



**since 1993**

# Student Handbook

**EduTrust Certified Private Education Institution  
(EDU-3-3151) (22.08.2022 – 21.12.2023)**

**Registered with Committee for Private Education, Singapore  
(Reg No: 200505283C) (26.04.2021 – 25.04.2025)**

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## 1. INTRODUCTION TO NYAC

### 1.1 OUR VISION

A Leading and Innovative Global Education Institution

成为全球创新和领先的教育机构

### 1.2 OUR MISSION

To Nurture the next generation of Innovators

培养新一代的创新者

### 1.3 OUR CORE VALUES

Our Core Values are

我们的核心价值观是

Love of Learning 勤学

Unity 团结

Integrity 正直

Creativity 创新

Excellence 卓越

## 1.4 ORGANISATION CHART

The Organisation Chart of Nanyang Asia College can be found on the school's website ([www.nycollege.edu.sg](http://www.nycollege.edu.sg)). See About College – College Strength -- Management Team.

## 1.5. LOCATION AND CONTACT

Blk 135 Jurong Gateway Road # 03-333 / 335 Singapore 600135

Operating hours : 9am to 6pm (Monday – Sunday)

Public Holiday (Closed)

Contact : +65 6899 0828 / +65 6899 0881

Email : [ny@nycollege.edu.sg](mailto:ny@nycollege.edu.sg)

## 1.6 COURSES AT NANYANG ASIA COLLEGE

The Courses at Nanyang Asia College can be found on the school's website ([www.nycollege.edu.sg](http://www.nycollege.edu.sg)). See main page.

## 2. ATTENDANCE

### 2.1 ATTENDANCE REQUIREMENT

- Local Students: The school encourages students to achieve at least 75% of the attendance.
- Student Pass Holders: At Least 90% of the attendance
- Approved Student Leave Application Forms should be submitted to the Admin Manager before the start of the class that the student is being excused from, or within 3 working days of returning to class should there be extenuating circumstances.
- All MCs are to be submitted to the Admin Officer within 3 working days of returning to class.

Students who are holding student's passes and are absent without any valid reason (i.e. marked as "X") will be dealt with in the following manner:

Attendance Rate	Action to be Taken
<90%	1 <sup>st</sup> <b>Warning Letter</b> to be Issued. Academic Counselling to be carried out (Including failure to meet completion requirement reminder) The parent/guardian is to be informed (if student <18)
<b>No improvement is seen on the attendance after the 1<sup>st</sup> Warning Letter being issued</b>	2 <sup>nd</sup> <b>Warning Letter</b> to be Issued Academic Counselling to be carried out (Including Cancellation of Student's Pass reminder). The parent/guardian is to be informed (if student <18)
< 80% for 3 months	Final <b>Expulsion Letter</b> to be Issued (Including Cancellation of Student Pass) The parent/ guardian is to be informed (if student > 18)

Note: As set out in the Terms and Conditions of Student's Pass, Student Pass Holders who miss 7 consecutive days of class will be liable to have their student pass cancelled with effect from the 8<sup>th</sup> day and the letter of cancellation will be sent to student's place of residence in Singapore as registered with the School.

### 2.2 MAKE-UP CLASSES

- Students who fail to turn up for a class should be aware that make-up classes are not available.
- If a class is postponed due to unforeseen circumstances, NYAC will make the necessary arrangements.

### 3. SCHOOL HOLIDAY

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

## 4. CODE OF CONDUCT

### 4.1 NYAC DISCIPLINARY APPROACHES AND DECISIONS

Disciplinary actions will be taken against students who did not adhere to NYAC's rules and regulations.

### 4.2 BEHAVIOUR IN SCHOOL PREMISES

Students are to abide by the School's Classroom Rules and Regulations. Classroom Rules and Regulations are as follows:

- Do not speak loudly or walk around in class. Maintain minimum noise level and keep the class in order.
- No eating or drinking. Only water is allowed.
- Do not litter. Keep the classroom clean and neat.
- No vandalism of the school properties.
- Students are not allowed to adjust any electrical appliances (air-condition, fans etc).
- There is no need for companion to the washroom. Please go alone and do not disturb other students.
- Before leaving the classroom, bring along your valuables to prevent any loss. Waste should be thrown onto the rubbish bins.
- Arrange all tables and chairs back to the orderly arrangement before leaving the classroom.
- Before leaving the classroom, teacher should clean the whiteboard, turn off all electrical appliances in the class and close the door.
- Do not use handphones, computers, Ipads and other electronic devices in the classrooms and only electronic dictionaries are allowed to be used.

### 4.3 BEHAVIOUR OUTSIDE OF SCHOOL

- a) Students are to adhere to the Singapore Law.
- b) Acts of misconduct such as stealing, fighting, may lead to prosecutions by the police.
- c) In such events, NYAC may suspend the student to facilitate further investigations.
- d) If the student is found guilty, he/she will be subjected to disciplinary actions.

