STUDENT HANDBOOK

FIS

Rise Above The Ordinary

RISE ABOVE THE ORDINARY

CONTENTS

WELCOME MESSAGE

It is with great pleasure that we invite students to join Furen International School (FIS) at our modern Singapore campus in order for each one to create a confident, bright academic future, as they prepare for top university admissions.

It is every parent's hope that their child will achieve to their fullest potential, and at FIS it is our mission to help students explore their unique talents and to encourage achievement at the highest levels. FIS has created a platform to assist students to prepare confidently for international examinations and help them strive for ever-higher personal goals. FIS is an enriching, English speaking environment with international staff to help our students build a bridge for entry into prestigious, overseas tertiary institutions.

In a rapidly changing world, we know that the demands of the future will require young people to be academically equipped agile thinkers and resilient individuals who are ready to contribute their ideas, passion and skills in the workplace and the wider community. So, join us as we endeavor to help students of every talent realize their dreams and 'Rise Above the Ordinary'

Mr. Marcus Clayton

Principal

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, and, 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.

Our Mission
To provide high quality education through well-designed curriculum, delivery of lesson and effective student management. The aim is 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 dreams and goals)

I - Industrious (to be diligent and hard working in tasks that we set ourselves)

S - Sharing (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 e-jia Homestay Pte Ltd, the hostel can provide accommodation for up to 200 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 9am to 6pm. Voluntary Night Study is from 6pm
to 9pm.

To ensure more time for academic pursuits, school break is restricted to three
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 80 over academic and non-academic staff
provide guidance to the students not only in their studies but in their personal
development 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 according 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 your Course Consultant (CC) for airport pick-up service.

4.   Save the information of your student accommodation, in case you are asked at the customs.

Jervois Residences (Girls)

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

	Name	Wechat ID	Phone Number
Residences person in charge	Chong Yin Nue	Yinnue	-

Dalvey Residences (Boys)

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

	Name	Wechat ID	Phone Number
Residences person in charge	Zhang Shufang	yu20131021	+65 9773 8205

5.   International flights often fail to arrive on time. Please contact our staff in advance should your flight be 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: (Cont'd)

Here are some things you will need once you <u>arrive</u> in Singapore:

7.   Upon exiting the arrival hall, look out for our FIS staff near the exit. Due to the changes in 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.

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 or help to 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 from 0801hrs to 2200 hrs**	1-2 pax	S$80-S$120
Arrival from 2201hrs to 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 Stationeries.
- 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 90 cm, lower deck 200cm x 110cm
  Dalvey Residences: common room 200cm x 90 cm, executive room 200cm x 110cm

About SSG and EduTrust

The SkillsFuture Singapore (SSG) Board carries out functions and powers relating to private education under the Private Education Act. The SSG regulates the sector, provides student services, consumer education and facilitates 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 SSG 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.

FPS

● protects 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 Group Fee Protection Scheme Insurance 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: SD23M05301).

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.

PERSONAL DATA
PROTECTION COMMISSION
SINGAPORE

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 content (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 information 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 recruitment 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, exam questions and results 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' is 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 considered restricted information, and are kept in locked cabinets.

9.   The School will use students' particulars solely for the purpose of completing 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 Stu dent 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 re quired 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 pass word coded and made available to respective personnel with appropri ate 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 effect 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.   Reporting Day

1.1 On the day of reporting, Student Services will take down student's information and proceed to do the following:

- Connect student to FIS Student WIFI
- Help student to download and login Star Alliance app
- Assist student to FIS Official WeChat account
- Add student to Lunch WeChat group
- Get student to sign ICA T&Cs of Student Pass Form
- Get student to acknowledge COI
- Get Student to complete Pre-course Counselling Survey
- Administer Diagnostic Tests
- Add to fingerprint attendance system
- Provide LMS access
- Provide a copy of the Timetable
- Issue Ez-Link Card with Door Access

1.2 Student Services will then inform Head of Guidance Counselling, Head of Units, General Manager, Head of Student Mentor, Student Mentor and Discipline and receive their acknowledgement.

1.3 Student Mentor will meet student, issue uniform and setup a wechat group with parents, before student is allowed to enter the class.

1.4 Student Mentor will arrange the Orientation within the next 7 days.

1.5 Guidance Counselling will provide academic counselling for university pathway.

1.6 Student Services will arrange for student's medical check-up within 3 days of student's reporting.

1.7 Student Services will arrange for Student to collect Student Pass from ICA.

STUDENT REPORTING

2.1   Diagnostic Test

2.1   Student Services is to organize the Diagnostic Test on the first 7 working days of reporting to the School.

2.2   Student Services is to share the Diagnostic Test Result to the Student Mentor and Subject Teachers within 7 working days.

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

3. Orientation

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

- FIS Mission, Vision, Core Values

- 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

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

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

3.4   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.

3.5   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

Start

Student Reporting to the School

Student to complete the written test

Diagnostic Test

Diagnostic Test is to be marked by Curriculum Specialist / Appointed Subject Teachers / Head of Unit

Student Services to release the test result to Student Mentor and Subject Teachers

Diagnostic Test Result

End

Student go through Orientation Programme

Orientation Programme for New Students

Student to complete the Orientation Quiz

Orientation Quiz

Does student pass the quiz?

Yes

No

To arrange for photo of Student to be taken and upload the photo to Student Management System

End

Student undergo another Orientation Programme

Orientation Programme for New Students

COURSE TRANSFER & WITHDRAWAL POLICY & PROCEDURE

1. Transfer Policy

1. A student who requests for an internal course transfer within Furen International School (FIS) must be checked if they meet all minimum entry requirements of the new course they are enrolling in before having his/her existing contract terminated. A new Student Contract will be signed based on the procedures for executing Student Contracts. In the event of late enrolment, the Student will be required to complete the Late Enrolment Declaration Form which is to be filed in the Student P-File.

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 otherwise as agreed between FIS and t he 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-C4.3.1A Student Course Withdrawal Procedure.

2. A student who enrolls with another School or has cancelled their students pass without informing the 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 refuse 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

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

       3.2   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

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

       4.2   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

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

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

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.
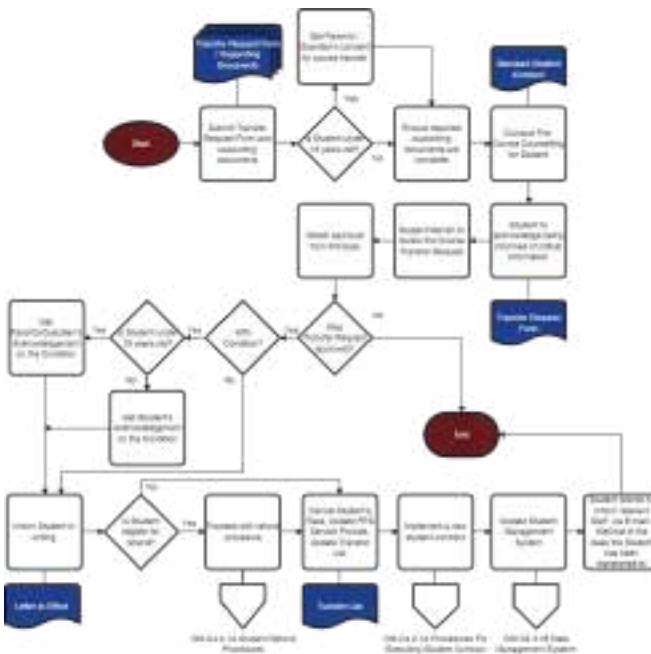
Course Transfer Procedure

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.

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 Subject Teachers. The Principal will then make a decision on the suitability of transfer request based on the information in the review. The decision made by the Principal is final.

7. 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.

8. 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.

9. 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-C4.3.1A Student Refund Procedures) will apply.

10. 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

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

12. Student Services is required to update the Student Management System as detailed in Course Withdrawals & Transfers (see OM-C2.3.1**B** Data Management System).

13. 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 Course Transfer Request after the latter has consulted the Subject Teachers. The Principal will then make a decision on the suitability of transfer request based on the information in the review. The decision made by the Principal is final.

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

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

Course Transfer Procedure Flowchart

## Class Transfer Procedure Flowchart
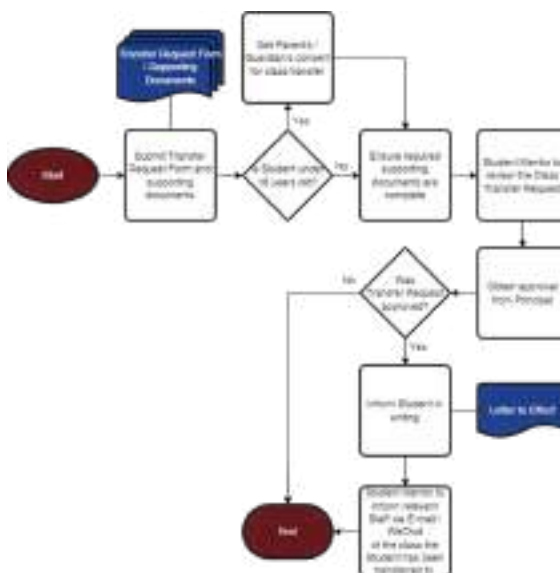
Withdrawal Procedure
STEP ONE: STUDENT MENTOR'S DUTIES

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-C4.4.1A 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

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

2.4   Student Services is also required to update the Student Management System as detailed in Course Withdrawals & Transfers (see OM-C2.3.1B Data Management System).
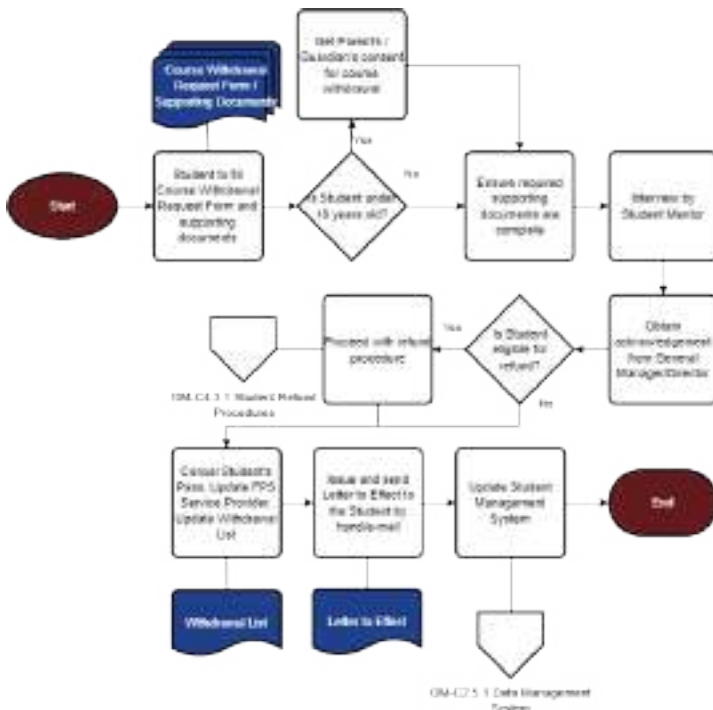
REFUND POLICY & PROCEDURES

1.   Refund Policy

1.   The School's Senior Management Team / 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 of 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 SkillsFuture Singapore (SSG). 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 School unable to commence course on the course commencement date
   - Refund for withdrawal due to School unable to complete the course on the Course Completion Date
   - Refund for termination by School before the course completion date
   - Refund due to Students does not meet entry or matriculation requirement
   - Any other reasons

6.   The PEI will provide the Student with a cooling-off period of working ten (10) calendar days from and including date of signing the Student Contract.

