STUDENT HANDBOOK

FIS

Rise Above The Ordinary

RISE ABOVE THE ORDINARY

CONTENTS

WELCOME MESSAGE

Dear Students,

Making the decision to pursue overseas studies here, at FIS in Singapore, is one of the wisest choices you have made in your life.

Beautiful, harmonious and modern, Singapore is a country full of opportunities; providing you with a great chance to write your life story the way you want it. With the providence of high quality education and a comfortable living environment, you will have the perfect opportunity to pursue your dreams.

FIS stands out among the numerous private schools in Singapore for our academic rigour and student management. We will carefully guide each of you in finding your goals and teach you to be relentless in achieving them as you embark on the initial chapters of your story. We will guide you on the importance of being gratuitous by extending a helping hand and the importance of giving back to society as you learn the joy of positively impacting the lives of those around you.

Be prepared to learn with passion and enjoy the success that knowledge brings as you rise above the ordinary and soar onwards, writing a truly memorable life story that is sure to inspire others for generations to come!

Li Wei

Director of FIS

ABOUT FIS

Furen International School (FIS) was established as a Preparatory School in 2000. Originally it started with only preparation courses for the Singapore O-Level studies, we have since, expanded to several other courses. All our courses have a single purpose, to prepare students for university.

FIS has been in shape since 2000 – it is about preparing students to gain entry into top universities.

Academic success is a MUST. The needed Qualification is attained only by motivated students who possess perseverance and industriousness. To achieve that, we interact closely with our students and provide counselling – we have a dedicated Student Mentor Unit to this effect. For students who are academically strong, we encourage the student to supplement their current studies with extra coursework.

FIS aspires to broaden students" horizons. Students are strongly encouraged to partake in social causes to achieve this. FIS students participate in many programmes. An example would be the Cambodia Trip organized by the School"s 108th Boys" Brigade Company and 89th Girls" Brigade Company.

The School encourages dreamers! To rise above the ordinary is not just a motto but our raison d"etre. To get into the top universities, a good application profile has to include non-academic achievements. We have a good relationship with consultants and application specialists who actively discover a student"s dreams and work closely together with them in achieving that dream.

FIS is always innovating and progressing. FIS has set up an Online Platform to help our academically weaker students. The School will persevere and ensure in a way that allows ALL our students to gain admission into the top universities.
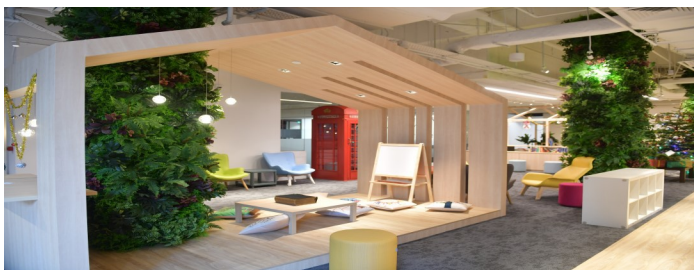
VISION, MISSION, CORE VALUES, CULTURE & MOTTO

Our Vision

We aim to be Asia"s most influential Preparatory Education Institution by helping our students secure admissions to world-renowned institutions.

Our Mission

To provide quality education through premium lessons and strict student management to aid students in achieving their best during examinations and to help them secure entry to local tertiary institutions and world-renowned universities.

Our Values

F - Focus   (to be focused on our dreams and goals)

I - Industrious (to be industrious, diligent and hardworking in tasks that we set ourselves)

S - Share   (share openly and willingly)

Our Culture

Gratitude and Reciprocity.

Be grateful and repay those who have contributed in one"s life.

Motto

Rise Above the Ordinary

UNIQUELY FIS

FIS Way of Teaching

The Cambridge (Singapore and International) programmes offered at FIS are well-known in Singapore"s private education sector and have proven track records of producing graduates who have gone on to pursue tertiary studies both in Singapore and overseas. FIS has customised its own teaching materials to be better suited for students from non-English speaking backgrounds. These teaching materials are utilised by our qualified teachers, all of whom possess at least a Bachelor"s or Master"s degree with most of them being graduates from the National University of Singapore (NUS) and Nanyang Technological University (NTU).

Outstanding Graduates

Over the years, many of our students have managed to achieve excellent results in their Cambridge A-Level examinations. To date, our students have received over 400 offers from leading universities worldwide.

On-Campus Hostel

FIS is one of the few private institutions to provide hostel services. Operated by the management of United Education Group (UEG), the hostel can provide accommodation for up to 90 students. This provides students with a safe and convenient accommodation option in an optimal environment for both living and studying, thus resolving the concerns and worries parents may have for their children"s safety in a new environment.

Diverse School Activities

FIS Co-Curricular Activities (CCA) benefit the students in their character-building outside of classroom setting. CCA includes Boy Brigade Primer, Football Club, Ecology Club, Basketball Club, and Media Club which draw like-minded students together. Moreover, FIS organizes volunteer work and character-building and skill-based workshops to hone up students" competencies to meet future challenges. Furthermore, FIS also provides motivational talks to students to enhance their well-being, effective learning techniques and how to be successful in school.

Strict Student Management Philosophy

Student management is strict but fair to ensure academic rigour and inculcate self discipline. From 8am to 4.45pm. Compulsory Night Study is from 4.45 to 6.15pm. Voluntary Night Study is from 7 to 9pm.
To ensure more time for academic pursuits, school break is restricted to two or four weeks in June and December.

Staff Dedication

FIS provides a stable and optimal platform to study and reside, hence students are expected and required to be industrious. With an experienced and dedicated Director leading a team of equally dedicated teachers, the constant effort put forth by the 60 over academic and non-academic staff provide guidance to the students not only in their studies but in their personal upbringing as well. Together, FIS has a team that takes great pride in the success of its students.

Post-Course Assistance

FIS takes care of students AFTER their courses end by providing assistance in application and gaining admission to local and overseas tertiary institutions.

STUDENT PRE-DEPARTURE INSTRUCTIONS

<u>Part A:</u>

Here is your pre-departure checklist before you pack your bags for Singapore:

1. Keep your passport ready and make sure that it has at least six months validity.

2. Ensure that you receive the Student's Pass In-Principle Approval (IPA) letter before you leave for Singapore.

3. Print your air ticket.

4. Print FIS"s Letter of Offer.

5. Prepare passport-size photos.

6. Complete and return the Pre-Arrival Form (See attached Appendix I) and hand it over to the Course Consultant (CC). Please contact our staff in advance should you change your flight or if your flight is delayed.

7. When you pack your luggage (See attached Appendix II), please pack accordingly to the packing list.

8. Ensure that you have all the original copies of your highest education results, graduation results, English test transcript etc. for verification in Singapore. If your documents are not in English, please get them officially translated into English.

9. Make sure you carry sufficient Singapore currency that can last you for at least the initial few days. Students are advised to use the School Financial Services to remit money and avoid putting large amount of money in their bank account.

Part B:

Here are some things you will need once you arrive in Singapore:

1.Ensure you bring along the student pass/ student's Pass In-Principle Approval (IPA) letter.

2.   Submit Health Declaration Letter up to 72 hours prior to departure.

   https://eservices.ica.gov.sg/sgarrivalcard/

3.   Please contact Course Consultant (CC) for airport pick-up service.

4.   Save the information of your student accommodation, in case you will be inquired at the customs.

   Jervois Residences (Girls)

   Address: 29 Jervois Road Singapore 249007   Tel: +65-68426001

   Dalvey Residences (Boys)

   Address: 78 Dalvey Road Singapore 259485   Tel: +65-68426001

	Name	Wechat ID	Phone Number
Residences person in charge	Tang Chi Siang	TANGCHISIANG0726	+65 80480896
Jervois Residences (Girls) Supervisor	Zhang Shufang	yu20131021	+65 97738205
Dalvey Residences (Boys) Supervisor	Gan Zhi Hong	zhihong8566	+65 97734217

5.   International flights often fail to arrive on time. Please contact our staff in advance should your flight is delayed.

6.   After passing through the Customs, check your luggage carefully upon collection. We recommend markings to be used on the luggage to facilitate identification.

If your luggage is lost or damaged, please contact the airport staff and apply for compensation immediately.

Part B: (Con"t)

Here are some things you will need once you arrive in Singapore:

7.   Upon exiting the arrival hall, look out for our FIS staff near the exit. Due to the changes of landing time and traffic condition, our FIS staff may not be at the exit when you arrive. If you can't find him/her, please remain at the waiting area and wait for about 10 minutes, or call our FIS pick-up staff at +65 80480896/ +65 93984053. And please do not leave the airport on your own. You can use your Mobile Phone"s messaging system to contact relevant parties.

8.   Never help anyone to bring anything into or out of the customs (if the items you carry violate Singapore's laws and regulations, you will be responsible for the consequences).

9.   Please also do not bring pirated CDs and publications, cigarettes, alcohol, nunchakus and other prohibited and controlled items into Singapore.

Pre-Arrival Form

Student name: _____   Gender: Male ☐   Female ☐

Phone number: _____   WeChat ID: _____

Parent/Guardian name: _____   Gender: Male ☐   Female ☐

Phone number: _____   WeChat ID: _____

Do you need airport pick-up?   Yes ☐   No ☐

Are there others that are accompanying you?

(If yes, how many people?): _____

Do they need airport pick-up?   Yes ☐   No ☐

Please contact Course Consultant (CC) for airport pick-up service.

Date of arrival: _____ (DD/MM/YYYY)

Time of arrival: _____

Flight number: _____

Additional airport pick-up charges will apply for the companions (payable upon arrival at FIS).

Flight Arrival	No. of companion besides student	Fee
Arrival between 0801hrs and 2200hrs**	1-2 pax	S$80-S$120
Arrival between 2201hrs and 0800hrs**	1-2 pax	S$100-S$150

**Indicates the actual arrival time

Packing List

Items for School:

- School bag, exercise books and a complete set of Stationaries.
- Laptop/iPad and its paraphernalia (including travel adapters)

Personal Items:

- Phone charger cables and international adaptor
- Folder for storing important documents/passport
- Boys: all black leather shoes and all black above ankle socks :

Girls: all black leather shoes, all black leggings or all black knee-length socks :

- Casual wear including t-shirts, shorts and gym shoes
- Umbrella/raincoat; sunhat and sunglasses
- Basic set of travel toiletries and skin care items*
- Shoe cleaning/polishing kit
- Small sewing kit
- Mattress protector/thin cushion/mat for lining the bed (for girls)

Items for Student Accommodation:

- Bath towel and slippers
- (OPTIONAL) Extra bedsheets (one set of Thin quilt, pillow and bedsheets will be provided for new students):
  Jervois Residences: upper deck 200cm x 94 cm, lower deck 200cm x 110cm
  Dalvey Residences: common room 200cm x 90 cm, executive room 200cm x 110cm

About CPE and EduTrust

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

The EduTrust Certification Scheme (EduTrust) is a quality assurance scheme administered by the CPE for Private Education Institutions (PEIs) in Singapore. The scheme provides a means for better PEIs to differentiate themselves as having achieved higher standards in key areas of management and provision of educational services.

For more information, please click here.

STANDARD PEI-STUDENT CONTRACT

It is mandatory that all students or parents/legal guardians (if the student is under the age of 18) sign the Private Education Institution (PEI)-Student Contract with the School prior to the enrolment of each course.

The Student Contract stipulates important terms and conditions governing the relationship between Furen International School and the student. All PEI-Student Contracts are treated as "Private and Confidential".
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 Furen International School.

If any amendment is made which will change the original intent of the student contract, both the student and Furen International 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".

For more information, please refer to www.ssg.gov.sg

FEE PROTECTION SCHEME

EduTrust-certified Private Education Institutes (PEIs) are required to adopt the FPS to provide protection for all fees paid by all their students.

- Protect students" course fees
- Protects students if the school fails to pay penalties or return fees to the students arising from judgement made against it by a Singapore court

FIS has adopted the FPS Insurance Scheme with Liberty Insurance Pte Ltd.

*A copy of FIS"s Certificate of FPS Insurance Policy is available on the School"s official website.

MEDICAL INSURANCE POLICY

Medical Insurance

FIS provides medical insurance for all its full-time students to cover them for hospitalisation and related medical treatment throughout their course duration. The appointed medical insurance provider for FIS is Liberty Insurance Pte Ltd (Policy: SD21M07297).

For more information, please click here.

PERSONAL DATA PROTECTION ACT

The Personal Data Protection Act 2012 (PDPA) consists of the following segments:

-       Do Not Call Provisions (DNC)
-       Personal Data Protection Provisions (PDP)

Visit the Singapore Personal Data Protection Commission"s website to find out more about the PDPA.

For more information for how Furen International School (FIS) will adhere to the DNC Provisions, please click here.

CONFIDENTIALITY & SECURITY POLICY

1.   The School's Confidentiality and Security Policy

1.   Staff must not disclose the contents of their agreement with the School, any trade secrets or other information of a confidential nature relating to the School, their business and/or their clients or in respect of which the School owes an obligation of confidence to any third party during or after your employment except in the proper course of your employment or as required by law

2.   Confidential information for the purposes of this contract includes and is not limited to trade secrets, business plans, strategies, course con tent (including assessment and results), financial information and any other information that will affect the School"s competitive position

3.   Staff must not remove any documents, information in whatever form and media, tangible items which belong to the School or which contain any confidential information from the School"s premises at any time without proper advance authorization

4.   Staff must, if requested by the School, delete all confidential infor mation from any re-usable material and destroy all other documents and tangible items which contain or refer to any confidential information and which are in their possession or under their control

5.   Staff have the obligation to maintain confidentiality and secrecy. All staff are briefed on the Confidentiality and Security Policy upon recruit ment and are required to undertake to abide by the policy. This shall continue to apply even after their employment until such time that the information is no longer confidential or has been made public by the School

6.   Staff are to note that all assessment paper, exams questions and re sults are considered confidential information of the school

7.   The Confidentiality and Security Policy is printed on all relevant forms used by the School to collect personal data from Students / Staff or the word "Confidential" to be printed on it if there is a lack of space to put the clause

8.   All physical records of Student and Staff personal information are con sidered restricted information, and are kept in locked cabinets

9.   The School will use students' particulars solely for the purpose of com pleting course administration

CONFIDENTIALITY & SECURITY POLICY

10. The School is committed to maintain the confidentiality of all Student and Staff personal information and undertakes not to divulge any Student and Staff personal information to any third party without the prior written consent of the Student / Staff

11. Should the personal information of the Student and/or Staff be used for other purposes beyond the original intent of its data collection, the School must seek written permission before using the data unless required by government agencies

12. The School will make every effort to ensure that the confidentiality of the Student and Staff personal information is not compromised unless required to by order of court, laws, government authorities or during emergency whereby the safety and life of the Student or Staff may be endangered. This includes student assessment materials and results

13. Where electronic data is kept, confidential information are to be password coded and made available to respective personnel with appropriate access rights

2.   Cybersecurity

1. The School has adopted the following to prevent theft or damage to the School"s hardware, software, or electronic data:

- Router Level (Firewall and traffic packet monitoring)

- Server Level (Firewall, Server Redundancy and Failover, RAID Hard-disk, Patching OS Vulnerability)

- Application Level (Firewall, Daily Image Backup, Update OS)

- Endpoint Users (Anti-virus, anti-malware, anti-adware)

- User access rights management

- Separate Office network and Public network

- Separate Office network and Server network

STUDENT REPORTING

The students are required to meet the Student Mentor before joining the class. With effective from 1st of October 2021, Students are required to meet his/her mentor on reporting to School and Students are also required to meet Staff in-charge of Attendance before he/she joins the class.

1. **Diagnostic Test**

1. Student Services is to organize the Diagnostic Test on the first day the Student reports to the School.

2. Student Services is to release the Diagnostic Test Result to the Student   and Course Consultant within 7 working days.

3. Course Consultant is to inform/notify student who did not meet the required grades for the Diagnostic Test to take up Tuition.

