificate in Hospitality Operations, Certificate in Hospitality Management

Vision

To be a leading regional institution helping young students to build their future careers

Mission

- To establish our institute in Non-English Speaking Countries and provide accessible English Learning Courses.
- To assist students to get into the Singapore education system
- To create platforms for Career Building and the enhancement of the Quality of Life

Values

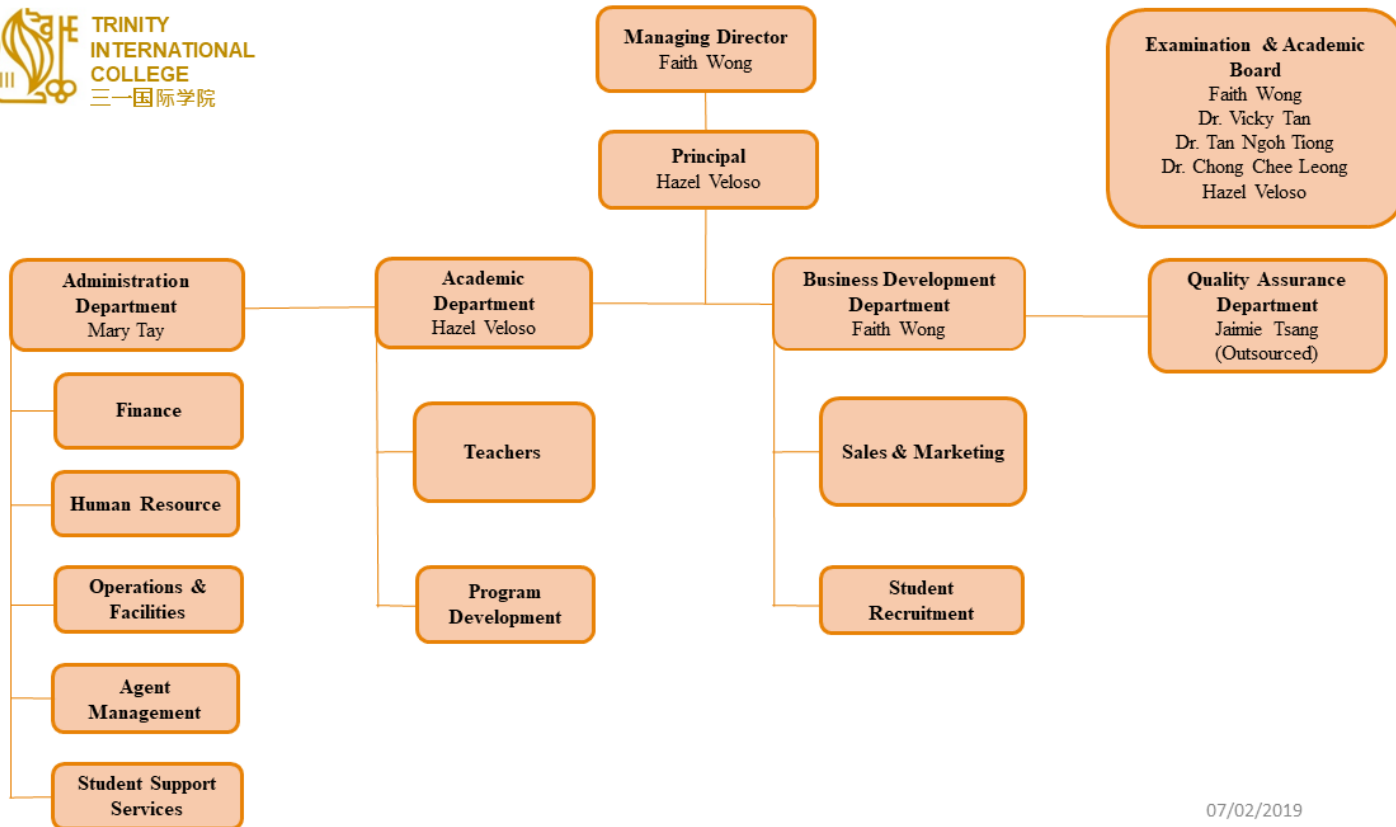
Motivation & Rewards:	We motivate our stakeholders with both extrinsic, intrinsic values and with fairness.
Empowerment & Innovation:	We believe in empowering every individual to actualise their potential and open to innovative ideas and value creation.
Real Customer Satisfaction:	We are driven to ensure total customer satisfaction for all our stakeholders.
Integrity:	We are fair and honest in all our interactions.
Teamwork:	We promote team work in our daily operations and partnerships.
Social Responsibility	We commit to be a good corporate citizen in the countries we operate in.

Culture

We strive towards maintaining a culture of harmony, care, creativity, professionalism and cultural sensitivity in all areas of interaction.