7.   If a student eligible for a refund fails to complete the F06 Refund Request Form or Section 2: Payment Option of the form within 3 months of the request date, withdrawal date, cancellation of their Student Pass, or the end of their contract—whichever comes first—the right to the refund will be forfeited.

8.   School Refund Policy as per clauses in the Standard Student Contract.

REFUND POLICY & PROCEDURES

2. TERMINATION AND REFUND POLICY

2.1 The School will notify the Student in writing within three (3) working days upon knowledge of any of the following (each a "Refund Event"):

  a. It cannot commence the provision of the Course on the Course Commencement Date;
  b. It cannot complete the provision of the Course by the Course Completion Date;
  c. The course will be terminated before the Course Completion Date;
  d. The Student does not meet the course entry or matriculation requirements as stated in Schedule A; or
  e. The Immigration & Checkpoints Authority of Singapore (the "ICA") rejects the Student's application for the Student Pass.

2.2 Where any of the Refund Events in Clause 2.1 (a) to (c) above has occurred:

  a. The PEI shall use reasonable efforts to make alternative study arrangements for the Student and shall propose such alternative study arrangements in writing to the Contracting Party, within ten (10) working days of informing the Contracting Party of the Refund Event.
  b. If the Contracting Party accepts such alternative study arrangements, the PEI shall set forth such alternative study arrangements in a written contract and the Contract shall automatically terminate on the date that such new written contract comes into effect.
  c. If the PEI does not propose alternative study arrangements to the Contracting Party within the time stipulated in Clause 2.2(a) above, or the Contracting Party does not accept such alternative study arrangements, the Contracting Party may forthwith terminate the Contract by way of a written notice to the PEI.

2.3 Where any of the Refund Events in Clauses 2.1 'd' to 'e' has occurred, the PEI shall forthwith terminate the Contract by way of a written notice to the Contracting Party.

2.4 If the Contract is terminated pursuant to Clause 2.2(b) read with Clause 2.1(a), the PEI shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.

2.5 If the Contract is terminated pursuant to Clause 2.2(b) read with either Clause 2.1(b) or Clause 2.1(c), the PEI shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.

33

REFUND POLICY & PROCEDURES

2.6 If the Contract is terminated pursuant to Clause 2.3 or Clause 2.2(c) read with Clause 3.1(a), the PEI shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.

2.7 If the Contract is terminated pursuant to Clause 2.2(c) read with either Clause 2.1(b) or Clause 2.1(c), the PEI shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.

3. REFUND FOR WITHDRAWAL DURING COOLING-OFF PERIOD

3.1 the Contracting Party shall be entitled to, without any liability whatsoever to the PEI, forthwith terminate the Contract at any time within the Cooling-Off Period by way of a written notice to the PEI. The PEI shall return all Course Fees and Miscellaneous Fees paid to it within seven (7) working days of the receipt of the written notice.

4. REFUND FOR WITHDRAWAL OUTSIDE COOLING-OFF PERIOD

4.1 Without prejudice to S/N 2.1 to 3.1 above, the Contracting Party may terminate the Contract at any time before the Course Completion Date by providing a written notice to the PEI. Upon receipt of such notice, the PEI shall within seven (7) working days, refund to the Contracting Party such amount (if any) as determined in accordance with Schedule D.

5. REFUND TABLE (SCHEDULE D)

% of amount of fees paid under Schedules 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%	On commencement date and 1 to 7 days after course commencement date
0%	More than 7 days after course commencement date

Non-Refundable Fees**:**
 Application Fees
Fees charged to cover Third Party Fees (e.g. Bank Service Charge for Telegraphic Transfer / FPS Insurance Protection Fee, External Examination Fees etc)
Services / Goods have been rendered / delivered to Student (e.g Appeal, Forecast Results, Uniform, Books etc)

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.)

#Note*:

- Reasons for Refund must also be clearly and duly 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.

5.1   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)

7.1 If a student eligible for a refund fails to complete the F06 Refund Request Form or Section 2: Payment Option of the form within 3 months of the request date, withdrawal date, cancellation of their Student Pass, or the end of their contract – whichever comes first – the right to the refund will be forfeited.

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
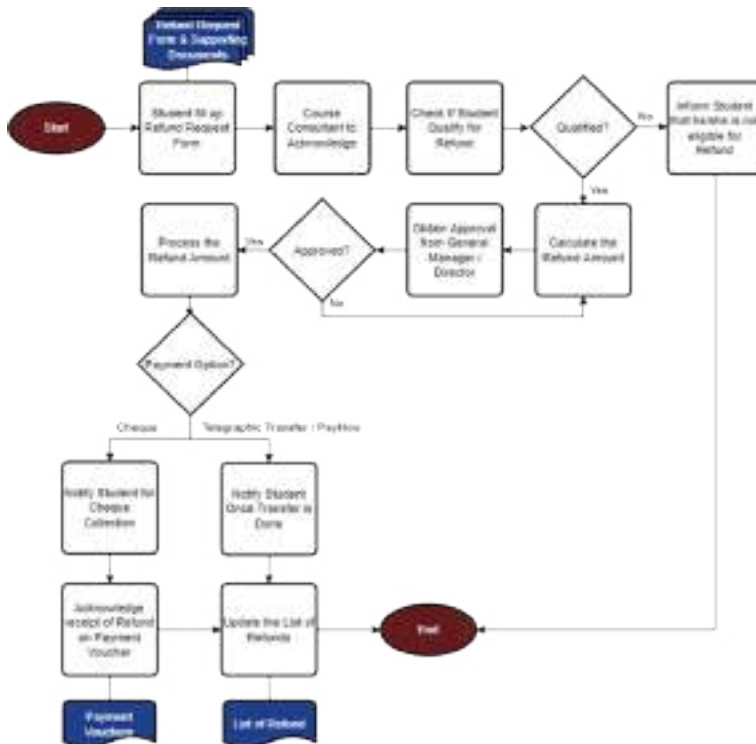
MODULE OPT-OUT POLICY & PROCEDURE

Policy

1. Students are allowed to opt-out of a particular module as long as they have the minimum number of modules required to satisfy the Promotion criteria and for High School Diploma Grade 12 students, the internal Diploma Criteria.
2. Students are not allowed to opt-out of any English / General Paper module.
3. Foundation Studies for High School Diploma students are not allowed to

   opt-out of any module.

Module Opt-Out Procedure

1. When a student has decided to opt-out a particular module, he/she must fill up F95 Module Opt-Out Request Form via hard copy 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 will get the Head of Elective's verification of the electives listed by the student and signature under Section 2. Head of Elective will pass the Form to the Student Mentor.

4. 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.

5. The F95 Module Opt-Out Request Form and supporting documents will be submitted to Head of Student Services.

6. Head of Student Services will base on the reason indicated by the student to make a decision on the suitability of the Module Opt-Out Request. Head of Student Services is required to sign in the "Section 3: Approved by Student Services" of the F95 Module Opt-Out Request Form to indicate Approved or Rejected.

7.   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 sent to the applicant once it is approved or rejected.

- In other cases, Student Services will prepare a Letter of Effect. After Letter of Effect is prepared, Student Services will indicate in the "Section 4: 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, 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 Principal. The Principal is required to sign in the "Section 5: 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 sent 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 Principal. After Letter to Effect is prepared, Student Services will indicate in the "Section 6: 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 Principal, Student Services will pass the letter to the Student.

8.   All decisions made by the Principal are final.

Module Opt-Out Procedure Flowchart
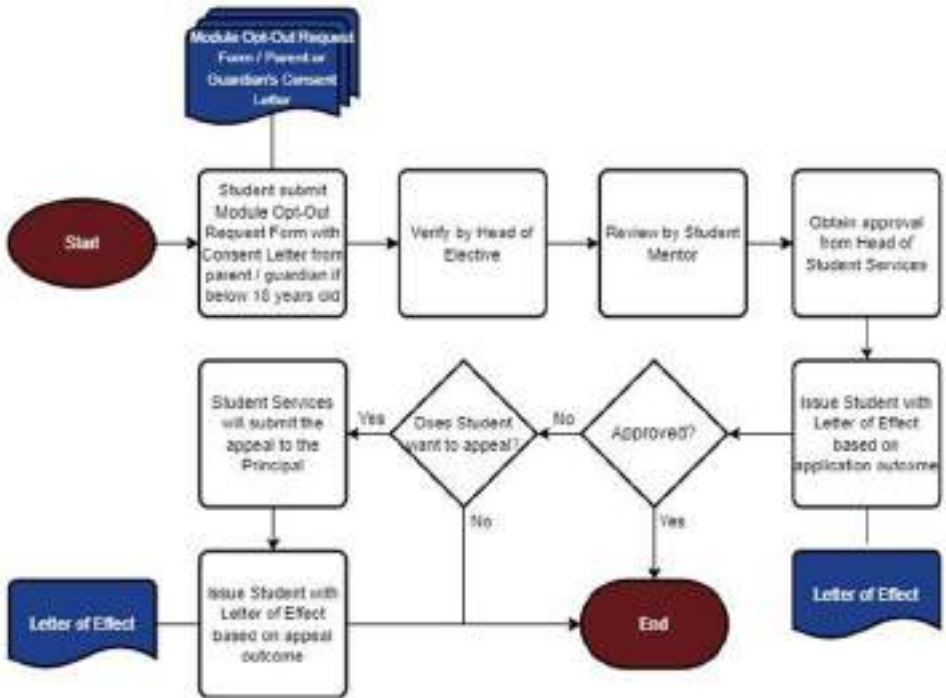
FOUNDATION STUDIES
FOR HIGH SCHOOL DIPLOMA OUTLINE

Foundation Studies	Term 1		Term 2	
	Unit 1	Unit 2	Unit 3	Unit 4
	-	Term Exam	-	Term Exam

HIGH SCHOOL DIPLOMA COURSE OUTLINE

	Term 1*		Term 2	
	Unit 1	Unit 2	Unit 3	Unit 4
Grade 10	-	1. Term Exam 2. IGCSE Exam	1. Final Exam for GCE-O Level Classes 2.Term Exam	1. IGCSE Exam 2. GCE O-Level Exam
	Term 3*		**Term 4**	
	Unit 5	Unit 6	Unit 7	Unit 8
Grade 11	-	1. Term Exam 2. CIE AS-Level Exam	1.Term Exam	1. CIE AS-Level Exam
	Term 5*		**Term 6**	
	Unit 9	Unit 10	Unit 11	Unit 12
Grade 12	-	1. Term Exam 2. CIE A-Level Exam	1.Term Exam	1. GCE A-Level Exam 2. CIE A-Level Exam

* the School curriculum does not prepare the students for external exams in Term 1, Term 3 and Term 5

HIGH SCHOOL DIPLOMA COURSE OUTLINE

English Language Banding

1. High School Diploma Students taking IGCSE and CIE A-Level will be banded into 3 levels, Level 1 to 3, based on the overall band scores obtained at the English Language diagnostic test they take after they first report to the School and subsequently after the English Language banding test conducted once during the term.

