

# Student Handbook

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## 1. About International Management and Sports College

### 1.1 Our Profile

The International Management and Sports College (IMSC) is a private education institution licensed by the Committee for Private Education in Singapore, offering certification, diploma and degree (or equivalent) courses in the areas of Business Management, Sports and Fitness Training, and Hospitality and Tourism.

IMSC was first established in 2003 as International Management and Sports College (ISA). After a restructuring exercise undertaken by the ISA Group to reorganise its education business, ISA was rebranded into IMSC.

To ensure the relevance and quality of its education programmes, IMSC has been relentless in reaching out to renowned education outfits around the world, to source for quality education programmes that would meet the demands of its student. Since then, it has established partnerships with industry-leading education institutions such as the United States Sports College (USSA).

The quality of its programmes has been recognised by the Committee for Private Education, Singapore, when it was conferred the Edutrust award.

On top of that, IMSC's programmes have also been recognised by the industry. To date, we have received endorsements from various industry-leading organisations such as Virgin Active, Pure Fitness, Sincere Holidays, Asian Food Mall, X Lab, Swim Lab, Oakwood Premier OUE, on the quality of our programmes.

We take pride in the services we provide so that we offer the best experience and quality of education that we can. Hence, we strive to ensure that all our education programmes are relevant and meet the industry's standards. Nothing matters more to us than the learning and well-being of our students and we find great satisfaction in watching our students progress and grasp knowledge as they attain success.

### 1.2 Our Vision

Developing industry-ready individuals for the future economy.

### 1.3 Our Mission

To provide a holistic education that equips individuals with the skillsets and competencies required for the industry.

### 1.4 Our Values

Passion	To inculcate a deep-seated interest in our endeavours
Progress	To ensure that we continue to grow as a team and work towards our objectives
Purpose	To inculcate a strong sense of motivation in the pursuit of our goals

### 1.5 Our Culture

Where success is not quantified by just the end result, but rather by the calibre of the pursuit.

## 1.6 Our Service Guarantees

We commit to maintain the confidentiality of our students' personal information and undertake not to divulge their personal information to any third party without their prior written consent.

We shall try our best endeavors to adhere to the total hours of teaching instruction in accordance with the time schedule provided to the students at their enrolment.

We will try our best endeavors to offer our students the necessary facilities and support services necessary to foster a conducive and pleasant learning experience.

We will offer a transparent fee structure and our fee components shall be made known to students before registration.

We will offer a Certificate of Completion (or equivalent) for our courses for students who meet our required level of proficiency.

We will conduct a careful assessment of our students' needs and proficiencies to match the courses offered, by conducting appropriate tests to ascertain their suitability for entry and progression.

We welcome feedback and suggestions for improvement and commit to investigate and act on all areas of concern and dissatisfaction. We will try our best endeavors to resolve them within 3 to 14 working days, depending on the complexity of each case.

We commit to refund in full should we be unable to continue business due to insolvency and/or regulatory closure and/or termination of course before completion date, or non-conformance during service delivery.

We shall honor all terms and conditions contained in our application form, our Student Handbook and the Student Contract signed between the students and ourselves.

## 1.7 Our College Campuses and Facilities

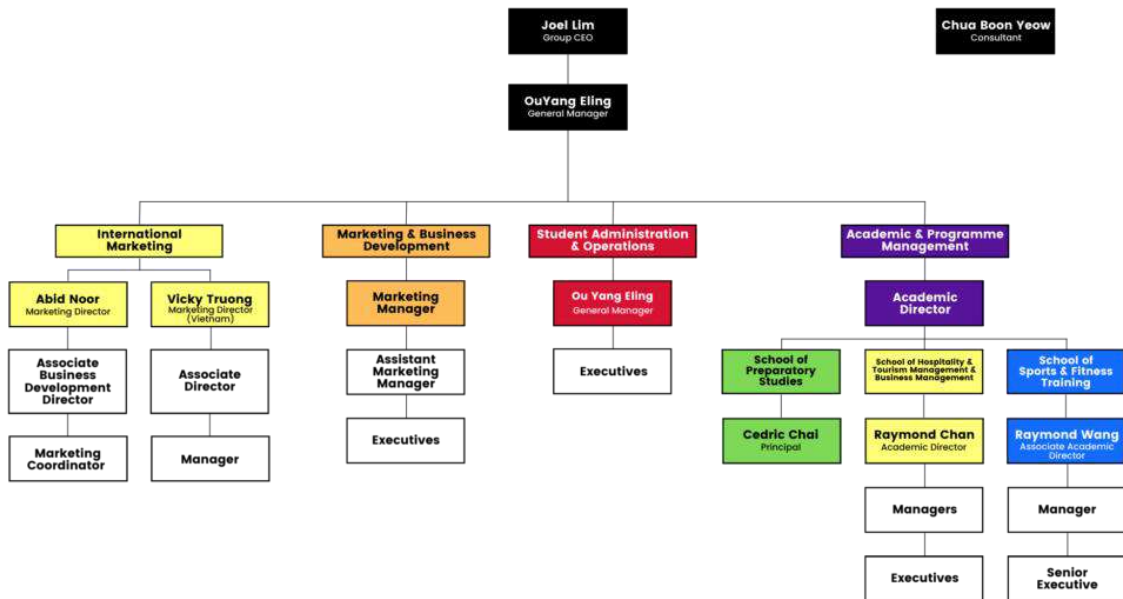
IMSC has over 4,000 square feet of classrooms and facilities centrally located to provide convenience for our students.

Our Sports Hub Campus is located in the heart of the Singapore Sports Hub at Kallang Wave Mall, only a 5-minute walk from Stadium MRT Station, with access to the beach volleyball court, the OCBC Aquatic Center and many eateries nearby.

S/N	Campus	Classroom	Floor Area (Square Metres)	Maximum Capacity (No. of Pax)
1.	Sports Hub	Passion	9.3	5
2.	Sports Hub	Progress	31.1	20
3.	Sports Hub	Purpose	46.6	32
4.	Sports Hub	Perseverance	63.5	40
5.	Sports Hub	Productivity	63.8	40

IMSC employs qualified, experienced and committed staff to provide effective and efficient services and programmes to our students. Currently, we have more than 30 lecturers (full-time and part-time).

## 1.8 Our Management Team



## 1.9 Our Academic and Examination Boards

No	Name	Appointment
1.	Mr. Gan Chin Huat	Chairman, Academic Board and Examination Boards
2.	Mr. Mark Chay	Member, Academic and Examination Boards
3.	Mr. Muthiah Rethinam	Member, Academic and Examination Boards
4.	Mr Kelvin Chua	Member, Academic and Examination Boards
5.	Mr. Melvin Lim	Member, Academic and Examination Boards
6.	Mr. Raymond Chan	Member, Academic and Examination Boards
7.	Mr. Lim Guan Kiang	Member, Academic Board
8.	Ms. Crystal Alice Han	Secretary, Academic and Examination Boards

### 1.10 EduTrust Certification

IMSC is registered with SkillsFuture Singapore (SSG) as a Private Education Institution (PEI).

IMSC has attained the 4-year EduTrust Award which is a voluntary quality assurance certification scheme that distinguishes PEIs that have sustained an excellent level of performance in managing their institutions and providing high quality education standards and welfare for their students.

