



STUDENT HANDBOOK

VERSION 11

Dated: 30-Aug- 2019

This Student Handbook is for students of MAGES Institute of Excellence

The Handbook contains procedures, rules & regulations and policies of MAGES Institute of Excellence that are essential to your success with us.

PLEASE READ AND MAKE SURE YOU UNDERSTAND ALL CONTENT WITHIN THIS HANDBOOK

Our Campus: -

MAGES Institute of Excellence
2, Orchard Link, #05-08 SCAPE, Singapore 237978
Ph: (65) 6592 6733 / 36

Email: enquiry@MAGES.edu.sg

Fax: (65) 6634 1544

Website: www.MAGES.edu.sg

Revision History

DATE	SECTION	UPDATE
1 January 2018	Entire Document	Change of Address
26 February 2018	Entire Document	Revise the entire student handbook due to the revamp of manuals Adjust the formatting
	Revision History	Change the title to 'Revision History', change the formatting and added the column of 'Date'
21 August 2018	Front Page	Change of MAGES Logo
	8.4 Punctuality	Changed the time from 45mins to 30mins
	10.5 Attendance	Amended attendance follow up actions
	21.2 Refund of Course Fee Procedures	Updated the procedures to follow that from the Operation Manual (l, l, m, n)
	16.1 Transfer Policy	Updated part a to follow that from the Policy Manual
	8.7.3 Discipline action for poor conduct for academic students	Removed as it is a repetition from 10.4
11 March 2019	Entire Document	<ol style="list-style-type: none"> 1. Removed 'Private education institutions can choose to adopt either the escrow scheme, insurance scheme, or a combination of both to provide fee protection to all their students' from Section 5.1. 2. Added word 'working' preceding word 'days' throughout the document 3. Removed 'Group Policy Number' from Section 7.8 Medical Insurance

		<ol style="list-style-type: none"> 4. Added point 'm) Theft & Shoplifting - Shoplifting and theft are considered serious offenses in Singapore' under General Conduct of Section 8.1 Student's Code of Conduct 5. Added point '12. View or download any unacceptable or inappropriate content (physical or digital form) in the school's premises.' Under Definition of Misconduct of Section 8.1 Student's Code of Conduct 6. Added '(which includes cancellation of student pass)' to point E on expulsion under Section 8.7 Disciplinary Actions / Penalties 7. Added point g) 'View or download any unacceptable or inappropriate content (physical or digital form) in the school's premises.' under 'Please DO NOT' of Section 9.8 Use of Computer in the Computer Labs 8. Added 'Note: Students who are late by 30 minutes will be considered as absent' in Attendance Rate Table under Section 10.4 Medical Leave 9. Removed 'Table on Action To be Taken' under Section 10.4 Medical Leave 10. Added point 1,2 and 3 on following disciplinary actions to be taken for failing to comply with attendance requirement 11. Added point '7. Non-submission of assignments and/or module projects' into Section 18. Student Suspension Policy 12. Added 'and student pass (if applicable) will be cancelled' to point 2. Code of Conduct in Section 19. Student Expulsion Policy 13. Removed 'Grading Assessment Criteria' table under Section 24.3 Assessment Results 14. Added Module level assessments, Portfolio / Capstone Modules Assessment and Important Note section under Section 24.3 Assessment Results 15. Changed 'the timeline to issue original result slip from 3 months after' to 'within 3 months'
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		<p>under Section 27.7 Publication of Examination Results</p> <ol style="list-style-type: none"> 16. Changed 'Grade – Marks' table under Section 27.8 Grading System 17. Changed the 'Important Note' content under Section 27.8 Grading System 18. Revamped Section 27.9 on Supplementary Examination 19. Adjust the formatting and amended spelling errors 20. Changed 'Academic Manager' to 'Academic Director' throughout the document 21. Changed 'Section 31. Transfer Credits' to 'Section 27.12 Transfer Credits' 22. Removed point 27.7.4 on marginal fail grade under section 27 Examination Policy 23. Removed "e) Collection of assignments/ projects" under section 9.3 Email Notices by Mages Institute of Excellence 24. Amended 'Note' on late-coming students in attendance requirement box, under section 10.4 Medical Leave 25. Added 'monthly' in point 2 on attendance monitoring, under section 10.4 26. Amended point 3 on termination of students upon the issuance of 3rd warning letter 27. Changed 'Module level assessments' to 'Individual Modules will be assessed as' under section 24.3 Assessment Results 28. Amended 'Important Note' on students failed a module, under section 24.3 Assessment Results 29. Amended 'Important Note' on students failed a module, under section 27.8 Grading Systems 30. Added 'Credit' in point 4 on credit transfer under section 27.12 Transfer Credits 31. Removed "Credit" or" in point 5 on grades accepted for credit transfer under section 27.12 Transfer Credits
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30-Apr-2019	Section 5. CPE	Changed CPE website from www.cpe.gov.sg with https://www.ssg.gov.sg/cpe throughout the document
	Section 1 Message from CEO	Changed word from 'speaks' to 'speak'.
	Section 3 Our Mission, Vision, Core Values and Culture	Changed word from 'aim' to 'aims' under point Culture.
	Section 17 Withdrawal Policy	Changed word from 'are' to 'is' under point 17.1 Post-Enrolment Withdrawal.
	Section 22 Student Redress/ Dispute Resolution	Changed the section numbering from '2. Student Redress/ Dispute Resolution' to '22. Student Redress/ Dispute Resolution'.
	Section 27.12 Transfer Credits	Changed from '5. Credit Pass grades will not be accepted for transfer credit' to '5. Pass grades will not be accepted for transfer credit' under point Reference Notes from Policy Manual.
30-Aug-2019	<p>Section 5. CPE</p> <p>Section 5.2 Standard Student Contract</p> <p>Section 8.1 Student's Code of Conduct</p> <p>Section 9.2 Confidentiality</p> <p>Section 16 Transfer Policy</p> <p>Section 18 STUDENT SUSPENSION POLICY</p> <p>Section 23.5 Blended Learning System</p> <p>Section 28. CHANGE OF PERSONAL PARTICULARS</p>	<ol style="list-style-type: none"> 1. The URL link to MAGES website to download the student contract is amended to https://mages.edu.sg/admissions/website-essentials 2. Section 5- Amended the CPE description as stated on the website https://www.ssg.gov.sg/cpe 3. Changed word "center" representing MAGE premises is amended to "MAGES" throughout the document 4. Section 9.2 information related to Confidentiality is removed from this section as this is discussed in section 28. 5. Section 16 The following is added to the Transfer policy "The transfer fee of \$100 would be applicable for the transfer case and there is no additional fee for the withdrawal case". 6. Section 18 the "Note: SSA ensures that all withdrawal requests are processed within 4 Weeks" was deleted as its not relevant to Suspension policy

	<p>Section 30 ADMISSION OFFICE</p>	<ol style="list-style-type: none"> 7. Section 23.5 Teamie (LMS) is added to the Technology used for lesson delivery 8. Section 28. CHANGE OF PERSONAL is removed and the MAGES External Data Protection Policy Statement 9. Section 30 Duplicate information found in section Admission office – this section is deleted, and all contact details are provided under section 29- Contact information
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1. MESSAGE FROM CEO

Welcome to MAGES Institute of Excellence

With its net worth growing by billions of dollars every year, the Gaming and Animation Industry has transformed not only the world of Entertainment, but also the Business world. It has managed to infiltrate almost every household in the developing world and has reached people of every age group.

