



**ACKNOWLEDGEMENT**

I, \_\_\_\_\_ of Fin No. \_\_\_\_\_ and IC or  
Passport No. \_\_\_\_\_ hereby acknowledge that I have received a copy  
of the Beacon's Student Handbook and have read and understood the contents.

Signature:

\_\_\_\_\_

Date:

BST-003-SS-011



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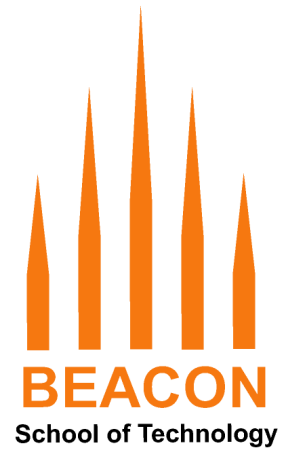
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# 1



# GENERAL INFORMATION

# 1 GENERAL INFORMATION

## 1.1 Vision, Mission and Core Values

**Vision:** Strive to be a world-class education provider in Asia

**Mission:** Nurture and develop every student with skills and knowledge useful to society

### BEACON Spirit

- To provide a **B**alanced and Quality Education
- To nurture **E**nterprising Spirit
- To ignite the young **A**spiring Mind
- To **C**apture Opportunities
- To **O**vercome Challenges
- To **N**etwork the World

### Beacon Values

The foundation for Beacon's vision and the Beacon Lights are its values. The school's values define the manner in which our day to day activities are accomplished. They provide a sense of purpose and create strong ties within the company.

The five Beacon Values are as follows:

- Respect
- Diligence
- Integrity
- Team Spirit
- Caring Spirit

### About Us (Brief School History)

The Beacon School of Technology is a private educational school which is **Enhanced-registered (ERF)** with the **Council of Private Education (CPE)** in Singapore. It is set up to provide quality education to students who aspire to pursue a degree in Infocomm Technology or Business or Design courses.

The School management consists of **ex-Ngee Ann Polytechnic lecturers** who have more than 20 years of industrial and teaching experience in the education sector. They have run and managed diploma courses for many years.

Our tutors are highly qualified and most hold Master degrees. Our tutors are registered teachers with the **Council of Private Education (CPE)** in Singapore.







## 1.2 CEO's Message

Dear students,  
I would like to extend my warmest welcome. We are one family. Together, we work hand-in-hand to make your study at our school an enjoyable and enriching experience.

It is my strong belief that everyone irrespective of background, culture and races, is talented in one or more areas. In Beacon, the management and staff with the passion for education will provide the environment and opportunity to help you discover your potentials and excel.

This handbook provides the important and useful information as well as rules & regulations that all students of Beacon School of Technology are required to know and observe.

We welcome your feedback on any area that can help us to improve and make your studies a pleasant and memorable experience.

Lee Hian  
CEO

### 1.3 Academic and Examination Board

#### Academic Board

The role of the Academic Board is to develop the policies and procedures to ensure academic quality.

Members of Academic Board:

Lee Hian  
Chua Sing Zhi  
Felix Oking  
Sharon Lee  
Michael Xue

#### Examination Board

The Examination Board will be in-charge of the development of examination and assessment procedures.

Members of Examination Board:

Lee Hian  
Chua Sing Zhi  
Felix Oking  
Sharon Lee  
Michael Xue

#### Awarding Body

University of Glamorgan, UK  
Edexcel International, UK

### 1.4 Programmes and Courses offered

Courses Conducted in English:

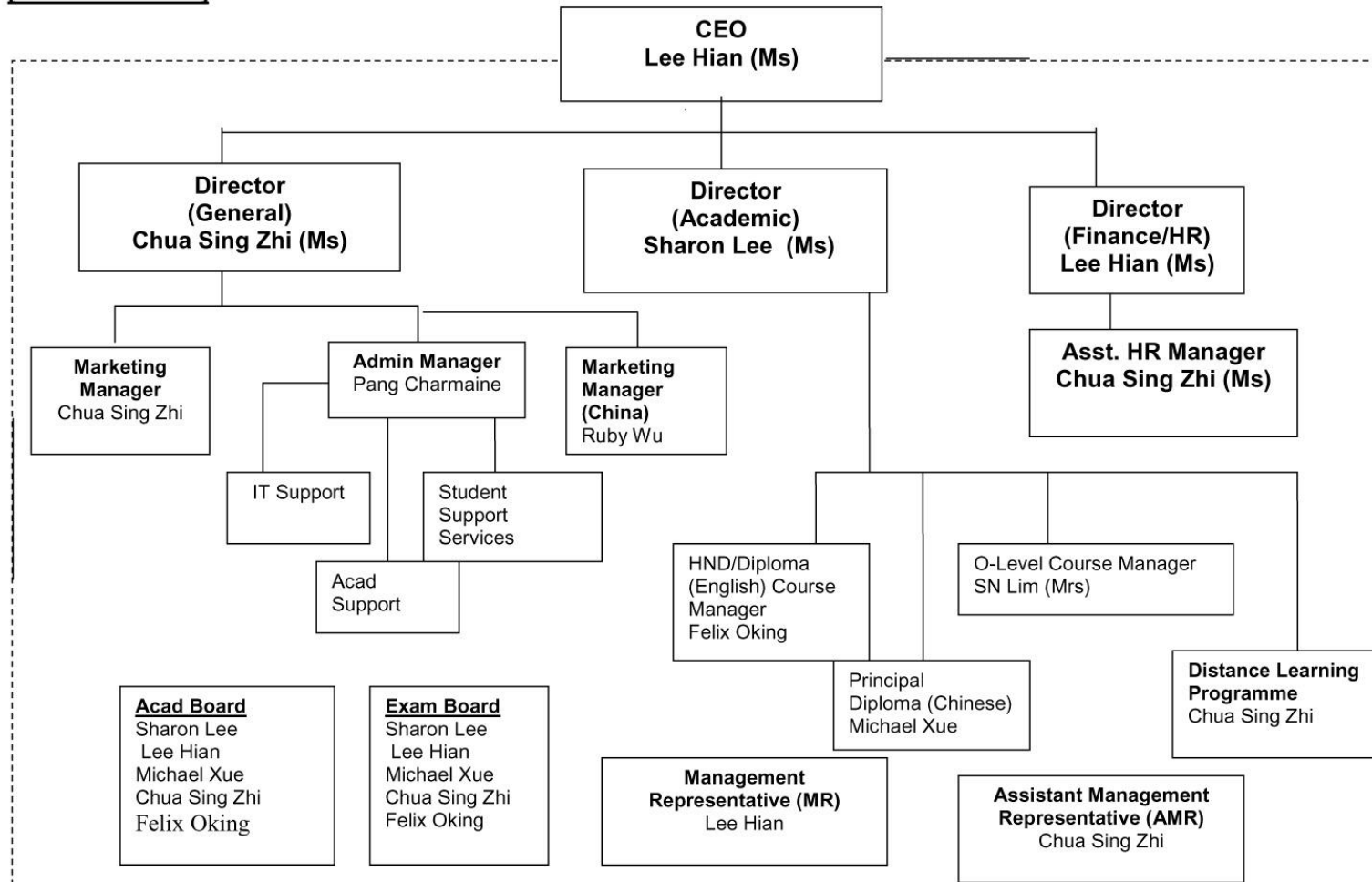
- ◆ Bachelor of Science in Business Information Systems
- ◆ Bachelor of Science in Computer Systems Security
- ◆ BTEC Higher National Diploma in Computing (Software Engineering)
- ◆ BTEC Higher National Diploma in Computing (General)
- ◆ BTEC Higher National Diploma in Business (Finance)
- ◆ BTEC Higher National Diploma in Graphic Design
- ◆ BTEC Higher National Diploma in Interactive Media
- ◆ BTEC Higher National Diploma in 3D Design
- ◆ BTEC Higher National Diploma in Media (Journalism)
- ◆ Diploma in Business and Information Technology
- ◆ Diploma in Hotel Services
- ◆ Preparatory Course for Singapore-Cambridge General Certificate of Education (Ordinary Level) Examination
- ◆ Preparatory Course for International English Language Testing System (IELTS)
- ◆ Certificate in English As A Second Language (Elementary)
- ◆ Certificate in English As A Second Language (Lower Intermediate)
- ◆ Certificate in English As A Second Language (Intermediate)
- ◆ Certificate in English As A Second Language (Upper Intermediate)