### 1.11 Course Information

All students must know the course they have applied for, the date of commencement and the duration of the course. Full details about your course (e.g. aims, learning outcomes, development of key skills, teaching and learning methods, assessment, programme structure and module

evaluation) can be found in the Course Specification. Please enquire directly from our Student Administration and Operations Team or via our website at [www.imsc.edu.sg](http://www.imsc.edu.sg).

At present, the list of programmes that we offer is as follows:

### School of Sports and Fitness Training

No.	Course Title	Course Level	Awarded by	Estimated Course Duration (Months)	
				Full-time	Part-Time
1.	Bachelor of Science in Sport Management (Top-Up)	Bachelor	University of Portsmouth	8	8
2.	Bachelor of Science in Sport And Exercise Science (Top-Up)	Bachelor	University of Portsmouth	8	8
3.	Diploma of Higher Education in Sport and Exercise Science	Diploma	University of Portsmouth	8	8
4.	Diploma in Sports Science and Management	Diploma	International Management & Sports College	6	8
5.	Diploma in Sports Science and Coaching	Diploma	International Management & Sports College	6	8
6.	International Sports Diploma in Sports and Exercise Science (Sports Fitness)	Diploma	United States Sports Academy	6	12
7.	International Sports Diploma in Sports Coaching	Diploma	United States Sports Academy	6	12
8.	International Sports Diploma in Sports Management	Diploma	United States Sports Academy	6	12
9.	Diploma in Caregiving	Diploma	International Management & Sports College	12	0
10.	Certification in Sports Coaching	Certificate	United States Sports Academy	0	11
11.	Certification in Sports Management	Certificate	United States Sports Academy	0	11
12.	Certificate in Fitness Management	Certificate	International Management & Sports College	3	6
13.	Certificate in Nursing Aides in Healthcare	Certificate	International Management & Sports College	3	6

### School of Business Management

No.	Course Title	Course Level	Awarded by	Estimated Course Duration (Months)	
				Full-time	Part-Time

1.	Diploma in Business and Retail Management	Diploma	International Management & Sports College	6	0
2.	Diploma in Business Management	Diploma	International Management & Sports College	0	8
3.	Diploma in Business and Retail Management (E-Learning)	Diploma	International Management & Sports College	0	6
4.	Diploma in Supply Chain and Logistics Management	Diploma	International Management & Sports College	6	0
5.	Diploma in Data Analytics and Business	Diploma	International Management & Sports College	10	0
6.	Higher Diploma in Business Management (Mandarin)	Diploma	International Management & Sports College	18	24
7.	OTHM Level 4 Diploma in Business Management	Diploma	OTHM	8	8
8.	OTHM Level 5 Diploma in Business Management	Diploma	OTHM	8	8
9.	OTHM Level 7 Diploma in Strategic Management and Leadership	Graduate Diploma	OTHM	8	8
10.	OTHM Level 7 Diploma in Strategic Management and Leadership (E-Learning)	Graduate Diploma	OTHM	0	8



## School of Hospitality and Tourism Management

No.	Course Title	Course Level	Awarded by	Estimated Course Duration (Months)	
				Full-time	Part-Time
1.	Diploma in Hospitality and Tourism Management	Diploma	International Management & Sports College	6	0
2.	Diploma in Hospitality and Tourism Management (E-Learning)	Diploma	International Management & Sports College	0	6
3.	Advanced Diploma in Hospitality and Tourism Management	Diploma	International Management & Sports College	6	0
4.	Advanced Diploma in Hospitality and Tourism Management (E-Learning)	Diploma	International Management & Sports College	0	6
5.	Higher Diploma in Hospitality and Tourism Management	Diploma	International Management & Sports College	12	0
6.	Post Graduate Diploma in Hospitality and Tourism Management	Graduate Diploma	International Management & Sports College	6	0
7.	Diploma in Restaurant Entrepreneurship	Diploma	International Management & Sports College	6	0
8.	OTHM Level 4 Diploma in Tourism and Hospitality Management	Diploma	OTHM	8	8
9.	OTHM Level 5 Diploma in Tourism and Hospitality Management	Diploma	OTHM	8	8

## School of Foundational Studies

No.	Course Title	Course Level	Awarded by	Estimated Course Duration (Months)	
				Full-time	Part-Time
1.	Certificate In English (Basic)	Certificate	International Management & Sports College	3	0
2.	Certificate In English (Elementary)	Certificate	International Management & Sports College	6	0
3.	Certificate In English (Intermediate)	Certificate	International Management & Sports College	3	0

4.	Certificate In English (Advanced-Intermediate)	Certificate	International Management & Sports College	6	0
5.	Preparatory Course for Singapore-Cambridge General Certificate of Education Ordinary Level (GCE O Level)	Certificate	International Management & Sports College	23	0
6.	Preparatory Course for Singapore-Cambridge General Certificate of Education Ordinary Level (GCE O Level) (Intensive)	Certificate	International Management & Sports College	11	0
7.	Preparatory Course for Admission to Government (Primary 2)	Certificate	International Management & Sports College	6	0
8.	Preparatory Course for Admission to Government (Primary 3)	Certificate	International Management & Sports College	6	0
9.	Preparatory Course for Admission to Government (Primary 4)	Certificate	International Management & Sports College	6	0
10.	Preparatory Course for Admission to Government (Primary 5)	Certificate	International Management & Sports College	6	0
11.	Preparatory Course for Admission to Government (Secondary 1)	Certificate	International Management & Sports College	6	0
12.	Preparatory Course for Admission to Government (Secondary 2)	Certificate	International Management & Sports College	6	0
13.	Preparatory Course for Admission to Government (Secondary 3)	Certificate	International Management & Sports College	6	0

### 1.12 Our Academic Partners

IMSC is proud to be collaborating with the University of Portsmouth, United States Sports Academy (USSA), National Strength and Conditioning Association (NSCA), Universiti Sains Malaysia (USM), UOW Malaysia KDU Penang University College, Stephen Business School, RIG Institute and Beston Vocational Training School to bring to Singapore quality training programmes to meet the increasing demand for trained professionals in the sports, wellness, recreation, retail, management, tourism and hospitality industries.

#### University of Portsmouth

The School of Sport, Health and Exercise Sciences (SHES) at the University of Portsmouth has been delivering sports related higher education courses for over 25 years. The School is home to over 900 undergraduate, postgraduate taught and research students and prides itself in providing a collegiate, caring learning community endorsing equality, diversity and an authentic sense of belonging. SHES has around 35 academic staff who are all research active with many holding professional accreditations from their respective sporting professional body. More generally the University of Portsmouth has a Gold rating in the UK Teaching Excellence and

Student Outcomes Framework (TEF) and prides itself on offering student centred and employability focused courses preparing graduates for exciting future careers.

### United States Sports Academy

The United States Sports Academy, also known as America's Sports University, is a private, non-profit institution, accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award baccalaureate, master's, and doctoral degrees. These degrees are on the approved list of the Sports Management Program Review Committee (SMPRC), a joint committee of the National Association for Sport and Physical Education (NASPE) and North American Society for Sport Management (NASSM).

### National Strength and Conditioning Association (NSCA)

Founded in 1978, the National Strength and Conditioning Association (NSCA) is a educational nonprofit dedicated to advancing science and education in the field. As the worldwide authority on strength and conditioning, the NSCA disseminates research-based knowledge and its practical application to elevate athletic performance and fitness for all people.