Organization Chart



07/02/2019

College Location and Contact

Jurong East:

Blk 135, Jurong Gateway Road, #04-343/357

Singapore 600135

Tel: (65) 6567 9078 (General Enquiries) Fax: (65) 6567 9927

City Hall:

333 North Bridge Road #03-00 Singapore 188721

Tel: (65) 6553 9388

Website: www.trinitycollege.edu.sg

Email: info@trinitycollege.edu.sg

Operating Hours:

Monday – Friday: 8.30am – 6.00pm

Saturday, Sunday & Public Holidays: Closed

Facilities

Jurong East Branch

Trinity International College has 7 classrooms, each equipped with whiteboards, desks and chairs. In addition, air-conditioners and fans have been installed to provide greater comfort and create a conducive environment for learning. The floor area and capacity of each classroom is as given below

Classrooms	Floor Area (Sq.m)	Maximum Capacity
1	9	6
2	14	9
3	23	15
4	17	11
5	17	11
6	13	8
7	7	4

City Hall Branch

Trinity International College has 4 classrooms, each equipped with whiteboards, desks and chairs. In addition, air-conditioners have been installed to provide greater comfort and create a conducive environment for learning.

The floor are and capacity of each classroom is as given below.

Classrooms	Floor Area (Sq.m)	Maximum Capacity
1	21	14
2	43	28
3	36	24
4	25	16

Student Support Services

- Airport Pick up and Familiarization Service
- Arrangement of Accommodation
- Arrangement of Guardianship
- Student Orientation Program
- Co-Curricular Activities (CCA)
- Pastoral Counselling
- Teachers-Parents Meeting
- Academic Assistance to Students
- Higher Education Guidance
- Tuition Referral Services
- Exam Registration and Results Checking
- Student Pass Application
- Visa Application for student's parents
- Medical Insurance Coverage
- Excursions and Field trips

Courses

Admission Requirements

• **Diploma in Business Management**

- Minimum age of Applicants must be at least 16* years of age as at 1st January of the year they are applying
- Academic Level Completed 9 years of formal Education from country of origin (for foreign students)
- Language Proficiency IELTS 5.5 or a pass of English test from Trinity International College (Internal Exam. Passing grade 50% upon 100%)
- Course duration 8 months
- Upon successful completion students will receive Diploma in Business and Management.

• **Diploma in Business and Management (Part-Time)**

- Minimum age of Applicants must be at least 16* years of age as at 1st January of the year they are applying
- Academic Level Completed 9 years of formal Education from country of origin (for foreign students)
- Language Proficiency IELTS 5.5 or a pass of English test from Trinity International College (Internal Exam. Passing grade 50% upon 100%)
- Course duration 8 months
- Upon successful completion students will receive Diploma in Business and Management (Part-Time).

- **Diploma in Hospitality and Tourism Management**

- Minimum age of Applicants must be at least 16* years of age as at 1st January of the year they are applying
- Academic Level GCE 'O' level at least 3 subjects pass (with equivalent entry requirements as Diploma in Business and Management Course to approval)
- Language Proficiency IELTS 5.5 or CAE level 4 or a pass of English test from Trinity International College. English proficiency may be considered to have met and an IELTS score may be required if the applicant possesses the highest qualification where English was the sole medium of instruction.
- Course duration 6 months
- Upon successful completion students will receive Diploma in Hospitality and Tourism Management

- **Advanced Diploma in Business and Management**

- Minimum age of Applicants must be at least 17* years of age as at 1st January of the year they are applying
- Academic Level Obtained at least Grade E in any 2 'A' level subjects and at least Grade C6 in any 2 GCE 'AO' (H1) level subjects or Diploma from recognized local/overseas Polytechnics or Professional Institutes. Other equivalent qualifications may be considered on a case by case basis.
- Language Proficiency at least a C6 at GCE 'O' level English or IELTS 5.5 or a pass of English Test from Trinity International College (Internal Exam, passing grade 50% upon 100%)
- Course duration 12 months
- Upon successful completion students will receive Advanced Diploma in Business and Management.

- Preparatory Course for Admission to Government School Primary 1-5

Primary 2	Applicants must be between 7 to 9 years of age as at 1st January of the year they are enrolling.
Primary 3	Applicants must be between 8 to 10 years of age as at 1st January of the year they are enrolling.
Primary 4	Applicants must be between 9 to 11 years of age as at 1st January of the year they are enrolling.
Primary 5	Applicants must be between 10 to 12 years of age as at 1st January of the year they are enrolling.

- Applicants are required to sit for the English placement test to determine the academic standard
- Upon successful completion students will be awarded Statement of Achievement.