2. All English Language banding tests are compulsory.

3. The banding test will include all four components: Reading, Writing, Speaking and Listening.

4. New Student will be placed at Level 1 when they first report to School, before they are re-assigned to a level determined by his/her overall band score on the first School day of the week following the release of the diagnostic test results. A new student may use IELTS that was not taken in Singapore to replace their results from the diagnostic test.

5. Student who wish to apply for a level lower than the level determined by his / her overall band score can request for a Class Transfer. The decision of the Principal is final. Transfer to a higher level will not be allowed. (Refer to OM-C4.3.1A Student Course Transfer Procedure)

6. Students may apply to the Examiner to use results from IELTS test taken in Singapore before the end of a term to replace their results from all components of internal examinations, including SCA scores, for the same subject to qualify for promotion to next term, where applicable. A replacement with IELTS scores can only take place if students have taken all 4 components in the same English Language banding test.

7. It is compulsory to take the external IELTS test at least once before the end of each grade.

CONTINUAL ASSESSMENT

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

- The Weekly Assessments can be conducted online via School's Learning Management System or as paper assessment while the Monthly Tests, Mock Examination and Term Examination will be conducted as a paper examination.

- There will be no retake allowed if student misses the whole or part of the tests or examinations.

- 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 S/N 8.6.2 Promotion Criteria and S/N 8.6.3 Advanced Progression Scheme).

Foundation Studies For High School Diploma:

Continuous Assessment Mark for Term 1 and 2	
1. Term Examination	50%
2. Weekly Assessments	15%
3. Monthly Tests	35%
TOTAL MARKS:	100%

CONTINUAL ASSESSMENT

High School Diploma:

Continuous Assessment Mark for Term 1, 3 and 5	
1. Term Examination	50%
2. Weekly Assessments	15%
3. Monthly Tests	35%
TOTAL MARKS:	100%

Continuous Assessment Mark for Term 2, 4, 5R and 6	
1. Term Examination	50%
2. Weekly Assessments	15%
3. Mock Examinations	35%
TOTAL MARKS:	100%

#Note*:

i.   For English Language:

-High School Diploma English Language Banded classes will follow the Terms 1 / 3 / 5 weightage in Terms 2 / 4 / 6.

-High School Diploma Grade 10 (GCE O-Level) Term 2 English Language and High School Diploma Grade 12 (GCE A-Level) Term 6 General Paper will follow the Terms 2 / 6 weightage in Terms 2 / 6.

ii.   For students who join after the start date of the course and have missed the Student Continuous Assessments in Terms 1 / 3 / 5, the Term Examination for these terms will carry 100% weightage.

CONTINUAL ASSESSMENT

High School Diploma:

ii.   Elective Modules will carry the following weightage

Continuous Assessment Mark for Term 1, 3, 5	
1. Term Examination	50%
2. Monthly Tests	50%
TOTAL MARKS	100%

Continuous Assessment Mark for Term 2, 4, 6	
1. Term Examination	50%
2. Monthly Tests	50%
TOTAL MARKS	100%

ii.   Special Consideration

- Refer to PM-C5.5A Examination Policy under S/N 17 Special Considerations

PROMOTION CRITERIA

A. Foundation Studies for High School Diploma

- Students must take the Continuous Assessment, including the Term Examination, in one term to be able to promote to High School Diploma Grade 10 Term 1.

PROMOTION CRITERIA

B. High School Diploma

The Students must achieve the promotion criteria under Examination and Academic Results to be able to promote to the next term as detailed below:

• Examination

Students must

1. take all internal examinations, unless they have received exemption

2. take IELTS in Singapore and register for and take at least 3 core/elective modules in the IGCSE or CIE AS-Level examination in the School before the end of Term 2/4 respectively

• Academic Result:

Grade / Term	Core / Elective Modules	English Language
Grade 11 Term 3 (for Grade 11 Express Students) Grade 12 Term 5 Grade 12 Term 5R	3 Es	Band 5.5 or better

• Grade 12 Term 5 Students need to score 3 Es or better, which follows the Examination Grading Scale, in at least 3 core / elective modules* in the Continuous Assessment and score the minimum requirement for English Language module as detailed in S/N 14 Examination Grading Scale under S/N 14.1.1 High School Diploma in order to progress to Term 6.

• Grade 11 Express Students from Grade 11 Term 3 need to score 3 Es or better, which follows the Examination Grading Scale, in at least 3 core / elective modules* and score the minimum requirement of EL Band 5.5 in Term 3 Continuous Assessment in order to progress to Term 5.

• Term 5 Students who do not achieve the minimum requirement of promotion criteria will be placed in Term 5 Repeat and will be taught content covered in both Term 5 and Term 6. They will take Term 6 Mock and Term Examination and need to score 3 Es or better, which follows the Examination Grading Scale, in at least 3 core / elective modules* and score the minimum requirement of EL Band 5.5 in either examination in order to be promoted to Term 6.

• Those who do not achieve the minimum requirement of promotion criteria will need to go through the same term again or continue in Term 5R, whichever is applicable, or student can appeal to Principal. The appeal will be reviewed on a case-by-case basis in consultation with the Head of Student Mentor, and the Principal may seek the opinion of Subject Teachers.

PROMOTION CRITERIA

B. High School Diploma (cont'd)

#Note*:

- The School only recognizes elective modules that appear on the School Result Slip and CIE Result Slip.

- Only one Language-based elective can be included.

- Grade 12 Student who had scored at least an E or better (under the School Grading Scale) from the CIE A2 Examination registered with the School and taken 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.

- Students may make a request to Student Services to use results from IELTS taken in Singapore or CIE AS-Level examinations registered with the School and taken before the end of Term 2/4 to replace their results from all components of internal examinations, including SCA scores, for the same subject to qualify for the promotion to Term 3/5 respectively.

- To be considered for promotion to Term 6, the School will accept combined results from CIE A Level examination registered with the School and taken within **13 months** and Term 5 and / or Term 5R Continuous Assessment result

- Student's Uniform Percentage Marks from the IGCSE/CIE AS Examination will be taken but the School Grading Scale will be used.

ADVANCED PROGRESSION SCHEME

The School allows academically qualified Term 1 students to advance progress to Term 3 if they meet the criterion set below.

Students who advance progress to the next grade will not be eligible for Certificate of Completion.

a. High School Diploma

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

Students in High School Diploma Grade 10 are allowed to skip Term 2 if they meet the following criterion:

1.   Examination

1.1 Students must take

1.1.1 all internal examinations, unless they have received exemption

1.1.2 take IELTS in Singapore and register for and take at least 3 core/elective modules in the IGCSE examination in the School before the end of Term 1.

2. Academic Result:

Grade / Term	Core / Elective Modules	English Language
Grade 10 Term 1	3 Cs	Band 4.5 or better

- score C, which follows the School-based Examination Grading, in at least 3 core / elective modules* in the Term 1 Continuous Assessment and score the minimum requirement for English Language module as detailed in S/N 14 Examination Grading Scale under S/N 14.1.2 High School Diploma – Advanced Progression and Honour Roll.

*#*Note*:

–   The School only recognises elective modules that appear <u>on the School Result Slip and CIE Result Slip</u>. Language-based elective(s) is/are not included.
–   Students may make a request to Student Services to use results from IELTS take in Singapore or IGCSE examinations registered with the School and taken before the end of Term 1 to replace their results from all components of internal examinations, including SCA scores, for the same subject to qualify for advanced progression to Term 3 respectively.
–   Student's Uniform Percentage Marks from IGCSE will be taken but the School Grading Scale will be used.

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SCHEDULING

4.1.1 Foundation Studies For High School Diploma and High School Diploma

Timing	Remarks
0900-1200	4 lesson blocks of 45minutes each
1200-1300	LUNCH
1300-1600	4 lesson blocks of 45minutes each
1600-1630	DINNER
1630-1800	2 lesson blocks of 45minutes

4.1.2

For both FSHSD and HSD, the duration from 1630 to 1800 on Thursday and Friday will be used for activities such as CCAs and Assembly.

4.2

Each session from 0900 to 1800 has a duration of 45 minutes. There will be a one-hour Lunch after the 4th session and a half hour dinner will follow the 8th session.

AWARD OF DIPLOMA

1.FIS certification and diploma adopts a criterion-based approach in assessing student's involvement in the school holistic programme.

2.The set of criteria will be reviewed periodically. It will be reviewed and endorsed by the Academic Board.

3.For High School Diploma Grade 12 Term 6 students, the graduation criteria for the award of a Diploma are as follows:

3.1 English Language Requirement

Diploma Classification	Criteria	Additional Notes
Graduation Certificate	Band 5.5* or better	Band 5.0 in all skills
First Class	Band 6.0* or better	Band 5.5 in all skills
Honours	Band 6.5* or better	Band 6.0 in all skills

• Students may make a request to Student Services to use their IELTS results to qualify for this criterion.

• Students must take the IELTS test in Singapore on or before 30 June of the year of graduation for those who took the March Term 6 Examination or 31 Dec of the year of graduation for those who took the September Term 6 Examination.

AWARD OF DIPLOMA

3.2 Academic Results:

Diploma Classification	Criteria
Graduation Certificate	Es or better in three core / elective modules*
First Class	Cs or better in three core / elective modules*
Honours	15 points or better in three core / elective modules*

- The School only recognises elective modules that appear on the School Result Slip and CIE Result Slip. Only one Language-based elective can be included.
- For GCE A-Level H2 modules or CIE A-Level modules only.
- Grade E or better must be attained in all three core / elective* modules.
- Grade 12 Student who had scored at least an E or better (under the School Grading Scale) from the CIE AS/A Level Examination registered with the School and taken within the last **12 months before a Term 6 Examination** can make a request to Student Service to be exempted from the same paper for the same module for the Term 6 Examination.
- Students may use results from CIE AS/A-Level examinations registered with the School and taken before the end of Term 6 to replace their results from all components of internal examinations, including SCA scores, for the same subject.
- The School will accept combined results from CIE AS/A-Level examination registered with the School and taken within **13 months** and Term 6 Continuous Assessment result.
- Student's Uniform Percentage Marks from the CIE AS/A-Level Examination will be taken but the School Grading Scale will be used.

AWARD OF DIPLOMA

3.3 Examination:

Students must take

• all internal examinations, unless they have received exemption
• take IELTS in Singapore and register for and take at least 3 core/elective modules in the CIE A-Level examination in the School before the end of Term 6.

