

# Student Handbook

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## Principal's Message

Trinity International College is the result of the amalgamation of a caring and professional group of dependable and highly committed personnel. With Singapore's educational system closely following the development of global trends, it is not surprising that numerous students who seek the best in education are attracted to private education institutes like us.

Unfortunately, many students often neglect to be cautious of the inherent dangers and seek assistance from and make payment to unscrupulous unlicensed unaffiliated groups or persons. The consequence is that many students (especially foreign students) are left to their own devices without proper supervision and guidance. Some of them are even exposed to negative and malicious influences and are waylaid into destructive behaviour instead.

At Trinity International College, we pay close attention and honour our commitment to our students' well-being and academic performance. We value the comfort that we can provide to parents by offering them the peace of mind that their children are in safe hands. This solemn promise speaks of our absolute dedication and we gladly encourage any and all enquires to allow us the opportunity to explain further on this commitment and dedication.

Students of Trinity International College are friends of Trinity International College. That is the essence of what we do. We look forward to the forging of a new friendship with you.

Yours truly,



Hazel Daraman Veloso  
Principal  
Trinity International College

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## Mission Vision and Values

### Vision Statement

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

### Mission Statement

- 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 Quality of Life.

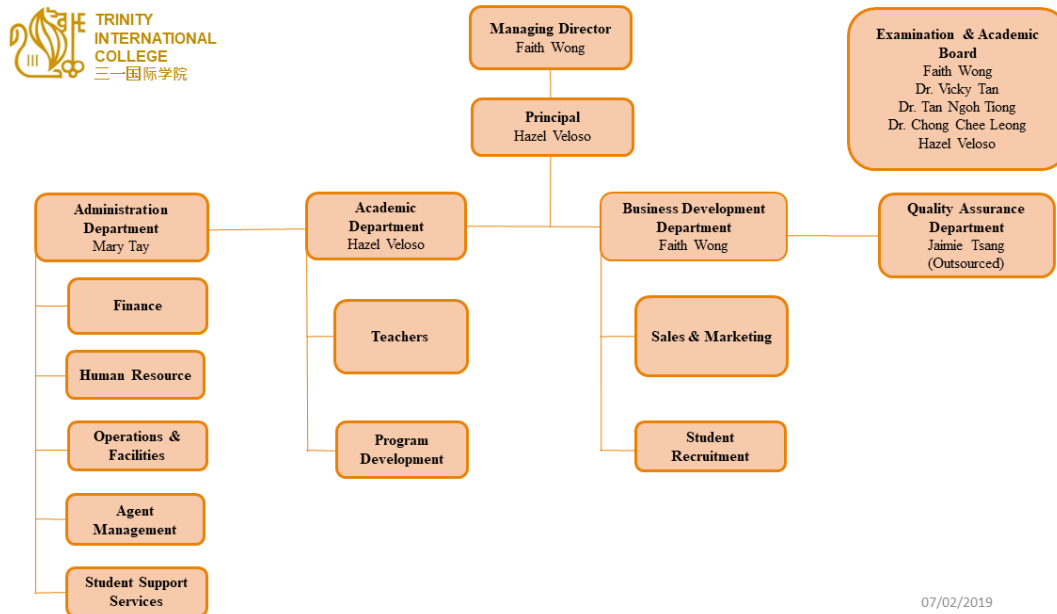
### Our Core Values

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

### Our 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  
Fax: (65) 6567 9927

#### Getting here:

##### By Train:

MRT: Jurong East Station

##### By Bus:

Jurong East Interchange: 51, 52, 66, 78, 79, 97, 97e, 98/98m, 105, 143, 160, 197, 333, 334, 335, 506

#### City Hall:

333 North Bridge Road #03-00 Singapore 188721  
Tel: (65) 6553 9388

Website: <http://www.trinitycollege.edu.sg>

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

#### By Train:

Bras Basah MRT Station (CC2), City Hall MRT Station (NS25/EW13) and Esplanade MRT Station (CC3)

#### By Bus:

It is near to several bus stops located at Bras Basah Complex.