- Preparatory Course for Admission to Government School Secondary 1-3

Secondary 1	Applicants must be between 12 to 14 years of age as at 1 st January of the year they are enrolling.
Secondary 2	Applicants must be between 13 to 15 years of age as at 1 st January of the year they are enrolling.
Secondary 3	Applicants must be between 14 to 16 years of age as at 1 st January of the year they are enrolling.

- Applicants are required to sit for the English placement test to determine the academic standard
- Upon successful completion students will awarded Statement of Achievement

Certificate in Hospitality Management

- Minimum Age: 17 years old and above
- Language Proficiency: Minimum Grade 5 in English Language for GCE 'N' Level or regional equivalent
- Academic Level: Minimum 2 GCE 'N' Level credits or regional equivalent
- Mature Candidates:
 - - Are 30 years and above at the time of registration; and
 - - Have at least 8 years of verifiable working experience; and
 - - Provide a detailed resume with contact details of past and present employers
- All applicants are subjected to the School's assessment of eligibility for entry into the programme.

Certificate in Hospitality Operations

- Minimum Age: 17 years old and above with at least 1 year working experience.
- Language Proficiency: Minimum Grade 5 in English Language for GCE 'O' Level or regional equivalent, or at least IELTS 5.5 or CAE Level 4 or pass the English Proficiency Test at equivalent level conducted by Trinity International College (with a score of at least 50%). English proficiency may be considered to have been met and an IELTS score may not be required if applicant possesses a highest qualification where English was the sole medium of instruction.
- Academic Level: GCE 'O' Level with at least 2 subjects pass or Equivalent to Year 10 from the respective home country of the applicant.
- Mature Candidates: Are 30 years and above at the time of registration; and Have at least 8 years of verifiable working experience; and Provide a detailed resume with contact details of past and present employers

- **Preparatory Course for IELTS Examination**

- Minimum age of Applicants must be at least 16* years of age as at 1st January of the year they are applying
- Applicants are required to sit for the English placement test to determine academic standard.
- Upon successful completion students will awarded Statement of Achievement upon request.

- **Preparatory Course for Singapore-Cambridge General Certificate of Education Ordinary Level**

- Minimum age of Applicants must be at least 14* years of age as at 1st January of the year they are applying
- Applicants must also possess one of the following entrance requirements: Completed 8 years of formal education in school or completed Sec 2/3 level in Singapore or completed 'N' Level.
- Students who are 14 years old are not allowed to sit for the external O level Examination. Students MUST be 15 years of age s at 1st January of the year they are sitting for the examination.
- Applicants are required to sit for the English placement test to determine academic standard.
- Upon successful completion students will awarded Statement of Achievement upon request.

For more information please refer to College website.

- **For more details on Course Information such as course learning objectives/ fees/ duration/ assessment schedules, please refer to the College's website**

www.trinitycollege.edu.sg

Pre-Course Counselling

- Students must certify through a Pre-Course Counseling Form that the Agent / designated internal staff has performed counseling services in the areas required, which may include:
 - Proper matching of students' needs and the College's courses learning outcomes
 - Providing professional guidance and advice regarding the suitability of the College's courses to the prospective students
 - Future prospects upon completion of the College's courses
 - Any other information deemed necessary

Student Selection and Admission

- 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 would be required to sign on the Pre-course Counselling Form to acknowledge that he/she has been informed of the various critical information.
- 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.
- Upon approval of the application by the Head of Administration, the Administration Officer shall prepare a Letter of Offer, which will be given to the applicant for his/her necessary action.
- Should the application be rejected, the Administration Officer shall inform the applicant.

Note: Any special admission conditions (e.g. exemptions) would be listed in the Letter of Offer.

Student Selection and Admission

- Upon acceptance of the enrolment offer by the student, the Administration Executive will apply for Student's Pass via the ICA SOLAR + System.
- The Administration Officer shall then inform students when the School has received the In-Principle Approval Letter (IPA) for the Student Pass, along with the following information:
 - Course Start Date
 - Medical Checkup (if applicable)
 - ICA Formalities and collection of student pass (when ready)

Note: should the Student's Pass application be rejected, an appeal would be submitted. If the appeal is not successful, the admission process shall be terminated.

- Upon receipt of IPA (for international students) and acceptance of offer (for local students), 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. Next, the College will proceed with the execution of the standard student contract.
- After the student has signed the Standard Student Contract and Advisory Note, the College will proceed with course fee collection
- As part of the College's admission process, all new students will be required to go through an Orientation Programme

Student Contract (sample)

PRIVATE EDUCATION INSTITUTION-STUDENT CONTRACT

This Contract binds both the Private Education Institution (PEI) and the Student once both parties sign this Contract. If the Student is under eighteen (18) years of age, the Student will be represented by the Parent/Legal Guardian.