Courses Conducted in Mandarin:

- ◆ Diploma in Business Administration (Chinese)

**1.5 Organisational Structure**

**Beacon School of Technology ORGANISATION CHART**  
**[Wef 20 Jun 2011]**



# 2



# **POLICIES AND REGULATIONS**

## **2 POLICIES AND REGULATIONS**

### **2.1 Basic School Rules and Regulations – The Do’s and Don’ts**

#### **CODE OF CONDUCT**

These are statements about what the school expects in terms of responsible standards of behaviour. They are designed to help create and maintain an atmosphere in which effective and enjoyable learning can flourish.

#### **Do’s**

1. Attend lessons/classes regularly. (Please refer to Section 4 Academic Matters for more details)
2. Submit work on time. (Please refer to Section 4 Academic Matters for more details)
3. Maintain acceptable and responsible standards of general behaviour at all times, whether in the school premises, at work, or on trips and visits.
4. Observe the ‘no smoking’ policy.
5. Maintain the school premises as a clean litter-free environment. Clear your table after lessons.
6. Switch off mobile phones in teaching areas.
7. Return all school’s equipment and learning resources at the due time.
8. Do take note of your own students’ pass expiry date and inform the administration office 1 month before expiry date. After each renewal, each student must provide the administration office with a copy of their renewed students’ pass. The school will not be held responsible for your residential status in Singapore if the above is not met.

#### **Don’ts**

9. Do not consume alcohol during the working day. It impairs your performance and endangers your peers.
10. DO NOT litter. Do not bring food and drinks (except bottled water) into classrooms and lecture theatres. There will be a **penalty for each offence** of damaging school property and vandalism. Please refer to your Standard PEI Student Contract for the fine amount.
11. Refrain from behaviour of any kind that might cause offence to others.
12. DO NOT download any software (legal/illegal) onto any of the computers or servers within the school premises. Downloading onto or copying any computer software from or onto the school’s computer system is a criminal offence.

**Disciplinary action will be taken against offender.**

**AGREEMENT  
BETWEEN**

**BEACON SCHOOL OF TECHNOLOGY AND ITS STUDENTS**

The School will provide for you:	What we ask of you:
<ul style="list-style-type: none"> <li>▪ Initial and continuing guidance about courses to meet your needs</li> </ul>	<ul style="list-style-type: none"> <li>▪ Respect for others and their property at all times</li> </ul>
<ul style="list-style-type: none"> <li>▪ A planned programme of teaching and assessment</li> </ul>	<ul style="list-style-type: none"> <li>▪ Appropriate behaviour at all times</li> </ul>
<ul style="list-style-type: none"> <li>▪ Tutorial support which will help you to measure your progress and work towards your goals</li> </ul>	<ul style="list-style-type: none"> <li>▪ Prompt attendance at <b>all</b> timetabled sessions, tutorials and additional commitments undertaken e.g. work experience/field trips</li> </ul>
<ul style="list-style-type: none"> <li>▪ Quality facilities and resources for study</li> </ul>	<ul style="list-style-type: none"> <li>▪ Genuine effort to maintain good standards of work and meet course requirements</li> </ul>
<ul style="list-style-type: none"> <li>▪ Additional help with study skills</li> </ul>	<ul style="list-style-type: none"> <li>▪ On time completion of all assessed activities</li> </ul>
<ul style="list-style-type: none"> <li>▪ Opportunities to discuss issues of concern</li> </ul>	<ul style="list-style-type: none"> <li>▪ Planning and efficient use of study time to complete directed activities and to improve your own learning and performance</li> <li>▪ Care and respect for all equipment, resources and facilities used whilst attending a Beacon's programme</li> </ul>
	<ul style="list-style-type: none"> <li>▪ Compliance with Beacon's regulations and codes of conduct</li> </ul>
	<ul style="list-style-type: none"> <li>▪ Responsible use of the School's IT network</li> </ul>

## 2.2 Class Schedule and Time Table

The school has a different intake for each of the different courses.

Intakes:

**Degree** – October/November & March/April (2 intakes)

**Higher National Diploma** – Main intake in April; subsequent intakes every 7 weeks (2-monthly)

**Diploma** – March & July & November (3 intakes)

**Preparatory Course for Singapore-Cambridge General Certificate of Education (Ordinary Level) Examination** – January; subsequent intakes every month up till May

**Certificate in English As A Second Language** – January, April, July, October (Every 3 months)

**Preparatory Course for International English Language Testing System (IELTS)** – January, April, July, October (Every 3 months)

Normal Lesson Hours

Full-Time: Monday to Friday: Between 8:30-am-6:30pm

Part-Time: Monday to Friday: Between 6pm-10pm

Saturday, Sunday: Between 9am-10pm

International students are required to attend full-time classes from Mondays to Fridays.

Individual time-table will be given to every student at the beginning of each term.

Vacations (subject to adjustment):

Chinese New Year (2-3 weeks depending on the course)

Christmas (2 weeks)

Any other Public Holidays (Singapore)

Beacon School of Technology reserves the right to limit the enrolment, and to cancel or postpone any programmes in the event of insufficient enrolment numbers. Advance notice will be given to those already enrolled in the course of the postponement/cancellation.

## 2.3 ICA Student's Pass for International Students

The following clauses apply to international students only.

### 2.3.1 Student's Pass Application

The School undertakes to use best efforts to assist the Student if he/she requires a Student's Pass from the ICA. This includes, without limitation, providing the Student with advice on obtaining such pass, verifying the Student's enrolment and immigration status, and doing all such things as may be necessary to procure the Student's Pass on behalf of the Student.

### 2.3.2 Student's Pass Not Transferable

The Student's Pass issued is not transferable and will expire upon the Student ceasing to be a student of the School. The School is under an obligation to inform the ICA of the Student's withdrawal from, or completion of his/her course of study at the School, and the Student shall deliver to the School, within **[14]** days of the Student ceasing to be a student of the School, the passport and Student's Pass of the Student for cancellation of the Student's Pass.

### 2.3.3 Withdrawing from the School

A Student who withdraws from the School to enroll with another school shall be deemed to have withdrawn from the School. The provision in clause applies.

### 2.4 Confidentiality of Students' Records

Students' personal particulars and academic results are treated with high confidentiality. Students' personal information will be used internally for administrative purposes only. The school will not divulge students' personal particulars to any third party without any written consent from the student unless it is required by the legislations and statutory requirements.