## Our 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          | 9m <sup>2</sup>   | 6                |
| 2          | 14m <sup>2</sup>  | 9                |
| 3          | 23m <sup>2</sup>  | 15               |
| 4          | 17m <sup>2</sup>  | 11               |
| 5          | 17m <sup>2</sup>  | 11               |
| 6          | 13m <sup>2</sup>  | 8                |
| 7          | 7m <sup>2</sup>   | 4                |

### Public Amenities Nearby

Trinity International College is conveniently located close to Jurong East MRT Station and Jurong East Bus Interchange, within 5 minutes walking distance. Covered walkways provide shelter from rain or sun for most of the walking route.

### Jurong Regional Library

Jurong Regional Library, one of the largest libraries in Singapore, is within walking distance from the college. The library has a good selection of book titles for all ages, as well as other print (magazines, newspapers) and non-print (CDs, VCDs, music posts) materials. Besides reading and studying in this comfortable and well-equipped public facility, students may also apply for membership in order to borrow items out from the library. For additional information, visit their website at

<http://www.jurongregionallibrary.com/>

### Food Centres

There are a number of food centres around Trinity International College, so students can enjoy a wide variety of food, including Chinese, Malay, Indian, Western and other regional cuisines.

### 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 area and capacity of each classroom is as given below.

| Classrooms | Floor Area (Sq.m) | Maximum Capacity |
|------------|-------------------|------------------|
| 1          | 21m <sup>2</sup>  | 14               |
| 2          | 43m <sup>2</sup>  | 28               |
| 3          | 36m <sup>2</sup>  | 24               |
| 4          | 25m <sup>2</sup>  | 16               |

### Public Amenities Nearby

Trinity International College is near to several eateries located at nearby buildings such as Chin Chin Eating House and McDonald's Fast Food Restaurant. It is within reasonable distance to Market Place Supermarket. It is also close Bras Basah Complex for an array of amenities such as grocery and retail shopping, banks and more. It is also accessible via Bras Basah Road, Victoria Street and Cashin Street.

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## Student Support Services

The College's Student Support Services include a number of various services for all students. Services provided include:

### **Airport Pick up and Familiarization Service**

Airport pick up service, which is chargeable, is available to international students who wish to study in our College and who wish to be met at the airport.

Familiarization services include:

1. Assistance with accommodation (Accommodation service is chargeable, please refer below)
2. Assistance with purchase of EZ Link Cards for transportation and familiarization of travel routes (EZ Link is bought by students)
3. Assistance with Phone Card or SIM Card purchases (Purchase of Cards is borne by students)
4. Familiarization with the amenities near the college and where the student stays (hawker centres, shopping malls,)
5. Assistance in Bank account Opening (Bank Charges borne by students and subjected to terms and conditions of the Bank)

### **Arrangement for Accommodation**

To assist and help students who are unfamiliar with Singapore to find suitable accommodation according to their needs. The accommodation arrangements may include meals and clothes washing services. Charges for accommodation and related services are borne by the students.

### **Arrangement for Guardianship**

Some international students may be living in Singapore alone without their parents. The college can assist such students, who are below 18 years of age, to make arrangements for guardianship. Guardianship service is usually provided together with provisions for accommodation.

### **Student Orientation Programme**

The college provides an orientation programme for new students, to help them to know the college and its services and operations better. The orientation will cover many areas such as fee matters, college policies, procedures and rules, attendance requirements, leave application, etc.

### **Co-Curricular Activities (CCA)**

In Singapore secondary colleges, CCA is treated seriously and all students are required to choose at least one core CCA. Primary colleges also have many CCA activities, though it may not be compulsory for all.

Trinity International College also organises CCA activities as a means to enhance social interaction, leadership, healthy recreation, self-discipline and self-confidence in our students.

### **Pastoral Counselling**

The college provides basic pastoral counselling to help students deal with and manage personal challenges and difficulties. If problems are complicated, students may be referred to professional counsellors in external agencies.

### **Teachers-Parents Meeting**

The college organises Teachers-parents meeting to provide parents and/or guardians with feedback on students' performance in college.