As NSCA's Global Chapter in Singapore, IMSC is set to pave the way forward for the strength and conditioning community in our region, providing a valuable resource and offering top-notch research, education, and practical knowledge for coaches, trainers, and fitness professionals.

### Universiti Sains Malaysia (USM)

Universiti Sains Malaysia ('Science University of Malaysia') is a public research university in Malaysia. Founded on 1 June 1969 as a statutory body with its own constitution, it is the oldest institute of higher learning in Northern Malaysia, as well as the second oldest in Malaysia and one of the leading university in the country. USM is ranked 137<sup>th</sup> in the 2024 QS World University Rankings.

### UOW Malaysia KDU Penang University College Sdn Bhd

UOW Malaysia KDU Penang University College began its chapter when it opened its door to its first batch of students in 1991. Since then, the UOW Malaysia KDU Penang University College has grown by leaps and bounds to become the most popular private tertiary education provider in northern Malaysia. It has international alumni from 60 countries around the world.

In 2015, UOW Malaysia KDU Penang received the prestigious 6-star, college-based rating in the 2014/2015 Malaysian MyQUEST for the large category. UOW Malaysia KDU Penang University College was the only private college in Penang and northern Malaysia to be awarded this eminent recognition. In November 2018, KDU entered into a strategic partnership with UOW Global Enterprises, a wholly-owned subsidiary of University of Wollongong Australia. Subsequently, in November 2019, the name of the college and university colleges were changed to reflect the stewardship of the University of Wollongong and they are now known as UOW Malaysia.

### Stephen Business School

Stephen Business School is an educational institution in Mauritius set up with the primary objective to give quality education to both school leavers and professionals. In a sector where major players are already very active and fast growing, Stephen Business School aims to bond and engage with its target segment by providing high quality courses at affordable prices. Continuous development will also be one area which the School will support by providing regular up to date short professional courses.

### RIG Institute

RIG Institute of Hospitality Management, a prestigious institution, renowned for its commitment to excellence in hospitality education has been successfully catering to the hospitality and tourism sector for the past 25 years in a highly prominent region. It was founded with the vision of creating future leaders in the hospitality industry and the institute has consistently maintained its reputation as a world-class institution.

The institute boasts state-of-the-art facilities that include well-equipped and modern classrooms, three fully functional kitchens, a fine dining restaurant, a cafeteria, a housekeeping lab, a front office lab, an IT room and many more. The campus is spread over a large area, providing a serene and conducive learning environment for students.

### Beston Vocational Training School

Beston is a vocational institution located in Shijiazhuang, China. Beston aims to create an international platform that spans borders, regions and cultures, to create an international learning experience for its students. Beston has seamlessly connected its Chinese campus with the international campus with innovative education models, and development strategies.

## 2. Student Administration Policies and Procedures

### 2.1 Course Admission Criteria

Kindly refer to the Standard Student Contract and the relevant course brochures for the specific admission criteria. However, in general, the admission criteria are as follows:

Programme	Age Criteria	Academic Criteria	English Proficiency Criteria
IMSC Diploma	Min. 16 years old	<ul style="list-style-type: none"> <li>3 GCE 'O' Level Passes at C6 and above; or</li> <li>NITEC, or Higher NITEC; or</li> <li>Formal education equivalent GCE 'O' Levels; or</li> <li>Relevant certification issued by the United States Sports Academy; or</li> <li>Australian Qualifications Framework Certificate III</li> </ul>	<ul style="list-style-type: none"> <li>GCE 'O' Level Pass in English at C6 and above; or</li> <li>IELTS 5.0 and above; or</li> <li>Pass in Language Literacy &amp; Numeracy (LLN)</li> </ul>
IMSC Advanced or Higher Diploma	Min. 17 years old	<ul style="list-style-type: none"> <li>1 GCE 'A' Level Pass and above; or</li> <li>Formal education equivalent GCE 'A' Levels; or</li> <li>Polytechnic diploma or foreign qualification equivalent</li> </ul>	<ul style="list-style-type: none"> <li>GCE 'O' Level Pass in English at C6 and above; or</li> <li>IELTS 5.0 and above; or</li> <li>Pass in Language Literacy &amp; Numeracy (LLN)</li> </ul>
USSA Certificate or Diploma	Min. 16 years old	<ul style="list-style-type: none"> <li>3 GCE 'O' Level Passes at C6 and above; or</li> <li>NITEC, or Higher NITEC; or</li> <li>Formal education equivalent GCE 'O' Levels</li> </ul>	<ul style="list-style-type: none"> <li>GCE 'O' Level Pass in English at C6 and above; or</li> <li>IELTS 5.0 and above; or</li> <li>Pass in Language Literacy &amp; Numeracy (LLN)</li> </ul>
Diploma of Higher Education	Min. 17 years old	<ul style="list-style-type: none"> <li>Diploma in Sports Science and Management from IMSC; OR</li> <li>Diploma graduate from recognized sports and exercise science, sport and wellness, health services and management-related programmes</li> </ul>	<ul style="list-style-type: none"> <li>GCE 'O' Level Pass in English at C6 and above; OR</li> <li>IELTS 5.5 and above and no sub-component below 5.5 or equivalent</li> </ul>
Bachelor of Science in Sports and Exercise Science (Top-Up)	Min. 17 years old	<ul style="list-style-type: none"> <li>Diploma of Higher Education in Sport and Exercise Science from UoP; OR</li> <li>Diploma in Sport &amp; Exercise Science, Diploma in Sports Coaching from Republic Polytechnic with a minimum of GPA 2.5; OR</li> <li>Diploma in Sport &amp; Wellness Management from Nanyang</li> </ul>	<ul style="list-style-type: none"> <li>GCE 'O' Level Pass in English at C6 and above; OR</li> <li>IELTS 6.0 and above and no sub-component below 5.5 or equivalent</li> </ul>

		<p>Polytechnic with a minimum of GPA 2.5; OR</p> <ul style="list-style-type: none"> <li>• Equivalent relevant Advanced/Higher Diploma qualifications awarded by other Singapore registered PEI's with a minimum GPA 3.0 or equivalent</li> </ul>	
Bachelor of Science in Sports Management (Top-Up)	Min. 17 years old	<ul style="list-style-type: none"> <li>• Diploma in Sports Management from Republic Polytechnic or Diploma in Sport &amp; Wellness Management from Nanyang Polytechnic with a minimum of GPA 2.5; OR</li> <li>• Any other sport or business-related diploma qualifications awarded by other tertiary institutions in Singapore – i.e. Singapore Polytechnic, Ngee Ann Polytechnic, Republic Polytechnic, Temasek Polytechnic and Nanyang Polytechnic with a minimum of GPA 3.0; OR</li> <li>• Equivalent relevant Advanced/Higher Diploma qualifications awarded by other Singapore registered PEI's with a minimum GPA 3.0 or equivalent; OR</li> <li>• Diploma graduate from recognised sports and exercise science, sport and wellness, health services and management-related programmes</li> </ul>	<ul style="list-style-type: none"> <li>• GCE 'O' Level Pass in English at C6 and above; OR</li> <li>• IELTS 6.0 and above and no sub-component below 5.5 or equivalent</li> </ul>

\*Mature candidates with substantial work experience, and who do not fulfil any of the above-criteria, will be considered on a case by case basis.