3.4 Non-Academic Achievement:

• The minimum requirement for Non-Academic Achievement is as follows:

Class	Time	Point System **		
		Graduation Certificate[1]	First Class	Honours
G10-11-12	36 months	18	80	135
	30 months	15	65	110
G11-12	24 months	12	50	85
	18 months	9	35	60
G12	12 months	6	15	35
	6 months	3	5	10

• The point system is calculated based on the table in Point System and the bonus point is based on the table in Additional Point (Refer to PM-C4.5.1A Student Support Services Policy)
• [1]Student can appeal to the Principal if they did not meet minimum requirement. Any appeal must go through the Student Mentor.

AWARD OF DIPLOMA

3.5 Attendance Record:

Diploma Classification	Criteria
Graduation Certificate	Overall attendance record of 90% or better**
First Class	Overall attendance record of 90% or better
Honours	Overall attendance record of 95% or better

• Student can appeal to the Principal if they did not meet minimum requirement. Any appeal must go through the Student Mentor.

3.6 Behaviour:

Diploma Classification	Criteria
Graduation Certificate	Must not accumulate 20 or more demerit points.**
First Class	Must not accumulate 10 or more demerit points.
Honours	Must not accumulate 5 or more demerit points.

• Student can appeal to the Principal if they did not meet minimum requirement. Any appeal must go through the Student Mentor.

3.7 Additional Requirements for Diploma with Honours:

• Must be on the HSD Grade 12 Honour Roll (at least once in the six months before the Term 6 Examination) and

• Must achieve the minimum Criteria under Non-Academic Achievement as detailed in S/N 3.4

• With regards to the specific breakdown of the grades that counts towards the Academic results (i.e. as stated in S/N 3.2 above), they are as follows:

AWARD OF DIPLOMA

For students taking the High School Diploma programme:

Diploma Programme	
1. **Term 6 Examination**	50%
2. **Continous Assessment**	50%
TOTAL MARKS	100%

For students who fail to meet criteria for the Diploma and extend the course:

- If Grade 12 Students extend the High School Diploma programme and had scored at least an E or better (under the School Grading Scale) from the CIE AS/A Level Examination registered with the School and taken within the last **12 months** before a Term 6 Examination can make a request to Student Service to be exempted from the same paper for the same module for the Term 6 Examination.

- Students may use results from CIE AS/A-Level examinations registered with the School and taken before the end of Term 5R/6 to replace their results from all components of internal examinations, including SCA scores, for the same subject.

- The School will accept combined results from CIE AS/A-Level examination registered with the School and taken within **13 months** and Term 6 Continuous Assessment result.

- Student's Uniform Percentage Marks from the CIE AS/A-Level Examination will be taken but the School Grading Scale will be used.

Failure to meet the Diploma criteria:

- Students who fail to meet the Diploma criteria will NOT be issued with a Diploma. He/she will only be eligible for a Certificate of Completion if they meet the requirements set in S/No. 11.

AWARD OF DIPLOMA

Collection of Diploma:

- A Graduation Certificate or Diploma with First Class / Honours will be awarded only after the release of the results of both the internal examination (Term 6) and the external examination (GCE/CIE A-Level).

- Those who qualified and had already been awarded a Graduation Certificate or Diploma with First Class but subsequently meet the higher standards required for a Diploma with First Class / Honours within the time specified in this section, must submit all documentary proof to the Examiner and return the Graduation Certificate or Diploma with First Class they had been awarded before the Diploma with First Class / Honours will be awarded to them.

AWARD OF CERTIFICATE OF COMPLETION

- A Certificate of Completion will be awarded to students in Foundation Studies for High School Diploma students at the end of Term 1, High School Diploma Grade 10 at the end of Term 2, High School Diploma Grade 11 at the end of Term 4, High School Diploma Grade 12 Term 5R or at the end of Term 6.

- Students who have completed a course and received a Certificate of Completion will not be issued another certificate if they repeat the same course. However, they may request an additional Certificate of Completion for an extra fee.

Academic Transcript and Proof of Enrolment:

- Payment is required for Academic Transcript and Proof of Enrolment.

- The academic transcript will only show the results from internal examinations. If a student has received exemption from the internal examination for a particular subject at IGCSE/AS/A-Level, only 'Exempted' will be shown under the results. If a Term 5/6 student has received exemption from the internal examination for a particular subject at the AS-Level only but is required to take the A2 components in the internal examination, the result shown on the academic transcript will show the A-Level examination results based on 50% weightage from the CIE AS-Level results and 50% weightage from the A2 components results. (Add a note in the transcript that the A-Level results shown includes the student's CIE AS-Level results.)

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:

3.1 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 Foundation Studies For High School Diploma and High School Diploma and score C or better in the Continuous Assessment for Foundation Studies For High School Diploma or the minimum requirement for English Language module as detailed in S/N 14 Examination Grading Scale under S/N 14.1.2 High School Diploma – Advanced Progression and Honour Roll respectively.
- The School only recognises elective modules that appear on the School Result Slip and CIE Result Slip.
- Language-based electives(s) is/are not included.
- Students may make a request to Student Services to use the results from IELTS taken in Singapore and the Cambridge Lower Secondary Checkpoint/IGCSE/CIE AS/CIE A-Level examination registered with the School and taken before end of that term to replace their results from all components of internal examinations, including SCA scores, for the same subject to qualify for this criterion.
- The School will accept combined results from Cambridge Lower Secondary Checkpoint/IGCSE/CIE AS/CIE A-Level examination registered with the School and taken within **13 months** and the Continuous Assessment of that term.
- Student's Uniform Percentage Marks from the Cambridge Lower Secondary Checkpoint/IGCSE/CIE AS/CIE A-Level Examination will be taken but the School Grading Scale will be used.

HONOUR ROLL

3.2   <u>Attendance:</u>

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   <u>Behaviour:</u>

- Must not accumulate 5 or more demerit points

3.4   <u>Summary Table:</u>

Grade / Term	Academic Result	English Language Requirement	Attendance	Behaviour
FSHSD Term 1 and 2	3 As or better in three core / elective modules	Grade C	95%	Must not accumulate 5 or more demerit points
Grade 10 Term 1		Band 5.0 or better		
Grade 10 Term 2		Band 5.5 or better		
Grade 11 Term 3		Band 6.0 or better		
Grade 11 Term 4		Band 6.0 or better		
Grade 12 Term 5		Band 6.5 or better		
Grade 12 Term 5R / 6		Band 6.5 or better		

SCHOOL GRADUATION CLASSIFICATION

No	Type		Grade 12 (High School Diploma)[2345 and 11]		
			Graduation Certificate[12]	Diploma	Diploma with Honours
1	Academic results in core/electives modules (At least)		Es in 3 modules	Cs in 3 modules	Total of 15 points in 3 modules
2	Academic results in compulsory module - English Language[6]		5.5 (5.0 in all skills)	6 (5.5 in all skills)	6.5 (6 in all skills)
3	Attendance[7]		90%	90%	95%
4	Demerits[8]		Below 20 points	Below 10 points	Below 5 points
5	Honour Roll[9]		NA	NA	Honour Roll
6	CCA[10]		Ave. of 3 points	Ave. of 13 points	Ave. of 23 points
7	Take External Examination in Term 2/4/6	i) at least 3 core/elective modules	CIE A Level/ GCE-A Level	CIE A Level/ GCE-A Level	CIE A Level/ GCE-A Level
		ii) English Language	GP / IELTS	GP / IELTS	GP / IELTS
8	Take Internal Assessment for at least 3 core/elective modules		Term 6 Assessment	Term 6 Assessment	Term 6 Assessment

SCHOOL GRADUATION CLASSIFICATION

Explanatory Notes

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

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

2)   To qualify for a Graduation Certificate or Diploma, you must have taken the internal examination and taken IELTS in Singapore and at least 3 core/elective modules (achieved at least an 'E' in each module) in the external examination before the end of Term 5R/6. The School only recognizes elective modules that appear on the School Result Slip and CIE Result Slip. Language-based Electives are included. (Internal Examination refers to Student Continuous Assessment (SCA), which is known as Graduation Assessment taken in Grade 12.

3)   You can apply to the Examiner to use your result from IELTS taken in Singapore and CIE-A Level registered with the school and taken before the end of Term 5R/6 to replace your results from all components of internal examinations, including SCA scores, for the same subject to qualify for a Graduation Certificate or Diploma.

4)   The School recognises combined results from IELTS taken in Singapore and CIE-A Level registered with the school and taken within 13 months and Term 6 Graduation Assessment result

5)   Your Uniform Percentage Marks from the external examination will be taken but the School Grading Scale will be used.

6)   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.

7)   The calculation for Attendance is throughout your course of studies.

8)   Demerits is the accumulated total after the deduction of merit points earned as at the end of Term 5R/6.

9)   You are expected to be in the Honour Roll in HSD Grade 12 (at least once in the six months before the Graduation Examination)

10)   CCA points place emphasis on activities that will reflect well in university application, e.g. academic-related activities, charity and conservation projects. The average points required will be based on the total points you have accumulated over the number of terms you completed, including Term 6. The CCA/Activities teacher in charge will share more information on this topic.

SCHOOL GRADUATION CLASSIFICATION

Class	Time	Graduation Certificate	Pass	Honours
G10-11-12	36 months	18	80	135
	30 months	15	65	110
G11-12	24 months	12	50	85
	18 months	9	35	60
G12	12 months	6	15	35
	6 months	3	5	10

11)   Diploma of all classifications will be awarded only after the release of the results of both the internal examination (Term 6) and the external examination (GCE/CIE A-Level).

12)   Students who failed to secure a Graduation Certificate, other than Diploma and Diploma with Honours, but achieved the academic results in #1 and 2 may submit an appeal to the Academic Office through Student Mentor for a review of their qualifications.

13)   Students who completed Term 1 of Foundation Studies or Term 2/4/5R/6 of High School Diploma will be issued with Certificate of Completion and they will not be issued with Certificate of Completion if they repeat the same course. However, they may request an additional Certificate of Completion for an extra fee.

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Extract Copy of Certificate

1. A non-refundable fee of $60 (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 Principal.

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

Academic Transcript and Proof of Enrolment

Payment is required for Academic Transcript and Proof of Enrolment.
The academic transcript will only show the results from internal examinations. If a student has received exemption from the internal examination for a particular subject at IGCSE/AS/A-Level, only 'Exempted' will be shown under the results. If a Term 5/6 student has received exemption from the internal examination for a particular subject at the AS-Level only but is required to take the A2 components in the internal examination, the result shown on the academic transcript will show the A-Level examination results based on 50% weightage from the CIE AS-Level results and 50% weightage from the A2 components results. (Add a note in the transcript that the A-Level results shown includes the student's CIE AS-Level results.)

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

EXAMINATION RULES AND REGULATIONS

Students are required to obey all instructions given by the Invigilator and the Examiner for the proper conduct of the examination.