At MAGES we get you prepared with strong foundation in Game Design & Development and Animation. Our courses are designed and delivered by industry specialists to capitalize on the dynamic change happening in Gaming and Animation Industry. We help you in harnessing your strengths as an Artist, Technologist, Conceptualist, Tester, Producer and various such rare talents. We offer you industry experience, by involving you in the roles specific to your strength in the Industry Projects delivered by MAGES.

Our students are our brand and their work speak for the excellence in MAGES quality. We are committed to nurturing your talents and helping you fulfill your aspirations.

As the Chief Executive Officer of MAGES Institute of Excellence, my goal is to create a learning environment in which all our students can engage in the pursuit of knowledge and skills. My team and I are committed in making a positive difference in the lives of our students.

You've taken an important first step by accessing and reading this information, and I hope you will take a further step in the right direction to become a part of us.

Mrs. Neeru Bahl
Chief Executive Officer
MAGES Institute of Excellence

2. INTRODUCTION TO MAGES

MAGES Institute of Excellence is registered as a Private Education Institution to provide tertiary level coaching on Media, Animation, Gaming, Entertainment and Systems - rapidly developing sectors in Singapore and around the world.

The Institute started its operations in April 2010 and is a registered Private Limited Company Regn. Number: 200912099N. MAGES obtained Committee for Private Education (CPE, Ministry of Education, Singapore) registration as Private Education Institute in July 2010. MAGES has also been awarded with the coveted EduTrust certificate (Certificate No. EDU-2-2054). EduTrust is a compulsory certification for all private education institutions who wish to enroll international students in Singapore. In order to be awarded an EduTrust Certification MAGES has had to demonstrate that it achieves stipulated standards in several areas including management, governance, provision of educational services and credit rating.

MAGES Institute of Excellence is situated at 2, Orchard Link, #05-08 SCAPE, Singapore 237978. It has a campus of about 4,000 sq. ft. which includes six classrooms, a library, student administration area, student service counter, staff rooms and management rooms.

At MAGES, we believe strongly that a holistic education, which incorporates both academic rigorousness and practical knowledge, is a critical cornerstone of success. To ensure that our courses stay relevant with the latest development, we work closely with our industry members and advisors, tapping on their specific expertise and skills to combine academic excellence with hands-on practical knowledge.

Further to ensure that our courses stay relevant with the latest technology, we work closely with our technology partners and suppliers to tap their knowledge to combine academic vigor with up-to-date software and equipment.

More information on MAGES Institute of Excellence can be found on our website:

www.MAGES.edu.sg

3. OUR MISSION, VISION, CORE VALUES AND CULTURE

Our Mission

Nurture individuals to succeed, connect with and serve the society by extending knowledge and stimulating learning.

Our Vision

We aspire to be one of the top creative institutes providing excellence in all that we do and imparting quality education with global perspective.

Our Core Values

Personal Excellence:

We strive to maximize the personal potential of every student.

Character:

We aim to produce students with Character.

Quality:

We aim for best quality education with most modern technology and techniques.

Global Perspective:

We impart knowledge with a purpose to build quality workforce for the globe.

Life Long Learning:

We embrace lifelong learning.

Culture

MAGES aim to Inculcate its values by fostering a culture amongst its staff and students wherein:

- Each individual's **creativity is recognized**
- Allows development of individual's **inherent potential**
- Nurture the team towards **continuous excellence**
- **All are treated as equal from supervisor to subordinates**

4. CAMPUS DIRECTORY

Get to MAGES by MRT / Bus

<p>Bus Stop 1 (Alight at Emerald Hill)</p> <p>Bus No. 7, 14, 14E, 16, 16B, 65, 106, 111, 123, 175, 508, NR1, NR2, NR3, NR4, NR5, NR6, NR7, NR8, 1N, 2N, 3N, 4N, 5N, 6N, 7N, 8N</p>	<p>Bus Stop 2 (Alight at OrchardPlaza)</p> <p>Bus No. 123, 143, 576, 578, 579.581, 587, NR6, NR7</p>
<p>Nearest MRT</p> <p>Alight at Somerset MRT station. SCAPE is just 5 minutes' walk away.</p>	<p>Nearest Taxi Stand Located at entrance</p>

Alight at the Somerset station. After passing through the gate barriers, turn right to the station exit. Walk straight along the pavement, you will see an escalator just beside of Bread Talk. Board the escalator and walk straight towards the exit of the shopping mall, turn right and walk straight.

5. COMMITTEE FOR PRIVATE EDUCATION (CPE)

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

The Committee is governed by a Board and comprises experienced individuals from the fields of education, quality assurance and business, as well as economic agencies involved in the promotion of the private education sector. For more details, you can visit <http://www.ssg.gov.sg/cpe/>

5.1 Introduction to the Fee Protection Scheme (FPS)

The Fee Protection Scheme (FPS) serves to protect students' fees in the event a private education institution is unable to continue operating due to insolvency, and/or regulatory closure. The Fee Protection Scheme also protects students if the private education institution fails to pay penalties or return fees to the students arising from judgment made against it by the Singapore courts.

EduTrust-certified private education institutions are required to adopt the Fee Protection Scheme to provide full protection to all fees paid by their students. All fees refer to all monies paid by the students to be enrolled in a private education institution, excluding the course application fee, agent commission fee (if applicable), miscellaneous fees (non-compulsory and non-standard fee paid only when necessary or where applicable, for example, the re-exam fee or charges for credit card payment etc.)

MAGES Institute of Excellence has adopted the Insurance Scheme. The insurance service is provided by Etiqa Insurance Pte Ltd

- Website: www.etiqa.com.sg
- Main No.: (65) 6336 0477
- Fax No.: (65) 6339 2109

You can visit <http://www.ssg.gov.sg/cpe/> for more details on Fee Protection Scheme.

NOTE TO STUDENT FOR FEE DEPOSIT IN MAGES

Step 1: Obtain your course INVOICE from SSA.