### **IMPORTANT NOTICE**

You are required to consult and seek confirmation from our admissions office on the required course entry requirements prior to signing up for any of our programmes.

## 2.2 **Course Completion Criteria and Award**

The relevant Award and/or Certificate will be conferred by IMSC, or by the relevant awarding institution, to you upon your successful completion of the course, and your having achieved the minimum criteria necessary to obtain a “pass” from the relevant awarding institution.

## 2.3 Contractual Commitment

All prospective students will enter into a **CPE Standard Student Contract** with IMSC upon admission. A copy of the Standard Student Contract may also be downloaded from our webpage, or from CPE's webpage.

## 2.4 College Fees and Payment

IMSC is committed to the transparency and accuracy of all fees and charges. A schedule setting out the fees potentially payable will be enclosed in the Standard Student Contract.

The first installment (where applicable) is payable before the Course Commencement Date.

The remaining installments are payable on the dates indicated in the Payment Schedule unless otherwise stated. IMSC considers a payment made 7 days after the scheduled due date(s) in the invoices for the Miscellaneous Fees as late. An administrative fee of S\$10.90 will be levied on each week of late payment.

Students who fail to make payment may be barred from the examinations and all pending results would be withheld by IMSC.

Payment of fees should be made directly to IMSC via the following payment modes:

1. Flywire (foreign currencies only)

For your security, the Flywire payment gateway should be accessed only from the IMSC website: [www.imsc.edu.sg/payment-modes](http://www.imsc.edu.sg/payment-modes)

2. Interbank/Telegraphic Transfer

<b>Bank Name</b>	:	Oversea-Chinese Banking Corporation
<b>Account name</b>	:	International Management & Sports College Pte Ltd
<b>Account number</b>	:	508 707 999 001
<b>Bank code</b>	:	7339
<b>Branch code</b>	:	508
<b>Bank address</b>	:	OCBC Bank, 65 Chulia Street, OCBC Centre Singapore 049513
<b>Swift code</b>	:	OCBCSGSG
<b>BIC code</b>	:	OCBCSGSGXXX

Please indicate your name and/or invoice number under the Transfer Remarks.

3. Cheque

Cheques are to be made payable to "International Management & Sports College Pte Ltd".

4. PayNow

UEN No. 200305869C

Please indicate your name and/or invoice number under Reference No.

5. Cash

## 2.5 Administration/Miscellaneous Fee

Note: Please check with IMSC for the latest published tuition and non-tuition fee schedules.

Purpose of Fee	Amount (with GST) S\$
Deferment fee	239.80
Re-assessment fees (per unit)	163.50
Re-module fee (per module)	436.00
Exam appeal fee	54.50
ICA Issuance Fee	90.00
Student's Pass renewal fee (ICA Processing Fee 45.00 + ICA Issuance Fee 90.00)	135.00
Penalty for late payment (each week of late payment)	10.90
Printing cost (per sheet)	0.20
Replacement of Student ID	21.80
Medical Insurance (if applicable)	98.10
IMSC T-shirt	32.70

## 2.6 Fee Protection Scheme

The Fee Protection Scheme seeks to protect a student's fees in the event that IMSC is unable to continue operations due to insolvency and/or regulatory closure and/or any other reasons. The Fee Protection Scheme also protects students if IMSC fails to pay penalties or return fees to the students arising from judgement made against it by the Singapore courts.

IMSC has selected the FPS Insurance Scheme with Lonpac Insurance for the convenience of our students.

Fees refer to all monies that are paid to IMSC by students to IMSC. Apart from the following fees, all fees paid by students to IMSC are protected under FPS.

1. Course application fee;
2. Prevailing Goods and Services Tax (GST);
3. Miscellaneous fees (any non-compulsory fees and payable only when applicable);
4. FPS insurance premium; and
5. Examination fees collected less than 2 months before examination date.



## 2.7 Refund Policy and Procedure

IMSC is committed to handling the refund of course fees arising from the following situations in a timely manner:

### 1. Refund For Withdrawal Due To Non-Delivery of Course

IMSC will notify the student in writing within 3 working days after becoming aware 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 rejects the Student’s application for a Student’s Pass.

Where any of the Refund Events above 2.10(1a) to 2.10(1c) has occurred:

- a. IMSC shall use reasonable efforts to make alternative study arrangements for the student and shall propose such alternative study arrangements in writing to the student, within 10 working days of informing the student of the Refund Event.
- b. If the student accepts such alternative study arrangements, IMSC 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.
  - I. If the course has not commenced, IMSC shall refund the Course Fees and Miscellaneous Fees paid by the student within 7 working days of the termination.
  - II. If the course has already commenced, IMSC shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the course, whichever is higher, within 7 working days of the termination.
- c. If the student does not accept such alternative study arrangements, the student may forthwith terminate the contract by way of a written notice to IMSC.
  - I. If the course has not commenced, IMSC shall refund the Course Fees and Miscellaneous Fees paid by the student within 7 working days of the termination.
  - II. If the course has already commenced, IMSC shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the course, whichever is higher, within 7 working days of the termination.

Where any of the Refund Events above 2.10(1d) to 2.10(1e) has occurred, IMSC shall forthwith terminate the contract by way of a written notice to the student, and shall refund all Course Fees and Miscellaneous Fees paid by the student within 7 working days of the termination.

### 2. Refund For Withdrawal During Cooling-Off Period

IMSC shall provide students with a cooling-off period of 10 calendar days after the date that the relevant Student Contract has been signed by both parties. The student shall be entitled to, without any liability whatsoever to IMSC, forthwith terminate the contract at any time within the Cooling-Off Period by way of a written notice to IMSC. IMSC shall return all Course Fees and Miscellaneous Fees paid to it within 7 working days of the receipt of the written notice.

### 3. Refund For Withdrawal Outside Of Cooling-Off Period

If the student terminates the contract at any time before the Course Completion Date by providing a written notice to IMSC, IMSC shall, within 7 working days of receiving the notice, refund to the student an amount based on the Refund Table below.

% of Aggregate Amount of Course Fee	If Student's Written Notice of Withdrawal is Received
80%	("Maximum Refund") More than 20 working days before the Course Commencement Date
50%	More than 15 working days, but not more than 20 days, before the Course Commencement Date
10%	More than 7 working days, but not more than 15 working days, before the Course Commencement Date
5%	Before, but not more than 7 working days before the Course Commencement Date
0%	On or after the Commencement Date

**2.8 Course Withdrawal Policy and Procedure**

Course withdrawal is defined as the student contract being terminated, and the student is no longer a student of IMSC. Transferring to another institution of study of equivalent credit transfer is also deemed as a withdrawal from IMSC.