1. Students, are to be in school attire in accordance with the School's Discipline Rules. Failure to do so will result in the issuance of demerit points of 5 demerit points. Those who are not in school uniform will not be allowed to take the examination until they comply with the school dress code.

2. Students must be at the examination room 15 minutes before the start of the examination.

3. Latecomers will not be admitted into the examination room after the first 30 minutes of the start of the examination, except for the Listening Examination, where late-comers will not be permitted to enter the examination room once the examination has commenced. Latecomers will not be given extra time after the official end time of the paper.

4. Electronic devices, including mobile telephones and e-translators are to be switched off and placed in a bag or to be in the custody of the Invigilator(s) during the whole duration of the examination; smart eye glasses and smart watches cannot be worn and are prohibited in the examination room. Failure to remove will be deemed as attempting to cheat.

5. Students are not allowed to bring food or drinks into the Examination room other than clear water in a clear, transparent receptacle.

6. All bags and other objects must be deposited at 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 permitted for the examination paper.

EXAMINATION POLICY

7   Examination papers shall either prohibit calculators or allow those only as specified. Calculator covers are to be removed and placed on the floor or kept at the designated location as specified by the invigilator(s).

8   Students are to ensure that their calculators are in good working condition before coming for the examination.

9   Students are not allowed to share/borrow/lend their stationeries during the whole duration of the examination.

10   Students must use only official stationery or equipment provided for the examination, e.g. writing paper, answer booklet, graph paper, science apparatus etc. Students are not allowed to remove such official stationery or equipment from the examination room.

11   Students are required to take the examination at designated tables labelled with their student ID, unless otherwise decided by the invigilator.

12   Students are also expected to display their own physical passport or student pass on the corner of the examination desk. Students without their passports or student pass will NOT be allowed to take the examination. Loss of passport or student pass must be reported to the Examiner before the Examination with documentary proof.

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

14   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.

15   From the moment students enter the examination room, orderliness and silence must be observed throughout the entire examination. Students who fail to comply or are found guilty of improper conduct and misbehavior may be expelled from the examination room. The decision of the Invigilator is final.

EXAMINATION POLICY

16   There must be no communication in any form, between/among students during the whole duration of the examination.

17   During the examination, students are not allowed to look or glance in the direction of the other candidates. If they are caught doing so, it will be deemed cheating.

18   <u>Students will not be permitted to leave during the whole duration of any examination except for breaks permitted by the Invigilator.</u>

19   There will be no toilet breaks allowed if the duration of the paper is not more than 1 hour 30 minutes (90minutes)

20   Toilet breaks are not allowed within the first 30 minutes from the start of the examination and within the last 30 minutes before the end of the examination. (Toilet breaks are only allowed for examinations that are longer than 1 hour and 30 minutes).

21   Students will be escorted to the toilet by the same gender staff and their pockets must be emptied before and after the toilet break.

22   The staff will also check the cubicles in the toilet before and after the use of the toilet by a candidate.

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

24   Cases deemed cheating or attempting to cheat will result in demerit points being issued and their marks being disregarded. The decision of the Examiner on the latter is final.

25   At the end of the examination, students must remain seated and avoid communication with other candidates until they are directed by the Invigilator to leave the examination room.

EXAMINATION POLICY

26   Students are to look straight ahead and observe complete silence as the invigilator(s) collect(s) the papers.

27   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.

28   Students who are not able to take their examination due to illness must inform their Student Mentor before the start of the exam and produce a valid Medical Certificate as proof within the next 3 days. (See Section 17)

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. However, there would be no retake of the examination. Therefore, the following situations and rules shall apply:

2. Should a Student fall ill before an examination, suffer bereavement of an immediate family member, like a parent, 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

3. The Student must support any special consideration claim with appropriate evidence within three days of the examination, for example:

   • Producing a letter from a medically certified doctor in Singapore or medical certification issued in Singapore. Medical certificates from Traditional Chinese Medicine (TCM) clinics will not be accepted.
   • Death certificate of the immediate family member
   • Examination Entry Proof showing Student's name and date and time of the examination.
   • Proof of Participation 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)

4. If the Student's claim is approved, 'ABS' will be entered for the Student Continuous Assessment or Term Examination he/she had missed.

5. All special consideration request will be reviewed on a case-by-case basis. The School's decision is final.

APPEAL PROCEDURE FOR RESULTS

Appeal Policy

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

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

3. Outcomes of an appeal are to be endorsed by the Examination Board before the Student is notified.

4. For appeals to the external partner (where applicable), the Examination Board is to endorse the outcomes before notifying the Student of the outcome.

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, 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. The comments on 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.

APPEAL PROCEDURE FOR RESULTS

Appeal Procedure Flowchart
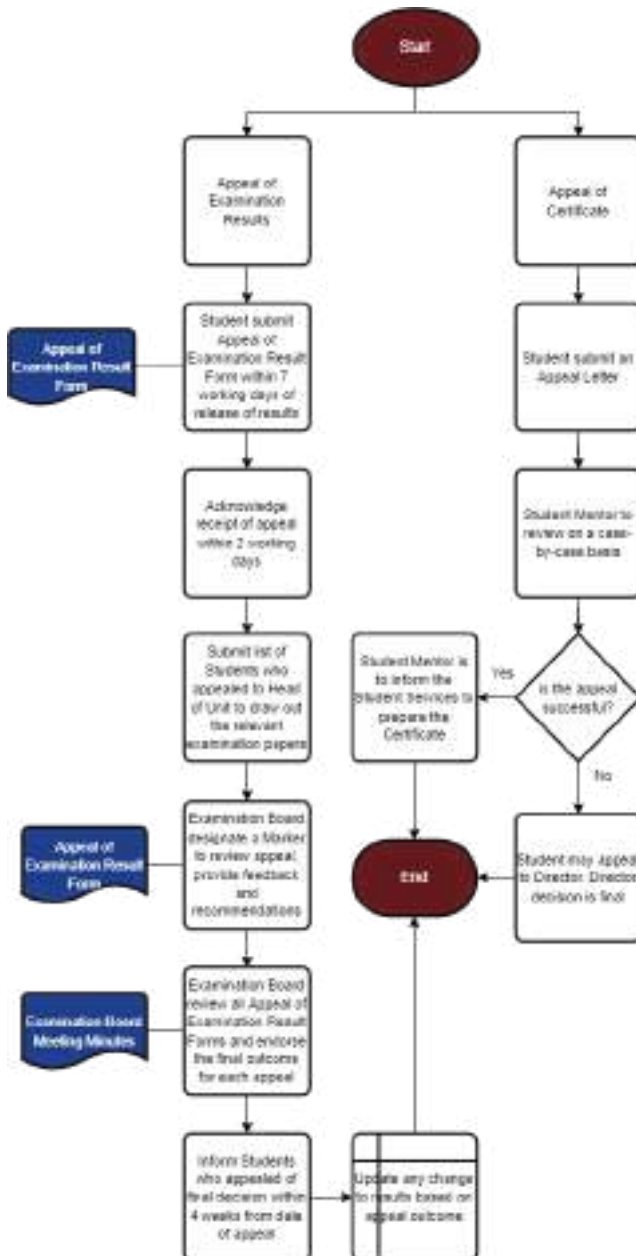
FEEDBACK & DISPUTE RESOLUTION

External Feedback Process

1.   Students who would like to submit their feedback may approach Student Services 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 forward the F86 Feedback Form to the Student Mentor. Student Mentor 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 Mentor 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 process takes more than 21 working days to resolve, Students need to be informed of the reason as to why it is so and justification needs to be provided by the School. Justifications need to be recorded on the Feedback Form under the 'Remarks' section.

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

•   File case with Small Claims Tribunal (SCT)

•   Participate in SSG Mediation-Arbitration Scheme – Referred to Singapore Mediation Centre (SMC) if cannot reach a settlement, can progress to Arbitration through Singapore Institute of Arbitrators (SIArb)

•   Engage own legal counsel

7.1   #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
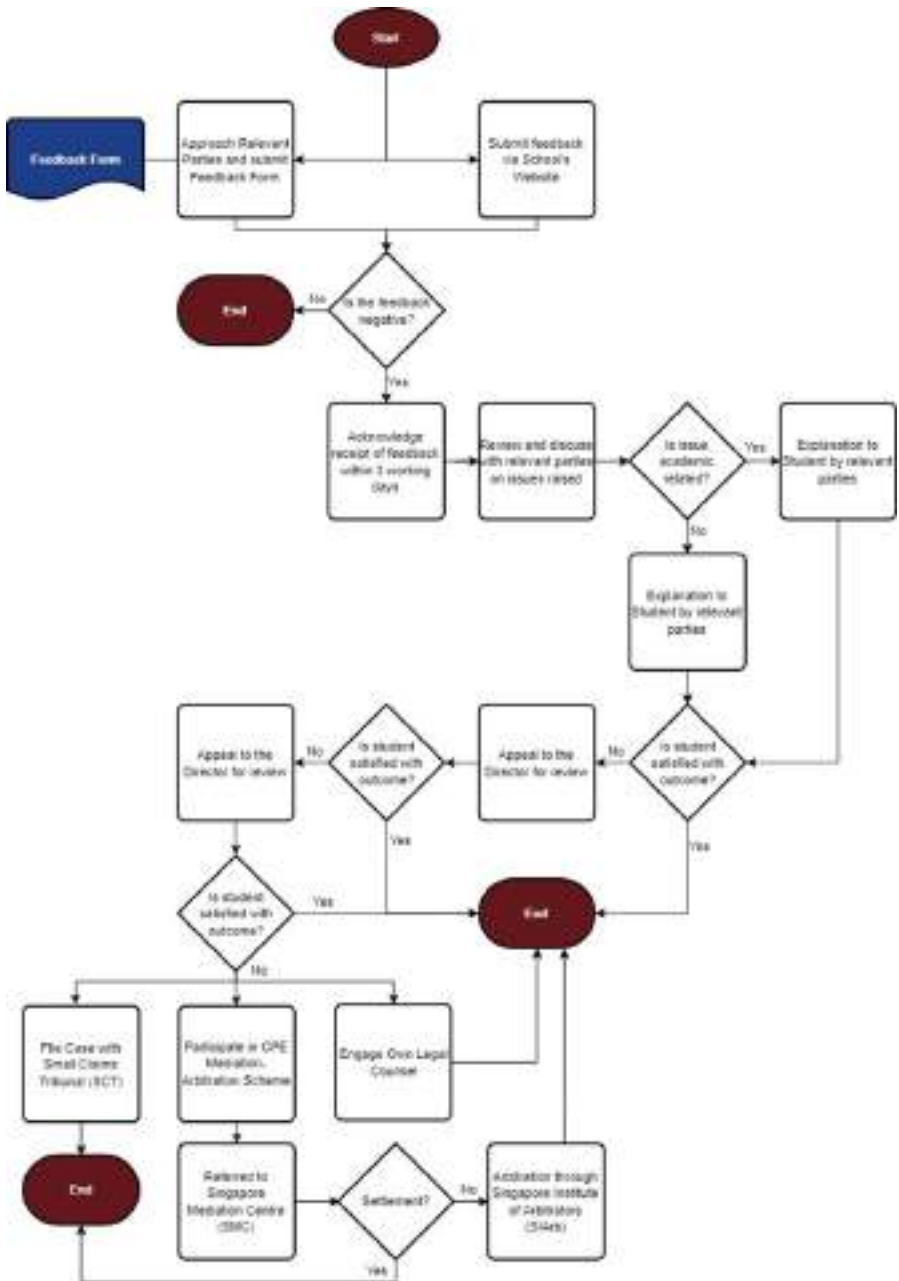
STUDENT SUPPORT SERVICES

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:

3.1 For all Current & Enrolled Students:

- Orientation to familiarize the student with the school

- Organise university fairs, university lesson demonstrations and talks by lecturers or admission officers 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 wechat 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 chess, basketball and football competitions

- 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:

4.1 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:

5.1 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 / Student Survey of Teachers)

- 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 The School aims to enhance the students' prospects of realising their university and course aspirations by helping them to identify their tertiary education goals, helping them to chart a clear pathway to their desired tertiary education and to engage in projects, programmes or activities which are clearly aligned to their desired goal.