This Contract is made between:

- (1) Registered Name of PEI : _____
Registration Number : _____
- (2) Full Name of Student : _____
*(as in NRIC for Singapore Citizen (SC) and Permanent Resident (PR) / as in passport for international student)**
NRIC Number (for SC/PR)* : _____
Student's Pass Number (if available)/
Passport Number (for international student)* : _____
- (3) Full Name of Parent/Legal Guardian* : _____
(if Student is under eighteen (18) years of age)
NRIC/Passport Number* : _____

* Delete as appropriate by striking through.

Where non-applicable, put "N.A.". Leave no fields blank.

State all dates in the format of DD/MM/YYYY.

1. COURSE INFORMATION AND FEES

- 1.1 The PEI will deliver the Course as set out in Schedule A to the Student, towards conferment of the stated qualification upon successful Course completion.
- 1.2 The PEI confirms that the Course has been permitted by the Council for Private Education (CPE) and no amendments have been made to the Course as set out in Schedule A, unless otherwise permitted by CPE.
- 1.3 The Course Fees payable are set out in Schedule B and the optional Miscellaneous Fees in Schedule C.
- 1.4 The PEI considers payment made ____ days/month* after the scheduled due date(s) in Schedule B as late. The PEI will explain to the Student its policy for late payment of Course Fees, including any late payment fee charged in Schedule C (if applicable) and any impact on Course/module completion (if applicable).

2. REFUND POLICY

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

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

- (i) It does not commence the Course on the Course Commencement Date;
- (ii) It terminates the Course before the Course Commencement Date;
- (iii) It does not complete the Course by the Course Completion Date;

What is FPS?

- The Fee Protection Scheme (FPS) serves to protect students' fees in the event a private education institution is unable to continue operating due to insolvency, and/or regulatory closure. The Fee Protection Scheme also protects students if the private education institution fails to pay penalties or has to return fees to the students arising from judgement made against it by the Singapore courts.
- EduTrust-certified private education institutions are required to adopt the Fee Protection Scheme to provide proper protection to the course fees paid by their students. Course fees exclude the application fee and miscellaneous fees.

Fee Protection Under the Insurance Scheme

For fee protection for students of CPE registered courses Trinity International College uses the FPS Insurance Scheme with Lonpac Insurance Bhd. You may ask a copy for a copy of this Certificate from Admin Officer, or visit our website to view the certificate.

Payment Methods

Payments can be made to the College in cash, cheque, NETS, credit cards, PayNow, Alipay or transfers bank. All course fees paid will be covered under FPS insurance within 7 days in accordance with the Edutrust requirements set by the Committee for Private Education (CPE).

Trinity International College Bank Details

- Bank Name: DBS Bank
- Account Number: 054-902299-3
- Swift Address DBSSSGSG

Medical Insurance

Trinity International College provides medical insurance coverage for hospitalisation and related medical treatment for all its full-time students for the entire course duration. Exemptions may be made for Singaporean/PR students if they are already covered by their own medical insurance plan.

Trinity International College uses the Liberty Insurance. You may ask a copy for a copy of this Certificate from Admin Officer, or visit our website to view the certificate.

Refund Policy

A. 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 CPE; 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 also be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid should the Student decide to withdraw, within seven (7) working days of the above notice.

Refund Policy

B. 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 version 3.1, 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 that contract.

The said **Schedule D** reads as follows:

% of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received:
70	more than 30 days before the Course Commencement Date
50	before, but not more than 30 days before the Course Commencement Date
25	after, but not more than 7 days after the Course Commencement Date
0	more than 7 days after the Course Commencement Date

Refund Policy

C. Cooling-Off Period

The PEI will provide the Student with a cooling-off period of seven (7) working days after the date that the Contract has been signed by both parties.

The Student will be refunded the highest percentage (stated in Schedule D) 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.

D. Conditions for cancellation of course and Refund

The College reserves the right to cancel a course if the student number is four or less in which case the refund policy above applies. The College will inform students of the cancellation of course not less than three (3) working days before the course commencement. In such a case, the application fee will also be refunded within seven (7) working days after the announcement of cancellation of course.

Refund Policy

E. Non Refundable Fees

The following are non-refundable

- **Application Fee.** However, in the circumstance where the college has decided not to commence a course, the application fee will be refunded within seven (7) working days after the student is notified, unless the student takes up alternative study arrangements with the school.
- **Miscellaneous Fees** paid to the College. However, a refund will be made in a 'withdrawal for non-delivery course scenario due to the College's non-performance of its contractual obligations or if the student pass application is rejected by ICA.
- **Third parties charges** e.g. banker's guarantee, AEIS registration fee. No refund of any fee if the student has committed an offence and is expelled by the school after due process of investigation by a Disciplinary Committee set up by the Principal.
- The College reserves the right to cancel a course if the student number is four or less in which case the refund policy above applies. The College will inform students of the cancellation of course not less than three (3) working days before the course commencement. In such a case, the application fee will also be refunded within seven (7) working days after the announcement of cancellation of course.