Nevertheless, in the exceptional circumstance where the safety or life of the student concerned may be compromised, the school may release personal data to the relevant authorities, for example, the hospital, to minimize personal injury/harm to the student.

### 2.5 Transfer and/or Withdrawal Policy

In line with CPE guidelines, withdrawal from Beacon can be categorised either under "**Withdrawal with Cause**" or "**Withdrawal without Cause**". A student enrolled on our courses is required to sign a Standard PEI-Student Contract that explicitly describes the terms and conditions for these two categories of withdrawal.

Students applying for transfer from Beacon to another institution during the term will be considered as a withdrawal under "Withdrawal without Cause". Refund will be handled according to the Refund Policy stated under section 2.7 Refund Policy. Students applying for transfer between courses within Beacon will be regarded as withdrawing from the initial course entirely and therefore need to apply for the new course afresh. The usual miscellaneous and students' pass fees will apply. Nevertheless, any difference of fees between the initial and new courses will be refunded to the students or credited to the next course.

A student who withdraws from his course will be deemed to have left the school and will be required to return his Student's Card and ICA Student's Pass (for international students) to the Admin Department within 14 days of notification. Application for withdrawal is subject to Beacon school's approval and refund is subject to the refund policy in clause 2.7.

**The table below summarises the key aspects of the transfer / withdrawal policies:**

	Transfer	Withdrawal
Circumstances in which request will be granted	The (new) course is being run and has vacancies.	Admin Staff to interview student first and report to Admin Manager
Additional fee payable	Transfer fee as per section 2.5	NA
Status of student pass	Apply for a new student pass for student	Cancel the existing student pass.
Condition for refund	Balance of student's money can be transferred to a new course. But the 7-day cooling-off period does not apply	Not more than [13] days before the Commencement Date. Refer to section 2.7 regarding refund policy.
Time frame for processing	<b>2 weeks</b>	<b>2 weeks</b>

### 2.5.1 Withdrawal Period

A student may withdraw from a course prior to its commencement with a written notice (or the "Transfer/Withdrawal Form") to the school. Refund is subject to the refund policy in clause 2.6.

During the academic term, requests for withdrawal of study from the school will be accepted. Refund is subject to the refund policy in clause 2.6.

### 2.5.2 Counseling

Before submitting the withdrawal form, students are strongly advised to speak to their mentors, course counsellors or course managers for any academic issues. They may also see the Student Counsellor for guidance on financial and personal problems.

### 2.5.3 Submission of Transfer/Withdrawal Forms

Transfer / Withdrawal forms can be obtained from the Admin Office. Students must complete the forms and submit them personally at the Admin Office together with their Student Card and ICA Student's Pass. Processing of withdrawal application usually takes 2 weeks. The Admin Staff assist students with letters to certify that they were students of the school when requested.

### 2.5.4 Transfer to Other Course in Beacon

'Transfer' refers to a case where a student desires to change the course of study but remains a student of Beacon. A student may request a transfer to another course within Beacon. The school allows students to transfer from one course to another within the school upon payment of the FPS Escrow Provider's administrative charges for course transfer fee. The FPS Escrow or Insurance Course Transfer Fee will be imposed by the FPS service provider **each time** students request for a course transfer. The FPS Escrow Provider's administrative charges for course transfer fee will be imposed each time students request a course transfer if the student is under the FPS Escrow scheme. For students under the FPS Insurance scheme, no transfer course fee will be charge by the FPS Insurance Provider. However, the Insurance Premium

will not be refunded to the student. Beacon will terminate the existing FPS Insurance coverage and purchase a new FPS Insurance coverage for the new course. For an approved transfer request, Beacon will terminate the original Standard PEI-Student Contract and sign a new Standard PEI-Student Contract with the student.

Should a student transfer from course X to another course Y, and then withdraw from course Y during the 7-day cooling-off period, this is treated as a withdrawal from the original course X.

A student who request for transfer to another course within Beacon School of Technology, is deemed to have withdrawn from the course and the provisions of the Refund Policy shall apply unless otherwise agreed between the school and the Student. The student must submit a "Transfer/Withdrawal form" to the School.

### **2.5.5 Withdrawal from a Course in Beacon**

'Withdrawal' refers to a case where a student is no longer a student of Beacon and his/her Standard PEI-Student Contract is terminated. Beacon allows students to withdraw from a course upon approval from the management. Any refunds will be processed in accordance with the Fee Refund Policy. A transfer to another school is regarded as a withdrawal from Beacon. The student is deemed to have withdrawn from the course and the provisions of the Refund Policy shall apply unless otherwise agreed between the school and the student. If the student is below 18 years of age, the parent or guardian's approval for the transfer / withdrawal will be required.

## **2.6 Transfer and/or Withdrawal procedures**

Beacon has transfer / withdrawal procedures which are aligned with the transfer / withdrawal policy to execute any transfer or withdrawal request. The school's procedure for withdrawal/transfer to **another school** is as follows:

- a. When the student fills out a Transfer / Withdrawal form to request withdrawal, the Admin Staff hands the Transfer / Withdrawal Form to one of Beacon's Education Consultants, who will talk to the student to find out why he wants to withdraw.
- b. If the student does not want to change his intention, the Education Consultant will inform the Director (General), who will interview the student to understand his/her situation and to administer the end course survey (if necessary).
- c. The Director (General) passes the case to the Admin Mgr/Admin Staff with instructions, if any, for processing.
- d. The Admin Mgr/Admin Staff attends to the various withdrawal matters including:

### **Issuance of Formal Letter to inform Student of Transfer / Withdrawal Status**

Students are required to acknowledge and sign the Transfer / Withdrawal forms before Beacon processes the applications. For approval, students are informed about their Transfer / Withdrawal status via email, telephone call or

verbally. Beacon will issue a formal letter to inform students of the status of their Transfer / Withdrawal requests.

#### **Cancellation of Student Pass**

Once a transfer / withdrawal application has been approved, Beacon will proceed to cancel FPS escrow or insurance, cancel student's pass at ICA (international students) and indicate in FPS file to update CPE of the student's status on a monthly basis.

The Student's Pass is not transferable and will expire when the student ceases to be a student of the school. The School will inform ICA of the students' withdrawal or completion of the course at the school by cancelling the Students' Pass of the student via the ICA's SOLAR+ system. The student shall return his/her Student's Pass to the school or ICA within 14 working days.

#### **Termination of Standard PEI-Student Contract**

For an approved transfer course request, Beacon will terminate the original Standard PEI-Student Contract and sign a new Standard PEI-Student Contract with the student. A student who transfer to another school will be deemed as withdrawn and his/her Standard PEI-Student Contract will be terminated.

#### **Informing the FPS Provider**

The Admin Mgr/Admin Staff informs Beacon's FPS provider of the students' status. For Transfers and/or Withdrawal cases that require refunds, the Admin Mgr/Admin Staff fills out and submits the forms and documents required by the FPS escrow account provider (if the student is on the escrow scheme) within 3 working days to refund the fees to the student. The FPS escrow provider will refund the money directly to the student. For FPS Insurance, Beacon will cancel the FPS insurance (if necessary) and refund the fee directly to the student.

#### **Refunding the student (if necessary)**

Refer to refund policy and procedure in the next Section.