2 With this purpose in mind, projects, programmes or activities which develop and hone students' leadership qualities, collaborative, organisational and other skill sets needed to thrive at the tertiary level and showcase their interests and talents aligned to their tertiary goals will be strategically selected.

3 A Student is also provided with various opportunities to develop and exhibit their selflessness and sense of community spirit through Community Involvement Programmes to participate in voluntary services and fund-raising activities to support a cause selected and supported by the School.

4 A post-evaluation of each programme / activity based on Student Activity Satisfaction Survey completed and submitted by student participants and a post-mortem of newly conducted ones by Senior Management and minuted at the Senior Management Meeting will help the School to decide whether to continue with the programme / activity and how it could be improved.

5   The School's Continual Improvement Cycles and its elements, including the annually done Continual Improvement Work Plan would also act as a platform to incorporate the need and objective to meet its objective mentioned in 1.

   5.1 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.

6   The Point System

   The Point System shown below is an award system put in place to encourage and recognise particpation, dedication and achievement.

ACTIVITY	DESCRIPTION	TIER	Points
Overseas Project	Charity Projects	A1	15
	STEAM Project	A2	10
	Education Tours	A3	10
Academic Competition	External Competition: Math, Sciences and English competitions	B1	5
	Internal Competition: Math, Sciences and English competitions	B2	5
Non-Academic Competition	External Competition: Sports, Singing, Dancing, Cultural, etc.	B3	5
	Internal Competition: Sports (Non CCA), Singing, Dancing, Cultural, etc.	B4	5
Activities (Active)*	Academic Activity: Collaborative Projects (With Universities), Local STEM/STEAM projects, Science Fair, English Week, Internal Project (Project Week), Workshops, etc.	C1	5
	Non-Academic Activity: Sports, Singing, Dancing, Cultural, SFLP, Sports (Non CCA), Singing, Dancing, Cultural, Internal Project (Project Week), etc.	C2	5
Activities (Passive)**	Career and University talks, Outings and Social activites (with a learning component)	C3	3
	Outings, Social and Entertainment activites (without a learning component)	C4	1
CCAs (Clubs)	Attendance over 90%.	D1	8
	Attendance over 75%.	D2	2
	Attendance bellow 75%.	D3	0
ECG	At least one 1-to-1 meeting with the ECG counsellor during the term	D4	3
CBL	Top student/group at the CBL class	D5	1-3
Leadership	CCA leaders, Monitors, Prefects, Self-starters, others (Up to FIVE points).	E1	1-5
	Overseas Trip Leader	E2	3-10
Bonus Points	Weekend Activities and others	F1	1-3

*Activity required one of this conditions: Hands-on work, Report or Presentation
**Activity doesn't required a task to complete

Competition Points for B1 to B4

ACHIEVEMENT	TIER	POINTS
1st Prize	B1.1	8
2nd Prize	B1.2	5
3rd Prize	B1.3	5
Certificate	B1.4	3
1st Prize	B2.1	5
2nd Prize	B2.2	3
3rd Prize	B2.3	3
Certificate	B2.4	0
1st Prize	B3.1	5
2nd Prize	B3.2	3
3rd Prize	B3.3	3
Certificate	B3.4	0
1st Prize	B4.1	3
2nd Prize	B4.2	0
3rd Prize	B4.3	0
Certificate	B4.4	0

In order to achieve a graduation certificate or diploma at the end of Term 6, a student must obtain the following aggregate points per term.

Class	Time	Graduation Certificate	Diploma	Diploma with Honours
G10-11-12	36 months	18	80	135
	30 months	15	65	110
G11-12	24 months	12	50	85
	18 months	9	35	60
G12	12 months	6	15	35
	6 months	3	5	10

Post Result Release Process

Once the results are released, students will have several options depending on their results and the choices are as follows:

1. EXTEND THE SAME COURSE

1.1 Student to approach the Course Consultant for assistance.

2. PROGRESS TO THE NEXT COURSE LEVEL WITH THE SCHOOL

2.1 Student to approach the Course Consultant for assistance. (See *OM-C4.1.1B Student Selection, Admission and Reporting*)

3. PROGRESS TO POLYTECHNIC

3.1 Student to approach the University Application Officer (UAO) for assistance.
3.2 Submit a copy of their passport and result slip to the UAO.
3.3 Upon receipt of the copy of the passport and result slip, UAO will request IT to create an email address for the Student.
3.4 UAO will compile the Student's information including the following:

- Student's Name
- Student's Number
- Student's Home Address
- Email Address
- Choice of Polytechnics
- Choice of Courses

3.5 Once the compilation is done, UAO will assist Students in their completion and submission of their application.

3.6 In the event that the Polytechnic required hardcopies to be sent, UAO will check the required documents consolidated for the student. It is the student's responsibility to ensure that the Polytechnic received the hardcopies of the consolidated documents before the due date.

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

3.8 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.

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

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

4.   Progress to Universities

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

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

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

4.4   UAO will assist Students in their completion and submission of their application.

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

4.6   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.

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

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

5.   Progress to BCA

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

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

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

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

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

5.6   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

6.1   Student to approach the UAO for assistance.

6.2   UAO will give advices to the Student.

6.3   UAO will assist the Student in any necessary paperwork.

6.4   UAO to follow up on the necessary action.

6.5   UAO will inform School of the Status.

6.6   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
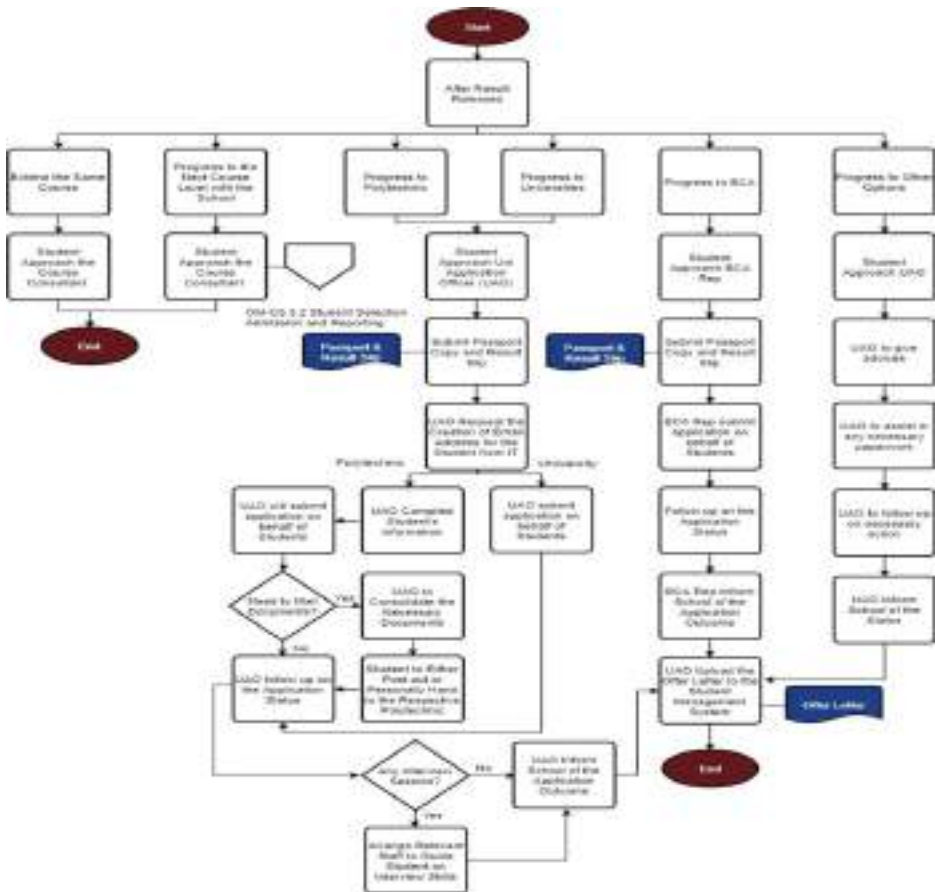
2.2   School's Code of Ethical Behavior for Students (See OM-C4.2.1A Procedures for Executing Student Contract):

2.2.1   All New Students sign a pledge after signing the Student Contract, which includes the following code of ethical behavior:

Be respectful towards their teachers;
Be kind towards their peers;
Be upright and honourable;
Be tolerant and empathetic towards all

DISCIPLINE POLICY

1. Demerit Point System

No.	Major Offences Leading to Expulsion#	Max Points
1	Violation of Singapore Law Do note that the following are violations that can lead to imprisonment, hefty fines and instant expulsion from the School: working illegally (include recruitment of students to other institutions), fighting in public with or without weapon, stealing, consuming/possessing/buying/selling of alcohol below age of 18 and unauthorised drugs or contrabands such as vapes. Committing sexual offences with a person (male or female) under the age of 16. Smoking/possessing/buying/selling of cigarettes below the age of 21. Possession of weapons.	30
2	Physical violence towards School Staff (this includes teachers and staff)	30
3	Slandering/Intimidating/Harassing/Bullying (these cover cyber bullying and making of malicious or damaging statements) fellow students or School staff	30
4	Trespassing or bringing unauthorised visitor(s) to the School	30

No.	Major Offences	Max Points
5	Lingering cigarette odor on the clothes / breath or smoking or consuming alcohol including possession within the School compound or within a 50-metre range or while in School uniform outside the school compound regardless of legal age. For those who are underaged, it will be a violation of Singapore law which is instant expulsion.	20
6	Cheating in Exams (any form); Faking of documents; Making false statement (Lying to Staff) (A student who is an accessory to cheating will face the same punishment)	20
7	Leaving Singapore without official approval	20