### 4.4 DRESS CODE AND APPEARANCE

- a) Students are to be properly dressed for their lessons in school.
- b) NYAC reserves the right to bar students from entering if they are improperly dressed.
- c) Ragged clothes, mini-skirts, revealing clothing and slippers are deemed as improper.

#### 4.5 FORMS OF MISCONDUCT WHICH WILL RESULT IN DISCIPLINARY ACTIONS

- a) Leaving classroom / School grounds without permission
- b) Continual absent from class without valid reasons
- c) Continual late-coming without valid reasons
- d) Bullying, including cyberbullying
- e) Cheating in any form of assessments, including tests and examinations
- f) Open defiance and rudeness
- g) Improper attire and grooming
- h) Violation of any other School Policy
- i) Unlawful actions (according to Singapore Laws)

#### 5. NYAC'S FACILITIES

##### 5.1 LIBRARY

- a) Students are free to read the books within School premises.
- b) Books should be returned to the original rack after reading.
- c) Silence should be observed all the time.
- d) Vandalism is strictly prohibited.

##### 5.2 USE OF INTERNET COMPUTER

- a) The use of Internet is strictly for educational purposes.
- b) Surfing of illegal or prohibited websites is not permitted.
- c) Students are to obtain permission from the office to use the computer.

#### 6. 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.
- No foods or drinks are allowed. Only water is allowed.

##### 6.1 RE-EXAMINATION

- a) In the event when a student fails to turn up for an examination, he/she will be allowed to take a re-examination only if he/she submits a medical certificate or a letter stating a valid reason of absence.
- b) The student will be charged for the re-examination according to PEI-student

contract. If the student fails to turn up again, the student will give the mark of 'Failed'.

- c) For examinations of courses designed by NYAC, a student may request for re-examination if he/she fails the first one. He/she must submit request in writing to the Examination Board for consideration.
- d) The student will be charged for the re-examination according to PEI-student contract.
- e) This request can only be made once for each examination.

## 6.2 GRADUATION / PROGRESSION

- a) The progression criteria are: Preparatory Courses and Professional Development Courses
  - Obtain the minimum point to pass each module (according to grading rate), 50% (Primary & Secondary)
  - Meet Attendance requirement
- b) The Graduation criteria is: Preparatory Courses and Professional Development Courses
  - Complete the whole course or join another course
  - Meet Attendance requirement

## 6.3 APPEAL PROCESS

Students who have not passed their modules may submit an appeal for review of results using Examination Appeal Form stating their reasons. This appeal must be submitted within seven (7) working days of the release of exam results.

- Upon release of results, students who are dissatisfied with the outcome may submit an Examination Appeal Form to the Academic Board. This is to be done within seven (7) working days of the release of examination results.
- The Academic Board is to acknowledge the receipt of the Examination Appeal Form within 3 working days and proceed to submit the appeal to the Academic Board.
- The Academic Board is to review the appeal request and decide if it is a valid appeal. If the request qualifies for an appeal, a different marker will be designated to re-mark the paper. Comments in relation to the re-mark must be stated in the Examination Appeal Form, which would be circulated to the Examination Board Chairman for his/her review and approval.
- All decisions made by the Examination Board are final.
- The Admin Manager will inform the student of the final decision within fifteen (15) working days from the date of the appeal.



## 7. INTELLECTUAL PROPERTY RIGHTS

- a) The rights of works and materials created by the students during the course of study belong to NYAC.
- 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) NYAC reserves all the rights to use photos, videos, audio, and other media of group and individual events of students, teachers and staff to promote our school.

## 8. FEE PROTECTION SCHEME (FPS)/PAYMENT SCHEDULE AND METHODS/STUDENT CONTRACT

- To comply with requirements of EduTrust, FPS is implemented to both local and international students. (For more details, students may refer to: [https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-\(peis\)/edutrust-certification-scheme/where-can-i-get-more-information](https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-(peis)/edutrust-certification-scheme/where-can-i-get-more-information))
- NYAC is using the insurance service of Lonpac Insurance BHD
- All course fees except the Application Fee are required to be covered by FPS insurance.
- Payment Methods of FPS Insurance: Cash, cheque, PayNow, Alipay, Wechat Pay, Grab Pay, Bank Draft or Telegraphic Transfer to NYAC.
- NYAC will buy insurance for the student on the same day.

### Student Contract

The Standard PEI-Student Contract (“Student Contract”) NYAC adopts is a very important legal document between the School and the student.

It is the responsibility of the School to explain the following contents of the student contract in English or in the native language of the student, where applicable.

- i. Course information and Fees
- ii. Course information and Fees Refund Policy, including Refunds for Withdrawal for Cause and Refunds for Withdrawal without Cause
- iii. Any other information as deemed necessary

All students are required to sign two original sets of student contract. One set will be given to the student and one set will be kept by the School.

If any amendment is made which will change the original intent of the student contract, both the student and the School must sign beside the amendment(s) on both sets of the original student contracts.