Step 2: Deposit the payment through Cheque or Draft or Bank Transfer to the following DBS Current Account:

Current Account Name: MAGES INSTITUTE OF EXCELLENCE PTE LTD with DBS Bank Ltd

Current Account Number: 106-902634-2

Step 3: Inform SSA about the payment being deposited in MAGES DBS Current Account.

5.2 Standard Student Contract

5.2.1 As part of the requirements of EduTrust, international and local students are required to enter into a Standard Student Contract with the School prior to confirmation of enrolment and this policy is communicated to the students through our various communication channels, including our website.

5.2.2 The Standard Student Contract is a mandatory document for the enrolment of both international and local students.

Standard Student Contract is available at:

<https://mages.edu.sg/admissions/website-essentials>

6. INFORMATION FOR FULL TIME INTERNATIONAL STUDENTS

6.1 Student's Pass

6.1.1 All international students are required to hold a valid Student's Pass issued by the Immigration & Checkpoints Authority (ICA) of Singapore in order to pursue full-time study in Singapore. Students who have never studied in any institutions in Singapore prior to joining MAGES Institute of Excellence are categorized as New Applicant for Student's Pass. New applications must be submitted at least two (2) months and not more than six (6) months from the course commencement date.

6.1.2 The international student is not required to be present in Singapore while their application is being processed. If the international student is in Singapore, the student must ensure that he/she has a valid visa to stay in Singapore while the application is being processed.

6.1.3 Student's Pass is issued under the following strict conditions set by the ICA. International students must abide by these rules and regulations at all times:

- a) The Student's Pass is issued to you for the purpose of studying in a particular course with MAGES Institute of Excellence.
- b) You must carry your Student's Pass at all times.
- c) It is the student's responsibility to inform ICA if you fail to attend classes for a continuous period of 7 working days or more without valid reason; where your attendance falls below 90% in any month of the course without valid reason and if you have completed the course or wishes to terminate your studies with the School. The ICA will withdraw your Student's Pass under any of the above-mentioned circumstances.
- d) You are strictly prohibited from working in Singapore, even if it does not involve any payment to you.
- e) You must strictly observe all laws, rules and regulations of Singapore.
- f) You cannot be adopted by any Singaporean or Singapore Permanent Resident while being a Student's Pass holder.
- g) You cannot be married to a Singaporean or Singapore Permanent Resident while being a Student's Pass holder.

- h) You must surrender your Student's Pass (along with Passport and Disembarkation/Embarkation Card) to ICA for cancellation within seven (7) working days from the date of your discontinuance/termination of study with MAGES Institute of Excellence. Alternatively, you may surrender your Student's Pass to the School for cancellation via the ICA online SOLAR+ system.
- i) You are not allowed to overstay in Singapore after the Student's Pass has expired unless with written approval from the ICA.

6.2 Student's Pass Renewal

6.2.1 Renewal of Student's Pass applies to international students whose:

- a) Student's Pass expires before the end of their course of study with MAGES Institute of Excellence.
- b) Students who will be continuing their studies with MAGES Institute of Excellence and have fulfilled the requirements of Continuing Enrolment.

6.2.2 It is your responsibility to ensure that your Student's Pass is valid and renewed on time. MAGES Institute of Excellence is not liable to compensate or be held responsible if your Student's Pass has expired due to late renewal or that the renewal application was rejected by the ICA.

6.2.3 If your Student's Pass is expiring before the expected completion date of your course, you should have your Student's Pass renewed. Please adhere to the following procedures:

- a) You should approach our Student Services Office with your Passport and Student's Pass at least **one (1) month** prior to the expiry of your current Student's Pass to complete formalities with MAGES Institute of Excellence for application for renewal of Student's Pass (with ICA).
- b) You will be informed by our Student Services Office on the expected processing duration of ICA and schedule for your follow up with MAGES Institute of Excellence on the application status.
- c) If your application for renewal is turned down by the ICA, you will be given a 2-week Social Visit Pass and you will have to leave Singapore before the pass expires.

6.3 Loss of Student's Pass or Passport

6.3.1 It is your responsibility to ensure that your Student's Pass and Passport are safely kept. Should these documents be misplaced or stolen, you must immediately have them replaced.

6.3.2 If your Student's Pass and/or Passport were misplaced or stolen, you should adhere to the following procedures:

- a) Contact the police **immediately** to make a police report and obtain a statutory declaration (police report) from the authority.
- b) You should approach our Student Services Office **immediately** with the original police report to complete formalities with MAGES Institute of Excellence for application for replacement of Student's Pass (with ICA).
- c) You will be informed by our Student Services Office on the expected processing duration of ICA and schedule for your follow up with MAGES Institute of Excellence on the application status.
- d) You should also approach the respective Embassy of your home country immediately with a copy of the police report to arrange for a replacement for your Passport.

6.4 Cancellation of Student's Pass

6.4.1 Your Student's Pass will and cancelled under the following circumstances:

- a) You have finished your course of study (as registered with ICA) with MAGES Institute of Excellence.
- b) You have decided to discontinue your studies at MAGES Institute of Excellence.
- c) You have violated the rules and regulations stipulated by the ICA for Student's Pass holders.
- d) You have been expelled from MAGES Institute of Excellence.

6.4.2 International students returning to their home country permanently must surrender their Student's Pass (along with Passport, return flight ticket and Disembarkation/Embarkation Card) to the ICA for cancellation.

Alternatively, he/she may surrender his/her Student's Pass (along with return flight ticket) to the School for cancellation via the ICA online SOLAR+ system.

6.4.3 Student will then be informed by the ICA of his/her Social Visit Pass status. Students should note the expiry date for their Social Visit Pass. Staying in Singapore without a valid Social Visit Pass is an immigration offence.

6.5 Travelling Outside of Singapore

6.5.1 If you would like to travel outside of Singapore, you should adhere to the following procedures:

- a) The procedure of Leave Application with MAGES Institute of Excellence does not apply during term breaks, public holidays or any other holidays designated by MAGES Institute of Excellence.
- b) You are obligated to inform MAGES Institute of Excellence of your whereabouts and contact details outside Singapore.

7. SINGAPORE & STUDYING AT MAGES INSTITUTE OF EXCELLENCE

7.1 Our Campus

Our campus is located in the heart of Singapore at 2, Orchard Link, #05-08, SCAPE, Singapore-237978. The nearest MRT station to the campus is Somerset MRT

7.2 Transportation

Transport via bus services and or the Mass Rapid Transit (MRT) system is easy and convenient. The EZLink fare card for use to pay for bus and MRT rides can be purchased from all MRT stations and bus terminals. Our SCAPE campus is within 5 mins walk from Somerset MRT station.