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

No.		Max Points
8	Fighting (resulting in injury) within school compound (Instigator will get maximum points and points to the victim will be decided after the investigation)	15
9	Possession of flammable and explosive items	15
10	Vandalism, throwing leftover food in sinks or toilets, and Acts of Mischief (Students will bear the costs for the loss, restitution and clean-up. Final decision on costs will be determined by the Management)	10
11	Intimacy within school compound / in school uniform	10
12	Insubordination towards teachers/staff	10
No.	Minor Offences	Max Points
13	Using obscenities in any form such as body language, drawing and words Using of offensive or abusive language or curse words.	5
14	Sleeping in class or causing disruption in class	5
15	Usage of mobile phones during lesson time outside class	5
16	Unauthorized usage of electronic devices	5
17	Inappropriate attire during school operating hours within/outside School* Mon: Full school uniform, with tie/bow tie, blazer and black shoes and socks all day (9:00am-6:00pm) Tue-Thu: Full school uniform, blazer and black shoes and socks all day; tie/bow tie is optional (9:00am-6:00pm); Fri: School Black Polo T-shirt with School pants / skirt and black shoes and socks all day (9:00am- 9:00pm) **Mondays-Thursdays**, after 6:00pm / **Saturdays / Sundays**: Decent attire with covered footwear Note: Rules on appropriate attire, hair colour, jewellery and general appearance is attached as an appendix to this manual. The final decision rests with the Head of Student Mentor.	3
18	Bringing / Consuming food outside permitted premises (8.30am-9.00pm)	3
19	Poor Personal Hygiene and Habits (failed to flush toilets, leaving belongings unattended…etc)	3
20	After taking thumbprint attendance: 1. Staying out of class without approval or 2. Leaving School outside lunch / dinner break without approval	3
21	Not staying for the full duration of a school organized activity, unless with permission	3
22	Absence without Leave Approval (Full Day Absence)	1

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 con-spicuous*. 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 stu-dents 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 un-der 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 CLASSROOM: 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	

2.   DEMERIT POINTS, DISCUSSION, EXPULSION

2.1   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.

2.2   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.

2.3   Discipline Officer will inform Student Mentor, General Manager and Principal of the Student's offences. Relevant Student Mentors are to ensure that both Student and Parents/Guardians are informed.

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

3. REPORTING OF OFFENCES / HANDLING OF MAJOR OFFENCES

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

4. MERIT POINTS

Students who have accumulated demerit points have the option to reduce or offset their demerit points by gaining merit points through detention, volunteering for and successfully completing any School-based activities or community involvement programme organized by the Staff in-charge of Activity. For each hour,one merit point will be given. The demerit points will only be lowered no lower than zero. Any additional merit points earned will count towards the Student's non-academic achievement points.(Refer to PM-C 4.5.1A Student Support Services Policy)

5. MAXIMUM POINTS

Discipline Officer / Student Mentor / Any Staff will issue the Student a Notice of Offence based on the maximum points indicated on the table. The Student can appeal to the Student Mentor for reduction of the demerit points given for minor offence and appeal to the Principal in writing for the demerit points given for major offences or major offences, leading to expulsion. The points should not be lower than the next highest maximum 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

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

1.2   Paper Attendance

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

-        Random Checks

-        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-C4.6 1B Monitoring of Student Attendance).

1.3   Biometric Fingerprint Scanners

1.3.1 Students will have to scan their fingerprint at two different intervals as given below to be treated as present:

•   Morning Session starting from 8.30am to 9.00am

•   After-Morning Session starting from 6.00pm to 6.30pm

1.3.2 Students who scan their fingerprint by 9.00am / 6.30pm will be treated as present for the morning / after-morning session accordingly.

1.3.3 Students who scan their fingerprint after 9.00am but by 9.30am will be treated as late for the morning session.

1.3.4 Students who scan their fingerprint after 9.30am / 6.30pm or fail to fingerprint by 9.30am / 6.30pm will be treated as absent for the morning / after-morning session accordingly.

1.4   Accuracy of Student's Attendance

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

- Daily Update

- Bi-Weekly Attendance Update

- Monthly Attendance Update

1.4.2 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.

1.4.3 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.

1.5   Morning Uniform Inspection

1.5.1 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.

1.6   Attendance Expectation

1.6.1 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.

1.6.2 The School will take disciplinary action against absenteeism and poor attendance under certain circumstances. Instead, Students will be reminded through the Bi-weekly or Monthly Attendance updates that if their attendance is below 90%, the School will include their name in the 'Attendance Failure Name List of International Students' sent to ICA. This will result in the following:

a. it will affect the renewal of their student pass or transfer to another school
b. they will not be eligible for Honour Roll
c. they will not be able to receive a High School Diploma
d. it will affect their application to certain universities
e. it will affect their future student visa application
f. it will affect their future immigration application
g. it will affect their future employment application in Singapore

1.7   Medical Leave:

1.7.1 Medical Leave is not counseled 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.

1.7.2 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 counseled.

1.7.3 Digital medical certificate is not acceptable.

1.8   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).

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

2. MONITORING OF STUDENT ATTENDANCE

1. Timetable:

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

1.2   The timetable will be printed out and placed at Front Desk every Friday by 5pm.

1.3   Class Monitors and Subject Teachers may collect a copy of the timetable from Front Desk.

2   Paper Attendance

2.1   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.

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

2.3   Paper attendances will be taken by Subject Teachers during every session. Students who arrive in the classroom at 9am are treated as present (P), after 9am but by 9.30am are treated as late (L) and after 9.30am will be treated as absent (A). Students who do not attend the session will be marked absent (A). The fingerprint attendance will take precedence over the paper attendance if Student is marked as late (L) but the paper attendance shows (P) or (A) and/or fingerprint attendance shows Student marked absent (A) but the paper attendance shows late (L) or (P).

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

• "P" for Present

• "A" for Absent

• "L" for Late

2.4   Teachers who mark the attendance during the evening session are required to return the "Attendance List" to the Common Room.

2.6   A random check will be done by the School. If the random check in the morning shows a student who has fingerprinted in the morning is absent, the finger print attendance will be negated. If the random check after the morning session shows a student who fingerprints in the evening is absent, the after-morning attendance will be negated.

2.7   Student Mentor will be informed of students whose attendance might be negated by the random check. Student Mentor will verify the reason for the student's absence. If Student Mentor verifies the student's presence, Student Mentor will update the group chat within the same day and the attendance list will not be negated by Student Service accordingly. For all other students, Student Service will proceed to negate their attendance.

2.8   Affected students will be notified of any changes made the school day following the random check. Note: Students who did not take Biometric attendance by 9.30am or by 6.30pm, but were present during the random check, would still be treated as absent for the whole morning or whole after-morning session accordingly. Notice of Offence will be issued by Discipline to the students if after thumbprint, they stay out of class without approval or leave the School outside lunch hour from 12pm to 1pm and dinner from 4.00pm to 4.30pm. Student Mentor is to notify the parents.

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

3   Biometric Fingerprint Scanners Attendance

3.1   Fingerprint scanners' location will be determined by the School based on where students can wait in line to scan.

4   Daily Attendance Update

4.1   After the morning attendance, the Student Services will generate the name of students who are absent or late.
a) Student Mentor will receive the list of students for discussion
b) Student who is absent will be notified
c) Parent/guardian of student who is absent will be notified

4.2   If there is a discrepancy, Student may appeal to Student Mentor within the same day that the notification was sent.

5   Bi-Weekly and Monthly Attendance Updates

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

5.2   A student must achieve 90% minimum attendance every month.

5.3   Student Mentor will use the Bi-Weekly and Monthly Attendance Updates to conduct discussion with the students who failed to achieve the minimum rate and their parents/guardians. The discussion is to be recorded in the Student Information System.

5.4   The Student will be given 7 days to submit an appeal to Student Mentor. Once this timeframe lapses or appeal fails, the School will report the breach of the student visa condition via the Attendance Failure Name list of International Student to ICA (see 1.7 Attendance Failure Name List of International Students)

5.5   Students whose attendance falls below 90% are required to meet the Student Mentor while students whose attendance is 50% or below are required to meet the Student Mentor and go for counselling arranged by Student Mentor (student must attend counselling at least once a week for a month).

5.6   Student will be reminded through the Student's Monthly Attendance Report that If their attendance is below 90%, the School will include their name in the 'Attendance Failure Name List of International Students' to ICA. This will result in the following;

a.   it will affect the renewal of their student pass or transfer to another school

b.   they will not be eligible for Honour Roll

c.   they will not be able to receive a High School Diploma

d.   it will affect their application to certain universities

e.   it will affect their future student visa application

f.   it will affect their future immigration application

g.   it will affect their future employment application in Singapore

6. Medical Certificates

6.1 All Medical Certificate will be treated as Absence.

#(Note: Student Mentor who allows Student to leave the school before 12pm or after 12pm but before 6pm for medical reasons will negate the morning or after-morning attendance accordingly.)

6.2 Students with frequent sickness will be asked by Student Mentor to see a local specialist and thereafter they may seek treatment recommended by the local Specialist in their country of choice.

6.3 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 be deemed as withdrawal from the School. (See OM-C4.4.1 Student Course Withdrawal Procedure)

7. Attendance Failure Name List of International Students
7.1 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.

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

8. Communication Records

8.1 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 Mentor will speak with the Discipline Officer and request for an issuance of "Letter of Expulsion".
b) Upon receipt of the Expulsion Letter, the Discipline Officer will circulate the Expulsion Letter to Student Mentor, General Manager, Head of Student Mentor, Head of Student Services, Principal and Director.
c) Student Mentor will then circulate the Expulsion Letter to Student and Student's parent/guardian.
d) Appeal is not allowed in such cases.

STUDENT LEAVE APPLICATION

1. LEAVE APPLICATION

1.1 Leave-taking in whatever form is treated as absence (A). Leave will only be given on a calendar month basis to a maximum of 30 days at a time subject to the approval of the Head of Student Mentor. Students will be advised that if illness is affecting their studies, they should withdraw from the School.

2. MEDICAL LEAVE APPLICATION

2.1 All Medical Leave Application will be considered as absent.

2.2 #Note*:

• For Medical Leave, Students are required to submit the Leave Application before midnight of the day of absence.

3. OTHER TYPE OF LEAVE APPLICATION
3.1 Leave Application (Short-term):

3.1.1 Student who is unable to attend classes for a short period of 1 to 7 working days may apply for Leave Online via the School's Website with supporting documents.

3.1.2 Student Mentor will meet with student to get a clearer understanding of the reason(s) for the application of short-term leave and verify if the supporting documents are duly submitted before approval can be granted.

3.1.3 Student Mentor will update the Student Information System as detailed in Monitoring of Student Attendance based on the decision made (see OM-C4.6.1B Monitoring of Student Attendance)

3.1.4 If the leave application has been rejected by Student Mentor, the student may appeal as detailed in point 3.3 below (Appeal for Leave Application).

3.1.5#Note*:

•For Short-Term Leave, Students are required to submit the Leave Application 2 working days before the start of the leave.