#### **Issuing Students' Attendance Records (if applicable)**

For students who have withdrawn and wish to transfer to another school, the Admin Mgr/Admin Staff will issue the attendance records of the students to ICA via the SOLAR+ system and issue the attendance record to the student.

#### **The school's procedure for transfer to another course within the school is as follows:**

- a. When a student fills out a Transfer / Withdrawal Form to request transfer, the Admin Staff hands the Transfer / Withdrawal Form to one of Beacon's Education Consultants.
- b. The Education Consultant will discuss with the student the reasons for his decision to transfer, and explain to the student the implications for his student's pass, etc. The student is invited to decide how he wants to proceed, whether to:
  - stop temporarily and start again later in his new course, or
  - maintain his current course and simultaneously apply for a new student's pass for the new course.

**If the student wishes to stop temporarily:**

- a. The Education consultant will inform the Director (General), who will interview the student to understand his/her situation.
- b. The Director (General) passes the case to the Admin Mgr with instructions, if any, for processing.
- c. The Admin Mgr, working with an Admin Staff, attends to the various transfer matters including:
  - Issuance of a letter to the student to effect the transfer.
  - Cancellation of the current student's pass and applying for a new pass.
  - Termination of the existing Standard PEI-Student Contract and issuance of a new Standard PEI-Student Contract.
  - Informing the FPS escrow or insurance provider of the student's status (if the student is under the FPS scheme).
  - Transferring the student's FPS escrow account to the new course and carrying over unused fee, and calculating how much to top up, etc (if student is under the FPS scheme).

**On the other hand, if the student wishes to maintain his current course and simultaneously apply for a new student's pass for the new course:**

- a. The Education Consultant informs the Admin Mgr/Admin Staff to apply via ICA's SOLAR+ system for a new student's pass based on the new course to which he/she has transferred.
- b. The Admin Staff issues a new Standard PEI-Student Contract signed by the Director (General), with translation in the student's native language (if necessary).
- c. The student signs the Standard PEI-Student Contract.
- d. Once the new student's pass has been approved, the transfer takes place. The Admin Mgr / Admin Staff inform the FPS escrow or insurance provider and indicate in the FPS file to update CPE of the student's status on a monthly basis. The Admin Mgr, working with an Admin Staff, attends to the various transfer matters including:
  - Issuance of a letter to the student to effect the transfer
  - Termination of the existing Standard PEI-Student Contract and issuance of a new Standard PEI-Student Contract.
  - Informing the FPS escrow or insurance provider of the student's status (if the student is under the FPS scheme).
  - Transferring the student's FPS escrow account to the new course and carrying over unused fee, and calculating how much to top up, etc (if the student is under the FPS escrow scheme). For students under the FPS Insurance scheme, the existing FPS Insurance COI is cancelled and a new COI is purchased with the new course name.

**In both cases, if additional fee payment is required:**

- a. Under the FPS escrow scheme, the Admin Mgr/Admin Staff applies for a new FPS escrow bill reference number and provides the student with a confirmation letter and a fee payable list that states his/her FPS escrow account information, and payment instructions. Under the FPS insurance scheme, the Admin Mgr/Admin Staff issues a fee payable to the student to make payment directly to the school's operating account with additional insurance coverage.

- b. Under the FPS escrow scheme, the student makes payment to the designated FPS escrow account and Bill Reference Number by TT, bank draft, ATM transfer, personal cheque, cashier's order or money order. The student gives a copy of his/her payment record to Beacon's Admin Staff who will file a copy of the payment record. Under the FPS insurance scheme, the student makes payment to the school's operating account by cash, TT, bank draft, ATM transfer, personal cheque, cashier's order or money order. For cash, cheque or ATM transfer payments, the Admin Mgr/Admin Staff purchases the student's FPS insurance policy (COI) on the same day of payment. For Bank Telegraphic Transfer of payment, the Admin Mgr/Admin Staff purchases the student's FPS insurance policy (COI) within 3 days of the payment credited date.
- c. The School's Finance Department confirms receipt of funds, and the Admin Mgr/Admin Staff issues a receipt for the payment received.

## 2.7 Refund Policy

Beacon has a fair and reasonable refund policy for any payment made. The following are some possible circumstances:

1. Students transferring/withdrawing from a course prior to its commencement
2. Course cancellation by the School
3. Rejection of student's passes application by the Immigration and Checkpoints Authority (ICA).

### **Transfer and/or Withdrawal**

Students have a 7-day cooling-off period after signing the Standard PEI-Student Contract, during which they are entitled to a maximum refund. The percentage of refund for transfer and/or withdrawal cases is stated in the table below. For course transfers, an administrative course transfer fee charged by the FPS Escrow Provider will be applicable for students under the FPS Escrow scheme. For students under the FPS Insurance scheme, no transfer course fee will be charge by the FPS Insurance Provider. However, the Insurance Premium will not be refunded to the student. Beacon will terminate the existing FPS Insurance coverage and purchase a new FPS Insurance coverage for the new course.

Course deferments are allowed for those who a valid reason. Deferments for more than 3 months for students who have collected the student pass, there will be a need to cancel the pass with a valid reason provided by the student. The student pass reapplication will be subjected to ICA's approval. Once the student has applied for a deferment, it is deemed that the course has commenced, and there will be no refund of fees.

### **Course cancellation by school**

When a course is cancelled before its commencement by the school for whatever reasons, a full refund will be given. All fees, including the deposits, administrative fee, application fee, sponsorship fee and course fee will be refunded. When a course is cancelled after it has commenced, the non consumed fees will be refunded. When the course is cancelled for whatever reasons, the time frame for refund is **7 working days** from the date the course was cancelled.

**Immigration and Checkpoints Authority’s (ICA) rejection of student’s pass application**

In cases where the new students’ pass application is rejected by ICA, there will be a full refund of course fees collected but no refund of application fee collected.

In cases where students’ pass renewal is rejected by ICA, there will be no refund of any fees collected as rejection of students’ pass renewal is normally based on students’ bad record in attendance, results or other reasons stipulated by ICA.

**Request Refund Form**

The student must fill out the Request Refund Form and the Transfer and/or Withdrawal Form for transfer and/or withdrawal cases. The above filled out forms should be submitted to the school immediately. The student will be informed of the outcome of his request within **7 working days** from the date the completed refund form has been received.

The refund policy for all courses is as follows:

<b>Percentage (%) of Refund</b>	<b>Students’ written notice of withdrawal is received:</b>
100% Refund of the course fee less administrative charges	More than [30] days before the commencement date
50% Refund of the course fee less administrative charges	More than [13] days before the commencement date but not more than [30] days before the commencement date
No Refund	Not more than [13] days before the commencement date

Administrative charges include bank charges, agent’s fee, ICA processing fees, processing of documents, etc.