2. **Orientation**

1. Upon reporting to School, Student is required to go through an Orientation Programme that includes briefing on the following:

- FIS Mission, Vision, Core Values & Culture

- Student Support Services

- Living in Singapore

- Course introduction

- Fee Protection Scheme (FPS)

- FIS Refund/ Transfer and Withdrawal Policy and Procedure

- Medical Insurance

- ICA Regulations, including attendance requirements

2. **Orientation Programme:**

- Student is to sign on the F40 Orientation Programme for New Students to acknowledge that important information was communicated to student

3. Upon signing the form, student is to complete a F98 Orientation Quiz .

4. Student, whose assessment score is below 7 will have to undergo the Orientation Programme again until an assessment score of 7 and above is received.

5. Marketing will arrange for photo taking of Student in his/her School uniform and upload the Student"s photo to the Student Management System

Student Reporting Procedure Flowchart

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                              ┌─────────┐
                              │  Start  │
                              └─────────┘
                                   │
                         ┌──────────────────┐
                         │ Student Reporting│
                         │   to the School  │
                         └──────────────────┘
               ┌───────────────────┴───────────────────┐
       ┌──────────────────┐                   ┌──────────────────┐    ┌───────────────────────┐
       │ Student to complete│                 │ Student go through│    │ Orientation Programme │
       │  the written test │                  │   Orientation    │────│   for New Students    │
       └──────────────────┘                   │    Programme     │    └───────────────────────┘
               │                               └──────────────────┘
       ┌──────────────────┐                            │
       │ Student Services │    ┌──────────────┐  ┌──────────────────┐
       │ to release the   │    │ Orientation  │  │ Student to complete│
       │ test result to   │    │    Quiz      │──│ the Orientation Quiz│
       │ the Student and  │    └──────────────┘  └──────────────────┘
       │ Course Consultant│
       └──────────────────┘
```

- Start
- Student Reporting to the School
- Student to complete the written test
- Student go through Orientation Programme — Orientation Programme for New Students
- Student Services to release the test result to the Student and Course Consultant
- Diagnostic Test Result
- Student to complete the Orientation Quiz — Orientation Quiz
- Course Consultant to notify the Student ← No — Did student pass the written test?
- Does student pass the quiz? — Yes → To arrange for photo of Student to be taken and upload the photo to Student Management System
- Did student pass the written test? — Yes → End
- Student to take out Tuition → End
- Does student pass the quiz? — No → Student undergo another Orientation Programme — Orientation Programme for New Students
- To arrange for photo of Student to be taken and upload the photo to Student Management System → End

COURSE TRANSFER & WITHDRAWAL POLICY & PROCEDURE

1. Transfer Policy

1.A student who requests for an internal course transfer within FIS must have their existing contract terminated. A new student contract will be signed based on the procedures for executing student contracts.

2.A student who transfers from his/her current course to another course within FIS shall be deemed to have withdrawn from the Course and the Refund Policy shall apply unless as otherwise agreed between FIS and the student.

3.The student must also fulfill all the admissions criteria of the new course and will be subjected to FIS"s student selection and admission procedures.

4.For Student"s Pass holder, course transfer is subject to Immigration and & Checkpoints Authority (ICA) approval of a new Student"s Pass.

5.In the event that an application pertaining to transfer is rejected by ICA, the Student"s Pass is to be cancelled within 7 days.

2.Withdrawal Policy

1.   A student who decides to withdraw from Course of study must follow the Withdrawal Procedure *(see OM-C4.4.1Student Course Withdrawal Procedure)*

2.A student who enrolls with another School shall be deemed to have withdrawn from FIS and the refund policy and procedures shall apply.

3.In the event that FIS receives a request from either ICA or another PEI for the attendance record of the student before the student has put in a withdrawal application, FIS will also treat this as a withdrawal case. Student will have to go through FIS"s withdrawal procedures, once such request has been raised.

4.Should a student refused to submit the F49 Withdrawal Form and F34 Request to Cancel Student Pass Form, the Student Mentor will notify both the student and parent that if the forms are not received within 5 working days, the School will file it as non-compliance and automatically proceed with

cancellation of student pass.

3. Deferment / Extension Policy

1.   FIS does not allow any deferment. Any such cases would be treated as withdrawal instead.

2.   FIS does not have extension procedures and any such extension of course would be treated as transfer/signing of new student contract.

4. Conditions for Granting of Transfer and Withdrawal

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

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

5. Conditions for Refund

1.   FIS"s Refund Policy shall apply for all qualified refunds. Students are to refer to FIS"s Refund Policy and the Standard Student Contract for further details.

6. Timeframe for Assessing and Processing Transfer / Withdrawal Cases

1.   The entire transfer / withdrawal process, from point of application to the final outcome, should not be more than 4 weeks. If the final outcome is not in favour of the applicant, respective staff are to handle each situation according to FIS"s dispute resolution policy and procedure.

7. Transfer/Withdrawal Records

1.   The school is to maintain a List of Transfers and Withdrawals and ensure that the list is updated within 3 days after change in student status. The list should minimally include name, ID number, type of request, date of request, effective date of change in status.
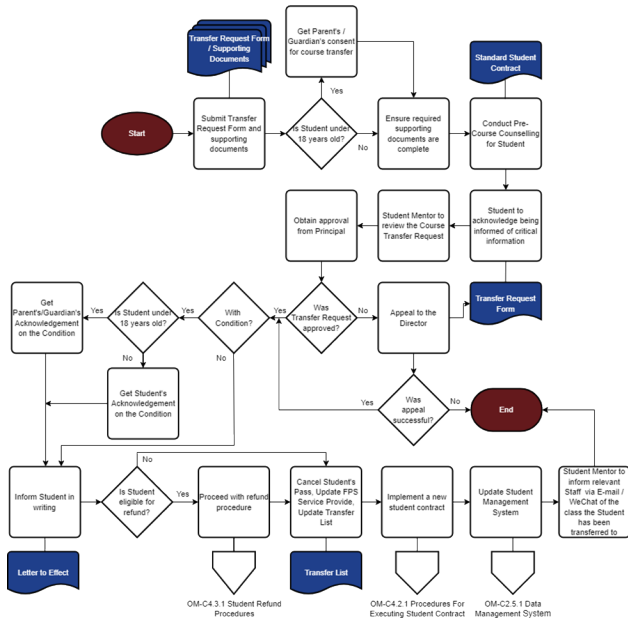
Course Transfer Procedure

1. In the event a student wants to transfer from an existing course, he is to fill in the F48 Transfer Request Form, attach supporting documents if any and submit them to the Student Mentor for processing.

2. If the Student is under 18 years old, Student Mentor is to seek the consent of the student"s parents / guardian before proceeding with the Course Transfer Request. Consent can be through email, tele conversation or letter. The consent must be documented in the F48 Transfer Request Form.

3. Student Mentor is to ensure the F48 Transfer Request Form is duly completed and any supporting documentations required for the processing (if any) are attached.

1.4 Student Mentor is to conduct the Pre-Course Counselling within 2 working days upon receipt of the F48 Transfer Request Form to inform Student on the following conditions for any Course Transfers:

- Student must meet all minimum entry requirements of the new course they are enrolling in

- The Standard Student Contract for the current course which the student is enrolled in will be voided and a new Standard Student Contract will need to be signed upon approval of course transfer request

5. The Student will be required to sign on Section 2A of the F48 Transfer Request Form to acknowledge he has been informed of the various critical information.

6. Student Mentor is to review the Student"s Course Transfer Request after the latter has consulted the Head of Unit. The Principal will then make a decision on the suitability of transfer request based on the information in the review.

7. If the transfer is rejected, the student may appeal to the Director. The decision made by the Director is final.

8. If the transfer request is approved, Student Services will prepare a Letter to Effect and pass it to the student. If the transfer is approved with conditions, Student Mentor is to get the student"s acknowledgement on the F48 Transfer Request Form before preparing the Letter to Effect.

9. If the transfer is approved with conditions and the student is under 18 years old, Course Consultant is to get the Student"s parent"s / guardian"s acknowledgement on the F48 Transfer Request Form before preparing the Letter to Effect.

10. Check if the student is eligible for refund. If the Student is eligible for refund, the Refund Procedure as detailed in Student Refund Procedures (see OM-C4.3.1 Student Refund Procedures) will apply.

11. Student Services is required to do the following:
    •Notify ICA of the change in Student"s Pass status (including the cancellation of current Student"s Pass)
    • Update FPS Service Provider
    • Update the Transfer List

12. Course Consultant will process a new student contract for the new course as detailed in Procedures for Executing Student Contract (see OM-C4.2.1 Procedures for Executing Student Contract)

13. Student Services is required to update the Student Management System as detailed in Course Withdrawals & Transfers (see OM-C2.5.1 Data Management System).

14. Student Services will inform Student Mentor, Subject Teachers and Discipline Officer of the class that the Student has been transferred to via E-mail / WeChat.

2. Class Transfer Procedure

1. In the event, a student wants to transfer from an existing class, he is to fill in the F48 Transfer Request Form, attach supporting documents if any and submit them to Student Mentor for processing.

2. If the Student is under 18 years old, Student Mentor is to seek the consent of the Student"s parents / guardian before proceeding with the Class Transfer Request. Consent can be through email, tele conversation or letter. The consent must be documented in the F48 Transfer Request Form.

3. Student Mentor is to ensure the F48 Transfer Request Form is duly completed and any supporting documentations required for the processing (if any) are attached.

4. Student Mentor is to review the Student"s Class Transfer Request after the latter has consulted the Head of Unit. The Principal will then make a decision on the suitability of transfer request based on the information in the review.

5. If the transfer is rejected, the Student may appeal to the Director. The decision made by the Director is final.

6. If the transfer request is approved, Student Services will prepare a Letter to Effect and pass it to the Student.

7. Student Services will inform Student Mentor, Subject Teachers and Discipline Officer of the class that the Student has been transferred to via E-mail / WeChat.
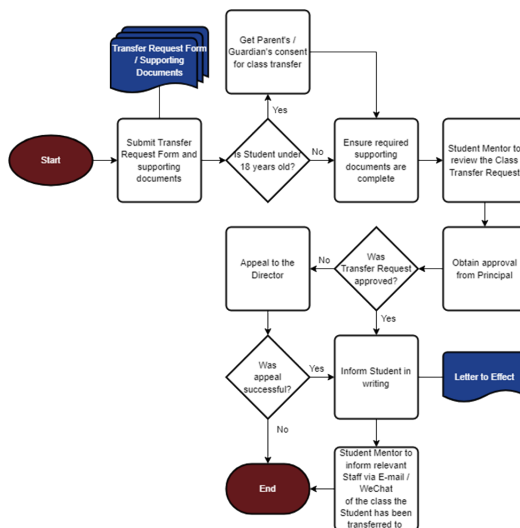
Course Transfer Procedure Flowchart

Class Transfer Procedure Flowchart

Withdrawal Procedure
STEP ONE: STUDENT MENTOR'S DUTIES

1. In the event a student wants to withdraw from a Course, he is to fill up the F49 Course Withdrawal Request Form and F34 Request to Cancel Student"s Pass Form, attach with supporting documents such as F06 Refund Request Form, if any, and submit them to Student Mentor for processing.

2. If the Student is under 18 years old, Student Mentor is to seek the consent of the Student"s parent / guardian before proceeding with the Course Withdrawal Request. Consent can be through email, messaging text or letter. The consent must be documented in the F49 Course Withdrawal Request Form.

3. Student Mentor is to ensure that the F49 Course Withdrawal Request Form is duly completed and any supporting documentations required for the processing (if any) are attached.

4. Student Mentor is to conduct an exit interview within 2 working days from the application date in F49 Course Withdrawal Request Form to establish the reasons for course withdrawal with both parents and students. Student Mentor will seek possible solutions for student retention and details of the interview session are to be documented in the F49 Course Withdrawal Request Form.

5. If the student wishes to proceed with the withdrawal, Student Mentor is to seek acknowledgment from the General Manager/Director.

6. Check if student is eligible for refund. If the Student is eligible for refund, the Refund Procedure as detailed in Student Refund Procedures (see OM-C4.3.1 Student Refund Procedures) will apply.

STEP TWO: STUDENT SERVICES'DUTIES

2.1 Student Mentor is to pass the F49 Course Withdrawal Request Form and F34 Request to Cancel Student"s Pass Form to Student Services.

2.2 Student Services is required to do the following:
- Notify ICA to cancel the Student"s Pass
- Update FPS Service Provider
- Update the Withdrawal List
- Issue past attendance records to students who have enrolled with another Private Education Institute

3.Student Services is to issue and send the Letter to Effect to the Stu- dent by hand/e-mail.

4.Student Services is also required to update the Student Management System as detailed in Course Withdrawals & Transfers (see OM-C2.5.1 Data Management System).
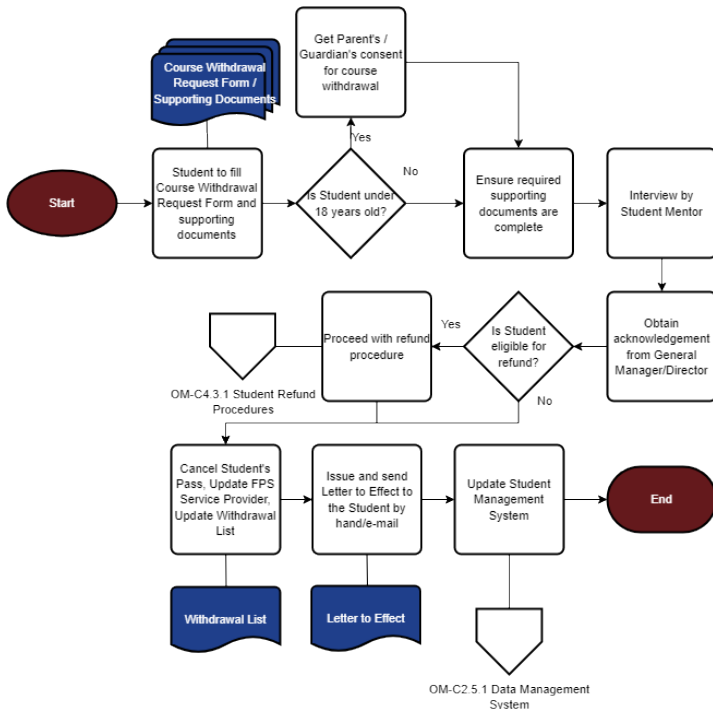
REFUND POLICY & PROCEDURES

1.   Refund Policy

1.   The School"s Senior Management Team shall ensure a fair and reasonable refund policy as detailed for any payments made.

2.   Maximum processing time of not more than 7 working days will be considered from the date od student"s withdrawal/ refund request for the issuing of refund.

3.   Computation of the refund amount is to be communicated to the Student.

4.   The school is to maintain a List of Refunds, which is to be updated within 3 days after processing of the refund.

5.   The School adopts the Refund Policy as per the Standard Student Contract as set out by Committee of Private Education (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
- Refund during Cooling Off Period

6.   The School Refund Policy is as per the clauses given in the Standard Student Contract:

2   Refund for Withdrawal

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

2   Refund for Withdrawal Due to Non-Delivery of Course:
- It does not commence the Course on the Course Commencement Date;
- It terminates the Course before the Course Commencement Date;
- It does not complete the Course by the Course Completion Date;
- It terminates the Course before the Course Completion Date;
- It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A of the standard student contract within any stipulated timeline set by CPE; or
- The Student"s Pass application is rejected by Immigration and Checkpoints Authority (ICA)

3. The PEI will also notify the Student within three (3) working days if the PEI cancelled the Course due to insufficient intake.

4. 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.

5 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.

3. Refund During Cooling-off Period

1. 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.

2. 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.

4. Refund Table

% of [the amount of fees paid under schedule B and C]	If student's written notice of withdrawal is received:
100%	More than 60 days before the course commencement date
45%	31 to 60 days before course commencement date
30%	1 to 30 days before the course commencement date
15%	1 to 7 days after course commencement date
0%	More than 7 days after course commencement date

4.1 Non-Refundable Fees:
- Application Fees

Processes For Student Refund

1. In the event of any refund that is to be made, students are to fill in the F06 Refund Request Form and attach any supporting documentations that are required to process the refund request. (Except for any excess payment through Bank Telegraphic Transfer of $35 and below which will not be refunded)

1. #Note*:

- Reasons for Refund must also be clearly documented in the F06 Refund Request Form.

- Submit it to Course Consultant for further processing.