All fields must be completed in the student contract. Where it is not applicable, it must be indicated with “not applicable or N/A”.

A sample of the Standard PEI-Student Contract used by the School can be found on CPE’s website ([https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-\(peis\)/edutrust-certification-scheme/where-can-i-get-more-information](https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-(peis)/edutrust-certification-scheme/where-can-i-get-more-information)).

## 9. REFUND POLICY AND PROCEDURE

### 9.1 REFUND POLICY

#### Policy Statement

- a) The School's Management Team shall ensure a fair and reasonable refund policy is detailed for any payments made.
- b) Time taken to process all refund requests will be done within 7 working days.
- c) The School adopts the Refund Policy as per the Standard Student Contract as set out by CPE. This Policy will act as a framework in guiding the implementation of detailed refund processes and procedures in the following areas:
  - Refund for Withdrawal Due to Non-Delivery of Course
  - Refund for Withdrawal Due to Other Reasons
  - Cooling off Period
- d) School Refund Policy as per clauses in the Standard Student Contract:

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

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

- (i) It does not commence the Course on the Course Commencement Date;
- (ii) It terminates the Course before the Course Commencement Date;
- (iii) It does not complete the Course by the Course Completion Date;
- (iv) It terminates the Course before the Course Completion Date;
- (v) It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A of the standard student contract within any stipulated timeline set by CPE; or
- (vi) The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

The Student should be informed in writing of alternative study arrangements (if any), and also be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid should the Student decide to withdraw, within seven (7) working days of the above notice

#### Refund for Withdrawal Due to Other Reasons:

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

Refund during Cooling-off Period:

The 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 Standard Student Contract) of the fees already paid if the Student submits a written notice of withdrawal to the PEI within the cooling-off period, regardless of whether the Student has started the course or not.

Refund Table:

% of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received:
[75%]	More than [30] days before the Course Commencement Date
[60%]	Before, but not more than [30] days before the Course Commencement Date
[40%]	After, but not more than [7] days after the Course Commencement Date
[0%]	More than [7] days after the Course Commencement Date

Third party charges (e.g. ICA student pass application fee, NYAC application fee, bank charges, etc)

e) Non-Refundable Fees:

**The following are non-refundable**

- Application Fee. However, in the circumstance where NYAC 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 NYAC.
- Miscellaneous Fees paid to NYAC. However, a refund will be made for the scenarios in a 'Refund for Withdrawal Due to Non-Delivery of Course' above.
- Third party charges e.g. Bank charge, AEIS registration fee, ICA Student Pass application fee and Issuing Fee.
- No refund of any fee if the student has committed an offence and is expelled by NYAC after due process of investigation by a Disciplinary Committee set up by the Principal.

Notes:

Conditions where a course may be cancelled:

- a) The intake does not meet a minimum enrolment of 2 students.
- b) The teacher is suddenly hospitalized and a relief teacher is not available.

## 9.2. REFUND PROCEDURE

- The student submits FORM-022 Withdrawal Request Form or gives a written letter to NYAC requesting a refund with the reasons.
- The counter staff give this letter to the Admin Manager for processing.
- Admin Manager looks into the student's eligibility for a refund. She calculates the amount of refund and talks to the student showing the breakdown of the refund. The student then signs an acknowledgement form
- Admin Manager presents the case to Principal/Director for approval.
- After Principal has approved, Admin Manager will make refund to the students. The refund payment mode will be either by cash, cheque or bank telegraphic transfer.
- If the student is on the insurance scheme, Admin Manager informs the insurance company of the student's withdrawal and refunds the money directly to students. Where possible (e.g. refunds in cash) the student signs an acknowledgement form confirming receipt of his money.

## 10. TRANSFER / WITHDRAWAL POLICY AND PROCEDURE

### 10.1 TRANSFER AND WITHDRAWAL POLICIES

The policies on Transfer and Withdrawal are as follows:

- a) NYAC allows students to withdraw from a course in accordance with its refund policy.
- b) NYAC allows students to transfer from a course X to another course Y within NYAC with payment of a transfer fee. This is treated as a withdrawal from course X (refund policy will apply) and a re-enrolment with NYAC into course Y. NYAC may at its discretion give the re-enrolled student a discount on the course fee for Y. The discount may be up to the un-used portion of the course fee for X.
- c) A transfer to another private education institution is regarded as a withdrawal from NYAC.
- d) If the student is below 18 years of age, the parent or guardian's approval for the transfer / withdrawal will be required.
- e) A request to transfer to another course can be accepted if the student meets the admission requirements for the course he wants to transfer to, and there are available places in that course.
- f) For transfers, the service target is to assess and reply to the student's transfer request within 7 working days and to complete the transfer process within 4 weeks.
- g) For withdrawals, the service target is to complete the process (including assessing and replying to student's request, change of status of student's pass, refund made) within 7 working days.
- h) Prospective students are briefed on the Transfer / Withdrawal Policy during pre-course counselling and later again during the orientation program. Full details of these policies are also available on the web site and student handbook. Admin Manager checks that the policies and procedures are correctly reflected in the website and other relevant documents.
- i) During the orientation, students are informed about the implications of the status of the student pass if international students transfer or withdraw from NYAC. They are told that:

- if the international student withdraws from NYAC, NYAC would login to the ICA system to cancel the student pass. When cancelled the student would have 30 days to remain in Singapore.
  - if the international student transfers to another course, NYAC would have to apply for a new student pass. They are warned that should ICA reject the application for new pass the international student would have to return home.
- j) Students acknowledge their awareness of the transfer / withdrawal policy, and the implications of a transfer or withdrawal when they sign FORM-030 Student Orientation Checklist.

## 10.2 WITHDRAWAL PROCEDURE

The procedure for withdrawal is as follows:

- (a) When the student gives written notice of his intention to withdraw using FORM-022 Withdrawal Request Form, the counter staff hands the completed request form to the Education Consultant, who will talk to the student to find out why he wants to withdraw. FORM-022 requires the signature of the parent/legal guardian if student is under 18 years of age.
- (b) If student does not change his intention, the Education Consultant will inform Principal, who will interview the student to understand his situation and to administer the end course survey (if necessary)
- (c) Principal then passes the case to the Admin Manager with instructions, if any, for processing.
- (d) The Admin Manager, working with the other managers, attends to the various withdrawal matters including
  - issuance of a letter to student effecting the withdrawal
  - cancellation of the student pass
  - informing the FPS provider within 3 working days
  - update FPS Data File 1
  - refunding the student
  - issuing the past attendance records to students that are enrolling in another course in another PEI

Where a student has withdrawn without informing NYAC through any written request (signed hardcopy withdrawal form or the student's email request), NYAC will treat this as an absence-for-an-extended-period case. After a continuous 7-day absence from class, the student name will be reported to Immigration and Checkpoints Authority (ICA), the student pass cancelled, and the FPS provider informed.

## 10.3 TRANSFER PROCEDURE

The procedure for transfer is as follows:

- (a) When the student gives written notice of his intention to transfer course using FORM-023 Transfer Request Form, the counter staff gives the completed request form to the

Education Consultant. FORM-023 requires the signature of the parent/legal guardian if student is under 18 years of age.

- (b) The Education Consultant will
- check that the student satisfies the Entry Requirements/Pre-requisite of the requested course
  - discuss with student the reasons for his wanting to transfer, and explain to the student the implications for his student pass, etc. NYAC must cancel the current student pass and apply for a new student pass for the new course. Students should not hold NYAC liable should the student's pass application not be approved by the Singapore ICA.
  - inform the student that a new application and registration fee is payable upon submission of the form and the fee is non-refundable.
  - inform the student that he can be charged for all modules consumed.
- (c) If the student maintains his intention to transfer to the new course after the discussion, the Education Consultant then passes the case to the Admin Manager for further processing
- (d) Admin Manager attends to or oversees the various transfer matters including
- issuance of a letter to student replying to the transfer request
  - signing of the new contract
  - cancellation of the existing student pass and application for a new pass
  - calculate un-used fee for course A to be discounted from course fee for course B
  - refund fees of course A if applicable
  - update FPS Data File 1
  - informing the FPS provider within 3 working days
- (e) Local students will be notified of the outcome within 7 working days from the receipt of the transfer request. International students will be notified of the outcome of student's pass application within 4 to 6 weeks from the receipt of the transfer request (this may vary and depends on ICA processing period).

In the unlikely event that a student has to transfer from Course A to Course B within NYAC because course A is to be phased out, a similar procedure is followed, as follows:

- (a) NYAC meets the students and explains to them the reasons for phasing out Course A, and the options open to the student. The Principal follows up with a written letter to the affected students and their parents and/or guardians.
- (b) NYAC obtains written confirmation from each student (or the parent or guardian, if the student is below 18 years) as to his agreement to take up course B.
- (c) Where the student (or the parent or guardian, if the student is below 18 years) does not wish to take up course B, the Principal will meet up with the student / parent / guardian to consider alternatives. If no satisfactory alternative is agreed upon, NYAC will propose that the matter be resolved through the CPE Student Services Centre, using the Dispute Resolution Scheme of the Committee for Private Education, as indicated on 2.6.1 Feedback Management document. This dispute resolution scheme may involve the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) as the mediation centres.



- (d) Where the student has agreed to take up Course B, the Admin Manager will attend to or oversee the various transfer matters including
- signing of the new contract or of an addendum making the agreed changes to the existing contract, as appropriate. The new contract or the addendum will indicate the fees applicable from then on, taking into consideration any un-used fee for course A to be discounted from the fee for course B
  - cancellation of the existing student pass and application for a new pass
  - updating FPS Data File 1
  - informing the FPS provider within 3 working days

The transfer / withdrawal procedure is described in its website and student handbook.