### **Academic Assistance to Students**

Academic assistance may be provided to students who are weaker in their subjects in the form of free one-to-one coaching after lessons. If deemed necessary, additional lessons may be scheduled. These lessons are conducted after careful evaluation of the student's progress, commitment and ability.

### **Higher Education Guidance**

Guidance is provided to enable the students to have a better understanding of possible academic pathways after completing their studies in Trinity International College. This service may include advice on pathways after the 'O' levels (e.g. polytechnic or junior college, courses available, and admission requirements).

### **Tuition Referral Services**

Upon request from students or parents or guardians, the College can provide tuition referral services for students who want more help with their subjects. The tutors may be teachers of the college and/or other external teachers who have been vetted by the College.

### **Exam Registration and Results Checking**

For all external exams, the college will help the students to register for their examinations. Due notification will be given. The college can also assist in retrieving the examination results for the students.

### **Students Pass Application**

Having a valid Student Pass allows an international student to remain in Singapore for a sufficient period of time to complete his course of study. The college will handle all documentation for the Student Pass application.

### **Visa Application for Student's Parents**

Depending on their nationality and length of stay, parents of international students may require a visa either to enter or to remain in Singapore beyond an initial period of time. The college can help the parents to apply for the visa.

### **Medical Insurance Coverage**

The college provides medical insurance coverage for full-time students. Visit our website for more information about this.

### **Excursions and Field trips**

The college may organise excursions, field trips or other events to provide them with a more holistic education, develop social responsibility or contribute to community involvement. Students will be given advance notice of these events as and when organised.

## Pre-Course Counselling, Student Selection and Admission

Students must certify through a Pre-Course Counseling Form that the Agent / designated internal staff has performed counselling services in the areas required, which may include:

- Proper matching of students' needs and the College's courses
- 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

1.1 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.

1.2 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.

1.3 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.

1.4 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.

1.5 Upon acceptance of the enrolment offer by the student, the Administration officer will apply for Student's Pass via the ICA SOLAR + System.

1.6 The Administration officer shall then inform students when the College 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.

1.7 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.

1.8 After the student has signed the Standard Student Contract and Advisory Note, the College will proceed with course fee collection

1.9 As part of the College's admission process, all new students will be required to go through an Orientation Programme



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## Fee Structure & FPS & Medical Insurance

**Caution:** ALL FEES INDICATED AS PAYMENT TO COLLEGE ARE TO BE PAID TO TRINITY INTERNATIONAL COLLEGE. AGENTS ARE NOT ALLOWED TO COLLECT ANY FEES ON BEHALF OF THE COLLEGE.

### Fee Protection Scheme

#### Information on Fee Protection Scheme (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.

### Fee Structure

The different components of fees charged by the Trinity International College are explained below. The fee charged is uniform in all the centres of Trinity International College. Not all fees listed below are applicable to all courses.

#### Pre-course fee

- **International Student Application Fee:** Paid only by international students to cover the admin cost of processing the application.
- **Application Fee:** Paid by local students to cover the admin cost of processing the application.

#### Course Related fee

- **Course Fee:** Fee charged for the respective course enrolled (paid to college).
- **Course Notes / Material Fee:** Covers the cost of course materials, handouts and books given to students during the course of their study (paid to college).
- **Medical Insurance Fee:** Paid to college
- **Assessment Tests Fee:** Fee charged for internal examinations or assessment test.
- **FPS Insurance Fee:** Fee charged for the processing and purchase of FPS protection for the course fee as stated in the Student Contract.
- **Admin Fee:** Fee to cover the administrative costs for supporting students

### Miscellaneous fee

- **International Student Renewal Fee:** Paid to the college. This fee applies to students under a Student's Pass and wishes to renew their Pass.
- **Student Pass Issuance Fee / Multiple-Entry Visa Fee:** Paid to ICA for issuance of Student's Pass.
- **Course Transfer Fee:** Paid to the college only when a student wishes to transfer to another course after contract has been signed.
- **Late Payment Fee:** Charged to Students who miss their payment schedule each time. This fee is paid to the college.
- **Examination Fee (External Examination):** Paid to external examination bodies like AEIS, SEAB, etc. Fee may vary according to charges set by examination body.
- **Medical Check-up:** Paid to the clinic by international students, if medical check-up is required by ICA.
- **Textbook Fee:** Paid to the college for purchase of books. Charges may differ for different courses.
- **Banker's Guarantee:** Payable for issuance of Bankers Guarantee to ICA, if required
- **Re-Exam Fee :** Paid to the college. This fee applies to students who wish to take re-exam.