7.3 Postal Service & Telephones

Post Offices are available conveniently throughout Singapore. Alternatively, you may use the SAM automated machines to weigh your mails or buy stamps. Mailboxes can be found in most places and almost certainly outside every MRT stations. The nearest Post Office is Killiney Post Office, 5mins away from MAGES Orchard campus.

The main mobile operators in Singapore are SINGTEL, M1 and STARHUB. If you do not wish to buy a mobile phone, pre-paid phone cards are also available for you to make overseas calls from selected phone booths.

7.4 Food

Singapore with its ethnic diversity offers food from all walks of life. You may visit the hawker centre, coffee shops, food courts, fast-food restaurants, small eateries or even fancy restaurants within close proximity to our campus. Please approach our Student Service Administrators if you need assistance on food options near our campus.

7.5 Accommodation

Shared Accommodation

This consists of a room in an apartment or house often shared with other students. Facilities and expenses such as rent, electricity, and gas are usually shared.

Room and Facilities

General hostels provide furnished room and use of facilities in a private home. You may use the kitchen to do your own cooking. The rental fee will generally include the cost of gas and electricity.

Full Board

Full board facilities consist of a furnished room and use of facilities in a private home. Breakfast and dinner may be provided.

Properties to Rent

Furnished and unfurnished apartments and houses are also listed. The rent will depend on the location, size and general condition of the property. If you wish to look for or change accommodation, you may like to consult our Student Services staff.

7.6 Banks

If you open a bank account, you will normally be given a debit card ('ATM card'), together with your Personal Identification Number (PIN). Do not forget your PIN, do not give the PIN to others and do not write it down on anything that is kept together with your ATM card.

Automated Teller Machines (ATM) are easily available around Singapore and you can withdraw money from your saving accounts through these machines anytime of the day. Some ATM can accept debit cards of other banks as well.

Most ATM cards comes with NETS services which allows you to use it as a mode of payment to buy things in most shops without the physical transaction of cash. The ATM / NETS card is not a credit card as the amount of money you withdraw with or spent using the card will be automatically debited from your saving account with the respective bank.

7.7 Medical Care & Injuries

We recommend that you locate a registered clinic which is normally located in the town central of most housing estates to consult a doctor when you are ill or not feeling well.

In a medical emergency, MAGES Institute of Excellence may authorize a qualified medical examination or emergency treatment for you, as may be necessary. The School will contact your parents or legal guardian to obtain further authorization when time and situation permits.

You must comply with and adhere to basic safety measures within or outside of MAGES Institute of Excellence. Field trips outside of MAGES Institute of Excellence will require your consent to agree and behave in a responsible manner.

Students with medical condition that could affect their ability to complete the course assessment should inform the Student Services in person with supporting evidence immediately. All medical information provided will be treated in strictest confidence.

7.8 Medical Insurance

MAGES Institute of Excellence will fulfil the medical insurance requirements for all their existing and new full-time students who are enrolled in any course.

MAGES has taken Student Medical Insurance from Prudential Assurance.

Minimum features/coverage for our medical insurance are:

- 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).

7.9 In Case of an Emergency or when HELP is needed

The following telephone numbers can come in handy in case of an emergency or when help is needed:

Police (Singapore Police Force)	999
Fire / Ambulance	995
Immigration & Checkpoint Authority of Singapore	6391 6100
Embassy / High Commission / Consulate Office	
○ Embassy of the People's Republic of China	6418 0246 / 6418 0224
○ High Commission of India	6737 6777 / 6737 6809
○ Embassy of the Republic of Indonesia	6737 7422
○ Malaysian High Commission	6235 0111
○ Embassy of the Union of Myanmar	6735 6576 / 6735 1672
○ High Commission of the Democratic Socialist Republic of Sri Lanka	6254 4595 / 6254 4596 / 6254 4597

- | | |
|--|--------------------------------------|
| ○ Royal Thai Embassy | 6737 2175 / 6737 2175 /
6737 2644 |
| ○ Embassy of the Socialist Republic of Vietnam | 6462 5938 / 6467 3573 |
| TOUCH Community Services (TOUCHLine) | 1800 377 2252 |

Youths between 12 to 19 years old, who are struggling, frustrated or depressed and badly in need of a listening ear. (Weekdays daily: 9am to 6pm)

- | | |
|-------------------------------|---------------|
| Samaritans of Singapore (SOS) | 1800 221 4444 |
|-------------------------------|---------------|

SOS provides a daily 24-hour confidential service by trained volunteers who offer emotional support to people who are in crisis or thinking of suicide.

7.10 Relevant Singapore Laws

When it comes to Singapore's legal system, you can say that it is English in essence. Singapore law can be divided under certain broad heads like administrative law, equity, property law, trust and tort law and contract law. These are based on the judgments of the courts of the land and some are modified by statutes. Family, Company and Criminal laws are purely statutory in nature.

It is interesting to note that Singapore laws are very strict with harsh punishments for smoking and littering in public places. Here we are trying to list some of the offences which are minor in your country but may attract heavy penalties in Singapore.

Laws and Penalties in Singapore

- Drug offence - A drug offence in Singapore can attract severe penalties including a death penalty.
- Littering - Littering in public places can attract penalties. Failure to flush a public toilet after use may attract very hefty fines. It is illegal to pee in an elevator.
- Smoking - Entering Singapore with cigarettes is considered as an offence. Smoking is illegal in public places.
- Murder, abduction and weapons offenses - More serious crimes such as a murder, an abduction and weapons offences may also attract a death penalty.
- Homosexuality - Homosexual acts, including kissing between men, are illegal in Singapore and penalties include imprisonment.
- Pornography - Pornography is illegal. You should never walk around your home nude as it is considered pornographic.
- Theft & Shoplifting - Shoplifting and theft are considered serious offenses in Singapore.
- Driving under the influence of alcohol - Driving under the influence of alcohol is a serious offense in Singapore and the traffic police regularly carry out breath tests. Sentences can be up to 10 years in prison.
- Piracy - The importation of pirated copyright material is prohibited. Offenders may be fined and/or jailed.
- Racism - Crimes that break up racial or ethnic harmony, such as racial insults, may attract severe penalties.

8. SCHOOL RULES & REGULATIONS – APPLICABLE TO ALL STUDENTS

The rules and regulations of the School are subject to revision and the implementation of new ones from time to time.

You are reminded to check for such updates from the MAGES Institute of Excellence's website and notice boards or even via email notices from the School to keep yourself updated.

You will have to abide by the new or revised rules and regulations with effect from the date of notice. Please do not hesitate to contact our Student Services Office for any clarification when necessary.