Admin Manager informs the FPS service providers, ICA and other relevant government agencies within 3 working days for all withdrawal cases.

## 11. DEFERMENT POLICY AND PROCEDURE

### 11.1 DEFERMENT POLICY

- a) Students are informed during orientation that NYAC considers requests from students for course deferment on compassionate grounds.
- b) There must be a reasonable reason deemed acceptable to NYAC, and the course must be on-going such that by the time the student returns at the end of the deferment period, he is still able to study all the required modules and successfully complete the requirements for graduation. Acceptable reasons may include:
  - family members who are very sick or dying where the student's presence at home is required
  - traumatic family circumstances (e.g. death of a parent in an accident) where the family needs to be together to support each other
  - sickness or poor health where the student needs to have an extended period of rest
- c) For deferment requests, the service target is to assess and reply to the student's deferment request within 7 working days.
- d) To request for a course deferment, students are required to write to NYAC giving the reason for their request and providing relevant documents (if available).
- e) If the student is under 18 years of age, the Education Consultant will contact the parent / legal guardian and seek confirmation of the request for deferment. The Education Consultant records the exchange and confirmation given, and requests the parent/legal guardian to give written confirmation via email where appropriate.
- f) The Principal will consider the deferment request and may consult with his Academic Manager or other relevant staff as appropriate.

- g) Any deferment granted would ordinarily be up to a maximum of one year. If necessary and upon a fresh request, the deferment may be further extended.

## 11.2 DEFERMENT PROCEDURES

- a) Student to Submit Course Deferment Form  
*Note: For students below 18 years of age, School to contact parents/guardians to verify that they give their consent for the request for deferment.*
- b) Approval of Course Deferment by Academic Department
- c) Issue Letter to Effect Course Deferment  
*Note: Students are to ensure that addendum to PEI Student Contract has been signed.*

## 12. SUSPENSION AND EXPULSION OF STUDENT

The school takes misconduct/malpractice extremely seriously and investigates all alleged cases of misconduct. Any student suspected of misconduct will be dealt with accordingly. Should any student be expelled from the course, no refund on fees paid will be made. Students may be suspended or expelled from NYAC under the following circumstances:

- **Violation of ICA Regulation:** Student's Pass holders who have been caught working in Singapore may lead to expulsion and deportation as well as the forfeiture of Security Deposit.
- **Misconduct:** Fighting, gambling, smoking or behaving disorderly.
- **Defamation:** Spreading untruth and damaging remarks about NYAC, its staff, or fellow students which are deemed to be detrimental to the good name and reputation of NYAC.
- **Vandalism, Mischief and/or Theft:** Students who have been found to participate in any wilful or negligent acts that cause damage to, loss, removal or theft of, or any other wrongful interference with any property of NYAC,
- **Cheating in examinations/tests:** Any form of cheating in tests and examinations may result in disciplinary action, not excluding expulsion from the course.
- **Attendance:** Students who do not meet the criteria for attendance of 75% (Local Students) and 90% (International Students) may result in expulsion and cancellation of their student's pass.



### 13. STUDENT SUPPORT SERVICES

1. The core support services are:
  - a) Student handbook is given out to all newly enrolled students to orientate them on important information of the School
  - b) Medical Insurance coverage in accordance with the guidelines by CPE is provided to all enrolled students, via INCOME INSURANCE PTE LTD.. There can be an exemption for Singaporean/PR if they are already covered by their own medical insurance plan (proof must be shown to the School to be able to opt-out).
  - c) The Administration department handles / processes all student requests.
  - d) Feedback form is easily available for students to provide valuable insights into helping the School to continually improve the student experience.
  - e) The School aims to provide all students with an academic education of the highest standards through the provision of the services
  - f) Students' Outings and Activities
  
2. List of Comprehensive Services Available in the School:

Services	Details	Staff-In-Charge
Student Welfare	<ol style="list-style-type: none"> <li>1. Accommodation arrangements (long-term)</li> <li>2. Airport pickup</li> <li>3. Student orientation program</li> <li>4. Medical insurance coverage for hospitalization and related medical treatment for the entire course duration.</li> <li>5. Arrange medical check-up.</li> <li>6. Management of grievances.</li> <li>7. Security Bond Banker's Guarantee.</li> <li>8. Assist in Student's Pass application and collection.</li> <li>9. Accompany the students to the exam venue.</li> </ol>	Administrative
Academic- related	<ol style="list-style-type: none"> <li>1. Special help in the form of extra lesson time or counselling for students who face difficulties in class.</li> <li>2. Transfer/Withdrawal of course.</li> <li>3. Issue Letter of Certification.</li> <li>4. Issue Certificate of Completion.</li> </ol>	Academic
Administrative	<ol style="list-style-type: none"> <li>1. Student Pass Application /Renewal.</li> <li>2. Replacement of Student's Pass upon loss.</li> <li>3. Vaccination notarisation</li> <li>4. FPS application.</li> <li>5. Registration of external examinations (CEQ, AEIS, O Levels, etc.).</li> </ol>	Administrative