For non-tuition fees, the refund policy is as follows:

- (a) Application fee: NO refund
- (b) Sponsorship fee: 100% refundable if new student pass application is rejected by ICA
- (c) Administrative charges: No refund

**2.8 Refund Procedure**

Beacon has refund procedures which are aligned with the refund policy to execute any refund request. The school’s refund procedure covers the following commonly occurring situations:

- a. Cancellation of school-initiated course
- b. ICA not approving the student’s pass application
- c. Student’s transfer and/or withdrawal
  - Student changes his mind during the 7-day cooling-off period
  - Course deferment

**The procedure for a student-initiated refund due to student's transfer and/or withdrawal during the 7-day cooling-off period is as follows:**

- a. The student fills out and signs a Request Refund Form and a Transfer and/or Withdrawal Form and submits these, together with his/her reasons, to the school to request a refund.
- b. The Admin staff-in-charge passes the forms to the Admin Mgr for processing.
- c. The Admin Mgr looks into the student's eligibility for a refund. He/She calculates the amount of refund and informs the student of the breakdown of the refund.
- d. The Admin Mgr presents the case to the Director (General) for approval.
- e. After the Director (General) has approved, the Admin Mgr/Admin Staff fills out and submits the forms and documents required by the FPS escrow account provider (if the student is on the escrow scheme) promptly after which the Escrow FPS provider will process the refund request. If the student is under the FPS insurance scheme, the school will process the refund request within 7 working days. The fees will be refunded directly from the school's operating account. The school will inform the student of the refund outcome once the school receives an update from the FPS escrow account provider. The escrow account provider will refund the money directly to the student. The student signs the payment voucher to acknowledge that he/she has received the refund from the school's operating account if the student is under the FPS insurance scheme. The school will inform FPS insurance promptly to cancel the FPS insurance.
- f. The Admin Mgr/Admin Staff will update the School's Management system regarding the status of the student. A report in the form of FPS file 1 will be generated and submitted to the CPE every month.

**The procedure for a school-initiated refund due to course cancellation by the school or ICA not approving the students' pass application, etc is as follows:**

- a. The Marketing Mgr/Director (General) in consultation with the CEO / Management Team decides not to run the course.
- b. Upon receipt of written confirmation that the course will not run, the Admin Mgr calculates the amount of refund due to the students and obtains approval from the Director (General) to process the refund.
- c. After the Director (General) has approved, the Admin Mgr/Admin Staff fills out and submits the forms and documents required by the FPS escrow account provider (if the student is on the escrow scheme) promptly after which the Escrow FPS provider will process the refund request. If the student is under the FPS insurance scheme, the school will process the refund request within 7 working days. The fees will be refunded directly from the school's operating account. The school will inform the student of the refund outcome once the school receives an update from the FPS escrow account provider. The escrow account provider will refund the money directly to the student. The student signs the payment voucher to acknowledge that he/she has received the refund from the school's operating account if the student is under the FPS insurance scheme. The school will inform FPS insurance promptly to cancel the FPS insurance.
- d. The Admin Mgr/Admin Staff will update the School's Management system regarding the status of the student. A report in the form of FPS file 1 will be generated and submitted to the CPE every month.

## **2.9 Payment of Fees**

### Timing of Payment:

Students are required to pay all fees within the stipulated timeframe. Failures in making payment on time may result in payment of interest and/or debarment from examinations or termination of study.

### Mode of payment:

Payment of fees could be in cash, cheque, telegraphic transfer, cashier's order or via escrow.

## **2.10 Cooling Off Period**

The School shall provide students with a cooling-off period of 7 working days after signing the Standard PEI - Student Contract. Within these 7 days and regardless whether the Course Commencement Date has passed, students can submit written notice of withdrawal to the PEI and receive the Maximum Refund amount stipulated by the PEI under the Standard PEI - Student Contract Clause 2.4 (less any Course Fees consumed by the Student if the withdrawal date is later than the Course Commencement Date and the Student has started the Course, any PEI administrative charges which are stipulated in the Miscellaneous Fees and any applicable bank administrative charges properly paid/payable under Clause 3). Any dispute in respect of how much Course Fees have been consumed pursuant to this clause shall be referred to mediation at the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SI Arb) through the CPE Student Services Centre pursuant to Clause 5.4, and only in respect of such decision, the decision of the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SI Arb) shall be final and binding on all parties.

## **2.11 Student Discipline**

Breach of the School's Code of Conduct may lead to various actions taken against the student concerned subjected to the severity of the offence. These disciplinary measures taken may include: - verbal warning, written warning, suspension and expulsion or a combination of these measures. The code covers any course-related activity within the school premises whether supervised or unsupervised.

The decision by the school management is final.

Examples of offences are:

- Lateness, poor attendance, disruptive behaviour
- Persistent failure to submit/prepare work on time
- Rudeness, noisiness, littering
- Offensive, anti-social behaviour
- Breach of Library or Information Technology use guidelines
- Offensive, anti-social behaviour
- Breach of Library or Information Technology use guidelines
- Repetition of any Stage One offence
- Serious attendance/lateness issues
- Abusive, obscene, reckless, dangerous behaviour
- Interference with/misuse of College facilities
- Personal harassment
- Breach of previous agreements

- Use or possession of illegal drugs
- Criminal acts of any kind in any location
- Grossly offensive or threatening behaviour
- Sexual or racial harassment
- Bringing the school into disrepute
- Gross insolence or wilful behaviour
- Serious misuse of the IT system

## **2.12 Dismissal**

Students who have been asked to leave the school due to course failure, poor attendance, disciplinary grounds or any other reasons will have their names withdrawn from the Register of Students. They must return their student card and ICA Student's Pass to the Admin Department within one week of notification.

## **2.13 Safety Rules**

Students are required to observe all safety regulations by the Singapore Government and building authority.

Beacon School of Technology will not be liable for any mishap, injury or any loss or damage incurred by any student during the course.



# 3

# STUDENT SUPPORT SERVICES

### 3 **STUDENT SUPPORT SERVICES**

The school provides a variety of comprehensive student support services to meet the needs of the students studying in Singapore. These include:

- 3.1 Airport pickup
- 3.2 Accommodation or hostel arrangements
- 3.3 New student orientation programme and annual group orientation programme by Beacon staff
- 3.4 Medical insurance coverage
- 3.5 Academic Assistance to Students
- 3.6 Facilities or enrichment programmes

#### **List of up-to-date Student Support Services**

The list of student support services is communicated to students through the Student Handbook and Beacon's official website.

The list of student support services are as follows:

#### **3.1 Airport pickup**

The Admin staff of Beacon coordinates students' arrival and accommodation requests. There is a range of time dependent processes associated with these arrangements which are the students' or agents' responsibility. Students or Agents should communicate directly with the Admin staff in relation to these arrangements. Students should contact the school via email/telephone call if they require assistance.

#### **3.2 Accommodation or hostel arrangements**

Beacon will assist students in looking for appropriate accommodation (i.e. hostels). Information will be provided on Beacon's official website, Student Handbook and Agent Handbook. Students should contact the school via email/telephone call if they require assistance.