The procedure relating to course withdrawals is as such:

- Requests for course withdrawals must be made in writing using the Transfer / Withdrawal Form and submitted to the Student Administration & Operations Department.
- For students under 18 years of age, parental / legal guardian approval must be sought.
- Upon receipt of the Course Transfer / Withdrawal Form, the College shall arrange for a counselling session for the student with the Executive, Academic & Programme Management to ascertain the reasons for the course withdrawal.
- For international students, ICA shall be informed of the change in students' status that may lead to the cancellation of the Student's Pass. If transferring to another institution of study, the Student's Pass application is subject to approval by ICA. Students shall be advised that should the application be rejected by ICA, students may not be able to continue their studies in Singapore.
- Refunds (if any) shall be computed in accordance with IMSC's Refund Policy and will be processed within 7 working days from the student's request for withdrawal (excludes time taken for postal services or external processing by banks).
- The FPS provider shall be informed of the course withdrawal to process a refund of FPS fees paid (if any).
- The course withdrawal shall be completed no more than 4 weeks from the date of course withdrawal. The Student Administration & Operations Department shall issue a letter to inform the student of the final outcome.
- The Course Transfer / Withdrawal Form and other supporting documents shall be filed into the student's P-file, and the Student Registry updated accordingly.

**2.9 Course Transfer Policy and Procedure**

Course transfer is defined as the student transferring to a different course within IMSC.

The procedure relating to a transfer to a different course is as such:

- Requests for course transfer must be made in writing using the Transfer / Withdrawal Form and submitted to the Student Administration & Operations Department.
- For students under 18 years of age, parental / legal guardian approval must be sought.
- Upon receipt of the Course Transfer / Withdrawal Form, the College shall arrange for a counselling session for the student with the Executive, Academic & Programme Management to ascertain the reasons for the course transfer application.
- Pre-course counselling will be conducted to provide information on the new course.
- Applications for course transfer are granted on a case-by-case basis subject to the student meeting the minimum entry requirements of the new course and approval from the partner programme provider where applicable, as well as approval by Senior Management.
- For international students, the course transfer and Student's Pass application is subject to approval by ICA. Students shall be advised that should the application be rejected by ICA, students may not be able to continue their studies in Singapore.
- Students must pay any outstanding fees or administrative fees payable to IMSC before the course transfer is processed.
- The course transfer shall be completed no more than 4 weeks from the date of course transfer application. The Student Administration & Operations Department shall issue a letter to inform the student of the final outcome.
- If the course transfer is approved, the student shall sign a new contract with IMSC for the new course.
- The Course Transfer / Withdrawal Form and other supporting documents shall be filed into the student's P-file, and the Student Registry updated accordingly.

### 2.10 Course Deferment Policy and Procedure

Deferment is defined as the student delaying or postponing the course or module.

The procedure relating to course deferments is as such:

- Requests for course deferments must be made in writing using the Course Deferment Form and submitted to the Student Administration & Operations Department.
- For students under 18 years of age, parental / legal guardian approval must be sought.
- Upon receipt of the Course Deferment Form, the College shall arrange for a counselling session for the student with the Executive, Academic & Programme Management to ascertain the reasons for the course deferment.
- Applications for course deferment are granted on a case-by-case basis subject to approval by Senior Management.
- For international students, ICA shall be informed of the change in students' status that may lead to the cancellation of the Student's Pass. The renewal of the Student's Pass is subject to approval by ICA. Students shall be advised that should the application be rejected by ICA, students may not be able to complete their studies in Singapore.
- Students must pay a deferment fee before the course deferment will be processed. If there is an increase in course fees by the time the student attends the course, the student must pay the difference in fees.
- Course deferments are allowed only once for up to a maximum of 6 months. Exceptions can be made on a case-by-case basis.

- Course deferments shall be completed no more than 4 weeks from the date of course deferment. The Student Administration & Operations Department shall issue a letter to inform the student of the final outcome.
- The Course Deferment Form and other supporting documents shall be filed into the student's P-file, and the Student Registry updated accordingly.

### 2.11 Attendance and Class Regulations

Attendance is compulsory. In the event of absenteeism due to unforeseen or medical reasons, a letter from the parent/guardian or a doctor's medical certificate or an excuse letter must be submitted to IMSC on the following day.

Students are required to be punctual for classes and observe the timings for classes according to the class schedule given at the commencement of each term/ level. If there any changes made thereafter, the student will be notified by IMSC through WhatsApp messages, email, notices, and/or any other means available at the time.

Students arriving after 15 minutes of class start time will be considered absent and will not be allowed to sign the attendance for the lesson.

Any student leaving before the end of class or before class is formally dismissed by the teacher will be treated as having been absent for the day.

Students who are unable to attend regular classes with valid reasons are required to submit the Leave Application Form together with relevant supporting documents to the Student Administration Office at least one week before the date of absence.

Students must be punctual for lessons or other IMSC activities.

Students must be attentive in class and all assignments must be handed in on time and must be adequately prepared for their lessons.

Students must refrain from attending to private matters during lessons.

No student may leave a lesson without the prior permission of the teacher-in-charge.

#### **Attendance Requirement**

Local students shall ensure that their attendance for each module shall minimally be at least 75% per module.

International students shall ensure that their attendance for each module shall minimally be at least 90% per module.

#### **Attendance Requirement to Qualify for Final Examination**

Students who do not achieve a minimum attendance requirement of 85% for each module without any valid reason will not be allowed to sit for the final examination. They will be required to pass a pre-assessment test, before they can sit for the re-assessment.

Students who do not achieve a minimum attendance requirement of 75% for each module, regardless of whether they have a valid reason, approved leave and supporting documents, will be debarred from the final examination and will be required to do a re-module.

## 2.12 Absenteeism and Warning Letters

### **For Local Students:**

A first warning letter will be issued to any student who:

- is absent for class for more than 3 consecutive days; or
- is 1 lesson away from the minimum attendance required for any particular module, without medical proof or prior approval from the IMSC

A second warning letter will be issued to any student whose attendance goes below the minimum attendance required for any particular module.

A final warning letter will be issued to any student who:

- is absent from class for more than 7 consecutive days without medical proof or prior approval from IMSC; or
- has accumulated **2** or more warning letters during the course of the relevant programme.

### **For International Students**

International students shall ensure that their attendance for each module/month is at least 90% per module.

A first warning letter will be issued to students whose attendance is 1 lesson away from going below the minimum attendance required for any particular module, without medical proof or prior approval.

A second warning letter will be issued to students whose attendance for a particular module falls below the minimum attendance requirement, without medical proof or prior approval.

A final warning shall be issued if a student:

- is absent again after the second warning letter; or
- is absent for more than 7 consecutive days without medical proof or prior approval.

The list of students holding Student's Pass not meeting the minimum attendance requirement for each module shall be sent to ICA by email. For students aged below 18 years, the student's parent/guardian (where applicable) shall also be included in the email.

International students who fail to meet the required 90% attendance may have their Student's Pass withdrawn by ICA.

### **Poor Attendance (for Both Local and International Students)**

For students who have accumulated 2 occurrences of poor attendance, the Executive, Academic & Programme Management shall arrange for an academic counselling session with the student. For students who have accumulated more than 2 occurrences of poor attendance, the issue shall be escalated to the Academic Director. The Academic Director shall determine the academic penalty (as indicated in the respective Student Handbook) to be awarded to the student. Academic penalties may range from capping of assessment marks, barring from examinations, termination from the programme, etc.

## 2.13 Leave of Absence and Application Procedures

Students are to inform IMSC of any intention for travel, and a written application must be submitted to IMSC prior to such travel arrangements, for our approval, prior to leaving

Singapore. All travel period must not affect class attendance. IMSC must be notified of any emergency leave. Students are to submit a written notice to IMSC with supporting documents (where applicable).