Refund Procedures

- 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 Administration Officer 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 Student must also be clearly documented in the Student Request Form.
- Upon receipt of any Student Request Form (including supporting documents if any), Administration Officer is to meet up with the student and acknowledge the receipt of the refund request by signing on the form.
- Upon Management Approval, Head of Administration Department is to contact student to collect the Refund Amount.
- Student is to acknowledge receipt of Refund Amount in the Student Request Form.

Transfer & Withdrawal Policy

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 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.

All request must be made in writing. Verbal notice is not accepted.

The student must also fulfil 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 enrol with another school (i.e. discontinues all its courses with the college) shall be deemed to have withdrawn from the College and the refund policy and procedures shall apply.

For students that are under 18 years of age, written consent from the parent / legal guardian must be obtained.

Transfer & Withdrawal Policy

Conditions for Granting Transfer and Withdrawal:

All outstanding fees must be settled prior to request for withdrawal and/or transfer

Student to fill in Student Request Form, including submission of any supporting documents and adhering to the process as stated in the Course Transfer and Withdrawal Procedures.

Student's 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 holder is required to submit his/her passport and Student's Pass to the College for cancelation of Student's Pass with ICA.

Transfer & Withdrawal Policy

Conditions for Granting Transfer and Withdrawal:

All outstanding fees must be settled prior to request for withdrawal and/or transfer

Student to fill in Course Transfer / Course Withdrawal Request Form, including submission of any supporting documents and adhering to the process as stated in the Course Transfer and Withdrawal Procedures.

The College reserves the right to cancel a course if the student number is four or less in which case the refund policy above applies. The College will inform students of the cancellation of course not less than three (3) working days before the course commencement. In such a case, the application fee will also be refunded within seven (7) working days after the announcement of cancellation of course.

Student's 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 holder is required to submit his/her passport and Student's Pass to the College for cancelation of Student's Pass with ICA.

Transfer Procedures

Fill in the Student Request Form and hand it to the Administration Officer for further processing. In addition, the student would also fill in the 'Refund' section of the Student Request Form in case of a refund.

Any supporting documentations that are required to process the Student Request must also be submitted along with the Student Request Form.

Supporting documents for Course Transfers should minimally include any documents that show that the student meets the minimum entry requirements for the new course that he / she is applying to, if this document is different from the one used to enroll the student to his/her original course.

Reasons for the Course Transfer should also be documented in the Student Request Form.

Upon receipt of any Student Request Form (including supporting documents if any), Administration Officer is to meet up with the student.

Upon approval, a Notification for Course Transfer Request will be given to the student.

Withdrawal Procedures

In the event that a student would want to proceed with a Course Withdrawal, he / she is to fill up the Student Request Form and hand it to the Administration Officer for further processing. In addition, the student would also fill in 'Refund' section in the Student Request Form in case of a refund.

Any supporting documentations that are required to process the Course Withdrawal must also be submitted along with the Student Request Form.

Reasons for the Course Withdrawal should also be documented in the Student Request Form.

Upon receipt of any Student Request Form (including supporting documents if any), Administration Officer is to meet up with the student.

An interview session with the Administration Officer will then be arranged to establish the reasons for the application of a course withdrawal.

Upon approval, a Withdrawal from Course of Study Letter will be given to the student

Policy on Deferment/ Extension

The College does not allow any deferment. Any related cases would be treated as withdrawal instead.

The College does not have extension procedures as any extension of course would be treated as transfer/ signing of new student contract.

Expulsion

The Contract may decide to expel the student in the following situations:

- Stealing
- Fighting, hooliganism and extortion
- Absent without valid reason for more than 7 consecutive days
- Wilful defiance of the College's rules and regulations, after having received warning letter(s)
- Serious infringements of the laws of Singapore

There is no refund of the course fees, whether consumed or un-consumed, if a student is expelled.

Attendance Requirement

- 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 school 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 School.

- **Absence without Reason**

- This refers to students who are:

- Absent from college without prior approval or consent from the college authorities.
- Late for class for more than 20 minutes.

- **Absent with Valid Reason**

- Medical Leave

- Students who fall ill and are unable to attend classes will have to inform the school by phone before the class commence to apply for in-principle approved medical leave. Upon their recovery, students will have to produce the medical certificate by any licensed medical practitioners for the days of their absence. In the event that the number of days on the medical certificate is less than the number of days the student is absent, the difference will be marked as absent without valid reason.