2. Upon receipt of the F06 Refund Request Form (including supporting documents if any), Course Consultant is to acknowledge the receipt of the refund request by signing on the form. This is to be done with in 2 working days upon receipt of the F06 Refund Request Form (based on the date of application).

3. Course Consultant will check if the student is eligible for refund.

4. In the event that the student is not eligible for any refund, Course Consultant will inform the student.

5. If student is eligible for the refund, Finance will work out a Refund Amount (if any) based on the Refund Policy as stated in the Standard Student Contract. This amount will be indicated on the F06 Refund Request Form.

1. Computation of such an amount will also be explained to the Student and stated in the Refund Request Form.

6. Finance will assist to obtain the approval from General Manager / Director.

7. Upon General Manager / Director"s approval, Finance will process the refund amount based on the payment option selected by the Student in the F06 Refund Request Form, i.e. either via cheque, telegraphic transfer or PayNow.

Processes For Student Refund (Con't)

8. Once the cheque payment is ready, Student Services will contact the student to collect the cheque.

9. If refund is via the telegraphic transfer, Course Consultant will inform the student once the transfer is done.

10. Finance will update the List of Refunds in the Student Management System.

Student Refund Procedure Flowchart
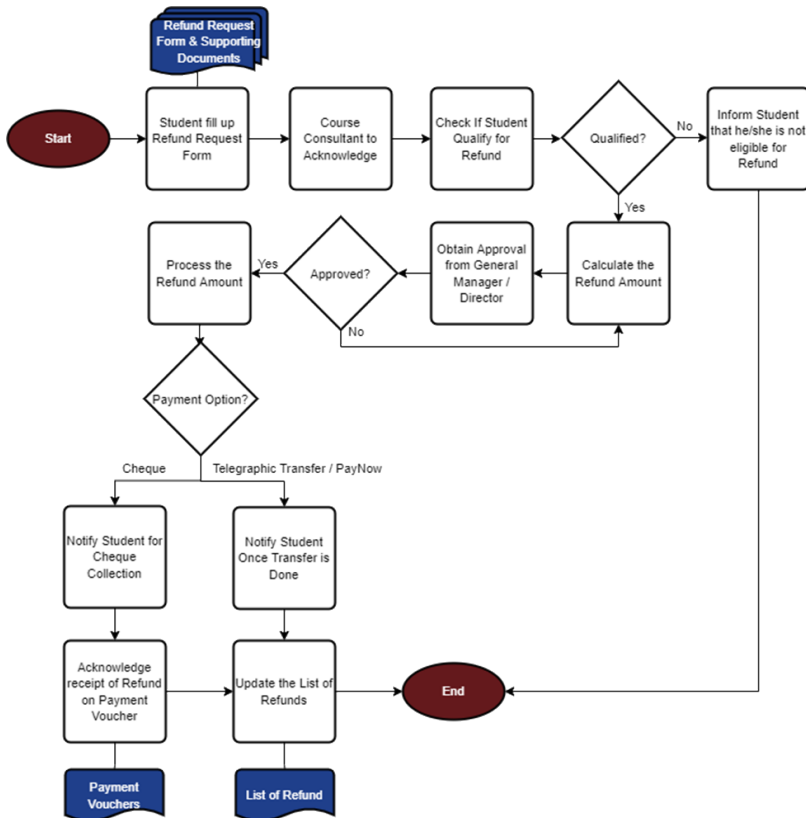
MODULE OPT-OUT POLICY & PROCEDURE

Policy

1. Students are allowed to opt-out of a particular module earliest 9 months before the end of High School Diploma Grade 10, Grade 11 or Grade 12, depending on the grade they first join.

2. Students are not allowed to opt-out of any English / General Paper module.

3. Student must ensure that he has the minimum number of modules in order to satisfy the internal Graduation Certificate / Diploma Criteria or Certificate of Completion Criteria (for High School Diploma Grade 12 students) / Certificate of Completion Criteria (for High School Diploma Grade 10 / 11 and Middle School Certificate Grade 9 students).

4. Middle School Certificate - Grade 7, 8 and 9 are not allowed to opt-out of any module.

Module Opt-Out Procedure

1. When a student decided to opt-out a particular module, he/she must fill up F95 Module Opt-Out Request Form via hard copy/online and submit to the Student Mentor for processing.

2. An application can be made at the latest two weeks before an examination.

3. Student Mentor must ensure that students below 18 years old provide parent/guardian‟s consent letter together with the F95 Module Opt-Out Request Form.

4. Student Mentor will base on the reason indicated by the student to make a decision on the suitability of the Module Opt-Out Request. Student Mentor is required to sign in the "Section 2: Approval by" of the F95 Module Opt-Out Request Form to indicate Approved or Rejected.

1.5   Letter of Effect / Approved or Rejection / Prepared or Not Prepared of Module Opt-Out Request Form:

- In the event the Module Opt-Out request was approved, for online applications, a Letter of Effect will be auto-generated and send to the applicant once it is approved or rejected.

- In other cases, Student Services will prepare a Letter of Effect. This letter will be signed by the Student Mentor. After Letter of Effect is prepared, Student Services will indicate in the "Section 3: Letter to Effect Prepared By" of the F95 Module Opt-Out Request Form to indicate Prepared or Not Prepared.

- Once the Letter of Effect is signed by the Student Mentor, Student Services will pass the letter to the student.

- In the event the Module Opt-Out request was rejected, student may submit an appeal to the Head of Student Mentor. The Head of Student Mentor is required to sign in the "Section 4: Outcome of Appeal (If request was rejected)" of the F95 Module Opt-Out Request Form to indicate Approved or Rejected. For online applications, a Letter of Effect will be auto-generated and send to the applicant.

- In other cases, Student Services will prepare a Letter of Effect based on the appeal outcome. This letter will be signed by the Head of Student Mentor. After Letter to effect is prepared, Student Services will indicate in the "Section 5: Letter to Effect Prepared By" of the F95 Module Opt-Out Request Form to indicate Prepared or Not Prepared.

- Once the Letter of Effect is signed by the Head of Student Mentor, Student Services will pass the letter to the Student.

6.   All decisions made by the Head of Student Mentor are final.

7.   Student Mentor will send the Student Services the list of successful module-opt outs one week before the examination.

Module Opt-Out Procedure Flowchart
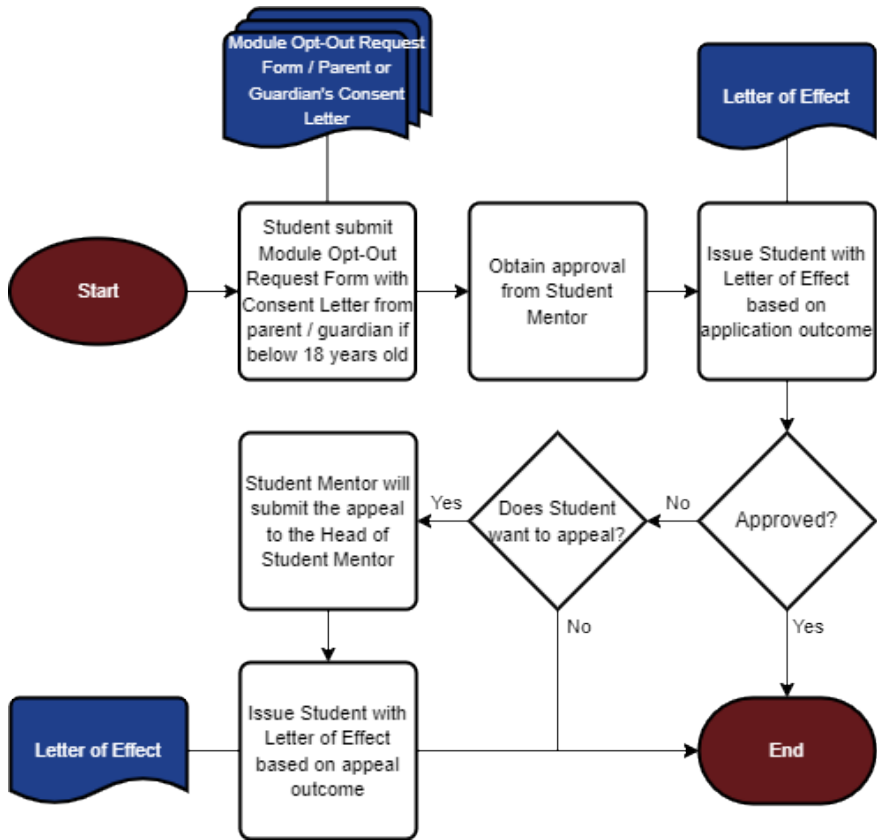
MIDDLE SCHOOL CERTIFICATE COURSE OUTLINE

GRADE 7

TERM 1- Core Units		TERM 2 - Intensive Units	
Unit 1	Unit 2	Unit 3	Unit 4
-	Term Exam	-	Term Exam

GRADE 8

TERM 3- Core Units		TERM 4- Intensive Units	
Unit 5	Unit 6	Unit 7	Unit 8
-	Term Exam	-	Term Exam

GRADE 9

TERM 5- Core Units		TERM 6- Intensive Units	
Unit 9	Unit 10	Unit 11	Unit 12
-	Term Exam	-	Term Exam

HIGH SCHOOL DIPLOMA COURSE OUTLINE

GRADE 10

TERM 1		TERM 2	
Core Units		Intensive Units	
Unit 1	Unit 2	Unit 3	Unit 4
-	1) Term Exam 2) IGCSE Exam	-	1) Term Exam 2) IGCSE Exam 3) GCE O-Level Exam

GRADE 11

TERM 3		TERM 4	
Core Units		Intensive Units	
Unit 5	Unit 6	Unit 7	Unit 8
-	1) Term Exam 2) CIE AS-Level Exam	-	1) Term Exam 2) CIE AS-Level Exam

GRADE 12

TERM 5		TERM 6	
Core Units		Intensive Units	
Unit 9	Unit 10	Unit 11	Unit 12
Graduation Exam for those taking CIE A-Level in May	1) Tern Exam 2) CIE A-Level Exam	Graduation Exam for those taking external exam in Oct/Nov	1) GCE A-Level Exam 2) CIE A-Level Exam

HIGH SCHOOL DIPLOMA COURSE OUTLINE

English Language

The School"s Diploma is based on IELTS; students may opt for O-Level English and others as an Elective. Students will be taught in separate classes according to English Language banding:

	English Language	
Level 1	Below 4	
Level 2	4	
Level 3	4.5	
Level 4	5	
Level 5	5.5	Diploma Minimum Qualification
Level 6	6.0 and above	

CONTINUAL ASSESSMENT

- Continual Assessment includes Weekly Homework, Weekly Tests, Monthly Tests and Term Examination.

- The Weekly Homework and Weekly Tests will be conducted online via School"s Learning Management System while the Monthly Tests and Term Examination will be conducted as a paper examination.

- Continuous Assessment Mark will determine if the students achieve advanced progression, move on to the next Term or repeat the entire term depending on whether they meet the criteria (refer to Academic Policy S/N 8.6.2 Promotion Criteria and S/N 8.6.3 Advanced Progression Scheme)

Continuous Assessment Mark	
Term Examination	40%
Weekly Homework	20%
Weekly Tests	20%
Monthly Tests	20%
TOTAL MARKS:	100%

#Note*:

- Should students fail to take the Term Examination due to any school approved reason, such as medical reasons or approved external examination, the Average of Weekly Homework, Weekly Tests and Monthly Test will carry 100% weightage.

PROMOTION CRITERIA

A. Middle School Certificate

Academic Result:

Grade / Term	Core / Elective Modules	English Language
Grade 9 Term 5		E or better
Grade 9 Term 6 (to HSD Grade 10)	3 Es or Better	

- Students need to score 3 Es or better, which follows the Examination Grading Scale, in at least 3 core modules* in Term 5 Continuous Assessment and score E or better for English Language module, which follows the Examination Grading, in Term 5 Continuous Assessment.

- In order for students to progress to HSD Grade 10, they need to score 3 Es or better, which follows the Examination Grading, in at least 3 core modules* in the Grade 9 Term 6 Continuous Assessment and score E or better for English Language module, which follows the Examination Grading, in Term 6 Continuous Assessment.

- Those who do not achieve the minimum requirement of promotion criteria in a particular term will need to go through the core/intensive units in that term again or student can appeal to Principal to move on to next Term on a case-by-case basis. Student may submit a final appeal to Director.

- #Note*:
  -Students may use their Cambridge Lower Secondary Checkpoint results to qualify for promotion.
  - The School recognises combined results from the Continuous Assessment and Cambridge Lower Secondary Checkpoint result.

PROMOTION CRITERIA

B. High School Diploma

- <u>Academic Result:</u>

Grade / Term	Core / Elective Mod-	English Language
Grade 10 Term 1		Band 4.0 or better
Grade 10 Term 2		Band 4.5 or better
Grade 11 Term 3	3 Es or Better	Band 5.0 or better
Grade 11 Term 4		Band 5.5 or better
Grade 12 Term 5		Band 5.5 or better

- Students need to score 3 Es or better, which follows the Examination Grading Scale, in at least 3 core / elective modules* in Term 1, 2, 3, 4 and 5 Continuous Assessment in order to progress to the next term and score the minimum requirement for English Language module as detailed in S/N 15 Examination Grading Scale under S/N 15.1.2 High School Diploma.

- Those who do not achieve the minimum requirement of promotion criteria in a particular term will need to go through the core/intensive units in that term again or student can appeal to Principal to move on to next Term on a case-by-case basis. Student may submit a final appeal to Director.

- If a student in Grade 10 Term 1 failed the Continuous Assessment and repeated the entire term, the School is willing to consider his application to skip Grade 10 Term 2 and directly join Grade 11 Term 3 if he successfully passed the Continuous Assessment in Grade 10 Term 1 on his second try. His application, however, must be supported by the Student Mentor.

- If a student in Grade 11 Term 3 failed the Continuous Assessment and repeated the entire term, the School is willing to consider his application to skip Grade 11 Term 4 and directly join Grade 12 Term 5 if he successfully passed the Continuous Assessment in Grade 11 Term 3 on his second try. His application, however, must be supported by the Student Mentor.

PROMOTION CRITERIA

B. High School Diploma (con't)

#Note*:

- The School only recognizes elective modules taken in the School.

- Only one Chinese elective module can be included.

- Students who had taken the IGCSE or CIE Examination within the last 12 months before a Term 2/4 Examination can make a request to Student Service to be exempted from the same paper for the same module for the Term 2/4 Examination. To be considered for promotion to Term 3/5, the School will accept his Continuous Assessment result in the interim period until the IGCSE/CIE AS Level result is released. Once the IGCSE/CIE AS Level result is released and his result did not meet the minimum academic requirement, he will be made to repeat Term 2/4.

- Students may use their IELTS or IGCSE or CIE AS-Level results to qualify for this promotion.

- IELTS test must be taken before end of the term.

- The School recognises combined results from the Continuous Assessment and IGCSE or CIE A- Level or AS-Level results.

- Grade 12 Student who had taken CIE A2 Examination within the last 12 months before a Term 5 Examination can make a request to Student Service to be exempted from the same paper for the same module for the Term 5 Examination.

- To be considered for promotion to Term 6, the School will accept his Continuous Assessment result in the interim period until the CIE A2 Level result is released.

- Once the CIE A2 Level result is released and his result did not meet the minimum academic requirement, he will be made to repeat Term 5.

- Grade E or better (under the School Grading Scale) is required before an exemption from the Term Examination can be given.

ADVANCED PROGRESSION SCHEME

The School allows academically qualified students to skip the intensive units in the following term if they meet the criteria set below.

a.   Middle School Certificate

Normal Progression	Term 1	Term 2	Term 3	Term 4	Term 5	Term 6
Advanced Progression	Term 1	Skip	Term 3	Skip	Term 5	Skip

Students in Middle School Certificate Grade 7 can skip Term 2, Grade 8 can skip Term 4 and Grade 9 can skip Term 6 if they meet the following criteria:

- score A or better, which follows the Examination Grading Scale, in at least 3 core modules* in the Term 1 or 3 or 5 Continuous Assessment and score C or better in English Language module

- are duly recommended by their Student Mentor, via a recommendation letter

#Note*:

- For Grade 9 Term 5, Students may use their Cambridge Lower Secondary Checkpoint results to qualify for this scheme.

- The School recognises combined results from Continuous Assessment and Cambridge Lower Secondary Checkpoint result.

b. High School Diploma

Normal Progression	Term 1	Term 2	Term 3	Term 4	Term 5	Term 6
Advanced Progression	Term 1	Skip	Term 3	Skip	Term 5	Skip

Students in High School Diploma Grade 10 or Grade 11 students are allowed to skip Term 2 or Term 4 respectively if they meet the following criteria:

- Academic Result:

Grade/Term	Core / Elective Modules	English Language	Additional Requirement
Grade 10 Term 1	3 As or Better	Band 5.0 or better	Recommendation Letter by Student Mentor
Grade 11 Term 3		Band 6.0 or better	

- score A or better, which follows the School-based Examination Grading, in at least 3 core/ elective modules* in the Term 1 or 3 Continuous Assessment and score the minimum requirement for English Language module as detailed in S/N 15 Examination Grading Scale under S/N 15.1.3 High School Diploma – Advanced Progression and Honour Roll.

- are duly recommended by their Student Mentor, via a recommendation letter

#Note*:

- The School only recognises elective modules taken in the School. Chinese elective module(s) is/are not included.

- The School recognises combined results from the Continuous Assessment and IGCSE or CIE A-Level or AS-Level results.

- Students may use their IELTS or IGCSE or CIE AS-Level results to qualify for this advanced progression.

- IELTS test must be taken before end of the term.

GRADUATION EXAMINATION

Graduation Examination is applicable for students in Grade 12:

1. Term 5 students who are graduating in Term 6 and wish to take the CIE A-Level examination in Term 5 can register for Graduation Examination in Term 5 if they fulfill the requirement below:

Grade / Term	Core / Elective Module	English Language
Grade 11 Term 3	3 As or better in both Term 3 and Term 4 Continuous Assessment	Band 6.0 or better
Grade 11 Term 4		Band 6.5 or better

2. All other Term 5 students have to take the Term Exam in June / December.

3. Term 6 students taking CIE A-Level in Oct/Nov will sit for the Graduation Exam in September.

4. Term 6 students taking CIE A-Level in May/June will sit for the Graduation Exam in March.

5. Grade 12 Student who had taken CIE AS or CIE A2 Examination within the last 12 months before the Graduation Examination can make a request to Student Service to be exempted from the same paper for the same module for the Graduation Exam.

6. Student"s actual score from the CIE AS or CIE A2 Examination will be taken as their Graduation Exam score. However, the School Grading Scale will be used

7. Grade E or better (under the School Grading Scale) is required before an exemption can be given.

SCHEDULING

Timing	Remarks
0800 – 0845	1 lesson blocks of 45 minutes each
0900 – 1030	2 lesson blocks of 45 minutes each
1045 – 1215	2 lesson blocks of 45 minutes each
1215 – 1315	Lunch
1315 – 1445	2 lesson blocks of 45 minutes each
1500 – 1630	2 lesson blocks of 45 minutes each
1645 – 1815	3 lesson blocks of 30 minutes each
1815 - 1900	Dinner
1900 - 2100	Night Study Programme

1. For the Night Study Programme, it will run as a revision class by Teacher or Assistant Teachers based on content taught and assignments set by their teachers during the day.

2. Each session has a duration of 45 minutes. From 1645 to 1815, 3 revision sessions of 30-minute duration each are scheduled. There are 15-minute breaks, given after one or two or three session (s); the 5th session and the 12th session is followed with lunch and dinner respectively.