#### **3.3 New student orientation programme and annual group orientation programme by Beacon staff**

All new students are required to attend the New Student Orientation programme. Beacon's Orientation Program is broken down into 5 aspects to meet the students' needs in 5 different ways:

- 1) **Lifestyle Needs:** Orientation of facilities in and around the school and accommodation (i.e. National Library, Food courts, Hawker and Shopping Centres)
- 2) **Financial Needs:** Introduction to different banks and money-exchange services in Singapore
- 3) **Immigration Needs:** ICA visit for the issuing of Student's pass
- 4) **Travelling Needs:** Learning about the transport system in Singapore (Eg. MRT, Buses, etc)
- 5) **Relaxation Needs:** Possible Relaxation activities (Eg. City Tour, Picnic activities, Basketball, Pulau Ubin trip, Sentosa Tour, BBQ session, Mooncake festival, Christmas party, etc)

Beacon covers the above aspects through 2 kinds of orientation programmes:

- New Student Orientation programme
- Annual group orientation programme

**The Student Orientation programme is as follows:**

- 1) Welcome/Greet new student
- 2) Letter of Offer
- 3) Letter of Acceptance
- 4) Fee Payable
- 5) Standard PEI-Student Contract – Course and Fees details, Fee structure
- 6) Introduction to FPS and FPS Instruction manual
- 7) Student Handbook – Refund policy and School rules
- 8) Student Handbook acknowledgement form
- 9) Laws of Singapore
- 10) Student briefing - Rules in School and Singapore / Student Support services, ICA student's pass rules and regulation
- 11) Indemnity Form
- 12) ICA (Immigration and Checkpoints Authority) Forms
- 13) New Student Survey Form (Agents feedback)
- 14) English Placement test (where applicable)
- 15) Advisory Note
- 16) Student Pre-course Counselling recap (Refer to Section 3.2.1 Management of Agents)
- 17) Medical Insurance coverage
- 18) Receipt (where applicable)
- 19) Arrange ICA Student's pass collection appointment
- 20) Buy necessities – Cash card, Mobile Phone card, Easi-link card (where applicable)
- 21) See hostel / accommodation (where applicable)
- 22) Beacon T-shirt

In the New Student Orientation programme Beacon's Education Consultant / Admin Staff goes through the New Student Orientation file and Student Handbook with the student which includes the following:

- Disseminate and reiterate important course information and other information that are covered in the Student Pre-Course Counselling session by the Recruitment Agent or Education Consultant. Refer to Section 5.3.1 Student Selection Process and Section 3.2.1 Management of Agents.
- Inform new students of the refund, transfer and withdrawal policies of Beacon and of their rights. Explain the Feedback and Grievance Resolution / Procedure, Fee Protection Scheme (FPS) and reference to CPE's official website for other information or updates.
- Inform students of course deferment/extension criteria and procedures, suspension and expulsion conditions; and
- Give details of the organisation awarding the certificate where applicable
- Assist international students to help them adapt to the local environment or seek other support services through a New Student

follow-up Counselling session. For example, general or specialist health services (physiological, dental, mental), etc

- Advice or services on accommodation options for international students
- Close collaboration with parents/guardians for students' performance upon request from parents/guardians
- Career guidance counselling to assist students with proceeding to higher education

The New Student Orientation file contains a check-list, which both the Education Consultant / Admin Staff and student should sign when he/she completes the orientation programme to acknowledge that he/she has been duly informed of the information stated on the checklist.

**The annual group orientation programme is as follows:**

The annual group orientation programme may range from 1-3days.

<b>Dates</b>	<b>Time</b>	<b>Activities</b>
<b>Day 1</b>	3pm-4pm	Meet at MRT (Own fare)
	3pm-6pm	Amazing Race / Picnic (own fare) (Bring at least SIN\$100) (Casual Outfit)
	6pm-7pm	Tea Time
	7pm-8pm	Debrief

**3.4 Medical insurance coverage**

Beacon arranges for medical insurance coverage for hospitalization and related medical treatment for its students for the entire course duration. Singaporean students may be exempted from the medical insurance coverage and may opt out of the coverage by providing evidence that they are covered by their own medical insurance plan.

Beacon arranges for a group insurance for all students who are not exempted. The minimum features/coverage for the insurance purchase is:

- Annual limit not less than S\$20,000.00 per student
- At least B2 ward (in government and restructured hospitals);
- 24 hours coverage in Singapore and overseas (if student is involved in school-related activities)

The insurance company gives a master copy of the medical insurance policy to Beacon. Students are given a photocopy of this policy.

### **3.5 Academic assistance to students**

Arrange for additional tuition services if required and/or requested by students. The additional tuition services are based on individual study plans and students' learning needs. The additional tuition services will incur additional cost which will be made known to students before any commitment.

English language programmes are available for students who have been tested and found to have low level English ability. The English Placement test should be taken to ensure that their English level has met the required English level for the enrolled course. Refer to Section 5.3.1 Student Selection Process.

### **3.6 Facilities or enrichment programmes**

#### **Facilities and Amenities for Students**

Wireless Internet: Wireless intranet and broadband internet connections are available within the premises of the school. Students may retrieve on-line course material via intranet connection.

Library: Copies of textbooks and recommended reference books are available at the school's library. The National Library which has a wide range of book selections is in close vicinity of Beacon and students are encouraged to apply for a library card which will allow them to loan books from the National Library. Students may wish to study at the library during their free periods.

Student Lounge: Students may use the student lounge as a dining or study area.

Food and beverages: Beacon is located close to convenience stores, food courts and coffee shops. Students may wish to purchase food and beverages from the above shops/stores during their lunch time or breaks.

Finance assistance schemes: Scholarship, Bursary, Installment plans and bank loans are available. Students are required to fill out the respective forms for application. Financial assistance is granted on a case by case basis.

#### **Textbooks and Course Materials**

Students are encouraged to own a copy of the textbooks. Supplementary course materials will be provided and whenever appropriate the material will be placed on the school's server/online for retrieval by students via intranet connection.

#### **Student's Pass Renewal/Extension**

All international students are responsible for keeping track of the expiry date of their own Student's Pass. Students are required to inform the Admin Department at least 1 month before the expiry date. The school will assist the students to renew or extend their Student's Pass. Approval of the Student's Pass is at the sole discretion of the

Immigration and Checkpoints Authority (ICA). All costs incurred are to be borne by students.

### **Counseling**

Beacon provides a few kinds of counselling services:

- New Student Pre-course Counselling
- New Student follow-up Counselling
- Counselling for students in many areas such as poor performance in studies, disciplinary issues, personal problems, career or further studies

### **Enrichment programmes**

Beacon provides professional, personalized and holistic care for students. One way to achieve the above is through involving the students in activities outside the formal curriculum. These include: Field Trips, Talks and Student activities to help students develop holistically

- Motivational talks before O level exams
- Entrepreneurial & Marketing activities – setting up a Bazaar Event
- Special Festive events – Christmas, Mooncake festival, BBQ at East Coast, Easter drama presentation, Graduation ceremonies
- Community services – Charity Flag day
- Field Trips to Companies – Gardenia Factory, Qianhu fish farm

For example, to encourage and inculcate our core values for students -Respect, Diligence, Integrity, Team Spirit and Caring Spirit, Beacon introduced a Set up a Bazaar Event assignment in its courses. It is an experiential learning programme that focuses on "learning by doing," based on the participants' subjective experience. Students are grouped into teams responsible for coming up with their own business proposals and marketing them. The business that generates the most income during Bazaar event is awarded a certificate with a prize. During the process, students learn not only to come up with creative ideas but to take responsibility for their decisions, integrity in handling finances and respect for their team mates.

- a. Student Personal Development - Beacon arranges for Presentation Skills, Interview Skills and Public Speaking/Business Communication Skills classes in its courses and encourages its students to participate in these enrichment classes.
- b. Reading programme for GCE O-level & English as Second language (ESL) students. Beacon encourages its teachers to include a Reading Programme for GCE O-level and English as a Second Language (ESL) classes. This programme aims to encourage students to read widely in order to develop their vocabulary and language skills.

### **3.1 Feedback and Grievance Resolution**

Beacon School of Technology believes in soliciting feedback and positive resolution of grievances on services, teaching and learning support, student welfare etc. Students may use the prescribed feedback form, email/fax or write a letter to record a complaint, feedback or suggestion.