- Personal Leave

- Students may apply for leave to attend important personal matters that cannot be re-schedule to after-school hours, such as trips to ICA, medical check-ups, etc. All leave of this nature require approval from the vice-principal or member of the Management Team.

- Hometown Leave

- International students whose home country is outside Singapore may apply for Hometown Leave to attend to family matters. Hometown Leave is subjected to the approval of the Principal or Academic Head. The Form Teacher has to ensure that the course material and course assignments are given to the student in advance for the student's period of absent. All Hometown Leave will have to be submitted along with a photocopy of their air ticket for approval.

College fees

- For all forms of leave, there will be **NO** replacement lessons or refund of course fees for students pass holder.

Applying for Leave

- Student completes the Student Leave Application Form obtainable from the Front Counter, and submits to the Admin Officer.
- For students below eighteen [18] years old; parent/guardian's approval is sought by the school upon application of leave.
- For leave applications that are more than four (4) days, without consideration of age, the Admin Officer shall call up the parent or guardian to seek confirmation.
- Principal / Academic Head reviews the leave application and approves or disallows the application based on the reasons given. One factor that is considered would be the attendance record of the student.
- Student's Form teacher shall be notified of any approved leave. The Admin Officer shall record the approved leave in the attendance sheet and the database.
- The Principal's decision is final for all student leave applications.

School Holiday

- Trinity International College will issue a calendar of the year that they are enrolled in, to inform them of the respective holidays.
- In view of an upcoming holiday, Trinity International College will also issue a letter of notification to the students.
- Teachers will also inform the students of the upcoming holidays.

- **Student Discipline**

- **Disciplinary Committee**

- The College's Head of Academic 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 Principal 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 Principal. Following which, this process would follow the College's dispute resolution process

Suspension

- The College may decide to suspend the student in the following situations:
 - Possession / consumption of prohibited product or drugs.
 - Vandalism
 - Forgery or cheating / cheating in test and / or examinations.
 - Physical or verbal abuse
 - Misconduct related to abuse or misuse of school furniture or equipment
- There is no refund to the student for the course fees that are consumed during the period of suspension.

Dress Code for Students

Type	Male	Female
Hair	<ul style="list-style-type: none"> • Short and neat 	<ul style="list-style-type: none"> • Short and neat • Long hair must tied at all time
For Enrolled students and Short Course	<ul style="list-style-type: none"> • Tucked in Full Sleeve Shirts • Collared T-Shirts • T-Shirts with no vulgar, obscene or offensive prints • No Torn or Worn out T-Shirts • No Translucent or Body hugging Outfits 	<ul style="list-style-type: none"> • T-Shirts and Blouses with / without sleeves (at least hip level) • T-Shirts with no vulgar, obscene or offensive prints • No Torn or Worn out T-Shirts • No Translucent or Body hugging Outfits • No midriff baring tops • No spaghetti straps or singlet
Bottom	<ul style="list-style-type: none"> • Long pants / Jeans (Hemmed) • No Bermudas or shorts • No Torn or Worn out Pants 	<ul style="list-style-type: none"> • Pants / Jeans (Hemmed) • Skirts worn should not be 3 fingers above the knee • No hipsters and skin fit bottoms
Footwear	<ul style="list-style-type: none"> • Closed toes shoes • No Slippers 	<ul style="list-style-type: none"> • Closed toes shoes • No Slippers

Immigration Matters

Student's pass application and procedures

- To apply for a Student's Pass from the Immigration & Checkpoints Authority of Singapore (ICA), international students must provide accurate and the most updated information relating to their:
 - personal particulars;
 - educational qualifications;
 - financial ability;
 - family background;
-
- Students may apply for visa entry at <http://www.ica.gov.sg>.
-
- For Student Pass collection from ICA, the student has to bring his/her IPA letter, passport, passport-sized photograph, medical report, printout of E-forms 16 and V36.
-
- Students may be required to attend an interview in person in order to substantiate your application for a Student's Pass. This pass grants the student permission to stay in Singapore and pursue their studies approved by the Singapore government. It states the period of time that the student is allowed to stay.

Immigration Matters

- Student pass granted strictly forbids students from working, whether for a payment or without payment. All international students are required to abide by this regulation. You are not allowed to seek any form of employment, paid or unpaid, or be involved in any business, profession or occupation. You are not to take part in any activity which is detrimental to the security, reputation and well-being of Singapore.
- Prior to the student's pass or immigration status in Singapore, do seek advice from the Admissions Office as soon as possible. Also, according to immigration law, some international students are required to pay a certain amount of Security Deposit to ICA. This information is available on ICA's official website at <http://www.ica.gov.sg>.
- For student pass renewal, students must inform PEI to renew their student passes one month before the expiry date. There will be no renewal of student passes after the expiry date.
- Upon the completion, withdrawal or termination of your course with our school, your Student's Pass must be cancelled.
- Upon the cancellation of your student's pass card, ICA will approve your stay in Singapore on social visit status for a short period. Please adhere to the validity period of the social visit status granted to you by ICA. Students must return their student passes to ICA within 7 days after the end of their courses. No foreign student may stay in Singapore after his/her pass expires.