3. The Night Study Programme is monitored by the Academic Department.

HONOUR ROLL

1.The School recognises the academic achievement of top students at every internal examination, by placing them on the Honour Roll. Not only are they selected for their outstanding academic results but also for demonstrating consistent good behaviour and achieving good attendance.

2.Badges are issued to the Honour Roll awardees based on the number of times they have been placed on the list:

Number of times	Colour
First	Maroon
Second	Blue
Third or more	Gold

3.For Students to be selected for the Honour Roll, the selection is determined by the Student Services Unit based on the following criteria:

1. Academic Results:

- score A or better, which follows the School-based Examination Grading, in at least 3 core / elective modules* in the Continuous Assessment for Middle School Certificate Term 5 and 6 and High School Diploma / Final / Graduation Examination and score the minimum requirement for English Language module as detailed in S/N 14 Examination Grading Scale under S/N 15.1.3 High School Diploma – Advanced Progression and Honour Roll.

- The School only recognises elective modules taken in the School.

- Chinese elective module(s) is/are not included.

3.2   Attendance:

Last Exam Taken	Attendance Requirement of 95% or better from:
Term Examination	Overall Rate from the last 5 months before the exam
Final / Graduation Examination	Overall Rate for the whole duration of study

3.3   Behaviour:

- Must not accumulate 5 or more demerit points

SCHOOL GRADUATION CLASSIFICATION

No	Type	Grade 9 (Middle School Certificate)			Grade 12 (High School Diploma)		
		Certificate of Comple-tion	Certificate	Certificate with Honours	Certificate of Completion	Diploma	Diploma with Hon-ours
1	Academic results in core/ electives modules	Es in 3 modules	Bs in 3 modules	As in 3 modules	3 points in 3 modules	8 points in 3 modules	15 points in 3 modules
2	Academic results in compulsory module - English language	Grade E	Grade C	Grade C	5.5 (4.5 in all skills)	6 (5.5 in all skills)	6.5 (6 in all skills)
3	Attendance	90%	90%	95%	90%	90%	95%
4	Demerits	NA	Below 10 points	Below 5 points	NA	Below 10 points	Below 5 points
5	Honour Roll	NA	NA	Honour Roll	NA	NA	Honour Roll
6	CCA	NA	NA	NA	NA	5 points per term	8 points per term

SCHOOL GRADUATION CLASSIFICATION

Grade	Points
A*	6
A	5
B	4
C	3
D	2
E	1
F	0

Explanatory Notes

•Academic results obtained over a continuous period in their course of studies.

•English is a compulsory module and the score required is equivalent to that of IELTS. The grade required covers an overall score and individual skill component.

•Attendance is covered extensively in Assembly and Orientation. As a student, you only have one job: studies. The calculation is throughout your course of studies.

•Demerits is calculated at the final term before graduation.

•You are expected to be in the Honour Roll every term during your course of studies.

•CCA points place emphasis on activities that will reflect well in university application, e.g. academic-related activities, internships, charity and conservation projects. The Education & Career Guidance (ECG) Office will share more information on this topic.

•If you fail to meet the Certificate of Completion criteria, you can only be issued an academic transcript and a copy of the Student Record, for which payment of $20 is required.

Award of Certificate of Graduation For Early Termination of Contract

1. For a CIE A-Level or High School Diploma student, whose request in writing to the Student Mentor / Head of Student Mentor for early termination of contract has been approved by the Student Mentor / Head of Student Mentor , he/she must take the March/August Graduation Examination and the external CIE A-Level Examination before the termination date.

2. For such cases, only Graduation Certificate with Honours or Diploma with Honours will be awarded if Student satisfies all criteria set in this manual for the award of a Graduation Certificate with Honours or a High School Diploma with Honours.

3. No other Graduation Certificate/Diploma classes or Certificate of Com pletion will be awarded.

Note:

•   For CIE A-Level or High School Diploma students, they may use CIE A-Level results to replace Graduation Examination results if they take external CIE A-Level Examination before the completion / approved early termination of their course.

Extract Copy of Certificate

1. A non-refundable fee of $50 (inclusive of GST) payment should be made with any request for an extract copy of the Certificate of Completion / Graduation Certificate / Diploma.

2. Upon receiving the completed Document Request Form and verifying the payment receipt, Student Service will make a print of the certificate from the School Management System and stamp it „Certified True Copy".

3. The „Certified True Copy" stamp on the Extract Copy will be signed by the Vice Principal / Principal.

4. The processing time is about 3-5 working day on receipt of request and payment.

FIS ALPHA PROGRAMME

1. The FIS ALPHA programme has been revamped mainly for elite students who are keen and have the aptitude to pursue a medical course at the tertiary level. The programme includes short stints/ internships in a medical environment, interview practice sessions, overseas volunteering and attending at least one talk by a medical professional.

2. An interested student must complete an application form and submit to Education and Career Guidance, together with a recommendation letter from either his Student Mentor or Teacher.

3. To be eligible for this programme, a student must:

1. Academic Results

- score A or better, which follows the School-based Examination Grading, in at least 3 core / elective modules* in the Term 1 or 3 Continuous Assessment for Middle School Certificate Term 5 and 6 and High School Diploma / Final / Graduation Examination and score the minimum requirement for English Language module as detailed in S/N 14 Examination Grading Scale under S/N 14.1.4 High School Diploma – Advanced Progression and Honour Roll

- Take Chemistry as a core module

- Note:

∗ The School only recognises elective modules taken in the School.

∗ Chinese elective module(s) is/are not included.

3.2 Behaviour

- Not accumulate 5 or more points

3.3 Attendance

- Achieve a minimum overall rate of 95% or better

4. Shortlisted applicants will have to   attend an interview with Education and Career Guidance to assess their suitability for the programme, which includes:

    1. Ability to express well in English

    2. Academic and Non-Academic Achievements

    3. Character and Level of Independence

    4. Motivation

    5. Dedication and Commitment

5. The applicants will be informed on the outcome of their application within 5 working days of the interview.

CONTENT BASED LEARNING

1. The Content-based Learning aims to :

*   pique students" interest in worldwide issues

*   widen students' global perspective through research;

*   develop their confidence

*   develop their language, communication, presentation, cognitive and other skills.

2. The Content-based Learning will be part of the English Language lesson.

3. Teachers will act as facilitators in this student-centered learning.

Non-Academic Achievements

1.Wherever applicable, students would be assigned leadership roles at various levels for character development and inculcation of school and global values. These roles may include competing and / or participating in club, school and / or school endorsed external activities that will enhance the development of essential skill sets needed to thrive at the tertiary level or in their future career.

2.Students are encouraged to participate in activities and competitions on the school, national and / or international level.

3.The School will award points and grade every student"s non- academic achievement for each unit based on the following criteria:

1.   Point System

ACTIVITY	DESCRIPTION	TIER	Points
Overseas Project	Volunteering/BBLC trip.	A1	3
External Academic Competition	Math, Sciences and English competitions	B1	1
Internal Academic Competition	Math, Sciences and English competitions.	B2	1
External Non-Academic Competition	Including: Sports, Singing, Dancing, Cultural, etc.	B3	1
Internal Non-Academic Competition	Including: Sports (Non CCA), Singing, Dancing, Cultural, etc.	B4	1
Activities	External Academic Activity: Collaborative Projects (With Universities).	C1	1
	Internal Academic Activity: STEM, STEAM, Science Fair, English Week, Internal Project (Project Week), etc.	C2	1
	External Non-Academic Activity: Sports, Singing, Dancing, Cultural, SFLP, etc.	C3	1
	Internal Non-Academic Activity: Sports (Non CCA), Singing, Dancing, Cultural, Internal Project (Project Week), etc.	C4	1
CCAs (Clubs)	Attendance over 90%.	D1	1
Talks	Conferences, Talks, One-time Workshop.	D2	1
ECG	At least one 1-to-1 meeting with the ECG counsellor during the term	D3	1
Compulsory Activities	Activities that are part of the class curriculum or are part of CCAs/Clubs	E1	0
Other Activities	Social and entertainment activities	E2	0
Leadership	CCA leaders, Monitors, Prefects, Self-starters, Trip Leaders. (Up to TWO points)	F1	2*

3.2 Additional point:

ACHIEVEMENT	TIER	POINTS
1st Prize	B1.1	3
2nd Prize	B1.2	2
3rd Prize	B1.3	2
Certificate	B1.4	1
1st Prize	B2.1	2
2nd Prize	B2.2	1
3rd Prize	B2.3	1
Certificate	B2.4	0
1st Prize	B3.1	2
2nd Prize	B3.2	1
3rd Prize	B3.3	1
Certificate	B3.4	0
1st Prize	B4.1	1
2nd Prize	B4.2	0
3rd Prize	B4.3	0
Certificate	B4.4	0

3.3 Point System for Diploma:

Grade	Period	PASS	HONOURS
G12	6 months	2	4
G12	12 months	7	12
G11-12	18 months	12	20
G11-12	24 months	17	28
G10-11-12	30 months	22	36
G10-11-12	36 months	27	44

VALEDICTORIAN

1. The Valedictorian of the year will only be awarded to a student who graduated with honours or is top of the cohort for that year.

EXAMINATION POLICY

Rules of Conduct for Examinations

Students are required to obey all instructions given for the proper conduct of the examination.

1. Students are to be in school attire, that is, formal uniform or school T-shirt with pants/skirts and covered shoes.

2. Students are responsible for arriving at the examination room 15 minutes before the start of the examination. For major examinations (e.g. Graduation Examination or Final Examination), Students are also expected to display their own passport on the corner of the examination desk.

3. Students are responsible for reading and adhering to the instructions on the front sheet of the examination answer book.

4. Students will not be admitted to an examination room after the examination has been in progress for thirty minutes, with the exception of the Listening Examination. For Listening Examination, late-comers will not be permitted to enter the examination room after its commencement.

5. Students will not be permitted to leave during the whole duration of any examination.

6. All bags and other objects must be deposited at designated places as determined by the Invigilator(s). Writing instruments like pens, pencils, rulers, etc. are to be placed on the table. Students may use their own slide-rules, mathematical instruments and such other aids to drawing as the Invigilators permit.

7. Examination papers shall either prohibit calculators or allow those only as specified. Calculator covers are to be removed prior to the distribution of the examination paper.

8. Students are responsible for the performance of their own calculators.

9. There must be no communication, either spoken or written, between Students during the period of the examination.

10. Electronic devices, including mobile telephones, are to be switched off and placed in a bag or to be in the custody of the Invigilator(s) during examination; smart glasses and smart watches cannot be worn and are not allowed in the examination room

11. Students who bring unauthorised items to their seats by mistake must inform the Invigilator immediately on discovering the presence of such items

12. Students must use only official stationery provided for the examination, e.g. writing paper, answer booklet, graph paper, etc. Students are not allowed to remove such official stationery (excluding the unit assessment question paper) or equipment from the examination room

13. Unless otherwise authorised, Students must use ONLY blue or black ink when writing on the examination answer booklet. A pencil may be used only for rough workings, and/or for drawing diagrams and graphs

14. Students who are guilty of any misconduct, including copying from or communicating with any other Student during an examination, will be reported to the Chief Examiner, who will refer the case to the Discipline Officer.

15. At the end of the examination, Students must not leave the examination room until they are directed to do so by the Invigilator

16. Students with disabilities must ensure that appropriate assessments and/or medical certificates to support the need for any special arrangements are obtained and that these are received by the School at the earliest opportunity

Infringement of these Rules will constitute a breach of the School Discipline

Special Considerations

1. At FIS, all examinations are compulsory. At times, a Student may not be able to present himself for such examinations.

1. Therefore, the following situations and rules shall apply:
   - Should a Student fall ill before an examination, suffer bereavement or other trauma, be taken ill during the examination itself or otherwise disadvantaged or disturbed during an examination, then it is the Student/Parent/Guardian's responsibility to alert the School

2. The student must support any special consideration claim with appropriate evidence within three days of the examination, for example, a letter from the doctor or medical certification

3. The School"s final decision shall be based on the circumstances to grant any possible retake of an examination. For the School to grant a possible re-take of an examination, any one of the following situations may apply:
   - Producing a letter from the doctor or medical certification. Final results attained from this retake shall be reflected as a "Pass" or "Fail" in the certificate. Medical certificates from Traditional Chinese Medicine (TCM) clinics will not be accepted.

4. Approved leave from the School. In very exceptional circumstances where special permission is granted by the School"s management for a Student to represent the School at an important external event (e.g. to take part in a competition) and is unable to be present for an examination, the Student is still expected to attempt the examination on another designated date and time. Actual marks will be reflected in the certificate.

5.   An administration fee for a re-take of a non-graduation examination shall be imposed at S$50 (excluding GST), per module. For a graduation examination, the administration fee of $100 (excluding GST) will be charged per module.

6.   Students who are required to re-take an examination but fail to present themselves for the examination at the appropriate time, are deemed to have revoked their opportunity for the reassessment, and this shall be recorded as a "Fail" grade.

APPEAL PROCEDURE FOR RESULTS

Appeal Process

1. Student is to fill in and submit an F93 Appeal of Examination Result Form to Student Services within 7 working days of the release of results.

2. Student Services is to acknowledge the receipt of appeal within 2 working days and submit the list of Students who appealed their examination results to the Head of Unit who will draw out the relevant examination papers for review.

3. With advice from the Head of Unit, Chairman of the Examination Board will designate a Marker to review the appeal, provide feedback and recommendations. All comments are to be documented in the F93 Appeal of Examination Result Form.

4. F93 Appeal of Examination Result Form has to be reviewed and the final outcome of each appeal has to be endorsed by the Examination Board. This decision is final.