3.2 Leave Application (Long-term):

3.2.1 Student who is unable to attend classes for a long period of more than 7 working days may apply Leave Online via the School's Website with supporting documents.

3.2.2 Student Mentor will meet student to get a clearer understanding of the reason(s) for application of long-term leave and Student Mentor will verify if the supporting documents are duly submitted.

3.2.3 A committee comprising the Student Mentor, Head of Student Mentor and Director / General Manager will be convened to consider this particular application. The committee's decision will be shared through a Letter of Effect with the student. Student Mentor will accordingly update the Student Information System as detailed in Monitoring of Student Attendance (see OM-C4.6.1B Monitoring of Student Attendance).

   3.2.3.1 Letter of Effect must state the dates of application, approval, start and expiry of leave.

   3.2.3.2 Permission can only be given on a calendar month basis. 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, if needed.

3.2.4 If the leave application has been rejected by Student Mentor the student may appeal as detailed in point 2.3 below (Appeal for Leave Application).

3.2.5 #Note*:

• For Long Term Leave, Students are required to submit the Leave Application 2 working days before the start of the leave.

3.3 Appeal for Leave Application:

3.3.1 If the leave application is rejected, Student has the option to submit a Final appeal to the Principal through the Student Mentor.

3.3.2 Principal's decision is final.

3.3.3 Principal will indicate on the Appeal Letter if it has been approved or rejected. Student Mentor is to inform the student on the decision made by the Principal.

3.3.4 Student Mentor is to accordingly update the Student Information System as detailed in Monitoring of Student Attendance (see OM-C4.6.1B Monitoring of Student Attendance)

3.4 Leave Extension Application for Long-term Leave:
3.4.1 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.

3.4.2 A committee comprising the Student Mentor, Head of Student Mentor Unit and Director / General Manager will be convened to consider this particular application. The committee's decision will be shared through a Letter of Effect with the student.

3.4.3 If the leave application has been approved, Student Mentor is to update the Student Information System as detailed in Monitoring of Student Attendance (see OM-C4.6.1B Monitoring of Student Attendance)

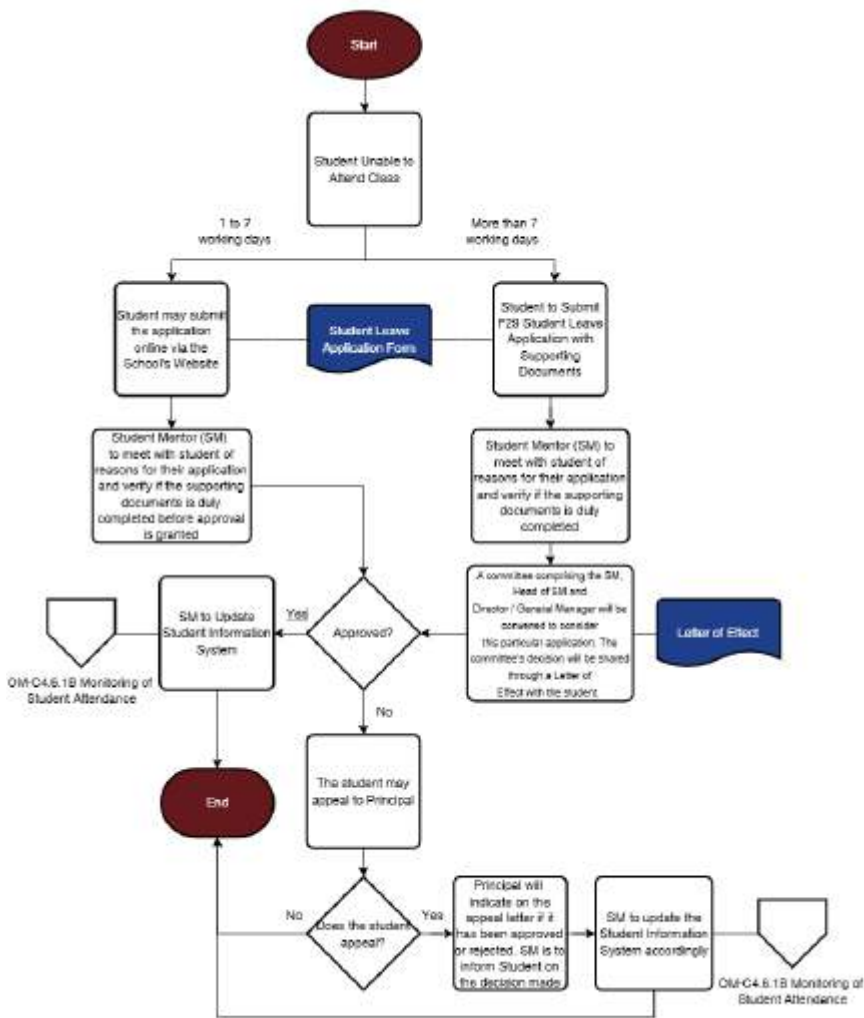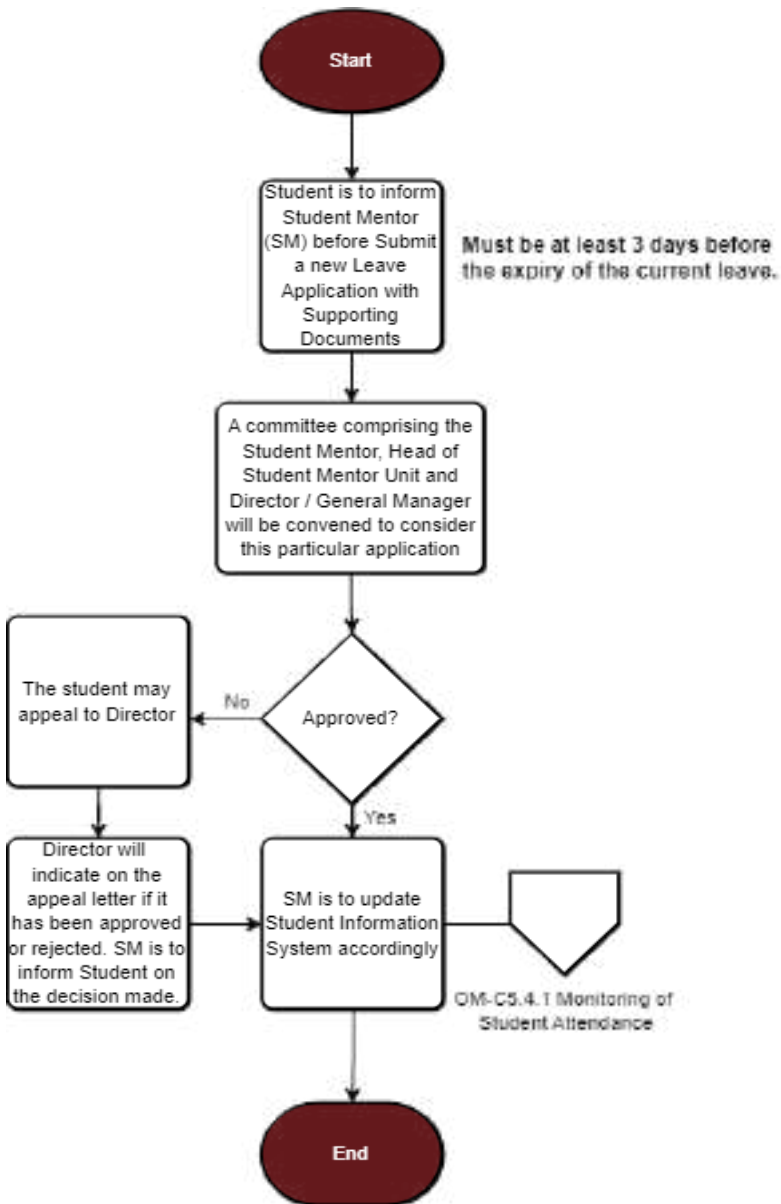3.4.4 If the leave application has been rejected, the student may appeal as detailed in point 3.3 above (Appeal for Leave Application).

Student Leave Application Flowchart

Leave Extension Flowchart

```
                          ┌─────────┐
                          │  Start  │
                          └─────────┘
                               │
                               ▼
              ┌─────────────────────────┐
              │ Student is to inform    │    Must be at least 3 days before
              │ Student Mentor          │    the expiry of the current leave.
              │ (SM) before Submit      │
              │ a new Leave             │
              │ Application with        │
              │ Supporting              │
              │ Documents               │
              └─────────────────────────┘
                               │
                               ▼
              ┌─────────────────────────┐
              │ A committee comprising  │
              │ the Student Mentor,     │
              │ Head of Student Mentor  │
              │ Unit and Director /     │
              │ General Manager will    │
              │ be convened to consider │
              │ this particular         │
              │ application             │
              └─────────────────────────┘
                               │
                               ▼
 ┌───────────────┐     No   ◇───────────◇
 │ The student   │◄─────────│ Approved? │
 │ may appeal    │          ◇───────────◇
 │ to Director   │                │ Yes
 └───────────────┘                ▼
         │              ┌───────────────┐
         ▼              │ SM is to      │
 ┌───────────────┐      │ update        │
 │ Director will │      │ Student       │─────► OM-C5.4.1 Monitoring of
 │ indicate on   │─────►│ Information   │       Student Attendance
 │ the appeal    │      │ System        │
 │ letter if it  │      │ accordingly   │
 │ has been      │      └───────────────┘
 │ approved or   │              │
 │ rejected. SM  │              ▼
 │ is to inform  │         ┌─────────┐
 │ Student on    │         │   End   │
 │ the decision  │         └─────────┘
 │ made.         │
 └───────────────┘
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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 9% 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 employment or attend an industrial attachment/internship programme, whether paid or unpaid, without a valid work pass issued by Ministry of Manpower.

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 to 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 to 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 18 years of age and above 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 20 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 26 public polyclinics and 1,700 private GP clinics in Singapore. Prices are affordable in the public polyclinics but it is always crowded and be prepared 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 unwell in the night, for example if you experience sprained or twisted ankles, fever, nosebleed, cuts or gash, dizziness, cold or flu, headaches, nosebleed, or 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 experience 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 or 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	MEspace 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:

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.

<div align="center">

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

Tel No: +65-6842-6001

</div>

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	Kit	-	SK_Cool98	Kit.Khoo@fis.edu.sg
	Gina Guan	-	Wxid_uqcuae5q1otx22	gina.guan@fis.edu.sg
	Cheng Jian	-	CJ_091701	cj.siow@fis.edu.sg
	Xue Li	-	Wxid_ayjbz2txpwgi22	xl.lau@fis.edu.sg
	Alvis	-	myraaxp	alvis.oh@fis.edu.sg
Director	David Mok	-	dmks26	david.mok@fis.edu.sg
Principal	Marcus Clayton	-	-	marcus@fis.edu.sg
Hostel Unit	Zhang Shufang (Dalvey Hostel)	9773 8205	yu20131021	zhang.shufang@fis.edu.sg
	Chong Yin Nue (Jervois Hostel)	8595 7564	Yinnue	-

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