	<ol style="list-style-type: none"> <li>6. Complaints/Dispute Resolution.</li> <li>7. Refund of course fees.</li> <li>8. Transfer/Withdrawal of course.</li> <li>9. Assist in fee payment procedure.</li> <li>10. Arrangement for Bank Account Opening.</li> </ol>	
Extra-curricular Activities	<ol style="list-style-type: none"> <li>1. Green Club</li> <li>2. Study Group.</li> </ol>	Administrative
Counselling Services	<ol style="list-style-type: none"> <li>1. Pre-course counselling.</li> <li>2. Pastoral counselling.</li> <li>3. Advice on future education path.</li> </ol>	Trained staff & agents (for pre-course counselling)
Health and Safety	<ol style="list-style-type: none"> <li>1. Fire drill.</li> <li>2. CCTV safety monitoring.</li> <li>3. Medical insurance claims.</li> <li>4. First aid.</li> <li>5. Emergency Help.</li> </ol>	Administrative

3. Communication of up-to-date Student Support Services and Programmes
  - (a) Communication of the list of student support services and programmes will be through the Student Handbook, School's official website and also notices given to students to create awareness of these programmes. These notices can be in the form of verbal communication and / or memo given to students.
4. Programmes to develop students holistically
  - (b) Various models and frameworks would be created and continually reviewed to ensure that the School has sufficient programmes to develop students holistically
  - (c) The School's Continual Improvement Cycles and its elements, including the annually done Continual Improvement Work Plan would also act as a platform to incorporate the need and objective to develop students holistically.

To note: This comprehensive list of student support services is not meant to be exhaustive. The School undertakes the responsibility to continually improve on ensuring that all students' welfare and needs are well taken care of and will do so by school-student engagements through the various student touch points as listed.

## 14. FEEDBACK / DISPUTE RESOLUTION POLICY AND PROCEDURE

### 14.1 DISPUTE RESOLUTION POLICY

As a constant effort towards improving our services, NYAC welcomes any feedback from student/parent/guardian. NYAC is committed to ensuring that feedback is dealt with in a responsive, efficient and fair manner.

### Our feedback channels include:

- Face-to-face feedback
- Hotline at (65) 6899 8028
- Fill up a Feedback Form
- Written feedback to us via mail or email to ny@nycollege.edu.sg

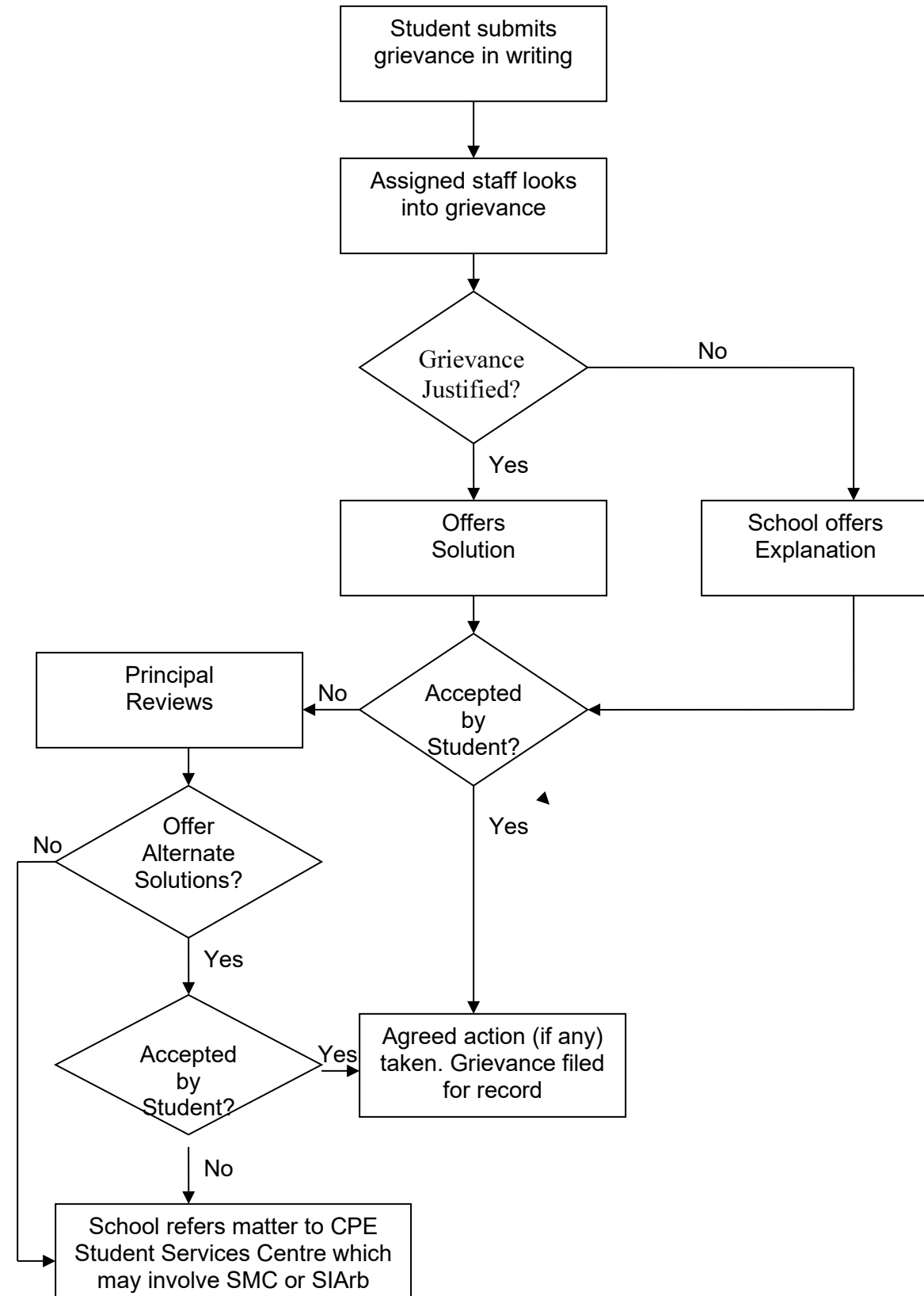
We welcome feedback from our students as such inputs help us to improve the learning environment of the school. Feedback may be in the form of complaints & grievances, as well as suggestions for improvement.