8.1 Student's Code of Conduct

General Conduct

- a) Achieve an attendance of at least 90% (for full time students) and 80% (for part time students) and be punctual for all scheduled classes, lectures, tutorials and practicum.
- b) Be a keen learner, engage with the lecturers and actively participate in classes, lectures, tutorials and practicum.
- c) Be committed and prepared for continuous assessments / practical tests and exams.
- d) Dress in proper attire and display a satisfactory personal appearance while in MAGES Institute of Excellence's campuses, or whenever representing MAGES Institute of Excellence in any occasions.
- e) Behave responsibly within and outside of the MAGES Institute of Excellence campuses.
- f) Respect the personal property of others and the property of MAGES Institute of Excellence
- g) Show respect to MAGES Institute of Excellence's academic and service staffs.
- h) Respect the rights, feelings, dignity, health and safety of others and act with courtesy.
- i) Respect the ethnic diversity, within and outside of the MAGES Institute of Excellence campuses.
- j) Do not engage in activities deemed inappropriate by the School, e.g. smoking, stealing, gambling, cheating, physical fighting, use of vulgar language, and any other misconduct deemed fit by the School.
- k) Do not engage in the use/possession of items deemed inappropriate by the School, e.g. alcohol, unauthorized drugs, banned magazines, etc.
- l) Do not engage in the possession of illegal/prohibited items in accordance to the laws of Singapore, e.g. weapons, firearms, articles deemed dangerous, etc.
- m) Theft & Shoplifting - Shoplifting and theft are considered serious offenses in Singapore.

The following conduct is unacceptable within the Institute and we would need your kind cooperation to make learning at MAGES an enriching and enjoyable experience:

Definition of Misconduct

1. Violate any Code of conduct/student discipline rules or policies.
2. Willfully disrupting any teaching, study, assessment or other activities of the administration of the MAGES.
3. Willfully obstructing any employee of the MAGES in the performance of his or her duties.
4. Willfully damaging or wrongfully dealing or theft of any property under the control of the MAGES; any property on the MAGES premises; or property on a location where a student is present under the auspices of the MAGES.

5. Unauthorized entry into; unauthorized use of; misuse of or unauthorized behavior within such as smoking, consuming any alcoholic drinks or food without the MAGES authorization, property of the MAGES.
6. Disobeying, without reasonable cause, any instruction of an employee of the MAGES, including failing to leave any premise or part of a premise when directed to do so.
7. Withholding relevant information or furnishing false or misleading information for purposes connected with academic progression or enrolment or proposed enrolment as a student, whether such withholding or furnishing of information takes place before or after the person becomes a student of the programme.
8. Acting dishonestly or unfairly with respect to:
 - I) The preparation or presentation of any essay, project, thesis or other work to be assessed; or
 - II) Any examination as required by the programme conducted within or outside the premises of the MAGES.
9. Does an act or omission that may endanger the safety or health of any person.
10. Physical/verbal assaults or attempts to assault any person.
11. Sale or knowing possession of dangerous drugs or restricted dangerous drugs within the premise of the MAGES.
12. View or download any unacceptable or inappropriate content (physical or digital form) in the school's premises.

Proceedings of Misconduct

1. All employees of the MAGES are authorized with general powers of jurisdiction. All employees can choose to exercise rectification actions for any alleged act of misconduct on the part of a student or any person within the premise of the MAGES or refer the case to the appointed authorities with specific powers of jurisdiction usually managerial level and above.
2. Any misconduct of students may be referred to our Disciplinary Committee.
3. Our Disciplinary Committee reserves the right to suspend or expel such students from their course of study.

Course Conduct

MAGES require all students to:

1. Make themselves familiar with, and abide by, the regulations as stated in the Course Handbook.
2. Make themselves familiar with and comply with the requirements of their programme of studies.
3. Study diligently, attend timetabled classes as required, submit assignments on time and notify MAGES in case of difficulties.
4. Provide accurate information to enable the maintenance of proper records and keep MAGES informed of changes.
5. Pay all fees by the specified date and meet all outstanding debts, where these exist.

Plagiarism

MAGES seek to encourage the maintenance of the highest levels of academic integrity. Acts of cheating and plagiarism will be regarded as serious offences.

Academic malpractice includes plagiarism, to take and use another person's thoughts, writing etc. and to present as one's own. Plagiarism includes such acts as not detailing any or all relevant information concerning a published (or any form of information dissemination) author's work as well as using the work of a fellow student or students from the same course.

While it is acceptable to discuss problems and share ideas, these ideas should be applied to the problem/ assignment (etc.) by yourself to achieve your own solution.

Substantiated plagiarism or cheating in a formative assessment will result in at least the loss of ALL marks in that component of the subject AND possible exclusion from the course.

Where cheating is found for an element of the assessment for a subject then that element of the assessment may be marked down or failed. There could be five outcomes:

1. If the student is marked down, then this will be on the basis of marking the achievement taking into account the knowledge and skills displayed and discounting any possible unfair advantage.
2. If the student failed in the assessment, then the student will have to undertake a further assessment (as a first re take) for that element where the highest mark achievable will be a 'Refer' grade. The required second assessment does not have to be in the same format as the first.
3. It may also be considered that the student will not be allowed to be passed on that subject even though the aggregate mark taking into account a failed element could be a pass. If a student fails a subject as a result of this penalty, then the subject will have to be retaken in the normal way. Penalties cannot be applied to the new course.
4. For more serious cases the student may be required to re take as a second re take, thus failure of the re take would result in failure of the subject. If a student fails a subject as a result of this penalty, then the subject will have to be retaken in a normal way. Penalties cannot be applied to the new course.
5. In extreme cases the student may be denied the opportunity for any re take which would then result in failure of the subject. If a student fails a subject as a result of this penalty, then the subject will have to be retaken in the normal way. Penalties will not be applied to the new course.

8.2 Property of MAGES Institute of Excellence

We expect students to take good care of the School's property, facilities, equipment's and resources. Any student caught vandalizing or cause damage/loss of these items will need to pay the cost for repairing or replacing the items to its original condition.

8.3 Eating/Drinking in Classrooms/Library/Computer Labs

Students are not allowed to eat or drink (except bottled plain water) in the classrooms/library/computer labs of MAGES Institute of Excellence.

8.4 Punctuality

Students are expected to observe punctuality for classes/lessons. Those who arrive more than 30 minutes late for class will be marked as absent for that class/lesson

8.5 Student's Belongings

Students are expected to take care of their personal belongings. MAGES Institute of Excellence will not be held liable for the loss of any personal belongings within the School's premises.