Beacon is committed to acknowledge the 1<sup>st</sup> response to the feedback within five working days.

As a student of Beacon School of Technology, you may provide feedback, both positive and negative, to the school through various channels. These channels include formal written letters, Beacon's Feedback form, emails, feedback through Beacon's website, discussions and meetings with mentor or managers/staff. Students are encouraged to speak to our staff or managers on the earliest possible time on concerns that are affecting them that require the school to act upon.

For all feedback that require a reply from the school, the school adopts a feedback management system that ensures that a series of updates are provided during the period of deliberation before they are resolved.

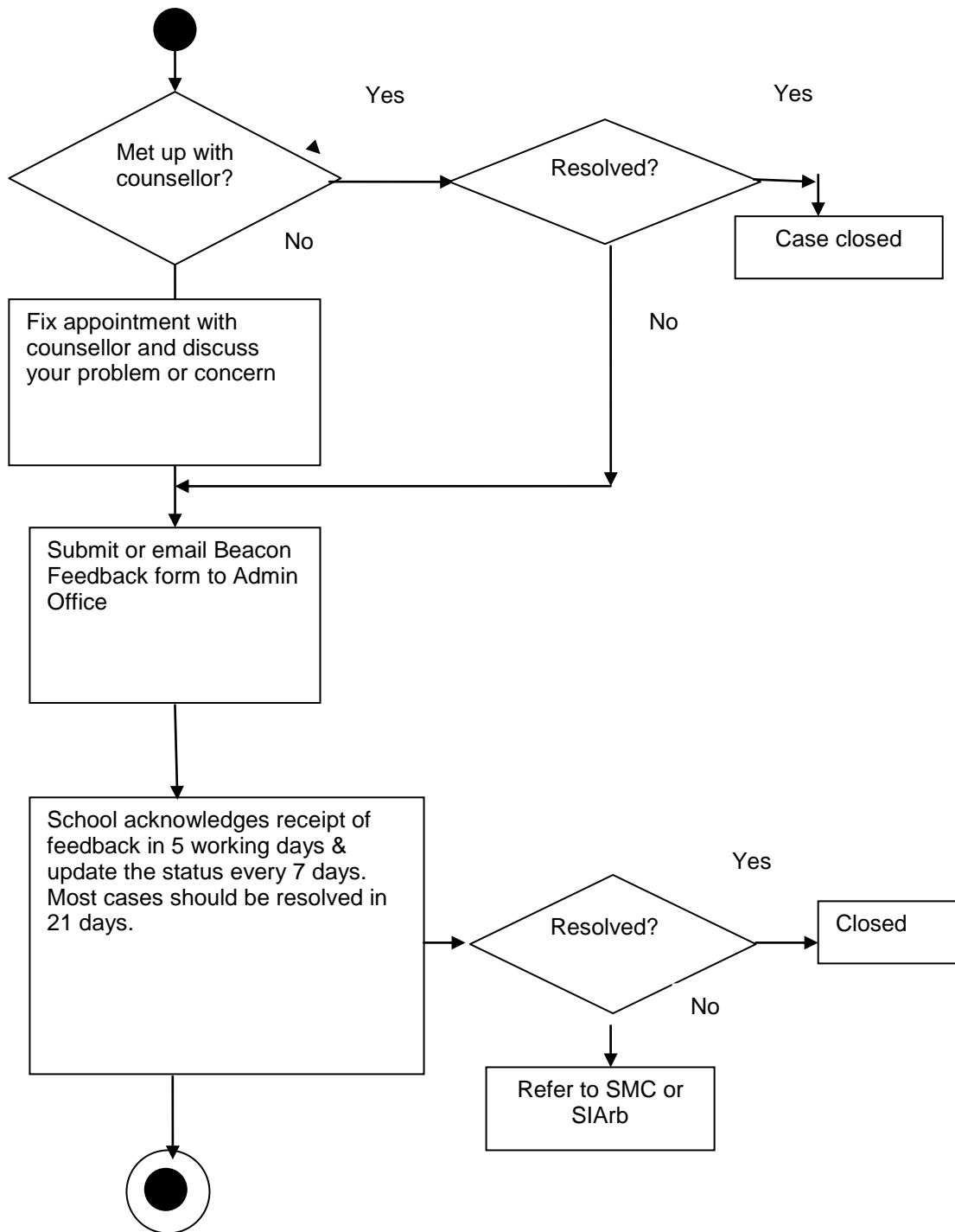
It is the school's policy that all complaints must first be brought to the attention of the school so that they may be resolved internally. Students who lodge complaints through government agencies without first informing the school will be considered to be in violation of the school's code of conduct.

For all complaints, the school requires a feedback form or written letter/email to be submitted. The school will provide the initial reply on the status to the student within the next **5** working days. Subsequently, the complainant will be kept informed every **7** other days on the status of the issue. The school seek to resolve all complaints within **21** working days from the time on receiving the complaint. In the event that the issue cannot be satisfactorily resolved by the school, the matter will be referred to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through the CPE Student Services Centre.

#### **Dispute Resolution Policy**

The school gives an acknowledgement or initial response to the feedback / complaint / appeal within 5 working days. The school targets to resolve feedback / complaints within 14 working days. On disputes, it is the school's policy is to try to reach a fair and amicable solution to address a grievance (that is, a solution that is fair and acceptable to both the student and the school).

The school is to establish the facts of each case and complete the necessary investigation within 7 working days. Counselling of the student concerned should be carried out whenever necessary. The school will adhere to CPE's requirement of resolving disputes within 21 days. The school will resolve disputes within the school whenever possible. Referral to the CPE Dispute Resolution Scheme is a last resort and must have the CEO's approval.



## Dispute Resolution Procedure

# 4



# ACADEMIC MATTERS

## **4 ACADEMIC MATTERS**

### **4.1 Course Orientation**

All students are required to participate in the orientation programme prior to the commencement of the course.

### **4.2 Assessment and Grading**

The key characteristics of assessments are validity, reliability and fitness for purpose. Our school uses a variety of traditional and innovative assessment methods, including case studies, assignments, time-constrained assessment and work-based projects.

#### **4.2.1. Grading**

##### **BTEC Higher National Diploma**

Each unit will be graded as a Fail, Pass, Merit or Distinction. A Pass is awarded for the achievement of all outcomes against the specified assessment criteria. Merit and Distinction grades are awarded for higher-level achievement.

##### **Diploma**

Each unit is graded as follows :

<b>Grade</b>	<b>Marks</b>
Fail	less than 50 marks
Pass	50 to 64 marks
Merit	65 to 79 marks
Distinction	80 marks and above

#### **4.2.2. Grade Appeal**

A student who does not agree with the grade awarded for an assessment can appeal for a review of the assessment marking.

**Please refer to attached document on “Grade Appeal Guidelines”.**

### **4.3 Attendance**

#### **4.3.1. Attendance Requirements**

International student who hold student pass must fulfill Immigration and Checkpoints Authority (ICA) requirement of 90% attendance, otherwise his/her Student's Pass may be cancelled.

For all other students who do not require ICA's Student's Pass (e.g. permanent residence), course attendance must be at least 75% to be eligible to get the certificate upon completion of the course.