5. Student Services will inform each Student who appealed of the final decision within 4 weeks from the date of appeal and update any change to results based on the outcome of the appeal.

<u>**Appeal Procedure Flowchart**</u>
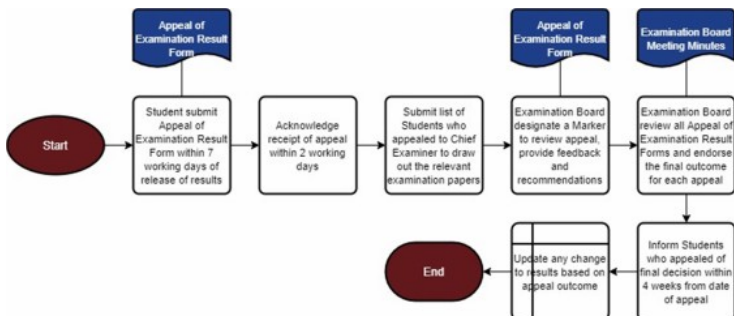
FEEDBACK & DISPUTE RESOLUTION

External Feedback Process

1. Students who would like to submit their feedback may either approach Student Services to request for a F86 Feedback Form. They can drop the completed F86 Feedback Form in the Suggestion Box located at Level 3.

2. Student Services is to acknowledge the feedback received within 3 working days.

3. Student Services will review the feedback and discuss with the relevant parties on issues raised. A formal investigation will be carried out if necessary.

4. The relevant parties will then propose a solution to the issue raised and the School will respond to the feedback within 14 working days. Explanation will be done by Student Services if the issue is not academic related while academic related issues will be explained by the Academic Department.

5. If the student is still not satisfied with the outcome, they are to submit an appeal to the Director who shall review all cases on a case-by-case basis.

6. Above S/N 1 to 5 should be done within 21 working days. If the pro- cess takes more than 21 working days to resolve, Students need to be in- formed of the reason as to why it is so and justification needs to be provided by the School. Justifications need to be recorded on the Feedback Form un- der the „Remarks" section.

7. If the student is still not satisfied with the outcome, they can approach the Committee for Private Education Student Services Centre (CPE-SSC) to report the dispute. Options for the student are:

• File case with Small Claims Tribunal (SCT)

• Participate in CPE Mediation-Arbitration Scheme – Referred to Singa- pore Mediation Centre (SMC) if cannot reach a settlement, can pro- gress to Arbitration through Singapore Institute of Arbitrators (SIArb)

• Engage own legal counsel

1. #Note*:

As feedback may not always be negative, the School will only reply to the students if it is required.

Feedback & Dispute Resolution Procedure Flowchart
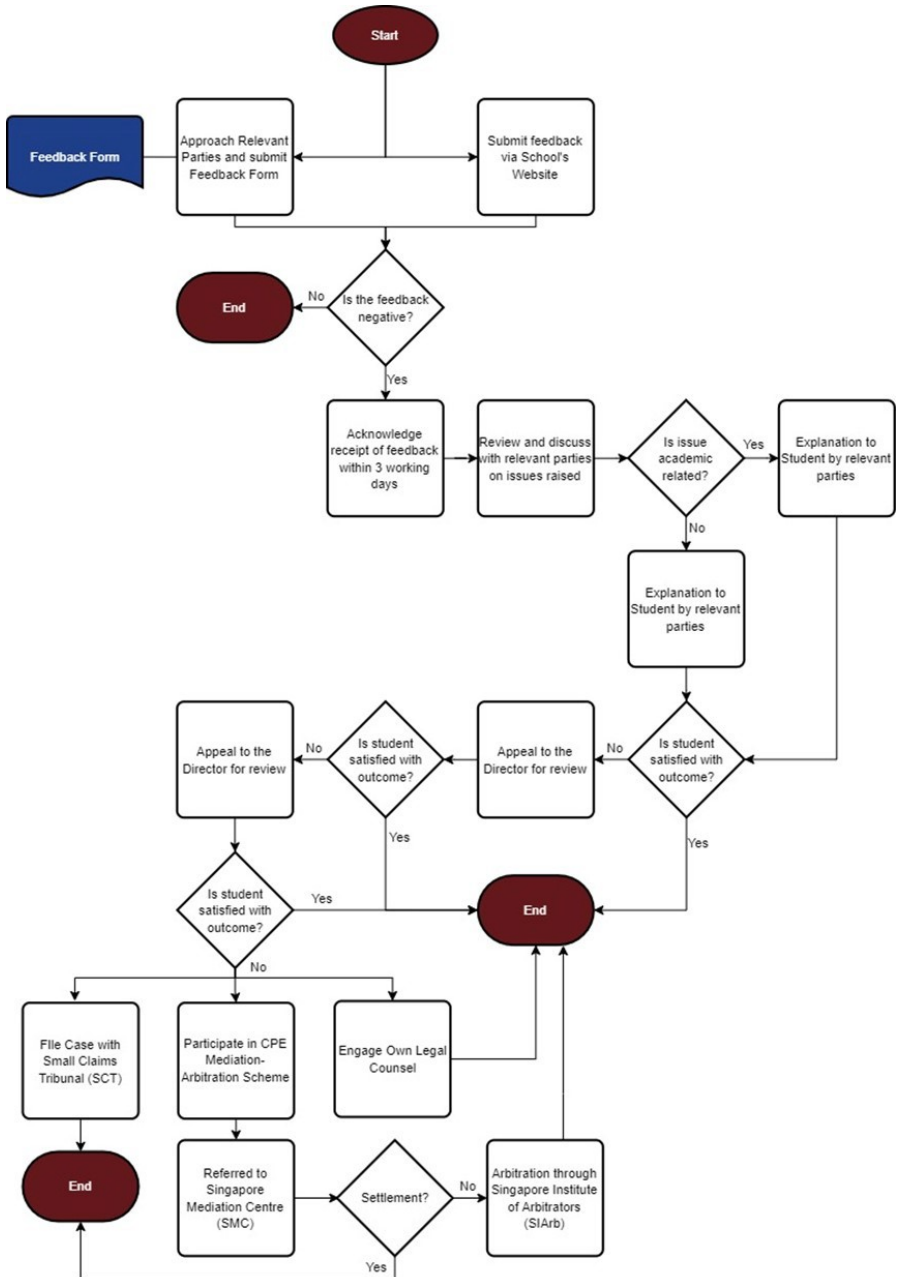
STUDENT SUPPORT SERVICES

1.   Core List of Support Services

1.   Student Handbook is shared with all newly enrolled Students to orientate them on important information of the School

2.   Medical Insurance coverage is provided to all enrolled Students via Liberty Insurance. 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)

3.   Feedback Form is easily available for Students to provide valuable insights into helping the School to continually improve the student experience.

4.   Student Contract is also available in the language of the country where the foreign student is domiciled (if necessary)

2.   List of Comprehensive Services Available in School

1.   The School will provide the following services to ensure Students make a smooth transition to Singapore:

2.   For all new students:

- Pick-up service at the airport upon arrival
- Assist in purchase of a SIM card (for mobile telephone services)
- Assist in the purchase of an EZ-Link Card (for public transport)
- Assist in arrangement for mandatory medical check-up
- Assist in opening a bank account
- Assist in collection of Student"s Pass
- Provide accommodation advice and services

3. The School aims to provide all students with an academic education of the highest standards through the provision of these services:

1. For all Current & Enrolled Students:

    - Orientation to familiarize the student with the school

    - Organised trips to local universities

    - Inculcation of the School culture of gratitude and reciprocity by inviting outstanding alumni to share their experiences

    - Assist with visa applications for Students and their family members

    - Assist Students" family members with accommodation services

    - Assist with Students" A/O Level examination registrations

    - Maintain close contact with Students" parents via Internet or telephone to keep them up-todate with Students" studies, attendance and general upbringing

    - Providence of moral education and psychological guidance that will aid the solving of problems Students encounter in studies and in life

    - Organization of extra-curricular activities like inter-house basketball competitions and tug-of-war contest

    - Celebrations and performances on special occasions such as Chinese New Year, Mid-Autumn Festival, Graduation Ceremony and Christmas

4. As part of FIS"s vision and mission to aid students in securing admissions to world renowned universities, it will provide these various support services for its graduates:

1. For Graduates:

    - Assist in visa application when returning to Singapore for collection of results and tertiary application

    - Source for suitable overseas universities that best suit Students" talents, capabilities and preference for early enrolment so that Students can be one step ahead of their peers

    - Assist in the collection of result slips

    - Assist in tertiary applications

    - Help applying to overseas universities and visa application

5.   In ensuring that the School provides for an exceptional Student experience, it undertakes to provide the following services:

1.   For Enhancing Overall Student Experience:

- Weekly review and feedback of Students" attendance

- Student Evaluation Surveys (Student Satisfaction Survey / Module & Course Evaluation Survey / Pre-Course Counselling Satisfaction Survey)

- Feedback Form

- Dispute resolution process

3.   Communication of Up-to-date Student Support Services and Programmes

1.   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

1.   Various models and frameworks would be created and continually re viewed to ensure that the School has sufficient programmes to develop Students holistically

2.   The School"s Continual Improvement Cycles and its elements, include ing the annually done Continual Improvement Work Plan would also act as a platform to incorporate the need and objective to develop Stu dents holistically

1.   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.

4.3   Student is also provided with various opportunities through Community Involvement Programmes to participate in voluntary services and to extend their helping hands to donate.

Post Result Release Process

After the result is released, students have several options depending on their results and the choices are as follows:

1.   Extend the Same Course

1.   Student to approach the **Course Consultant** for assistance.

2.   Progress to the Next Course Level with the School

1.   Student to approach the **Course Consultant**   for assistance. (See OM-C5.3.2 Student Selection, Admission and Reporting)

3.   Progress to Polytechnic

1.   Student to approach the **University Application Officer (UAO)** for assistance.

2.   Submit a copy of their passport and result slip to the **UAO**

3.   Upon receipt of the copy of the passport and result slip, **UAO** will re quest IT to create the email address for the Student.

4.   UAO will compiled all the Student"s information including the followings:

- Student Name

- Student Number

- Student Home Address

- Email Address

- Choice of Polytechnics

- Choice of Course

5.   After the compilation, **UAO** will submit the application on behalf of the Students.

6.   In the event that the Polytechnic required hardcopy to be send, **UAO** will consolidate the required document for student to post out them selves or assist student to compile before handing personally to respective polytechnic before the due date.

7.   UAO will monitor and follow up on the application status for the Students.

8.   In the event that the student is required to attend any interview session, the **UAO** will arrange relevant staff to guide the student on the relevant interview skills before the actual interview session.

9. **UAO** will monitor the application status and inform the school of the application outcome.

10. Upon receipt of the Offer Letter from the Polytechnic, **UAO** will upload the Offer Letter to the Student Management System.

4. Progress to Universities

1. Student to approach the **UAO** for assistance.

2. Submit a copy of their passport and result slip to the **UAO**.

3. Upon receipt of the copy of the passport and result slip, UAO will request IT to create an email address for the Student.

4. **UAO** will submit the application on behalf of the Students.

5. **UAO** will monitor and follow up on the application status for the Students.

6. In the event that the Student is required to attend any interview session, the UAO will arrange relevant staff to guide the Student on the relevant interview skills before the actual interview session.

7. **UAO** will monitor the application status and inform School of the Application outcome.

8. Upon receipt of the Offer Letter from the University, UAO will upload the Offer Letter to the Student Management System.

5. Progress to BCA

1. Student to approach the **BCA Rep** for assistance.

2. Submit a copy of their passport and result slip to the **BCA Rep**.

3. **BCA Rep** will submit the application on behalf of the Students.

4. **BCA Rep** will monitor and follow up on the application status for the Students.

5. **BCA Rep** will inform School of the Application outcome.

6. Upon receipt of the Offer Letter from the BCA, BCA Rep will pass the Offer Letter to UAO who will upload the Offer Letter to the Student Management System.

6.   Progress to Other Options

1.   Student to approach the UAO for assistance.

2.   UAO will give advices to the Student.

3.   UAO will assist the Student in any necessary paperwork.

4.   UAO to follow up on the necessary action.

5.   UAO will inform School of the Status.

6.   Upon receipt of the Offer Letter from the University, UAO will upload the Offer Letter to the Student Management System, if any

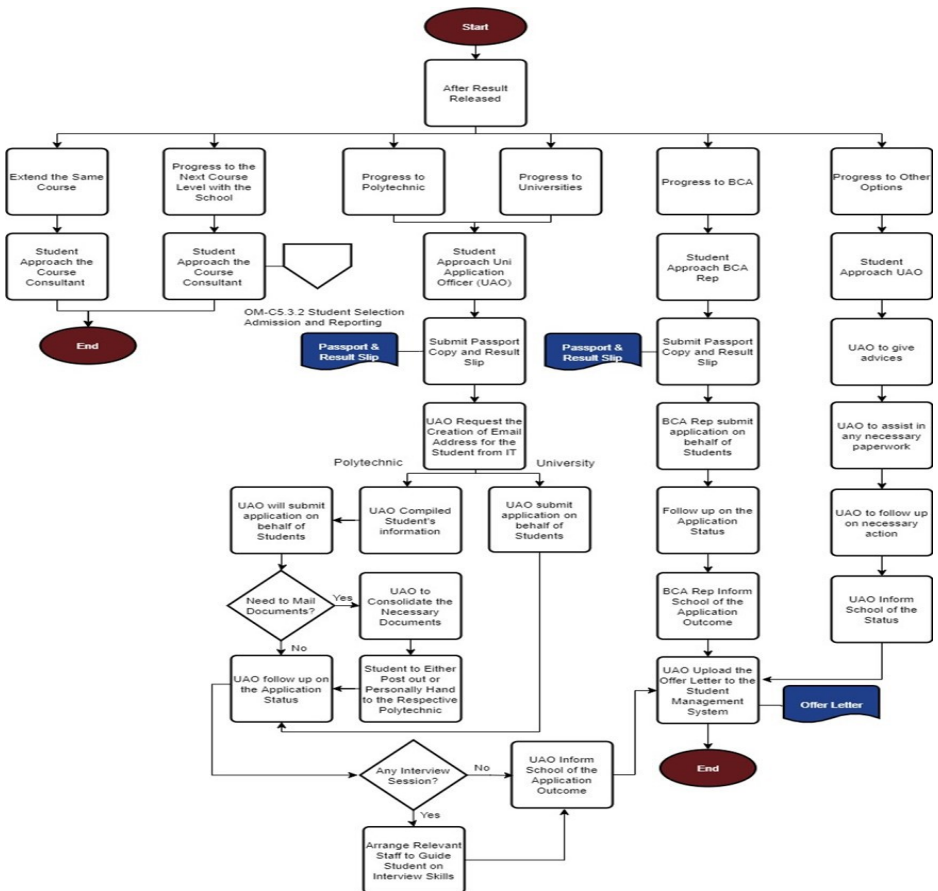## Post Result Release Process Flowchart

DISCIPLINE POLICY

1. Demerit Points System

No.	Major Offences Leading to Expulsion#
1.	Violation of Singapore law (for example: working illegally, fighting in public with or without weapon, stealing, consumption or possession of unauthorized drugs or alcohol, sexual offences with a person (male or female) under the age of 16)
2.	Physical violence towards teachers/staff
3.	Recruiting students to other institutions
4.	Slandering / Intimidating / Harassing or Bullying (including cyber bullying) fellow students or teacher/staff
5.	Smoking, consuming alcohol within the school compound / while in school uniform outside the school compound; under-aged possession of cigarettes, alcohol or contraband items (Including selling of contraband items) (Consumption or purchase of alcohol is not permitted to anyone below 18 years of age, smoking or purchase of cigarettes is not permitted to anyone below 21 years of age. Those found guilty of pandemonium in public places under the influence of alcohol are subjected to imprisonment and hefty fines **according to Singapore law)**
6.	Trespassing or bringing unauthorized visitor to the School
7.	Intimacy within school premises/ in school uniform

#All major offences leading to expulsion will be awarded 30 Demerit Points.

No.	Major Offences	Max Points
8.	Cheating in Exams (any form); Faking of documents ; Making false statement (Lying) (A student who is an accessory to cheating, he/she will face the same punishment)	20
9.	Leaving Singapore without official approval	20
10.	Fighting in School (Instigator/Victim)	20
11.	Vandalism, throwing leftover food in sinks or toilets (Students will bear the costs for the loss, restitution and clean-up. Final decision of cost will be determined by the Management)	15
12.	Possession of flammable and explosive items	15
13.	Possession of cigarettes / smoking by student aged 21 years and above Possession / drinking of alcohol by student aged 18 years and above	15
14.	Smoking cigarettes / drinking of alcohol with an under-aged student	15
15.	Insubordination towards teachers/staff	15
16.	Using obscenities in any form such as body language, drawing and words	15

No.	Minor Offences	Max Points
17.	Sleeping in class or causing disruption in class	5
18.	Using electronic devices such as mobile phones, Kindles, laptops, notebooks, iPad during lesson, without prior permission.	5
19.	Inappropriate attire during school operating hours from 8am – 9:00pm within/outside School* **Mondays:** Full school uniform, with tie/bow tie, blazer and black shoes all day (8:00am-9:00pm) **Tuesdays-Thursdays:** Full school uniform and blazer; tie/bow tie are optional (8:00am-9:00pm); **Fridays:** School Black Polo T-shirt with School pants / skirt (8:00am-9:00pm) No improper footwear such as slippers and sandals unless there is a valid medical reason. No shorts/miniskirts. No jackets to be worn over the blazer outside the classroom and school. For Physical Education (PE), Students must change into their proper sports attire 10 minutes before the PE session and are not allowed to take-part in their school uniform. They must change back into their School Uniform at the latest, after one session after the PE session. No ostentatious or heavy makeup or jewelry. All makeup or jewelry worn must have been approved by Student Mentor and informed via wechat to other staff of the Discipline Team. No coloured hair, except black or dark brown hair dye .	5
20.	Bringing / Consuming food outside the cafe (8:00am-9:00pm)	3
21.	Poor Personal Hygiene and habits	3

2.   DEMERIT POINTS, DISCUSSION, EXPULSION

1.   Students who accumulate a total of 30 demerit points will be issued with an Expulsion Letter Refer to Section 1: Demerit Points System for the list of offences and the demerit points each offence carries.

2.   Students who stay in school appointed hostels are expected to adhere to all the hostel rules and regulations. Those who have accumulated the maximum demerit points at the school appointed hostels will be issued an Expulsion Letter from the school and will be subjected to the same process as students who accumulated 30 or more demerit points from the School"s Demerit Point Table.

3.   Discipline Officer will inform Student Mentor, respective Heads of Departments (HODs), General Manager and Principal of the Student"s offences. Relevant Student Mentors are to ensure that both Student and Parents/Guardians are informed.

4.   Students who are issued an Expulsion Letter are required to meet with Student Mentor for discussion.

3   **REPORTING OF OFFENCES / HANDLING OF MAJOR OFFENCES**

1.An incident report to Principal must be written for all major offences committed by Students.

4   **REDUCTION OF DEMERIT POINTS**

1.Students who have accumulated demerit points have the option to re- duce or offset their demerit points by volunteering for and successfully com- pleting any School-based activities or community involvement programme organised by the ECG Unit. For each hour, 1 point will be deducted.

5. **MAXIMUM POINTS**

1.The Student Mentor will decide on the maximum points to be issued to the Student but the points should not be lower than the next highest maxi-
mum points that appear down the demerit table, for example if the offence carries a maximum of 20 points and the next highest maximum points that appear down the table is 15 points, then the points to be awarded can be from 15 to 20 points.

ATTENDANCE POLICY & PROCEDURE

1.   ATTENDANCE POLICY

1.   The School will have 2 systems of attendance taking which are paper attendance and Biometric Fingerprint Scanner

2.   Paper Attendance

1.   The Paper Attendance will be used for the following purpose: (but not limited to)

- Random Checks

- Students who are on Home-Based Learning

- in case of a breakdown of the Biometric Fingerprint Scanners

1.2.2 Teachers are responsible for marking all Students" attendance as detailed in Monitoring of Student Attendance (see OM-C5.4.1 Monitoring of Student Attendance).

3.   Biometric Fingerprint Scanners