If your personal belonging is lost / stolen or you are a victim to a criminal offence, make a police report with the Police immediately. Make a copy of the Police Report issued to you by the Singapore Police Force and submit it to your insurance company (if applicable) for a claim subjecting to the relevance of the incident occurred and your insurance coverage.

8.6 Smoking Prohibition (By Law)

Smoking in prohibited places is an offence under Section 3(2) of the Smokers Smoking in Prohibited Places Act. First-time offender can be fined up to \$1,000 and for repeat offender, up to \$2,000 upon conviction in Court.

8.7 Disciplinary Actions / Penalties

8.7.1 Any disciplinary record made is kept in the student's P-file. Any violation is referred to the Academic Director and the Student Disciplinary Committee of the Academic Board of MAGES Institute of Excellence.

8.7.2 **Disciplinary actions may be taken for the following (but not limited to) breaches of expected conduct:**

- a) Poor attendance & insufficient academic progress.
- b) Cheating or attempted cheating during exams or other assessments.
- c) Plagiarism.
- d) Signing in or out for another student on an attendance sheet.
- e) Forgery of a medical certificate and/or any other documents, including alteration of any documents.
- f) Inappropriate attitude and behavior, such as being disrespectful and insubordination to staff member of MAGES Institute of Excellence; inappropriate or aggressive behavior to fellow students.
- g) Inappropriate or revealing attire.

- h) Sleeping, eating or drinking in class (with exception of bottled water), reading newspapers/magazines, and use of mobile phone, electronic audio/visual/gaming equipment, or any other willful misconduct in class.
- i) Fighting or committing other mischievous act of disturbance, littering, smoking, gambling, extortion, use of vulgarities, consumption of alcohol/chewing gum, use/possession of drug, etc.
- j) Theft, vandalism or damage of property of another student, a staff member, or of MAGES Institute of Excellence.
- k) Failure to respond to a staff member of MAGES Institute of Excellence at the pre-determined time after a written notice requiring presence is served.
- l) Repeat an offence or failure to improve after a warning letter is served.

- m) Taking up employment while registered as a full-time international student (Student's Pass holder) of MAGES Institute of Excellence.
- n) Absent from class without official leave.
- o) Unauthorized entry into a compound within MAGES Institute of Excellence.

Penalties include:

- a) Warning letters.
- b) Bar from exams.
- c) Signing a bond of good behavior witnessed by parents / legal guardian.
- d) Disqualification and removal from the programme/course.
- e) Expulsion (taken if there is serious breach of conduct or an accumulated record of misconduct even though no single incident is serious enough by itself to warrant Expulsion). Expulsion implies termination from the programme/course and the termination of registration as a student with MAGES Institute of Excellence (which includes cancellation of student pass).
- f) Any offence committed under the Singapore law will result in the perpetrator to be handed over to the police.

8.7.3 The following disciplinary actions will be taken for poor conduct (non-academic) and failing to comply with the rules & regulations of the School:

Action Taken	Cause
Reminder letter issued to student	1st offence
1st warning letter issued to student	2nd offence (accumulative from previous misconduct)
2nd warning letter issued to student	3rd offence (accumulative from previous misconduct)
3rd & final warning letter issued to student	4th offence (accumulative from previous misconduct)
Expulsion letter issued to student expelling student from School	5th offence (accumulative from previous misconduct)

Note: Parents / Legal guardian will be informed in writing if the student is less than 18 years of age.

Student Pass is cancelled if International Student is not able to meet the requirements as expected after 3 counseling sessions.

8.8 Academic Dishonesty

8.8.1 Academic dishonesty in the preparation or presentation of any assessable work is regarded as misconduct, and MAGES Institute of Excellence imposes serious measures on students who are found to have acted in this way. **The major categories of academic dishonesty are: -**

Academic fraud is making a false representation to gain an unjust advantage. This can include:

- a) Making contact with another person, contrary to instructions, during an exam or other assessments;
- b) Reusing one's own work that has been submitted to previously and conducted towards another course (without permission);

- c) Bringing unauthorized material or devices into an exam other than those specific for that assessment;
- d) Falsification of data;

Plagiarism is the presentation of the thoughts or works of another as one's own. This may include:

- a) Copying or paraphrasing material from any source without due acknowledgement;
- b) Using another's ideas without due acknowledgement;
- c) Work with other without permission and presenting the resulting work as though it was completed individually.

8.8.2 It is the responsibility of the student to ensure that coursework (assignment/project) submitted is his/her own work. Any student found submitting work done by other people or if a significant portion of his/her work contains unacknowledged content, he/she is deemed to have committed plagiarism and will be subjected to disciplinary action by the School/University. Unless otherwise stated, the referencing style to be used is **American Psychological Association (APA)** referencing for Psychology and Security programmes and the **Chicago Referencing** for all other programmes.

8.8.3 Attempting to cheat in an assessment or exam, even if the student did not succeed in using the material, is treated as cheating. Having the "banned" material with you in an assessment or exam is considered as cheating, even if you did not use it.

8.8.4 The Disciplinary Committee will investigate and evaluate the case and provide the student with an opportunity for hearing before the Committee. The Committee shall determine whether academic dishonesty occurred and set the appropriate action or penalty. The Chair of the Disciplinary Committee will make its recommendation directly to the General Manager, Academic Affairs & Operations. Any appeal should be directed to the General Manager, Academic Affairs & Operations.

8.8.5 The consequences for students caught cheating and plagiarism will be as follows:

- a) Immediate failure of the module/unit, which have to be repeated; and fees will be charged for the re-sit.
- b) This incident will be entered into the student's record.
- c) The findings of the inquiry will be forwarded to the students' parents / legal guardian.
- d) Any further incidence of cheating or plagiarism will result in the student being expelled.

8.8.6 The Committee's recommendation / decision is final unless the Committee recommends that the student be either suspended or expelled, in which case the final sanction is decided by the General Manager, Academic Affairs & Operations.

9. GENERAL POLICIES & INFORMATION

9.1 Change of Personal Details

9.1.1 It is extremely important for you that the School keeps updated information of your personal contact details for convenience of:

- a) Verification by the authorities (Student's Pass holders);
- b) Informing you in the event that the class is postponed or cancelled;
- c) Updating you on new policies and procedures of MAGES Institute of Excellence;
- d) Informing your family in the event of an accident;
- e) General correspondences.

9.1.2 If you have changed your personal particulars/details, you must complete the Student's Personal Particulars Update Form and submit it to our Student Services Office as soon as possible. A copy of the form can be obtained from the Student Services Office.