### 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 for a copy of this Certificate from the Admin officer or visit our website to view the certificate.

## Refund Policy and Procedure

### 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 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.

#### 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                   |

### **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.

### **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 college.
- 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 college after due process of investigation by a Disciplinary Committee set up by the Principal.

### **Refund Procedure**

- 1.1 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.
- 1.2 Any supporting documentations that are required to process the refund request must also be submitted along with the Student Request Form.
- 1.3 Reasons for Refund must also be clearly documented in the Student Request Form.
- 1.4 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.
- 1.5 Upon Management Approval, Head of Administration Department is to contact student to collect the Refund Amount.
- 1.6 Student is to acknowledge receipt of Refund Amount in the Student Request Form.

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## Transfer & Withdrawal Policy and Procedure

### Transfer and Withdrawal Policy

- 1.1 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.
- 1.2 All request must be made in writing. Verbal notice is not accepted.
- 1.3 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.
- 1.4 A student who withdraws from the College to enrol with another college (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.
- 1.5 For students that are under 18 years of age, written consent from the parent / legal guardian must be obtained.

### Conditions for Granting Transfer and Withdrawal:

- 1.6 All outstanding fees must be settled prior to request for withdrawal and/or transfer
- 1.7 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

- 1.8 For Student's Pass holder, course transfer is subject to ICA's approval of the new Student's Pass.
- 1.9 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

- 1.10 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.

### Timeframe for assessing and processing transfer/ withdrawal cases

- 1.11 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 favour of the applicant, respective staffs are to handle each situation according to the College's dispute resolution policy and procedure.

### **Transfer Procedures**

- 1.1 In the event that a student would want to proceed with a Course Transfer, 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 indicate in the Student Request Form in case of a refund.
- 1.2 Any supporting documentations that are required to process the Course Transfer Request must also be submitted along with the Student Request Form.
- 1.3 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.
- 1.4 Reasons for the Course Transfer should also be documented in the Student Request Form.
- 1.5 Upon receipt of any Student Request Form (including supporting documents if any), Admin officer is to meet up with the student.
- 1.6 Upon approval, a Notification for Course Transfer Request will be given to the student.

### **Withdrawal Procedures**

- 1.1 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 indicate in the Student Request Form in case of a refund.
- 1.2 Any supporting documentations that are required to process the Course Withdrawal Request must also be submitted along with the Student Request Form.
- 1.3 Reasons for the Course Withdrawal should also be documented in the Student Request Form.
- 1.4 Upon receipt of any Student Request Form (including supporting documents if any), Administration officer is to meet up with the student.
- 1.5 An interview session with the Administration officer will then be arranged to establish the reasons for the application of a course withdrawal.
- 1.6 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.

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## Attendance

### Attendance

1.1 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.

1.2 Attendance is to be taken once per class. Students that enter the class within 20 minutes from the start of class will be considered late, while students that enter the class **after 20 minutes** from the start of class will be marked as absent.

### Approved Leaves

#### Medical Leave

Students who fall ill and are unable to attend classes will have to inform the college 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-college hours, such as trips to ICA, medical check-ups, etc. All leave of this nature require approval from the 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 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 college 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.

### **College 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.



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## Student Discipline

### Disciplinary Committee (if necessary)

- 1.1 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.
- 1.2 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.
- 1.3 The Disciplinary Committee shall then discuss the outcome of the case and put forth their recommendation to the Principal for his/her final approval.
- 1.4 Upon approval, the Disciplinary Committee will issue a formal letter to the student, notifying him/her of the outcome.
- 1.5 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 college furniture or equipment

There is no refund to the student for the course fees that are consumed during the period of suspension.

### Expulsion

The College 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.