Course Assessment

Prelim / Mock Exam

- Each course will have a Mock Examination or Preliminary Examination before the actual external examination date. The purpose of the examinations is to give students a better understanding on their current capacity to take the actual examination and prepare better. The grading scheme for any assessment in Trinity International College will be as follows:

Grade	Range of marks
A1	≥ 75
A2	70 – 74
B3	65 – 69
B4	60 – 64
C5	55 – 59
C6	50 – 54
D7	45 – 49
E8	40 – 44
F9	≤ 39

Monthly Tests

- Monthly tests are conducted at the end of each month. The purpose of this test is to evaluate the students' learning ability and the understanding of the topic(s). These tests are formative assessments (class tests) conducted within the class by the respective teachers for a specific topic(s). Teachers will then mark the assessment papers and submit the results to the Academic Board. The results will be stored in the student database for reference.

Course Completion Criteria

Graduation Criteria

For all preparatory courses, student must meet the minimum attendance requirements set by the college. Graduates may move on to a new course or module of a higher level or take the same course. For graduation criteria of individual course, please refer to the website.

Retake of Modules/course

- A student who fails in any required module may choose not to repeat the module. Repeating a module may incur additional tuition fee.
- A student who fails in any prescribed elective module may repeat the same module.

Dismissal

A student shall be dismissed from the course if he/she:

- fails to settle all payments due to Trinity International College by the due date; or
- has committed serious act(s) of discipline
- fails to maintain the minimum attendance requirement as per ICA regulation.

The Management Team or Academic/Examination Board in its place may, in its absolute discretion, alter or waive any or all of the conditions stated above when determining a student's dismissal from Trinity International College.

Intellectual Property Rights

- a) The rights of works and materials created by the students during the course of study belong to Trinity International College Pte Ltd.
- b) These works may be used in advertising promotions and/or other areas without the authorization of creators. However, information of these creators will remain confidential.
- c) Trinity International College Pte Ltd reserves all the rights to use photos, videos, audio, and other media of group and individual events of students, teachers and staff to promote our school.

Appeal Policy

All appeals shall be managed in a fair and impartial manner.

Appeals are to be submitted in writing, within 7 working days from the release of assessment results and the results of the appeals are to be made known to the students within 4 weeks.

Outcome of appeals are to be approved by the Examination Board before notifying the student.

For appeals to the external partner, the Examination Board is to endorse the outcomes before notifying the student of the outcome.

A student whose appeal is unsuccessful may apply to Trinity International College to take a re-test. This application must be submitted within 1 week of the release of the appeal results.

Appeal Procedures

Courses with External Partners

Upon release of results, students who are dissatisfied with the outcome may submit an Examination Appeal Form to the Administration Officer. This is to be done within 7 working days of the release of examination results.

The Administration Officer is to acknowledge the receipt of the Examination Appeal Form within 3 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 Administration Officer informs the students of the appeal outcome (to be done within 8 weeks of the date of the appeal).

Should there be changes required, the Administration Officer will make the necessary amendments to the results slip and submit to the Head of Academic/Principal for approval.

Appeal Procedures

In-house Courses

Upon release of results, students who are dissatisfied with the outcome may submit an Examination Appeal Form to the Administration Officer. This is to be done within 7 working days of the release of examination results.

The Administration Officer is to acknowledge the receipt of the Examination Appeal Form within 3 working days, and proceed to submit the appeal to the Head of Academic/ Principal.

The Head of Academic/ Principal is to review the appeal request and decide if it is a valid appeal. If the request qualifies for an appeal, a different marker will be designated to re-mark the paper. Comments in relation to the re-mark must be stated in the Examination Appeal Form, which would be circulated to the Examination Board Chairman for his/her review and approval.

All decisions made by the Examination Board are final.

The Administration Officer will inform the student of the final decision within one month from the date of the appeal.

Should there be changes required, the Administration Officer will make the necessary amendments to the results slip based on the appeal result.

Dispute and Resolution Policy

The College accepts written (emails / letters / Feedback Forms) for ease of providing feedback.

The College is to seek feedback from its key stakeholders and external partners for continual improvement of its systems and processes.

All feedbacks and complaints must be properly recorded and /or documented. Any correspondence (including actions taken) between the College and the student must be annexed as evidences. This is to ensure that any staffs handling the case are kept aware of the progress / outcomes.

In the event of any appeals for retention, suspension, expulsion and awards, the College's Dispute Policy and Process shall follow.