9.2 Email Notices by MAGES Institute of Excellence

9.2.1 MAGES Institute of Excellence may notify students on some of these issues:

- a) Lesson schedule or change in lesson schedule/venue
- b) Exam schedule or change in exam schedule/venue
- c) New or change in policies and procedures of MAGES Institute of Excellence
- d) Upcoming events/activities of MAGES Institute of Excellence

9.2.2 MAGES Institute of Excellence will not be liable for any student who misses deadlines due to failure in checking his/her emails. All students must provide a working email contact for MAGES communication.

9.3 MAGES Institute of Excellence Student ID card

9.3.1 All MAGES Institute of Excellence students will be issued with a MAGES Institute of Excellence student ID card, which must be produced as a form of identification when required by the School. The student ID card is also used for compulsory verification during exams and usage of campus facilities.

9.3.2 If you misplaced or lost your student ID card, you must approach our Student Services Office **immediately** to arrange for a card replacement. A replacement fee is chargeable.

9.4 Requests for Referral Letter

9.4.1 If you need a referral letter from the School to certify your enrolment with the School and/or your current academic performance, you must complete the Request for Document Form and submit it to our Student Services Office for processing.

9.4.2 **The School will take 7 working days from the date of request to process your request.** Any request that involves or requires processing time by external parties (e.g. university partners, government authorities, etc.) will take at least 14 working days.

9.5 Printing & Photocopying

9.5.1 Facilities for printing and/or photocopying of additional handouts, assignments/projects, or

any other materials required by students are available. Student can approach our Student Service Administrators for assistance where required.

9.5.2 Printing and/or photocopying will be charged accordingly which students must purchase cash cards or use alternative payment methods in order to use these facilities.

The School will not entertain any personal printing and/or photocopying for students.

9.6 Lost & Found

Any articles/items found within the School can be referred to the Student Services Administrator. Students can approach the Student Services Office to check for their lost article/item. Lost articles/items not claimed within fourteen (14) working days will be discarded or disposed of accordingly.

9.7 Library Rules

9.7.1 All students must observe and abide by the following rules and regulations of the library:

- a) Other than the consumption of plain water (bottled), eating or drinking in the library is not allowed.
- b) To prevent causing disturbance to other students, you are to maintain silence at all time while in the library. Mobile phone must be switched to silent mode.
- c) Reference materials are only meant for in-house consultation. No materials from the Library may be removed without approval.
- d) All printed publications are protected by the Copyright Act. Where a literary, dramatic or musical work is not less than 10 pages, students may photocopy up to 10% of the number of pages in a published edition of the work or if the work is divided into chapters, up to one chapter.
- e) The library is a study area and students should not treat it as a resting/eating place.

9.7.2 **It is an offence to write in, damage, lose or refuse to return library material. For any lost item, the borrower will be required to pay the replacement copy and related administrative fee.**

9.7.3 **Students are encouraged to utilize the library resources of our campus to do their researches or projects. The library is accessible for all students.** The reference books are only meant for browsing in the library and students should not remove the books from the library without the authorization from the School. To ensure more students can make use of the reference books kept in the library, students are only allowed to borrow up to two books where required for Final Year project for a maximum of four (4) hours per book at any time. Any additional hour held by the students will be charged at \$2.00 per hour.

Student can also make use of the National Library which is centrally located and conveniently accessible from our campus. The nearest National Library can be found at Bugis Junction MRT Station.

9.8 Use of Computer in the Computer Labs

Students can inform our Student Service Office if there is a need to use the computer in the computer labs to work on their assignments or projects. However, penalties apply for any abuse of the computer usage service.

Please DO NOT:

- a) Install or remove software
- b) Change any Windows settings
- c) Store files on the computer's hard drive.
- d) Sit or lean or draw on the tables.
- e) Unplug any equipment and peripherals.
- f) Bring food or drinks into the computer room.
- g) View or download any unacceptable or inappropriate content (physical or digital form) in the school's premises.

Please DO THIS:

- a) Use the available software and the Internet for your study.
- b) Store your work files and assignments etc. on your own external drive / thumb-drive.
- c) Scan your thumb drive or storage device for virus and Trojans.
- d) Keep the general Computer Labs premises clean and orderly. Shut down the computer properly when you are finished.
- e) Inform our Student Service Administrator when you have completed your usage.
- f) Remember to take all your personal belongings with you.

9.10 Environment Management

- Students at MAGES shall practice - reuse, reduce and recycle waste resources. MAGES will have recycling boxes placed in the student lounge area for students to recycle. Be environmentally friendly. Provide feedback to our staff if you notice any area of improvements to reduce waste.
- For staff and student health and safety MAGES Institute of Excellence will engage officials to provide health awareness talks and schedule screening where applicable.
- Fire Drills with all staff and students will be conducted biannually. Please check your email for details and schedule for fire drills.
- Kindly maintain the general cleanliness of our campus. It is against the law to smoke inside the building in Singapore. Please do not smoke in the campus.
- MAGES campus is monitored by CCTV. All external visitors must register at the Reception counter before accessing the campus. Students must provide your Student Pass /ID card on demand. Kindly bring your Student Pass for entry and identification. Facilities at our campus are for use by registered students only.
- MAGES will schedule emergency drills and briefings where required. Kindly refer to our email communication or for updates from the student notice board.

9.10 Student Support Services

This section incorporates Physical facilities provided to students. It also brings to students' attention the steps taken by MAGES for their welfare and fee protection.

Physical Facilities:

- Airport transfer facility
 - For overseas study trips and intake into affiliated degree programmes.
- Campus Orientation

- Briefing about the Institution and its various policies
 - Briefing about Singapore infrastructure
 - Providing Hands-on experience to the international students by facilitating a city tour for them under the guidance of a trained supervisor
 - Disseminate and reiterate important course information and other information inform students of their rights (this shall include internal and external grievance and dispute resolution procedures, fee protection scheme, reference to CPE's official website
 - Inform students of course deferment/extension criteria and procedures, suspension and expulsion conditions; and
 - Give details of the organization awarding the certificate (when applicable).
- Library Facilities and Study Areas
 - In order to give the students a motivating environment and help them get a holistic learning experience in MAGES Institute would be providing library facilities and Study Areas to support our students' learning process.
 - MAGES Institute would provide e-journals database access to the students for research and project work
 - Wireless Internet Connection
 - MAGES Institute would provide Wireless Internet facility to the students for research and project work
 - Financial Assistance
 - The Institution would be giving bursary awards and scholarships to the deserving students in order to encourage them to go further and perform better, thus upholding the Core Values of MAGES Institute.
 - Academic Assistance
 - The Institution would be conducting Language Programmes and extra classes (outside the normal study hours where applicable) for students who require coaching in English Language and Maths, as these subjects form the foundation of the various courses to be taught.
 - Computer Labs
 - MAGES Institute would provide Students with access to computers for use in practical and training.
 - Medical Care & Injuries
 - In a medical emergency, MAGES may authorize a qualified medical examination or emergency treatment for you, as may be necessary. The School will contact student's parents or legal guardian to obtain further authorization when time and situation permits.