### 2.14 Termination and Expulsion Policy

In general, all students are expected to abide by the Student Code of Conduct which sets out the behaviour expected of a student from IMSC.

A student may be expelled from the College under the following circumstances:

**Misconduct:** Fighting, gambling, smoking or behaving in a disorderly manner.

**Defamation:** Spreading untruth and damaging remarks about the College, its staff, or fellow students which are deemed to be detrimental to the good name and reputation of the College.

**Vandalism, Mischief and/ or Theft:** Students who have been found to participate in any wilful or negligent acts that cause damage to, loss, removal or theft of, or any other wrongful interference with any property of the College.

**Cheating in examinations/tests:** Any form of plagiarism or cheating in tests and examinations may result in disciplinary action such as expulsion from the course.

In particular, students will be expelled if they are found to be engaged in the following:

- a. Working without a valid work permit or being in employment that violates immigration laws;
- b. Shop theft, which includes any act of stealing goods or services from retail establishments;
- c. Money laundering, which includes engaging in activities that disguise the source of illegally-obtained funds;
- d. Loan shark activities, which includes participating in illegally lending practices that involve extortion or threats of violence.

Should any student be expelled from the course, no refund on fees paid will be made.

### 2.15 Mitigating Circumstances

#### Introduction

IMSC recognises that students may suffer from a sudden illness or other serious and unforeseen events or set of circumstances which may adversely affect their ability to complete an assessment or the results they obtain for an assessment. In such cases the mitigating circumstances regulations and procedures may be applied.

Mitigating circumstances may include:

- Significant physical or psychological illness
- Severe personal difficulties
- Serious illness affecting a close family member
- Sudden deterioration in a long standing medical condition or disability
- Being the victim of a serious crime
- Legal proceedings requiring attendance at court
- Unforeseeable or unpreventable events.

The following **will not** be regarded as mitigating circumstances:

- Failure to attend an examination due to misreading the examination timetable
- Events such as holidays and weddings

- Inadequate planning and time management
- Having more than one examination on the same day
- Examination clashes arising from incorrect registration by the student, i.e. examinations scheduled to take place at the same time (students are responsible for reporting any examination clashes which occur in their examination timetable to their Departmental Examinations Officer and the Student Administration and Support Division so that alternative arrangements can be made)
- Any event that could have been reasonably expected or anticipated, such as sporting events or pressures from paid employment, or other study commitments.

The Management Team of IMSC shall demonstrate fair and consistent treatment of its students in support of these mitigating circumstances.

### **Process Of Submission Of Evidence**

The student is responsible for obtaining all appropriate documentary evidence and ensuring that it is submitted on time.

It is the student's responsibility to obtain and submit a verified translation if the original evidence is in another language, apart from English.

The student shall submit the appropriate Mitigating Circumstances Form and provide IMSC with supporting documentation from an appropriate third-party as evidence of the mitigating circumstance.

The evidence must explain: (1) what the circumstance is; (2) exactly how it affected the student in relation to his/her studies/assessment; (3) precisely when (i.e. identifying which assessments were affected).

The student shall submit the documentary evidence to IMSC before the expiry of the relevant deadline for the submission of evidence in relation to mitigating circumstances claims. In most circumstances, the deadline will be no later than five working days after the relevant coursework submission date or the date of the examination but you should check the specific date with IMSC.

Failure to divulge information and provide evidence at the appropriate time may mean that IMSC has insufficient information to accept mitigating circumstances or to judge their severity. Appeals against academic decisions may be disallowed if the appeal is based on evidence of mitigating circumstances could have reasonably been supplied to IMSC earlier.

The student shall contact and/or consult the Executive, Academic and Programme Management for issues concerning the submission if required.

IMSC will decide whether or not the student has established sufficient grounds of mitigating circumstances relevant to his/her assessment.

The student shall receive a response from IMSC within two weeks of submitting his/her Mitigating Circumstances Form and evidence.

If IMSC accepts the student's mitigating circumstance, it shall make a corresponding recommendation about the affected assessment(s) to the Academic and Examination Board for his/her course.

The recommendations that IMSC is allowed to make shall include, for example, the opportunity to take the affected assessment again as if for the first time (i.e. a 'sit' or 'submit'), or the waiving of a late submission penalty incurred for the affected assessment.

The student shall note that presentation of mitigating circumstances evidence does not guarantee that a concession shall be applied and accepted mitigating circumstances do not lead to marks being changed.

Depending on the circumstance, IMSC will normally inform student to hand in his/her coursework at the earliest possible opportunity that his/her circumstances allow. If the student's mitigation is accepted for the affected assessment, no penalty shall be applied for its late/non submission. If the student's mitigation is accepted but IMSC agrees he/she could have submitted his/her work earlier, a partial penalty is likely to be applied.

IMSC is allowed to set a revised submission date in cases where it is possible and appropriate to do so in order to account for accepted mitigating circumstances.

The student shall notify IMSC at his/her earliest possible opportunity if he/she experience a sudden illness or other serious and unforeseen event or set of circumstances that mean he/she will not be able to meet a coursework deadline.

The student shall also provide appropriate documentary evidence so that IMSC can consider the student's case and determine if and how it is appropriate to account for his/her circumstances.

### **IMSC's Potential Scope of Assistance**

IMSC shall help the student in dealing with his/her mitigating circumstances if:

- His/her circumstances mean he/she might need time away from study, IMSC shall be able to advise him/her whether a formal suspension of studies is a possibility and discuss arrangements for returning to his/her course;
- He/she has or suspects he/she has a learning difficulty (e.g. dyslexia), IMSC will refer him/her for professional help; and
- He/she is experiencing financial difficulties, IMSC shall direct him/her to the relevant bodies/organisations for financial aid.



## **3 Student Services Support**

### **3.1 Student Orientation**

A Student Orientation session shall be conducted within 7 days of the course commencement date to disseminate and reiterate pertinent course information and other important information.

Students will be directed to access the Student Handbook from the IMSC website for reference.

Students shall be reminded of student policies and rules and regulations including but not restricted to, dispute resolution procedures, Fee Protection Scheme (FPS), medical insurance policies and procedures, refund policy and procedures, transfer and withdrawal policy and procedures, attendance and disciplinary policies and reference to CPE's official website.

### **3.2 General Counselling**

IMSC provides general counselling and consultation for students to help them cope with mental pressures/stress relating to academic studies, interpersonal issues, financial issues, adapting to the local environment (for international students) or seeking other support services such as general or specialist health services (physiological, dental, mental), drug/alcohol abuse education, problem gambling, sexuality education, etc. In addition, IMSC will also implement programmes to create a culture and climate of care, trust and friendliness that encourage student attendance and involvement, etc.

Students seeking counselling and additional academic assistance may approach their lecturer or any IMSC staff for assistance.

Students facing financial issues may approach the Student Administration & Operations Department for assistance. Students requiring financial assistance may be referred to Mendaki, CDAC, SINDA, WDA or RHB for study loans.

Staff shall maintain close collaboration with parents / legal guardians for students not exceeding 18 years of age.

If students require pastoral counselling, IMSC will seek out external providers with the necessary counselling certification to assist the student.

## 3.3 Student Enrichment Programmes and Activities

IMSC conducts enrichment programmes and activities at least once a year to bolster the educational experience for its students.