## Dress Code for Students

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

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## 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.
- 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 college, 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 Assessments

### 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    | $\geq 75$      |
| A2    | 70 – 74        |
| B3    | 65 – 69        |
| B4    | 60 – 64        |
| C5    | 55 – 59        |
| C6    | 50 – 54        |
| D7    | 45 – 49        |
| E8    | 40 – 44        |
| F9    | $\leq 39$      |

### 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.

Examination Students are to adhere to the following rules and guidelines during examinations:

- No communication or electronic devices allowed.
- No cheating.
- No books or materials are allowed.

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## 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 course fee. Retaking module exam may incur additional assessment test fee.

### 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.

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 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 college.

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## Appeal Policy and Procedure

### Appeal Policy

- 1.1 All appeals shall be managed in a fair and impartial manner.
- 1.2 Appeals are to be submitted in writing, within 7 working days from the release of assessment results and the results of the appeals are to be made known to the students within 4 weeks.
- 1.3 Outcome of appeals are to be approved by the Examination Board before notifying the student.
- 1.4 For appeals to the external partner, the Examination Board is to endorse the outcomes before notifying the student of the outcome.
- 1.5 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

- 1.1 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.
- 1.2 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.
- 1.3 All decisions made by the External Partner are subject to their appeal processes, and approved decisions are final.
- 1.4 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).
- 1.5 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.

#### In-house Courses

- 1.6 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.
- 1.7 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.
- 1.8 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.
- 1.9 All decisions made by the Examination Board are final.
- 1.10 The Administration officer will inform the student of the final decision within one month from the date of the appeal.
- 1.11 Should there be changes required, the Administration officer will make the necessary amendments to the results slip based on the appeal result.

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## Dispute and Resolution Policy

- 1.1 The College accepts both written (emails / letters / Feedback Forms) for ease of providing feedback.
- 1.2 The College is to seek feedback from its key stakeholders and external partners for continual improvement of its systems and processes.
- 1.3 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.
- 1.4 In the event of any appeals for retention, suspension, expulsion and awards, the College's Dispute Policy and Process shall follow.
- 1.5 It is the responsibility of the Administration Department to notify relevant departments of any feedbacks and complaints.
- 1.6 Students must be kept informed of the status of their feedback / complaints.
- 1.7 Administration Department is to respond to respective students within 3 working days of receipt of the feedback / complaint.
- 1.8 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.
- 1.9 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.
- 1.10 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.

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## Feedback and Complaint Procedures

- 1.1 Students are to approach the Administration officer to request for a Feedback Form
- 1.2 The Administration officer is to acknowledge the feedback / complaint received. This should be done within 3 working days.
- 1.3 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.
- 1.4 Relevant parties will then propose a solution for the issue raised and the Administration officer will explain it clearly to the student.
- 1.5 The student should acknowledge the situation within 14 working days, whether he / she accepts or is satisfied with the proposed solution.
- 1.6 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.
- 1.7 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.
- 1.8 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.



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# Personal Data Protection Policy

## Purposes for Collection, Use & Disclosure of Personal Data

Depending on your relationship with us (e.g. as an applicant, student, alumni of the College, staff, academic staff, donor, vendor, service provider, parents, guardians, recruitment agents and / or any other person relating to our organization), the personal data, photographic images, videos, etc., which we collect from you may be collected, used and/or disclosed for the following purposes:

- a. Evaluating suitability for admission or employment, enrolling or employing, providing educational courses and training, including sending materials on course / study / assignment / course materials, information on time tables and examination details via postal mail, electronic mail, SMS or MMS, fax and/or voice calls;
- b. Administering and/or managing relationships with the College (including responding to enquiries, the mailing of correspondence, statements or notices which could involve the disclosure of certain personal data to bring about delivery of the same);
- c. Assessing, monitoring and reporting on individual student performance, attendance and disciplinary records;
- d. Supporting students' learning through curricula and extra-curricular activities including but not limited to outdoor trips and inter-college competitions;
- e. Providing pastoral care and counselling where appropriate;
- f. Providing healthcare and wellness services;
- g. Application of student passes where appropriate;
- h. Application for Ministry of Education approval for Singapore Citizens and Permanent Residents;
- i. Facilitating payment for goods and/or services provided by the College and/or a third party on the College's behalf including verification of bank and credit card details with third parties and using the Personal Data provided to conduct matching procedures against databases of known fraudulent transactions (maintained by us or third parties);
- j. Responding to any complaints, feedback, requests and enquiries by student / parents / guardians;
- k. Disclosing your records to your parent(s) or guardian(s) at their request;
- l. Informing student / parents / guardians/ related parties of events, talks, seminars and updates;
- m. Maintaining and updating our student, alumni, and academic staff records;
- n. Generating financial, regulatory, management or survey reports and statistics for the College's business and administrative purposes;
- o. Promoting the College to prospective students, including but not limited to the Academy's prospectus, magazine and website;