1.   Students will have to scan their fingerprint at three different intervals as given below:

- Morning Session starting from 7.30am to 8.00 am

- Afternoon Session starting from 12.45pm to 1.15pm

- Evening Session starting from 6pm to 6.15pm

4.　　Accuracy of Student"s Attendance

1.　　Students and Student Mentors are encouraged to be pro-active in the monitoring of attendance. Student Mentor will meet with the student regularly on their absence for a discussion. There are 3 reports provided on student"s attendance:

- Daily Update

- Bi-Weekly Attendance Update

- Monthly Attendance Update

2.　　Students are allowed to appeal to the Student Mentor for each update. Student must appeal within the same day if there is any discrepancy in their attendance based on Daily Update. For Bi-Weekly Attendance update and Monthly Attendance update, Student is required to appeal within 3 working days after the update has been sent.

3.　　Student Mentor has the authority to change the student"s attendance based on student"s appeal and reflect all changes on the Student Information System.

5.　　Morning Uniform Inspection

1.　　The school will conduct regular checks on students" attire. Students not properly attired in the school uniform will be asked to leave school immediately and they will only be given attendance if they come back to school properly attired.

6.　　Attendance Expectation

1.　　The School requires the attendance percentage of ALL Students during the course in any month to not fall below 90% (the attendance requirement of the Immigration and Checkpoints Authority of Singapore (ICA) for Students holding Student"s Pass without any valid reason.

2.　　The School will not conduct disciplinary action based on attendance. Instead, students are reminded of the following:

a) poor attendance will affect their student pass renewal

b) poor attendance will affect their graduation status

c)continuous absence of 7 days will be cause for expulsion under ICA"s regulations

7.   Medical Leave:

1.   Medical Leave is not recognised as a cause for absence. A student may appeal to the Student Mentor based on the validity of his illness (doctor"s report or medical certificate) and seek to be excused. It will be handled on a case-by-case basis by the Student Mentor.

2.   Medical certificates other than those issued by a registered hospital, polyclinic or clinics in Singapore will not be accepted to support an appeal. Medical certificates from Traditional Medicine regardless of nationalities will not be recognised.

3.   Digital medical certificate is acceptable.

8.   Home-Based Learning

1.   For Home-Based Learning Request, approval can only be given up to a maximum of one month. Request for a longer duration is considered on a case by case basis.

2.   Students who are doing Home-Based Learning will be required to turn on their camera during attendance taking. Students who did not turn on their camera will be marked as absent.

9.   The school will monitor student attendance on a daily basis, and intervention actions (e.g discussion and/or informing of parents etc.) will be taken to help Students with poor attendance as detailed in Monitoring of Student Attendance (see OM-C5.4.1 Monitoring of Student Attendance).

10.   The intervention actions / goals are to be evaluated for effectiveness and improvements.

2.   MONITORING OF STUDENT ATTENDANCE

1.   Timetable:

1.   Before the start of a new week, Student Services will prepare the Timetable.

2.   The timetable will be printed out and placed at Front Desk every Friday by 12pm.

3.   A copy of the timetable will also be placed at individual classroom every Friday by 12pm.

2.   Paper Attendance

1.   Student Services will print out the class"s student roster for attendance-taking known as "Attendance List" and place it at the Common Room every Friday by 5pm.

2.   Teachers will collect the "Attendance List" from the Common Room and bring it to their class to facilitate attendance-taking. This is encouraged so that teachers are cognizant of the students enrolled in the class.

3.   Teachers are responsible for marking attendance 3 times a day

- Morning session at 8am

- Afternoon session at 1.15pm

- Evening session at 4.45pm

   The following notation on the "Attendance List" shall be used:

- "P" for Present

- "A" for Absent

4.   Teachers who mark the attendance during the evening session are required to place   back the "Attendance List" at Common Room.

5.   Random checks will be conducted by the School. It can be the Teachers, Student Mentor, Principal or assigned staff. Random check will negate the prior attendance already taken. Example: If the student is marked absent during the random check at 9am which is after the Morning attendance session at 8am, his/her morning attendance will be marked as absent regardless if the Morning attendance session at 8am is present.

1.2.6 Changes or amendments to the "Attendance List" will be made official once a week. Handwritten changes or amendments are conducted on a daily basis or when necessary.

3.   Biometric Fingerprint Scanners Attendance

1.   Fingerprint scanners will be placed in a location selected by the School. The location must be such that large group can gather and there is only one single entry/exit for students.

2.   The students are required to scan their fingerprint 3 times a day at three different intervals as given below:

- Morning Session starting from 7.30am to 8.00 am

- Afternoon Session starting from 12.45pm to 1.15pm

- Evening Session starting from 6.15pm to 6.45pm

4.   Daily Attendance Update

1.   After the morning attendance, the Student Services will generate the name of students who are absent.

   a) Student Mentor will receive the list for discussion with the student

   b) Student who is absent will be notified

   c) Parent/guardian of student who is absent will be notified

2.   Student may appeal to Student Mentor if there is a discrepancy within the same day that the notification was sent.

5.   Bi-Weekly and Monthly Attendance Updates

1.   Student Services will prepare and share the Bi-Weekly and Monthly Attendance Updates with the Students, and respective Student Mentors and Head of Student Mentor Unit.

2.   Student Mentor will use the Bi-Weekly and Monthly Attendance Updates to conduct discussion with the students and parents/guardians. The discussion is to be recorded it in the Student Information System.

3.   Student may appeal to Student Mentor if there are discrepancies with their attendance within 3 working days after the updates have been shared.

6. Medical Certificates

1. Medical Leave is not accepted as an excuse for absence.

2. Student may submit a digital copy of the medical certificate and seek Student Mentor"s assistance. The Student Mentor"s decision is based on the frequency and severity of the illness. If MCs are frequent or the illness is deemed serious, the Student Mentor must notify the parent/ guardian.

3. If a student took multiple MCs or exhibits emotional/mental illness, the Student Mentor may suggest to the parent/guardian that the student should seek specialist treatment.

4. If a medical treatment requires prolonged absence (30 days or more), the Student Mentor may request through the parent/guardian that the student should return home for recuperation and it will deemed as withdrawal from the School. (See OM-C4.4.1 Student Course With-drawal Procedure)

7. Attendance Failure Name List of International Students

1. Student Services will prepare the "Attendance Failure Name List of International Students" to be sent to Immigration Checkpoints & Authority of Singapore (ICA). This copy is to be approved and signed by the General Manager/Director.

2. Upon approval, Student Services will send the Attendance Failure Name List of International Students to ICA via email.

8. Communication Records

1. In conjunction with regulations from ICA, a student who has been absent from school without notice for a continuous period of 7 days or more will be issued with a Letter of Expulsion.

   a)Student Services will notify the Student Mentor once the system indicates such absences.

   b)Student Mentor is to conduct a verification check to see if there is any discrepancy in the attendance data.

   c)If the data is accurate, Student Mentor will speak with the Discipline Officer and request for an issuance of "Letter of Expulsion".

   d)Upon receipt of the Expulsion Letter, the Student Mentor will circu-late the Expulsion Letter to Student, Student"s parent/guardian, General Manager, Principal and Director.

   e) Appeal is not allowed in expulsion due to attendance cases.

3. Self-Study Request

1.　　The request is dependent on the type of students:

　　　a)Current Honour Roll Students are given the privilege of self-study. They however are expected to submit their request in writing clearly stating their reasons to the Student Mentor. The Student Mentor will seek endorsement from the Head of the Student Mentor Unit.

　　　b)All other students who wish to do self-study in school during school hours need to produce a letter of support from their parents and counselled by Student Mentor. The Student Mentor will seek endorsement from the Head of the Student Mentor Unit.

2.　　Students who are on self-study are required to be stationed at Library Level 2.

3.　　Students on self-study are expected to use the Fingerprint Scanners to indicate their presence in School. Student Mentor will conduct random check.

4.　　Permission can only be given on a calendar month. For example, if approval is granted on March 1st or March 25th the approval is only for the month of March. Students have to seek permission again for the month of April.

5.　　Dissemination of Information

1.　　The Head of the Student Mentor Unit is to present a list of students on self-study at the Weekly Corporate Office Meeting.

2.　　The Head of the Corporate Office is to ensure that the Weekly Corporate Office Meeting has a permanent component in the Minutes that covers the list of students on self-study and expiry of request.

3.　　The Head of Student Services is responsible for making changes to student record, especially the "Attendance List".

6. If the student, who was granted permission, fails to maintain or im- prove on their last academic results, the permission may be rescinded at the discretion of the Student Mentor.

4.   Home-Based Learning Request

1. Students who wish to do Home-based Learning are to fill up the F65 Home-based Learning Request Form with supporting documents such as Letter of Undertaking from Student"s Parent or Guardian.

2. The F65 Home-based Learning Request Form and the supporting documents are to be submitted to Student Mentor for record keeping purposes.

3. Head of Student Mentor will make a final decision on the request through Letter of Outcome and Head of Student Mentor will indicate on the form if permission is granted or dismissed.

1. The Letter of Outcome must include date of application, approval and expiry.

4.   Dissemination of Information

1. The Head of the Student Mentor Unit is to present a list of students on Home-Based Learning at the Weekly Management Office Meeting.

2. The Head of the Management Office is to ensure that the Weekly Management Office Meeting has a permanent component in the Minutes that covers the list of students on Home Based learning and expiry of request.

3. The Head of Student Services is responsible for making changes to student record, especially the "Attendance List".

Student Attendance Monitoring Flowchart
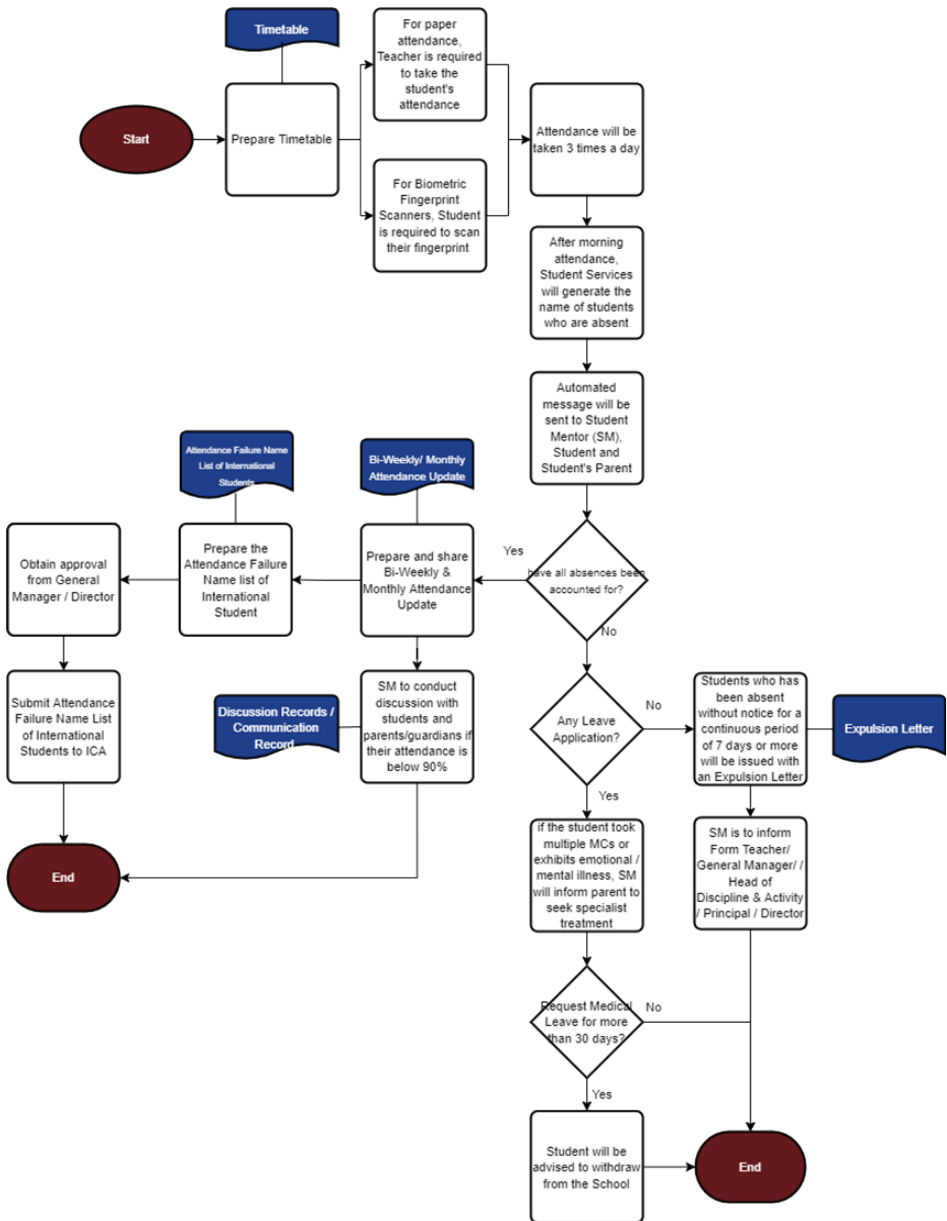
Self-Study Request/ Home-based Learning Request Flowchart

Start

Self-Study Request

Honours' List Students

All other Students

Write reasons to the Student Mentor

Write reasons & produce a letter of support from their parents and counselled by Student Mentor

is the request granted?

No

Yes

Student are required to use Fingerprint Scanners

Home-based Learning Request

Student are to submit Home-based learning request form and Supporting documents

Home-based Learning Request Form and Supporting documents

Head of Student Mentor will make a final decision based on the application

Letter to Effect

Is the application approved?

No

Yes

Student to attend online class

End

STUDENT LEAVE APPLICATION

1. **Student Leave Application Process**

1. Leave Application (Short-term):

1. Student who is unable to attend classes for a short period of 1 to 3 working days may apply for Leave via the F29 StudentLeave Application with supporting documents.

2. Student Mentor will meet with student to get a clearer understanding of the reasons for the application of short-term leave and verify if the supporting documents are duly completed before approval can be granted.

3. Student Mentor will update the Student Information System as detailed in Monitoring of Student Attendance based on the decision made (see OM-C5.4.1 Monitoring of Student Attendance)

4. If the leave application has been rejected by Student Mentor, the student may appeal as detailed in point 1.3 below (Appeal for Leave Application).

2. Leave Application (Long-term):

1. Student who is unable to attend classes for a long period of more than 3 working days may apply for a F29 Student Leave Application with supporting documents.

2. The School only approves Long-term Leave Application if it is due to medical reasons.

3. Student Mentor will meet student to get a clear understanding of the reason(s) for application of long-term leave and Student Mentor will verify if the supporting documents are duly completed before approval can be granted.

2   Leave Application (Long-term): (con"t)

4.   Student Mentor will update the Student Information System as detailed in **Monitoring of Student Attendance** based on the decision made (*see OM-C5.4.1 Monitoring of Student Attendance*)

5.   If the leave application has been rejected by Student Mentor the student may appeal as detailed in point 1.3 below *(Appeal for Leave Application)*.

3   Appeal for Leave Application:

1.   If the leave application is rejected, Student has the option to appeal to the Head of the Student Mentor Unit for the leave application.

2.   Head of the Student Mentor Unit will inform the student and Student Mentor about the decision.

3.   If the appeal is approved, Student Mentor is to update the Student Information System as detailed in Monitoring of Student Attendance based on the decision made (see OM-C5.4.1 Monitoring of Student Attendance)

4   Leave Extension Application for Long-term Leave:

1.   If the student is requesting for an extension of his/her long-term leave, the student must inform the Student Mentor before he/she submits a new Leave Application at least three days before the expiry of the current leave.

2.   Student Mentor will check whether the student is currently on long-term leave.

3.   If the student is currently on leave and the total leave including the extension is for a continuous period of more than 30 days, the student will be asked to withdraw from the school. *(See OM-C4.4.1 Student Course Withdrawal)*

4.   If the total leave including the extension is for a continuous period of 30 days or less, Student Mentor will have to inform their Head of the Student Mentor Unit, Principal, Course Consultant, and Student Services.

4　　Leave Extension Application for Long-term Leave: (con"t)

5.　　Student Mentor will meet student to get a clear understanding of the reason(s) for application of long-term leave and Student Mentor will verify the reasons of his/her decision with the parents before approval can be granted for leave extension application.

6.　　If the leave application has been approved, the processes in S/N 1.3.3 will be followed.

7.　　If the leave application has been rejected by Student Mentor, the student may appeal as detailed in point 1.3 above *(Appeal for Leave Application)*.
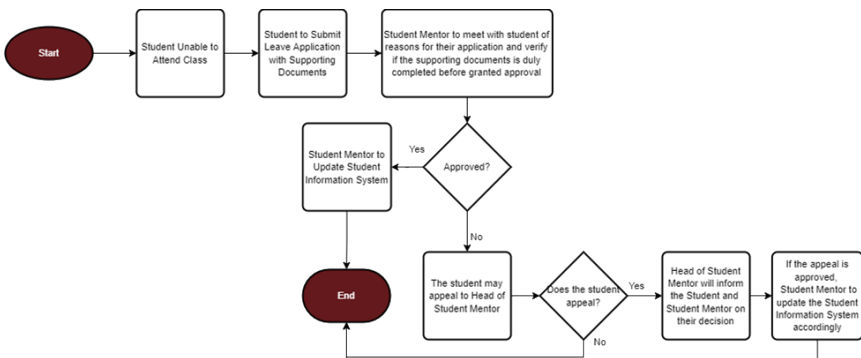
8.　　#Note*:
　　　　Students are required to submit the Leave Application online before midnight of the day of absence.

Student Leave Application Flowchart

Leave Extension Flowchart