- Social activities such as student gatherings and events;
- Sports activities such as running, basketball, badminton, cycling, etc;
- Industry-related talks and the events;
- Student Employability and Communication Skill sessions.

Enrichment programmes may include, but not be limited to, the following:

- Health promotion programmes;
- Career guidance programmes to proceed to higher education;
- Participation in the Community Sports Festival, etc;
- Field trips, etc

## 3.4 Sports Hub Facilities and Resources

IMSC's Sports Hub Campus is located at the Singapore Sports Hub which has several sports facilities e.g. basketball court, sheltered running track, beach volleyball court that are available to the public at no cost (reservation on a first-come-first served basis).

Through IMSC's partnership with the Sports Hub Library, IMSC students have access to the Sports Hub Library's wide range of resources and services such as prints, electronic and audio-visuals, as well as video viewing stations, virtual sports stations, internet stations and meeting rooms.

## 3.5 Other Services

IMSC provides the following facilities/miscellaneous services to support and enrich the student's educational experience:

- Free wi-fi internet connectivity;
- Printing and photocopying services (20c per sheet, black and white printing only);
- Whenever applicable, assistance to international students to help them to adapt to the local environment or seek other support services. For example, advice on accommodation options, general or specialist health services (physiological, dental, mental), drug/alcohol abuse education, problem gambling, sexuality education, airport services etc;
- Close collaboration with guardians for students not exceeding 18 years of age; and
- Career guidance programmes to assist students to proceed to higher education.

## 3.6 Medical Insurance Coverage

IMSC provides medical insurance coverage for hospitalisation and related medical treatment for the entire course duration as stipulated in the Student Contract.

The plan provides for medical insurance (may be group or individual):

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

Singaporean/PR students may opt out of the medical insurance coverage if they are already covered by their own medical insurance plan. Students who decide to opt out are to provide the necessary insurance certification documents.

For more information on IMSC's Group Hospitalisation Exclusion of pre-existing illness and Surgical Insurance Policy, kindly refer to the information found on IMSC's website at the following address: [www.imsc.edu.sg/policies](http://www.imsc.edu.sg/policies)

NTUC Income has been appointed as the insurance provider for all our students.

### 3.7 Student Feedback

An evaluation will be conducted at the end of each module/month (where applicable). A final end of course evaluation will also be conducted at the completion of the course to evaluate the effectiveness of the teacher/lecturer and the course coverage, and to gather students' feedback on other aspects of the course.

Students may also channel their feedback on the course or the services provided by contacting any member of the management team.

Students' feedback is valuable as such information will be used to help IMSC to improve our courses and services.

All evaluation and feedback will be treated in strictest confidence.

### 3.8 Student Confidentiality and Security Policy

Except otherwise specifically provided for below, IMSC will grant access to Confidential Student Information to authorised IMSC personnel only on a "need to know" basis. This is, in turn, based on what is, in our view, a need for said personnel from IMSC to access said student's information.

"Confidential Student Information" means any personally identifiable information relating to the student which is received from the student or arises out of the student's course of study with IMSC or information relating to the student's whereabouts or physical or mental condition and well-being.

"Confidential Student Information" shall not include:

1. Any information which becomes generally known to the public, other than by reason of any wilful or negligent act or omission of IMSC, or any of its representatives;
2. Any information which is required to be disclosed pursuant to any applicable laws or to any competent governmental or statutory authority or pursuant to rules or regulations of any relevant regulatory, administrative or supervisory body (including, without limitation, any relevant stock exchange or securities council);
3. Any information that has been lawfully received by a third party without a breach of this privacy statement;

4. Any information that is already known by or available to IMSC without a confidentiality obligation; or
5. Any information that is disclosed by us with prior written approval of the student.

Without affecting the generality of the above paragraph and for the avoidance of doubt, the following shall be deemed to meet the requirement for disclosure stated in the above paragraph above:

1. A request for information by the Ministry of Education or the Committee for Private Education;
2. Sharing of information or data with Government agencies or statutory bodies or non-government agencies authorised to carry out specific Government services or duties;
3. Sharing of information with persons or organizations providing a student with financial aid;
4. Sharing of information with third parties, including members of the student's family or medical or security personnel, in an emergency if IMSC deems it necessary in order to protect the health or safety of the student or other persons; or Publication or release of information that is customary by universities or other educational institutions, including but not limited to awards of prizes, medals, scholarships, classes of honors and other marks of distinction, and student or graduation status.

Prior permission will be obtained in writing from the student if the particulars are to be used for any other purposes apart from the instances that are set out above. In this instance, we will obtain the student's written consent prior to the disclosure of such confidential student information.

For the convenience of our students, we may also display to said student data that said student had previously supplied to us or other Government agencies. In the event that a student provides consent for the disclosure or use of information other than for an official or educational purpose, IMSC will retain a student's personal data only as necessary for the effective delivery of IMSC services to the student.

To safeguard a student's personal data that had been provided electronically or had been converted into an electronic form, we have taken reasonable steps to secure all electronic devices, and taken further steps to secure the transmission of all personal data with the appropriate security technologies.

This Policy is subject to any applicable law mandating or otherwise requiring disclosure.

This Policy is subject to revision at the discretion of IMSC from time to time.

### 3.9 Indemnity

IMSC will not be liable for any mishap, injury, loss or damage suffered by students during the course.

### 3.10 Change or Update of Personal Particulars

Students are required to inform IMSC and complete the Change of Personal Information Form if there is a change in their personal particulars (such as name, address and contact numbers). Supporting documents, where necessary, must be submitted with the Change of Personal Information Form.

IMSC will not be responsible for misplaced mailings due to change in mailing address. The cost and/or expense incurred as a result of misplaced mails will be borne by the student. Examination and assessment results **will not** be released over the telephone.

## 4. Academic and Assessment

### 4.1 Course Duration

Students are required to complete their course (inclusive of examination) within the stipulated duration for each course of study.

Students must successfully complete the preceding level/stage before they can proceed to the next level/stage.

### 4.2 Course Materials

An approved set of course notes will be provided for all courses conducted by us. The course notes are subject to revision to meet the new challenges and requirements of the course.

### 4.3 Course Time-table

The course time-table will be issued before the commencement of each term.

The information provided is correct at the time of issue. IMSC reserves the right to amend the time-table whenever deemed necessary.

### 4.4 Mentorship / Industrial Attachment / Work-Based Experience

One of the unique features of the courses and programmes offered by IMSC is the opportunity for students to apply what they have learnt immediately during the mentorship / industrial attachment portion of the relevant programme.

The objectives of the mentorship / industrial attachment are:

1. Investigate opportunities for industry-related learning;
2. Carry out work experience in an appropriate and safe manner; and
3. Reflect on work experience undertaken and its influence on own personal and professional development

Students will be required to first complete the academic portion of the relevant programme, prior to embarking on the mentorship / industrial attachment portion of the programme. More information can be found in your Mentorship / Industrial Attachment Handbook.

#### **USSA Diploma**

The USSA Mentorship Programme is a unique educational plan that allows students to apply their classroom knowledge in a safe work environment under the close guidance of a relevant and experienced supervisor. More details about the qualifying criteria of the supervisor can be found in your Mentorship Handbook.