### Handling of Feedback

- NYAC accepts feedback in hard copy (e.g. letter) or soft copy (e.g. email) from the public, staff or students. They may use FORM-038 Feedback Form to make feedback.
- Upon receipt of the feedback, Principal will direct the relevant manager or staff to look into the matter.
- The designated officer
  - i) gives an acknowledgement or initial response to the complainant within 3 days
  - ii) investigates the complaint, and in consultation with the Principal, replies to the complainant and resolves the matter within 7 working days.
- As appropriate, Principal discusses the feedback / complaint with the Management Team to draw learning points.
- The relevant manager then follows up with appropriate actions to improve operations.
- On disputes, it is NYAC's policy is to try to reach a fair and amicable solution (that is, a solution is found to address the grievance that is fair and acceptable to both parties, the student and NYAC).
- The aggrieved party, the student, must submit the grievance in writing to NYAC.
- Principal will assign the relevant manager to establish the facts of the case. The designated manager gives an acknowledgement or initial response to the aggrieved party within 3 days. He completes the necessary investigation within 7 working days.
- The manager will decide whether the complaint/grievance is justified, and if so, offer a solution to the student.
- If the student accepts the solution, no further action will be pursued except to record and file the grievance and solution.
- If the student declines the solution, the grievance will be referred to the Principal who will review the case and offer a second solution. All these proceedings would be completed within 14 days and complainants are kept informed of the status.
- If the student still refuses to accept the second solution and before the maximum of 21 days, NYAC will propose that the matter be resolved through the CPE Student Services Centre, using the Dispute Resolution Scheme of the Committee for Private Education, which is described on the CPE website. This dispute resolution scheme may, where appropriate, involve the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) as the mediation centres.

## 14.2 FEEDBACK / DISPUTE RESOLUTION PROCEDURE

**Figure 2.4.1 Grievance Procedure**



## 15. DATA PROTECTION NOTICE & CONSENT / PDPA

- By providing the Personal Data, including those related to a third party (e.g.: information of students' parents) to us through the various channels (e.g.: written form, webpage, email, etc.), students 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 School will notify the students and seek their consent.
- The School ensures that students 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 students Personal Data disclosed to them is kept confidential and secure.
- 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: Nanyang Asia College  
Block 135 Jurong Gateway Road #03-333/33 Singapore 600135

Telephone: +65 6899 0828  
Email: ny@nycollege.edu.sg

NYAC reserves the rights to make changes to the terms and conditions in the handbook. Students will be informed of the updates and changes through the release of the new edition or an annex.

## 16. UPDATES AND CHANGES TO TERMS AND CONDITIONS

NYAC reserves the rights to make changes to the terms and conditions in the handbook. Students will be informed of the updates and changes through the release of the updated edition or an annex.