```
                              ┌─────────┐
                              │  Start  │
                              └────┬────┘
                                   │
                        ┌──────────▼──────────┐
                        │  Student inform     │     Must be at least 3 days before
                        │  Student Mentor     │     the expiry of the current leave.
                        │  before Submit a    │
                        │  new Leave          │
                        │  Application with   │
                        │  Supporting         │
                        │  Documents          │
                        └──────────┬──────────┘
                                   │
    ┌──────────────┐    ┌──────────◇──────────┐
    │ Student will │ Yes│  has the Student    │
    │ be asked to  │◄───│  taken 30 continuous│
    │ withdraw     │    │  day of leave?      │
    │ from School  │    └──────────◇──────────┘
    └──────┬───────┘               │ No
  C4.4.1 Student Course  ┌─────────▼──────────┐
  Withdrawal Procedure   │ Student Mentor will│  If Total Leave including the
                         │ have to inform the │  extension is for a continuous
    ┌──────────┐         │ Head of Student    │  period of 30 days or less.
    │   End    │         │ Mentor, Principal, │
    └──────────┘         │ Course Consultant  │
                         │ and Student Service│
                         └─────────┬──────────┘
                                   │
                        ┌──────────▼──────────┐
                        │ Student Mentor will │
                        │ meet the student    │
                        │ and clarify with    │
                        │ the parents before  │
                        │ approval be granted │
                        └──────────┬──────────┘
                                   │
    ┌──────────────┐    ┌──────────◇──────────┐
    │ The student  │ No │     Approved?       │
    │ may appeal to│◄───│                     │
    │ Head of      │    └──────────◇──────────┘
    │ Student      │               │ Yes
    │ Mentor       │               │
    └──────┬───────┘    ┌──────────▼──────────┐
           │            │ Student Mentor is   │
    ┌──────▼───────┐    │ to update Student   │  OM-C5.4.1 Monitoring of
    │ Head of      │    │ Information System  │  Student Attendance
    │ Student      │    └──────────┬──────────┘
    │ Mentor will  │               │
    │ inform the   │         ┌─────▼────┐
    │ Student and  │         │   End    │
    │ Student      │         └──────────┘
    │ Mentor on    │
    │ their        │
    │ decision     │
    └──────┬───────┘
           │
    ┌──────▼───────┐
    │ If the appeal│
    │ is approved, │
    │ Student      │
    │ Mentor will  │
    │ update the   │
    │ Student      │
    │ Information  │
    │ System       │
    │ accordingly  │
    └──────────────┘
```

SCHOOL ATTIRE RULES

Item	School Rules	Exceptions
Hair	Face, especially eyes, must not be covered	The length and style of hair is up to the student* Boys with long hair must tie it up in a tidy ponytail
Hair Dye	Only dark coloured dye, such as black or brown, is allowed.	Dark green or blue used as tints is allowed as long it is not too conspicuous*. Those with hair dye not approved by the school will be given two weeks to remove their hair dye.
Wearing of Make Up	No	Only very light makeup is allowed*
Piercings on face	No	
Ear-rings	No	Only small studs or rings are allowed*
Tattoos	No	The School does not accept students with tattoos. Those that have been accepted on a case by case basis must cover it up with long-sleeve shirt if necessary.
Necklaces	No	All necklaces must be hidden under the collar*
Coloured contact lens	No	Only dark coloured contact lens is allowed*
Rings and bracelets	No	Only small or thin rings/bracelets are allowed*

SCHOOL ATTIRE RULES

Monday Full Uniform Attire (Part 1):

Item	School Rules	Exceptions
Shirt	School White Shirt with School logo; student must be in uniform from 8.00am to 8.00pm	Student may request for tailored shirt, for example, long-sleeved shirt to cover the skin from sun exposure. School logo must be printed
Skirt/ Pants	School Tartan Skirt / School Dark Blue Pants. The length of the pants must be long enough to ensure that there is no exposure of legs.	Student may request for tailored pants if the ready to wear does not fit well.
Ties	School Pants: Necktie School Skirt: Bowtie	
School Blazer	IN THE CLASSROOM: If a student feels cold, another sweater can be worn under the School Blazer If student only needs one layer, the Student must wear the School Blazer ONLY. OUTSIDE THE CLASS-ROOM: Student must wear School Blazer ONLY.	

SCHOOL ATTIRE RULES

Monday Full Uniform Attire (Part 2):

Shoes	All black only	
Socks	Black only Socks must be long enough to ensure there is no exposure of ankles	Student in skirt may choose leggings and stockings, which must be in black only
Belt	It is optional. Single Colour: Black or Dark Brown	

Other Attire at School:

Item	School Rules	Exceptions
Shirt	School T-Shirt (only on Fridays and Activity/Physical Exercise Days)	Club T-Shirt with FIS name or logo in it is accepted
Shorts	Dark blue or Black (only during school physical activities)	
Shoes	All black canvas or track shoes	
Socks	Black only. Socks must be long enough to ensure there is no exposure of ankles	

INTRODUCING SINGAPORE

Geography & Climate
The Republic of Singapore is a small tropical island with a land area of only 721.5 square km and lying just 1 degree north of the equator. She has a fairly warm and humid climate throughout the year with temperature ranging from 25 to 36 degrees Celsius. The months of December and January generally sees the most rainfall.

Population
Singapore population is standing at 5.64m and comprises of numerous ethnic groups as of 2018 (source: www.singstat.gov.sg)

Language
The common languages used in Singapore are English, Chinese, Malay and Tamil. English is the language of administration as well as the main medium of instruction in schools and other education institutes.

Festivities
Here in Singapore, a diverse array of festivals from various ethnic groups and religions are celebrated throughout the year. This includes Lunar New Year, Deepavali, Hari Raya Puasa, Hari Raya Haji, Mid-Autumn Festival, Thaipusam, Vesak Day, Good Friday and Christmas.

Social Culture
People in Singapore are expected to form queues to board buses, or to wait for services and it is generally considered impolite, and at times downright rude, to push ahead of someone who is in the queue before you. Punctuality is viewed rather seriously as well and it is considered impolite to miss appointments. Do allow yourself sufficient time for travel.

What to Wear
In a tropical country such as Singapore where the weather is constantly warm and humid throughout the year, loose and light summer clothing is recommended especially for outdoor activities. Please note that while in school compound during school hours, you must be in School uniform or school-sanctioned attire.

Goods and Services Tax (GST) and Tipping

A 7% Goods and Services Tax is levied on all services and goods imported into Singapore. Tipping is not necessary as a service charge of 10% is normally levied at restaurants, hotels and other establishments. A tip should only be exercised in instances where the bill does not include a service charge.

Food Culture

Singaporeans love to eat, especially with the wide spread of selection offered in different settings throughout the country. Ranging from food centres at local neighbourhoods or air-conditioned food courts conveniently situated at shopping complexes to niche restaurants serving dedicated cuisines unique to specific countries, the wide variety of dishes offered ensures there is something to like for every taste bud in Singapore.

Some of the more common cuisines are local Chinese food, heavily influenced by Fujian and Guangdong cooking, local Malay food and local Indian food. Also, Singapore has become a melting of pot in Asia of different food cultures and in fact the unstoppable emergence of Western food in the culinary world of Singapore is undeniable.

Living

The major types of housing in Singapore are public housing flats, condominiums, terrace houses and semi-detached houses. Almost 80% of the population live in public housing flats with the remaining 20% living in private housing. FIS is one of the few private schools in Singapore to provide hostel services, therefore students need not worry about finding accommodation.

Students who has a live-in Guardian in Singapore may appeal to stay out of the Hostel. The Guardian is required to attend an interview and undertake to take responsibility of the students.

Phishing Scams in Singapore

Victims of such phishing scams received emails or text messages by scammers impersonating entities the victims know or trust, such as banks, government agencies, trade unions, or companies such as SingPost, StarHub, Netflix, PayPal and DHL.

These emails and text messages make fake offers or claims to trick recipients into clicking on an URL link. Such fake offers or claims include outstanding payment for parcel delivery, disruptions to services or subscriptions, refunds, or promotions. Upon clicking on the URL links, victims will be redirected to fraudulent websites where they are tricked into providing their credit/debit card details and One-Time Password (OTP). Victims only realised that they have been scammed when they discovered unauthorised transactions made using their credit/debit card.

- Do not click on URL links provided in unsolicited emails and text messages;
- Always verify the authenticity of the information with the official website or sources;
- Never disclose your personal or Internet banking details and OTP to anyone; and
- Report any fraudulent credit/debit card charges to your bank and cancel your card immediately.

LAWS & RULES OF SINGAPORE

Singapore is a society with very strict laws and foreigners need to familiarise themselves with them as the consequences of breaking laws due to lack of knowledge can be tough. The death penalty and caning are existing penalties and intervention by foreign governments on behalf of convicted foreigners is seen as interference. Listed below are some of the rules that a student must bear in mind. Note that this list is not comprehensive.

Student Pass Holder

If the Student Pass is lost or stolen, you are required to make a police report immediately and report to ICA within 7 days to apply for a replacement Student Pass via the help of the School. Issuance and/or replacement fee shall apply. If you recover possession of your lost Student Pass after reporting such loss to ICA, you are required to surrender the recovered Student Pass to ICA for cancellation within 7 days from the date of recovery of the Student Pass.

You must not engage in any form of paid employment or in any business, profession or occupation in Singapore during the validity of your Student Pass unless you have a valid work pass issued under the Employment of Foreign Manpower Act (Cap. 91A).

You are required to attend class regularly. If you fail to attend classes for a continuous period of 7 days your student"s pass will be cancelled by the School with effect from the 8th day. The letter of cancellation will be sent to your place of residence as registered with ICA. Remaining in Singapore unlawfully after the cancellation of your Student"s Pass is an offence under Section 15 of the Immigration Act and you would be liable for prosecution

Student Pass is issued to you on the condition that the Terms & Conditions are complied with. Any person who without reasonable cause contravenes or fails to comply with any condition imposed in respect of or any direction endorsed on any pass or permit shall be guilty of an offence and shall be liable on conviction to a fine not exceeding $1,000 or to imprisonment for a term not exceeding 6 months or to both.

For more information, please click here.

Alcohol / Drunkenness
Purchase and consumption of alcohol is not permitted for those below 18 years of age. Those found drunk in public places may be fined or imprisoned up to three months.

Cyber Crimes
The Computer Misuse and Cybersecurity Act is to make provision for securing computer materials against unauthorised access or modifications to ensure cybersecurity. The unauthorised access of and / or modification of computer material, unauthorised use or interception of a computer service, unauthorised disclosure of access code and unauthorised obstruction of use regardless of intent are all examples of offences that fall under the Computer Misuse and Cybersecurity Act. Those found guilty of breaching the Act will be fined and / or imprisoned.

For more information, please click here.

Drugs
Singapore has one of the toughest anti-drug regimens (Misuse of Drugs Act) in the world. If you are caught possessing more than a stated amount of drugs, you are presumed to be a trafficker which carries the mandatory death penalty.

False Identification
It is an offence to show false identification to enter discos and clubs limited to those over 18/21 years old or to purchase alcohol.

Immigration Offences