- p. Sending promotional and marketing information by post, email and SMS about the College, activities and events as well as carefully selected third parties;
- q. Taking of photographs and/or videos (whether by the College staff or third party photographers and/or videographers) during events or seminars organised by the College or its affiliates for publicity purposes;
- r. Engaging alumni including but not limited to notification on the College and alumni- related initiatives and activities, invitation to the College and alumni-related events, updating of alumni information, invitation to participate in alumni surveys and sending of communication collaterals;
- s. Processing applications for and administering local and overseas career related activities, events, programmes, internships, employment opportunities, and career coaching, and sharing information with companies (whether local or overseas) for purposes of recruitment, internship, industrial attachment, job placement and research support;
- t. Meeting or complying with the College's internal policies and processes / procedures and any applicable laws, rules, regulations, codes of practice or guidelines, orders or requests issued by any court, legal or regulatory bodies (including but not limited to disclosures to regulatory bodies, conducting audit checks, surveillance and investigation);
- u. Carrying out due diligence or other screening activities (including background checks) in accordance with legal or regulatory obligations or risk management procedures that may be required by law or put in place by the College, including the obtaining of references and/or other information from prior educational institutions and employers;
- v. Preventing, detecting and investigating crime, offences or breaches including that related to the security of the College's premises (including but not limited to the use of security cameras);
- w. Conducting checks with the DO NOT CALL Registry;
- x. Purposes, which are reasonably related to the above.

By providing the Personal Data, including those related to a third party (e.g.:- information of your parents) to us through the various channels (e.g.:- written form, webpage, email, etc.), you represent and warrant that consent, including that of the third party, has been obtained for collection, use and disclosure of the Personal Data for the respective purposes. In the event the personal data is to be used for a new purpose, the College will notify you and seek your consent.

The College ensures that your Personal Data held by us shall be kept confidential. When transferring personal data to our third-party service providers, agents and/or our affiliates or related corporations whether in Singapore or elsewhere in order to carry out one or more of the purposes listed above, we will require them to ensure that your Personal Data disclosed to them is kept confidential and secure.

### **Specific Issues for the Disclosure of Personal Data to third parties**

We respect the confidentiality of the personal data you have provided to us.

In that regard, we will not disclose any of your personal data to any third parties (unless otherwise for the purposes stated above) without first obtaining your expressed consent permitting us to do so. However, please note that we may disclose your personal data to third parties without first obtaining your consent in certain situations, including, without limitation, the following:

- a. The disclosure is required based on the applicable laws and/or regulations;
- b. The purpose of such disclosure is clearly in your interests and consent cannot be obtained in a timely way;
- c. The disclosure is necessary to respond to an emergency that threatens the life, health or safety of yourself or another individual;
- d. There are reasonable grounds to believe that the health or safety of yourself or another individual will be seriously affected and consent for the disclosure of the data cannot be obtained in a timely way, provided that we shall, as soon as may be practicable, notify you of the disclosure and the purposes of the disclosure;
- e. The disclosure is necessary for any investigation or proceedings;
- f. The personal data is disclosed to any officer of a prescribed law enforcement agency, upon production of written authorization signed by the head or director of that law enforcement agency or a person of a similar rank, certifying that the personal data is necessary for the purposes of the functions or duties of the officer; and/or
- g. The disclosure is to a public agency and such disclosure is necessary in the public interest.

The instances listed above are not intended to be exhaustive. For an exhaustive list of exceptions, you are encouraged to peruse the PDPA, which is publicly available at <http://statutes.agc.gov.sg>.