It is the responsibility of the Administration Department to notify relevant departments of any feedbacks and complaints.

Students must be kept informed of the status of their feedback / complaints.

Dispute and Resolution Policy

Administration Department is to respond to respective students within 3 working days of receipt of the feedback / complaint.

All feedbacks / complaints must be resolved within 21 working days. In the event that the deadline is not adhered to, respective students must be notified and the reasons with regards to the delay must be made known.

All feedback and complaints are to be evaluated, and improvements to be made in response to them. Such improvements are to be documented for re-evaluation after its implementation, and the complainant/person giving feedback will be informed.

In the event that the College and the student cannot come to an agreement or the student does not accept the final decision made by the College's Management Team, they will be referred to Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through CPE Student Services Centre for mediation.

Feedback and Complaint Procedures

Students are to approach the Administration Officer to request for a Feedback Form

The Administration Officer is to acknowledge the feedback / complaint received. This should be done within 3 working days.

Administration Officer will review the feedback / complaint and discuss it with relevant parties on issue raised. A formal investigation will be carried out if necessary.

Relevant parties will then propose a solution for the issue raised and the Administration Officer will explain it clearly to the student.

The student should acknowledge the situation within 14 working days, whether he / she accepts or is satisfied with the proposed solution.

If the student is not satisfied with the proposed solution, he / she can escalate the matter up to the Principal (for both academic and non-academic issues). The respective person will investigate the case and take necessary actions to resolve it.

Feedback and Complaint Procedures

If the student is still not satisfied with the outcome / decision, he / she will be referred to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through the Committee for Private Education Student Services Centre.

The entire process should not take more than 21 working days.

Note 1: As Feedback can be generic and / or positive, the College will have the discretion of the need to reply to students.

Note 2: If the process takes more than 21 working days to resolve, students need to be informed of the reason as to why it is so and justification needs to be provided by the College. Justifications need to be recorded on the Feedback Form under the Remarks section.

Personal Data Protection Policy

The College is responsible for the personal data in its possession or under its control, and will develop and implement policies and practices that are necessary for the School to meet the obligations under the Act.

The College is to ensure that individual data is secure at all times and safe from unauthorized access, alteration, use or loss. It is the responsibility of all staff to adhere to the policy of data collection, to provide a supportive environment and culture of best practice processing of personal data.

For more details on the PDPA, please refer to the School's website

Living in Singapore

Accommodation:

Room, Dual-shared –S\$600 per pax per month

Room, Tri-shared –S\$500 per pax per month

Room, Quad shared –S\$450 per pax per month

Typical cost of meal: S\$3-5 per pax per meal

General Healthcare Services in Singapore

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

Overstaying

Overstaying is a punishable offence under the Immigration Act. Take note of the expiry dates of your Social Visit Pass and Student Pass.

Relevant Singapore Laws

Areas	Relevant Law
Immigration	All international students studying in Singapore must have a valid passport and a Student Pass from the ICA (Immigration and Checkpoint Authority).
Employment	International students are not allowed to work in Singapore without a Work Pass Exemption from the MOM (Ministry of Manpower).
Driving	All drivers must be in possession of a valid Singapore driving license and the vehicle must be insured.
Drugs	Possession of Controlled Drugs is presumed to be for trafficking, an offence which can carry the death penalty.
Alcohol Abuse	Any offense committed while being intoxicated (drunk) is punishable under the law. Drunk driving is a serious offence.
Smoking	Smoking in specific public places and indoor restaurants is prohibited. Students below 18 yrs old are not permitted to smoke.
Traffic	Jay walking is an offence.
Littering	Littering, spitting and vandalism (with graffiti) in public areas are serious offences.

IMPORTANT POINT: IGNORANCE OF THE LAW IS NO EXCUSE TO BREAK THE LAW, THE RESPONSIBILITY LIES ON EVERYONE TO KNOW THE LAW.

Reference to CPE

The Committee for Private Education (CPE) was appointed by SkillsFuture Singapore (SSG) Board in October 2016 to carry out its functions and powers relating to private education under the Private Education Act. The CPE is supported by a team of dedicated staff from SSG to regulate the sector, provide student services, consumer education and facilitate capability development efforts to uplift standards in the local private education industry.

Committee for Private Education

1 Marina Boulevard

#18-01 One Marina Boulevard

Singapore 018989

Tel: (65) 6592 2108

Fax: (65) 6275 1396

E-mail: CPE_CONTACT@cpe.gov.sg

Website: www.cpe.gov.sg

Opening hours:

Monday – Friday: 9 am – 5 pm

Saturday, Sunday and Public Holidays: Closed



TRINITY
INTERNATIONAL
COLLEGE
三一国际学院

**Thank You
for your attention**