## 17. OTHER INFORMATION

### 17.1 STUDENT PASS APPLICATION AND PROCEDURE

- a) To apply for a Student 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;
- b) Students may apply for visa entry at <http://www.ica.gov.sg>.
- c) For Student Pass collection from ICA, the student has to bring his/her IPA letter, and the documents that stated in the IPA letter. (E.g. passport, passport-sized photograph, medical report, printout of E-forms 16 and V36)
- d) Students may be required to attend an interview in person in order to substantiate your application for a Student 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.
- e) 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. Students are not allowed to seek any form of employment, paid or unpaid, or be involved in any business, profession or occupation. Students are not to take part in any activity which is detrimental to the security, reputation and well-being of Singapore.
- f) Prior to the students pass or immigration status in Singapore, do seek advice from the Admission 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>.
- g) 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.
- h) Upon the completion, withdrawal or termination of student's course with our school, their Student Pass must be cancelled.
- i) Upon the cancellation of their student pass, ICA will approve the student stay in Singapore on social visit status for a short period. Please adhere to the validity period of the social visit status granted to student by ICA. Students must return their student passes to ICA within seven (7) days after the end of their courses. No foreign student may stay in Singapore after their pass expires.



## 17.2 ADVICE ON ACCOMMODATION AND COST OF LIVING IN SINGAPORE

Singapore offers a wide variety of accommodation to suit different needs and budgets. Students are advised to make their own arrangements prior to arriving in Singapore but temporary accommodation can be arranged while finding something more suitable for the remainder of the stay. Lodging is relatively easy to find in Singapore. These are some places students can choose to stay in:

Type of Accommodation	Descriptions
Hostel*	Hostel accommodations specially catered to the needs of international students to lodge and live in a cozy environment conducive to their learning and to study after school. Staying in a hostel will cost approximately between S\$350-S\$900.
Homestay	Families in Singapore open up their homes to students and welcome them as part of the family.
HDB (Public Housing)	Renting a HDB will cost approximately between S\$2200-S\$2800 per flat, but the rental will depend on the location, size and condition of the flat. Flats situated nearer the MRT stations will cost more. Students can choose to live alone or share with other students. Lease terms are usually for 1 year or more.

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

NYAC assists students to settle down comfortably in Singapore by offering complimentary accommodation placement service. We have developed a pool of reliable hostel accommodation providers in Singapore to suit students' budget.

## 17.3 GENERAL HEALTHCARE SERVICE IN SINGAPORE

For further information about healthcare services in Singapore, please refer to [www.singhealth.com.sg](http://www.singhealth.com.sg)

#### 17.4 RELEVANT SINGAPORE LAWS

<b>Immigration</b>	All international students studying in Singapore must have a valid passport and a Student Pass from ICA (Immigration and Checkpoint Authority)
<b>Employment</b>	International students are not permitted to engage in any form of employment or attend an industrial attachment/internship programme, whether paid or unpaid, without a valid work pass issued by Ministry of Manpower
<b>Driving</b>	All drivers must be in possession of a valid Singapore driving license and the vehicle must be insured.
<b>Drugs</b>	Possession of Controlled Drugs is presumed to be for trafficking, an offence which can carry the death penalty.
<b>Alcohol Abuse</b>	Any offence committed while being intoxicated (drunk) is punishable under the law. Drunk driving is a serious offence.
<b>Smoking</b>	Smoking in specific public places and indoor restaurants is prohibited.
<b>Traffic</b>	Jay walking is an offence.
<b>Littering</b>	Littering, spitting and vandalism (with graffiti) in public areas are serious offences.



## 18. IMPORTANT CONTACT NUMBER FOR STUDENTS

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

**NYAC Office Phone** No: +65-6899 0828/ +65-6899 0881

- Operating hours 9:00 AM – 6:00 PM (Monday – Sunday)
- Closed on Public Holidays

**Police:** 999 (toll-free)

**Emergencies/Ambulance/Fire Brigade:** 995 (toll-free)

**Non-emergency ambulance:** 1777

**Committee for Private Education:** 6512 1140 (Operating hours: 9:00 AM – 5:00 PM (Monday – Friday) (Closed on Saturday, Sunday, and Public Holidays)

**Immigration and Checkpoints Authority (ICA)** Hotline: (65) 6391 6100 (24-hour automated hotline for information on their services and procedures. Customer service officers are available from 8am - 5pm, Mon to Fri and 8am- 1pm, Sat)

**Samaritans of Singapore (SOS)** 1800-221-4444 (24hours Emergency Counselling)

### Embassies in Singapore

- People’s Republic of Bangladesh: 6255 0075
- ☐ Brunei Darussalam: 6733 9055
- ☐ Cambodia: 6732 4764
- ☐ China: 6418 0252
- ☐ French: 6880 7800
- ☐ India: 6737 6777
- ☐ Indonesia: 6737 7422
- ☐ Lao: 6250 6044
- ☐ Malaysia: 02 6235 0111
- ☐ Myanmar: 0065 7350209
- ☐ Pakistan: 6737 6988
- ☐ Philippine: 6737 3977
- ☐ Republic of Korea: 6256 1188
- ☐ Sri Lanka: 6254 4595
- ☐ Taiwanese: 00265 6278 6511
- ☐ Thailand: 65 6737 2158
- ☐ UK: 6424 4200
- ☐ USA: 6476 9100
- ☐ Socialist Republic of Vietnam: 6462 5938

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