### **Withdrawal of Consent**

You may withdraw your consent to any or all use of Personal Data for any or all of the purposes set out in this policy in writing and submitting through our DPO. If you withdraw your consent to the use of your Personal Data for any or all purposes, depending on the nature of your request, the College may not be in a position to continue to provide our services to you or administer any contractual relationship in place, in which case the College reserves the right to cease providing the services and/or terminate the contractual relationship with you.

Without prejudice to the foregoing, you agree and acknowledge that any withdrawal of your consents in accordance with the terms set out in this notice will not affect any consent which you may have provided to the College in respect of the use of your Singapore telephone number(s) for the receiving of marketing or promotional information.

## Administration & Management of Personal Data

As the College relies on your Personal Data to provide services to you, you shall ensure that at all times the information provided by you to us are correct, accurate and complete. Student shall update us in a timely manner of all changes to the information provided to us through the relevant form from the Staff Office. Alumni and Stakeholders shall update their Personal Data to our relevant departments as and when necessary or through our annual update.

You can view your personal data, which the College has collected and stored at any time. In order to do so, you will need to submit in writing to DPO email or Staff Office (for student) for access to view your personal data. Your right to view your personal data is limited to your personal data only. The College is not permitted to reveal any personal data about any other individual. The College reserves the right to refuse access to your personal data if it will reveal or lead to the revelation of another individual's personal data, cause harm to you or another individual or is contrary to the national interest.

Your Personal Data is retained to the extent one or more of the purposes for which it was collected remains valid and/or for other legal or business purposes for which retention may be necessary.

The College will take commercially reasonable efforts to take appropriate precautions and preventive measures to ensure that the electronic storage and transmission of your personal data is adequately protected and secured with the appropriate security arrangements and that our data intermediary are aware of the requirements of PDPA. However, we cannot assume responsibility for any unauthorized use of your personal data by third parties, which are wholly attributable to factors beyond our control.

If you have any feedback or enquiries relating to our PDPA related policies and procedures or would like to obtain access and make corrections to your personal data, please do not hesitate to contact our Data Protection Officer (DPO\*)

- Address : Blk 135, Jurong Gateway Road #04-343/357 , Singapore 600135
- Telephone : +65 6567 9078
- Email : [info@trinitycollege.edu.sg](mailto:info@trinitycollege.edu.sg)

The College reserves the right to amend this Policy with or without notice from time to time.

### Notice

Please note that this Policy does not derogate from the terms and conditions governing your relationship with the College and its related corporations. The College's rights under this Policy shall be without prejudice to other rights of collection, use and disclosure available pursuant to the terms and conditions or under the law and nothing herein is to be construed as limiting any of these other rights.

## 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](http://www.singhealth.com.sg)

### Relevant Singapore Laws

You should also be aware of Singapore laws especially those relating to the Immigration and Customs Authority and the Ministry of Manpower. These include, but are not limited to, immigration requirements, laws on driving, drugs and alcohol abuse, employment, smoking, traffic and littering;

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

| 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.   |

### Overstaying

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

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## 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](mailto:CPE_CONTACT@cpe.gov.sg)

Website: [www.cpe.gov.sg](http://www.cpe.gov.sg)

Opening hours:

Monday – Friday: 9 am – 5 pm

Saturday, Sunday and Public Holidays: Closed

### Disclaimer Statement

Trinity International College reserves the right to alter any information in this Handbook in relation to procedures, fees and regulations and to discontinue or vary courses and services at any time without notice. Students will be informed of the updates and changes through the release of the new edition.

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## Revision History

| Date of Revision | Revision Information   |
|------------------|--|
| 07 February 2019 | <ul style="list-style-type: none"><li>• Updated Org Chart</li><li>• Updated Medical Insurance Write up on page 10</li><li>• Updated Dispute and Resolution Policy section 1.1</li><li>• Added Re-Exam fee under Miscellaneous fees</li><li>• Added 1.5 under Appeal Policy</li><li>• Updated maximum capacity for classroom 5 Jurong East Branch to 11</li></ul> |