To qualify for the USSA Mentorship Programme, students must:

1. Pass 6 core and 4 elective modules
2. Achieve 75% attendance for all modules
3. Have no outstanding payments

#### **IMSC Diplomas**

The IMSC Diplomas all include a module on Industrial Attachment, which allows students to carry out work experience in an appropriate and safe manner, and reflect on work experience undertaken and its influence on personal and professional development.

The Industrial Attachment (IA) will be for a period of up to 6 months and students must fulfil a minimum of 360 hours to complete the IA.

## 4.5 Examination Policy

Students who do not achieve a minimum attendance requirement of 85% for each module without any valid reason will not be allowed to sit for the final examination. They will be required to pass a pre-assessment test, before they can sit for the re-assessment.

Students who do not achieve a minimum attendance requirement of 75% for each module, regardless of whether they have a valid reason, approved leave and supporting documents, will be debarred from the final examination and will be required to do a re-module.

The date and time of the examination are specified in the time-table. A notification will also be issued one month prior to the examination.

Examination dates cannot be changed to cater to individual requests.

Students who are late more than 15 minutes are not allowed to sit for the examination.

In cases of failure in examination or absence during examination, the student will usually be given the chance to re-sit paper approximately 4 weeks after the confirmed result is released. However, it is subject to respective examination authorities regulations. Should the student fail again, the student will be required to **re-module** the subject.

### USSA

The passing mark for class tests/external examination is 70%.

### IMSC

The passing mark for examination is 50%.

## 4.6 Final Result Appeals

All appeal cases will have to be submitted using an Assessment Appeal Form to IMSC within the stipulated timeline after the release of examination results. Please check with the school administration on the timeline for your respective course.

The appeal will be processed in accordance with IMSC's appeal policy.

The Executive, Academic & Programme Management shall inform the student of the result of the appeal via email within 4 weeks for in-house courses, and no later than 8 weeks for courses administered by a partner organization from the date of appeal.

Examination and assessment results **will not** be released over telephone.

## 4.7 Progression

- a. The Academic Director will assess the student's progression criteria. Once assessed, the Academic Director will inform the student of his/her progression to the next course or level. For non-performing students who do not meet the progression criteria or unsuccessful appeal cases, these students will be sent for counselling with the Academic Director and be required to re-module for the failed subject(s).
- b. Should a student be caught for plagiarism or cheating in examination, and depending on the severity of the case, it is within the powers of the Examinations Board to determine

whether a student should fail the examination with no provision for reassessment (re-module) or progression, and so no award shall be made. For cheating cases, the student may be expelled or terminated from the course of study.

### 4.8 **Flexible Arrangements for Learning and Assessment for Students with Recognised Sporting Talent**

#### **Introduction**

Students with a sporting talent may apply for IMSC recognition as an elite athlete and may be eligible for consideration for flexible arrangements for learning and assessment.

Recognised elite athletes should discuss their training and competition schedules with the Executive, Academic and Programme Management and with their respective lecturer at the earliest opportunity, normally at the start of each academic year.

#### **Procedures to Apply**

Students should submit the Elite Athlete Application form, either on acceptance of an offer of a place at IMSC or at the time of registration with IMSC. These applications will be considered by the Management Team.

Students who have been recognised by IMSC as having and maintaining sporting talent may apply in writing, citing key dates and a justification for alternative learning or assessment arrangements, to the Manager, Academic and Programme Management for consideration for the following types of flexible arrangements:

- Authorised absence from scheduled lectures, seminars or other teaching sessions;
- Revised deadlines for submission of formative or summative coursework;
- Special considerations in the allocation and timing of placements; and in exceptional circumstances such as competing in or preparing for a major international sporting event, alternative assessments or examinations

The Academic Manager will ensure that the names of recognised elite athletes are notified to the relevant Heads of Department and Academic Director.

Where necessary, Heads of Department will verify an applicant's supporting evidence such as competition dates and times or references with a National Sport Governing Body.

Only those students who maintain the required level of academic progress on their programme of study, as determined by the Academic Director shall be considered for the flexible arrangements.

The following are examples of sporting commitments for which students might be granted flexible arrangements:

- Athletes competing in national/international competitions;
- Student athletes attending special training camps to maintain or enhance their inclusion in a regional or national (senior or age group) squad; and
- Students competing for a team that has reached the semi-final or final of a National Competition.

It is expected that any student requiring any concession in academic schedules under this policy will know of and have discussed with the relevant IMSC staff their commitments and any potential clashes with academic requirements well in advance. Under normal circumstances, the student would also make his/her own arrangements to catch up on material missed.

The decision of the Academic Director on the application for concession will be final.

## 5. Dispute Resolution Policy and Procedure

Handling Feedback | Complaint | Dispute or Grievance

IMSC has a closed-loop feedback and complaint management system to gather and address all feedback and complaints received from students, staff, external partners or the public. We shall address and resolve feedback and complaints within 21 working days. The person giving the feedback or making the complaint shall be notified of the action taken, and where appropriate and applicable. Unless otherwise required by law, privacy and confidentiality shall be maintained at all times.

Feedback, including disputes, can be lodged via any of the following means:

1. Feedback forms located at the IMSC's front desk;
2. Website at [www.imsc.edu.sg](http://www.imsc.edu.sg)
3. Email (via [info@imsc.edu.sg](mailto:info@imsc.edu.sg));
4. Telephone: 64230668;
5. Letters;
6. Face-to-face meetings; and
7. Orientation sessions.

### **Timeline for Resolving Dispute**

IMSC will attempt to resolve any dispute within 21 working days. However, if IMSC is unable to resolve the dispute, the matter will be resolved through the CPE Mediation-Arbitration Scheme under the Committee for Private Education. More information may be obtained at: <https://www.ssg.gov.sg/cpe/student-services/dispute-resolution.html>.

## 6. Code of Conduct

Students must maintain good conduct at all times and must observe:

- The laws of the Republic of Singapore,
- The rules and regulations of Immigration and Checkpoints Authority (ICA) Singapore, and
- The rules and regulations of IMSC

A student will be dismissed from his/her course of study if he/she **does not adhere to the code of conduct and/or violated any of the major disciplinary offences below:**

1. Cheating or dishonesty in examinations
2. Disruptive behavior during classes
3. Disrespectful behavior, non-compliance and/or disobedience towards the schools' teachers and staff
4. Misbehaviour, engaging in fighting in school, and/or immoral or indecent behavior
5. Vandalism, willful destruction of and/or damage to or theft of the school's property
6. Possession of offensive weapons
7. Consumption of drugs or alcoholic drinks or intoxicating substances
8. Forging of documents or possession of forged documents
9. Unauthorized use or illegal copying of copyright materials including printed and/or non-printed matters and computer software or the disclosure of computer passwords to others
10. Breach of or non-compliance with or non-observance of such rules and regulations as may be made from time to time by the school management.



## 7. Important Contacts and Helplines

Students with problems or concerns can reach us at **6423 0668** during office hours (i.e. Mondays to Fridays from 9 am to 6 pm), excluding public holidays and school term holidays.

Students with problems or concerns can reach us at **9773 3670** after office hours (i.e. Mondays to Fridays from 9 am to 7.30pm).

### **Health & Safety**

In case of injury, please approach the Student Services Officer or call **6423 0668** for assistance.

Other useful contact numbers: Police (Call: **999**) / Ambulance or Fire (Call: **995**)