Overstaying is a punishable offence under the Immigration Act, so please take note of the expiry dates of your Student"s Pass. Offenders may be fined up to S$4,000 and/or imprisonment plus caning.

Jaywalking
Jaywalking is one of Singapore"s most common offences committed. Jaywalking is defined as crossing the road within 50m of a crossing zone and is commonly policed during a Traffic Police Operation. Offenders can be fined S$20 on the spot or charged and fined up to S$1,000, or jailed up to three months.

Littering
Littering is one of Singapore"s most common offences committed. First-time offenders who discard minor litter such as sweet wrappers, cigarette butts and parking coupon tabs improperly are liable for a S$300 fine, while fines for larger items can go up to S$1,000 or a Community Work Order (CWO) of up to 12 hours, or both.

Spitting
According to Environmental Public Health Act (Chapter 95, Section 113), spitting or expelling mucous from the nose, onto the street or floor which the public has access is liable of a fine not exceeding S$ 1,000 for first offence; S$ 2,000 for second offence and; S$ 5,000 for third and subsequent offence.

Loitering and Congregation
The police may stop you at any time for questioning and you must be able to explain the reason of your presence in any location and provide required information if requested. If the police suspect you and a group of five or more are gathering with the intention to commit a crime, it is considered an offence under unlawful assembly.

Pornography

Obscene articles, publications, videotapes, disks and software are considered illegal. For more information, please click here.

Rioting

When force or violence is used by a group of five or more people or by any member thereof, it is classified as rioting. The punishment for those guilty of such an offence is imprisonment of up to seven years and shall also be liable to caning.

Smoking

Underaged smoking is an offence in Singapore; the minimum age required is 21 years old. Most indoor places in Singapore prohibits smoking, however, there are certain designated areas for smoking.

For more information on the restricted area and the penalties for underage smoking, please click here.

Vandalism and Mischief

Causing damage to public property (such as bus stops, traffic lights) is classified as vandalism while causing damage to private property is classified as mischief. Both offenses are punishable by a fine, caning or imprisonment.

Driving

A person under 18 years of age is not allowed to drive. Those above 18 years of age must hold a valid driving license in order to drive in Singapore.

GETTING AROUND SINGAPORE

Getting around Singapore is easy and convenient using local public transportation due to our highly developed transport infrastructure and system of taxis, buses, Light Rail Transit (LRT) and Mass Rapid Transit (MRT).

Light Rail Transit (LRT) and Mass Rapid Transit (MRT)
The MRT and LRT trains are the most convenient and efficient means of travelling around Singapore. While MRT trains bring you to different parts of Singapore, the LRT trains operate within specific neighbourhoods. Fares starts from S$0.42 and operating hours are from 5.30am to about midnight daily. Food and drinks are strictly prohibited while on board the trains.

EZ-Link Card
The School provide an EZ-Link Card that can be used on buses, MRT and LRT. It can also be purchased for a price of S$10 ($5 non-refundable card cost and $5 travel value). EZ-Link cards may be topped up via cash or Bank ATM Card at any general ticketing machines or value adding machines with a minimum value of S$10. To pay for a fare, simply tap the EZ-Link card on a reader device when boarding and alighting. Please ensure there is a beep after the tap to ensure the fare is correctly deducted.

Taxi
Typical Taxi Fares consist of a basic fare ($3.00 - $3.40) thereafter there is an increment according to length of travel. Be mindful that there is peak hour surcharge, city area surcharge, midnight surcharge and booking fee.

Ride-Sharing App
The other form of transport is the popular ride-sharing app found worldwide such as Didi in China and Uber in the USA. In Singapore, the most popular is Grab with 80% of the market..

Typical Taxi Fares

Basic Fare

Flag-Down (Inclusive of 1st km or less)	$3.00 - $3.40
Every 400m thereafter or less up to 10km	$0.22
Every 350m thereafter or less after 10km	$0.22
Every 45 secs of waiting or less	$0.22

Peak Hour Surcharge - 25% of metered fare
Monday to Friday from 6:00am to 9:30am
Monday to Sunday & Public Holidays from 6:00pm to Midnight

City Area Surcharge - Additional $3.00
Monday to Sunday & Public Holidays from 5:00pm to Midnight

Midnight Surcharge - 50% of metered fare
Midnight to 5:59am

Booking Fee

Monday to Friday from 6:00am to 9:30am	$3.30
Monday to Sunday & Public Holidays from 6:00pm to Midnight	$3.30
All other times (Including Saturday, Sunday & Public Holidays)	$2.30
Advanced Bookings (at least half an hour in advance)	$8.00

HEALTHCARE IN SINGAPORE

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

HOSPITALISATION

There are 18 public and private hospitals that provide acute care in Singapore. We provide a list of hospitals that are within a radius of 5km from the school and hostels. Furen International School which is located at 8 Claymore Hill is 3km from Jervois Residences and 1.7km from Dalvey Residences.

Hospital		School	Jervois Residences	Dalvey Residences
Singapore General Hospital Outram Road Singapore 768828 Tel: 6222-3322 https://www.sgh.com.sg	Public	4.7km	2.6km	6.0km
Tan Tock Seng Hospital 11 Jalan Tan Tock Seng Singapore 308433 Tel: 6256-6011 http://www.ttsh.com.sg	Public	3.4km	8.1km	4.3km
Alexandra Hospital 378 Alexandra Road Singapore 159964 Tel: 6472-2000 https://www.ah.com.sg	Public	6km	4.2km	7.7km
KK Women's and Children's Hospital 100 Bukit Timah Road Singapore 229899 Tel: 6225-5554 https://www.kkh.com.sg	Public	2.8km	4.7km	3.7km
Mt Elizabeth Hospital 3 Mount Elizabeth Singapore 228510 Tel: 6737-2666 https://www.mountelizabeth.com.sg	Private	1.3km	2.6km	2.6km
Mt Elizabeth Novena Hospital 38 Irrawaddy Road Singapore 329563 Tel: 6898-6898 https://www.mountelizabeth.com.sg	Private	3.2km	5.2km	4.3km

Gleneagles Hospital 6A Napier Rd Singapore 258500 Tel: 6473-7222 https://www.gleneagles.com.sg	Private	3.7km	2.5km	2.2km
Thomson Medical Centre 339 Thomson Rd Singapore 307677 Tel: 6250-2222 https://www.thomsonmedical.com	Private	3.0km	5.0km	3.3km
Raffles Hospital 585 North Bridge Road Singapore 188770 Tel: 6311-1111 https://www.rafflesmedicalgroup.com	Private	5.0km	5.0km	4.9km
Farrer Park Hospital 1, #02-01 Farrer Park Station Rd Connexion Singapore 217562 Tel: 6363-1818 https://www.farrerpark.com	Private	3.9km	8.8km	4.8km

In an emergency, School and Hostel staff will bring you to the nearest hospital for treatment. As fees vary substantially between private and public, we would definitely seek your opinion. However, in an emergency, such consultation may not be possible.

CLINICAL VISIT

There are 20 public polyclinics and 1,700 private GP clinics in Singapore. Prices are affordable in the public polyclinics but it is always crowded and be prepare for a long queue.

Polyclinic	School		Jervois Residences	Dalvey Residences
Outram Polyclinic 3 Second Hospital Ave #02-00 Health Promotion Board Building Singapore 168937 Tel: 6643-6969	Public	4.8km	4.2km	6.0km
Queenstown Polyclinic 580 Stirling Road Singapore 148958 Tel: 6663 6847	Public	6.6km	3.9km	5.3km
Bukit Merah Polyclinic Blk 163 Bukit Merah Central #04-3565 Singapore 150163 Tel: 6643 6969	Public	4.9km	2.6km	8.2km

If you prefer to be served at a private GP clinic, as mentioned there are more than 1,700 private GP clinics in Singapore and many are located very conveniently to your residence, for example:

Private GP Clinic	Type	Dalvey Residences
Shangri-La Medical Clinic 22 Orange Grove Road Level 4 Shangri-La Hotel Singapore 258350	Private	1.0km

Private GP Clinic	Type	Jervois Residences
iCare Medical and Wellness Clinic 22 Havelock Rd, #01-701 Singapore 160022	Private	1.0km

FIS has a list of recognized medical clinics under our insurance providers and the clinic that is closest to us is:

Pivot Medical Clinic
Shaw Centre
1 Scotts Road #17-01
Singapore 228208
Tel: 6904 3177

Opening hours:
Mon - Fri: 9:00am - 1:00pm, 2:00pm - 5:30pm
Sat: 9:00am - 1:00pm
Sun: Closed
Holiday: Closed

For more information on the list of panel clinics under our insurance providers you may visit https://www.alliance-axa.com.sg/

24-HOUR CLINICAL VISIT

If you are feeling well unwell in the night, for example if you experienced sprained or twisted ankles, fever, nosebleed, cuts or gash, dizziness, cold or flu, headaches, nosebleed, and sore eyes, we recommend that you visit the 24-Hour Clinic at:

Thomson Medical Centre
339 Thomson Rd
Singapore 307677
Tel: 6250-2222

This Medical Clinic is the nearest 24-Hour Clinic for our School Hostels.

If however you experienced the following: Broken limbs, Sustained high body temperature over several days, Breathlessness for prolonged period, Sudden and severe pain, Sweating and breathlessness, Fits and seizures, Vomiting that does not subside, Blood in your vomit, Slurred speech and Severe hives. Go immediately to a Hospital A&E Clinic nearest to you (see list provided).

DENTAL VISIT

The School has arranged for a dental clinic that is a walking distance of 400 metres. It provides discounted rates for students and staff from our School:

Aloha Dental Clinic
14 Scotts Road
#04-125 Far East Plaza
Singapore 228213
Tel: 6733-2268

MAJOR BANKS IN SINGAPORE

In May 1999, MAS launched a five-year liberalisation package to strengthen the banking system and to improve Singapore"s reputation as an international financial centre. Most banks in Singapore cater to different types of clients – individuals, corporations or government agencies.

Local banks

Nearest to FIS are:

Bank	Branch Location	ATM Location
Development Bank of Singapore (DBS)	Plaza Singapura 68 Orchard Road #B1-25 Singapore 238839	Far East Plaza 14 Scotts Road Level 1 Singapore 228213
Overseas Chinese Bank Corporation (OCBC)	ION Orchard 2 Orchard Turn #B2-57 Singapore 238801	Far East Plaza 14 Scotts Road Level 1 Singapore 228213
United Overseas Bank Limited (UOB)	Shaw Centre No. 1 Scotts Road #03-04 Singapore 228208	Far East Plaza 14 Scotts Road Level 1 Singapore 228213

Foreign banks

Nearest to FIS are:

Bank	Branch Location	ATM Location
Hongkong and Shanghai Bank Corporation (HSBC)	6 Claymore Hill #01-01 Singapore 229571	6 Claymore Hill #01-01 Singapore 229571
Maybank	MSpace at M Orchard Shopping Centre 321 Orchard Road #01-01/02 Singapore 238866	Wisma Atria 435 Orchard Road #B1-K2 Singapore 238877
Citibank	Capital Square Branch 23 Church Street #01-01 Singapore 049481	Orchard SMRT Station 437 Orchard Road Singapore 238878
Standard Chartered	VivoCity 1 Harbourfront Walk #B2-01 Singapore 098585	VivoCity 1 Harbourfront Walk #B2-01 Singapore 098585
Bank of China	Bank of China Building 4 Battery Rd Singapore 049908	Takashimaya Shopping Centre, Ngee Ann City 391 Orchard Road #B2-12/14 Singapore 238873

BENEFITS

F&B Benefits

Students in FIS uniform will be able to enjoy a 10% discount off regular items at the following F&B outlets:

Food Republic @ Shaw House
350 Orchard Road #B1-02
Singapore 238868

Hua Yi Kitchen
360 Orchard Road #02-11/12
International Plaza
Singapore 238869

COMMUNICATION SERVICES IN SINGAPORE

Singapore has a highly developed communication system with three telecommunication companies: SingTel, Starhub and M1. All three provide mobile communication services to make both local and international calls. Costs differ depending on package and promotion, but can be in the region of S$20 a month with minimal usage. It is recommended that you bring a mobile phone into Singapore and purchase a top-up card for immediate use and to contact family members back home.

To purchase a mobile phone, you need to be at least 16 years old and you have to produce your student"s pass, passport and proof of billing address at the time of purchase.

Internet
Internet access is widely available in Singapore but we are conservative in our approach regarding the use of internet in school and hope that you understand the priority should be on academic pursuit.

CONTACTS

FIS understands that your family members may have to contact us immediately out of necessity. Listed below are our various means of communications including WeChat or QQ.

School Address
If you need an address for your correspondence, for example to enable your family members to send parcels or letters to you, use the school address but remember to clearly state your name and student ID number.

(Your Name)
(Your ID Number)
c/o Furen International School
8 Claymore Hill #01-01
Singapore 229572

Tel No: +65-6842-6001

CONTACTS

	Name	Telephone	WeChat or QQ	Email
School Main Line	-	6842 6001	-	fis@fis.edu.sg
Feedback Email	-	-	-	feedback@fis.edu.sg
Student Mentor Unit	Gloria Wang	8033 4192	gloria-wang0805	gloria.wang@fis.edu.sg
	Lynn.Ni	8941 8014	13685910033	Lynn.ni@fis.edu.sg
	Ren Hongyu	8504 8656	hjc2859	rhy8839@qq.com
	Yu Yang	9773 5920	fis1234	yu.yang@fis.edu.sg
	Melissa	8040 2591	zhao_meidan	Melissa.Zhao@fis.edu.sg
Director	David Mok	-	dmks26	david.mok@fis.edu.sg
Senior Principal	Li Wei	-	-	liwei@fis.edu.sg
Principal	Anosia Thevy	-	-	anosia@fis.edu.sg
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