#### 4.3.2. Absence from Class

##### Submission of Leave Form

Students who are unable to come for lessons have to apply for leave of absence with valid reasons (e.g. exam attendance, out of Singapore) using the **student leave form** and submit to the Administration Manager in advance.

##### Submission of Medical Certificates

Students who are absent from classes due to sickness must submit a medical certificate from a registered practitioner to the Administration Office within 48 hours after recovery or hospitalisation.

#### 4.3.3. Punctuality

Students who are more than 30 minutes late for classes will be deemed as absent. Students who are less than 30 minutes late for classes will be marked late.

#### 4.3.4. Absenteeism Warning

Absenteeism Warning Letters will be issued to students with a record of poor attendance. A copy of the letter will be sent to the respective student's parents/guardian as well.

#### 4.3.5. Student Dismissal

Student with poor attendance will be dismissed from the school after repeated warnings. The School will immediately inform ICA to **cancel the student's pass**. There is **no refund of fees paid to school**.

#### 4.4 Assignment Submission

Homework, class participation, laboratory work, assignments and work experience are vital elements in courses of study and you are expected to adopt a diligent and responsible attitude to these elements.

All students are expected to submit their work on time.

**Please refer to attached document on "Assignment Submission /Resubmission Rules".**

##### 4.4.1. Viva

A student is required to attend a viva session if the teacher marking an assessment suspects the work submitted by the student is not done by the student.

**Please refer to attached document on "Viva Guidelines".**

##### 4.4.2. Plagiarism

Plagiarism includes :

- copying someone else's work and claiming them as your own or
- allowing others to copy your work.

Plagiarism is a serious offence and will lead to consequences such as :

- Immediate failure of a unit. To repeat the unit when it is next offered, the **full tuition fee must be paid before the unit commence**
- Dismissal from school. (Refer to clause 5.2 of the Student Contract.)

**Please refer to attached document on "Plagiarism Guidelines".**

#### **4.5 Repeating a Unit**

A student may repeat a failed unit when the same unit is offered again. In the event that the same unit is not available, a replacement unit could be a substitute.

#### **4.6 Deferment of Course**

Deferment of a course is allowed only on **legitimate ground**. Students are required to fill out a course deferment request form to apply for a deferral of course. A written letter of consent from the parents or legal guardian is required for students below 21 years old. Supporting documents are required. The maximum period of deferment is one year. Approval for deferment will be on a case-by-case basis.

#### **4.7 Student Feedback on Teaching**

Beacon School of Technology is committed to maintaining a high standard of teaching and this is done in a variety of ways, including obtaining feedback from students. You can expect to be asked regularly to complete confidential survey questionnaires for each of the unit/subjects you are studying.

Please take this responsibility seriously and give your honest response to the questions asked. By doing this conscientiously you will be assisting the teaching staff to improve their teaching and the school to create a better learning environment for yourself and for future students.

#### **4.8 Student Particulars and Student's Pass**

Students are required to inform the school of any changes to their particulars using the "Update of Personal Particulars" form available at the Administration Office.

**5**



**EDUTRUST**

## **5 EduTrust**

### **5.1 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 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 full protection to all fees paid by their students. All fees refer to all monies paid by the students to be enrolled in a private education institution, excluding the course application fee, agent commission fee (if applicable), miscellaneous fees (non-compulsory and non-standard fee paid only when necessary or where applicable, for example, the re-exam fee or charges for credit card payment, GST, etc.) .

Private education institutions can choose to adopt either the FPS escrow scheme, FPS insurance scheme, or a combination of both to provide fee protection to all their students.

**Escrow Scheme:** Beacon School of Technology has opened an Escrow account with the Development Bank of Singapore (DBS) to protect the fees of all our students. With this facility, students do not pay their tuition fees directly to the school, but into a special bank account, called an Escrow account. The bank will then pay the tuition fees to the school in installments over the duration of the students' course. In the event of the school canceling a course or closing down, the bank will return the unconsumed portion of the tuition fees to the student.

**Insurance Scheme:** Beacon School of Technology has entered into a master insurance agreement between CPE and Lonpac Insurance Bhd (the "Master Insurance Agreement") for the purpose of insuring, among other things, the Student. This Master Insurance Agreement can be found at [www.beacon.edu.sg/fps.html](http://www.beacon.edu.sg/fps.html) , and sets out, among other things, the events under which students are indemnified for their Course fees paid to Beacon School of Technology.

For more information about Fee Protection Scheme (FPS), visit [www.cpe.gov.sg](http://www.cpe.gov.sg).

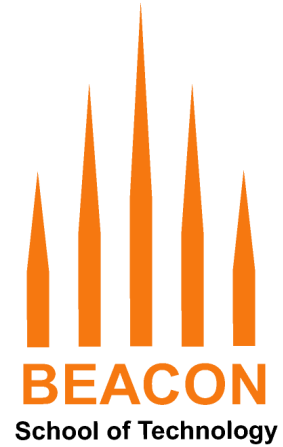
### **5.2 Standard PEI-Student Contract**

With effect from 22 December 2009, a registered private education institution must enter into an agreement or contract with any student who is enrolled in a course longer than two months.

### **5.3 Liability**

Beacon School of Technology undertakes the liability for misrepresentation and unfair trading by appointed agents when internal investigation reveals so or Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SI Arb) rule so.

# 6



# CONTACT INFORMATION

## 6 Contact Information

Should there be any enquiries or concerns regarding your studies or stay with the School, you may contact the School through the following contact details:

Mailing Address : 29 Bukit Pasoh Road  
#02-01  
Singapore 089843

Telephone No. : +65 6338 5595  
+65 9028 5767 (for emergency)

Fax No. : +65 6225 5876

Email : enquiries@beacon.edu.sg

### **Student Services and Counselling:**

Student's Pass : Ms. Paulina

Student Matters : Ms. Chua Siew Luan

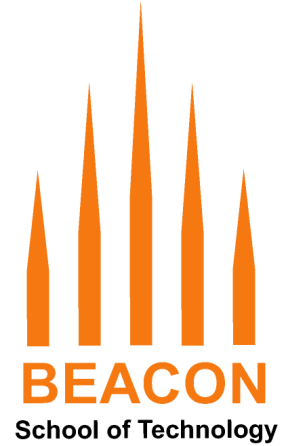
Course Enquiries : Ms. Joey Liang, Mr. Nelson Neo

Course Matters : Mr. Felix Oking, Mrs. Lim SN

Others : Ms. Chua, Ms. Charmaine Pang

Counselling : Ms. Josephine Yee,  
Ms. Joey Liang,  
Mr. Nelson Neo,  
Ms. Chua

# 7



# ATTACHED DOCUMENTS

## **7 ATTACHED DOCUMENTS**

The following documents are attached to the student handbook :

- Grade Appeal Guidelines
- Assignment Submission/Re-submission Rules
- Viva Guidelines
- Plagiarism Guidelines

The following documents can be found in the New Student Orientation Document :

- Relevant Singapore Laws
- Standard PEI Student Contract
- Letter of Offer
- Letter of Acceptance
- Fee Payable
- Introduction to FPS and FPS Instruction manual
- Student briefing - Rules in School and Singapore / Student Support services
- Indemnity Form
- ICA (Immigration Checkpoint Authorities) Forms
- New Student Survey Form (Agents feedback)
- English Placement test (where applicable)
- Escrow form (where applicable)
- Advisory Note
- Student Pre-course Counselling recap
- Receipt (where applicable)