Student Welfare Processes in place include:

- Field Trips, Sports and Events - This will expose students to the multicultural and creative aspects of studying in Singapore while providing a variety of experiences for the students. Active students can also opt to participate in competitions and sports events to enhance their physical well-being.
- Counselling and Pastoral Care services - Internal counsellors and appointed healthcare professionals will be engaged to assist students who are facing difficulties or requires

support. Our Counsellors will ensure that students are coping well during their stay and have easy access to a person they can speak to for advice.

- Health Promotion Programmes – MAGES Institute would organize Health Promotion Programmes for the students as and when required.
- Mentorship and Electives - Students can opt to join in our scheduled industry visits and gain valuable advice from industry mentors. Optional Electives will also give students an all-rounded education and give strategies to excel in studies and career developments.
- Feedback channels - MAGES provides a comprehensive framework for students to provide feedbacks to the management. Students can email to our Management direct or through our website, arrange for sharing sessions and give their inputs to the Academic Director and also contact CPE for resolutions to complaints.

10. ATTENDANCE

The students must ensure that they log in and log out in the biometric attendance system at the time of coming in and going out of the Institute.

10.1 International Students

10.1.1 Under the Immigration Act of Singapore, all international students holding a Student's Pass must not be absent for a continuous period of seven (7) working days or more or that the percentage of attendance for the course in any month must not fall below **90%** or below without any valid reason. A student will be required to surrender the Student's Pass for cancellation if he/she does not satisfy the attendance requirement.

10.2 Local Students

10.2.1 Full-time students enrolled in our MAGES Institute of Excellence must attend all classroom lessons and work experience days to obtain their qualification. All non-attendance must be supported with a medical certificate or approved leave of absence from MAGES Institute of Excellence. A student may be barred from exams if his/her attendance falls below **80%** for each course of study in either case of full time and part time students. In addition, the student may not be placed out for fieldwork practicum (if any) if his/her attendance is less than satisfactory.

10.2.2 Full-time student who is absent from class/session must submit documentary proof covering the period of absence to the Student Services Office within three (3) working days to avoid being penalized for missing classes. Documentary proofs that are valid include:

- a) Approval of Leave by MAGES Institute of Excellence.
- b) Medical certificates issued by a registered hospital, polyclinic or clinic of Singapore.
- c) Letter from parents or legal guardian explaining your absence with valid reason/s (subject to acceptance by MAGES Institute of Excellence).
- d) Documentary proof explaining your absence for any unforeseen and unavoidable circumstances (subject to acceptance of MAGES Institute of Excellence).

10.3 Leave Application

10.3.1 You should avoid making an application for leave if the period of leave involves missing classes, assessments, field trips, or any other scheduled events.

10.3.2 If you have an application for leave where the period of leave involves missing the above-mentioned activities, there will not be any make up lessons and/or assessments. In such case, you will be given zero (0) mark on the affected components. As a result, you could fail the module/level and may, depending on the course requirements, have to repeat the whole course or module/level.

10.3.3 If you are travelling outside of Singapore:

- a) Do not make any travel arrangement, including the commitment of money, before leave approval is granted.
- b) Once your leave is approved, you may make your travel arrangement and you must provide a copy of the return air ticket or boarding pass to the Student Services Office immediately.
- c) You must promptly return to MAGES Institute of Excellence to attend your scheduled classes on the day after the end of your approved leave period.

10.3.4 If you are a Student's Pass holder and would like to travel outside of Singapore, you should adhere to the following procedures:

- a) The procedure of **Leave Application** applies even during term breaks, public holidays or any other holidays designated by MAGES Institute of Excellence.
- b) You are obligated to inform MAGES Institute of Excellence of your whereabouts and contact details outside of Singapore.

10.3.5 If you wish to apply for leave, you should adhere to the following procedures:

- a) You should seek permission from your respective lecturer/s of such intention.
- b) You must complete the Student's Leave Application Form and submit it to our Student Services Office at least **7 working days** before the intended date of leave.
- c) Parent's formal letter of consent to the application and to absolve MAGES Institute of Excellence's responsibilities for any disruption to your study in Singapore is required if you are below the age of 18 (an indication of approval to your travel plan from your parents or legal guardian is also required if you wish to travel out of Singapore during the period of leave).
- d) You might be required to meet with the respective staff in-charge in case of any query to your application.
- e) MAGES Institute of Excellence shall inform you on the outcome of the application - a copy of the leave application form indicating the outcome will be returned to you.

10.4 Medical Leave

10.4.1 If you are absent from class/session due to medical reasons, you should adhere to the following procedures:

- a) Contact the MAGES Institute of Excellence's Student Services Office informing on your absence.
- b) You must complete the Student's Leave Application Form and submit it along with original valid medical certificate/s covering the period of absence to our Student Services Office **immediately** upon your return to the School.

- c) Medical certificates other than those issued by a registered hospital, polyclinic or clinic of Singapore will not be accepted for the application.

The following disciplinary actions will be taken for failing to comply with attendance requirement:

Attendance Rate (International Students)	Attendance Rate (Local Students)
<90%	<80%
Note: Students who are late by 30 minutes will be considered as late for the day and 4 th late is marked as absent in Student management system	

1. Warning letter will be issued, and counselling will be conducted. If student is <18, parent/guardian will be informed.
2. Attendance will be monitored monthly and if student still falls below the required attendance rate, subsequent warning letters will be issued, and counselling will be conducted.
3. Upon the issuance of 3rd warning letter, student will be terminated from the course of study. Student's Pass will be cancelled in ICA for International Student.

11. ACADEMIC MATTERS

11.1 Academic Calendar

Please refer to www.MAGES.edu.sg for latest Academic Calendar

12. ACADEMIC FEE STRUCTURE

Please refer to www.MAGES.edu.sg for latest Academic Fee Structure

13. CLASS SCHEDULING

13.1 Timetable / Course Schedule

13.1.1 Timetables / course schedules and the allocation of lesson venues are available on the campus on a daily basis. Students are encouraged to refer to their schedule on a daily basis as there may be changes occasionally.

13.1.2 Classes for full-time students are usually scheduled during the day on weekdays whereas classes for part time students are usually held in the evenings. When the need arises, classes may be conducted during the weekends. For full-time students, classes for certain modules/units may occasionally be held in the evenings.

13.1.3 The timetable / course schedules are fixed by the School and for the benefit of the majority of students, we will not be able to make changes to the timetable/course schedules to accommodate individual student's schedule.

13.2 Changes to Timetable / Course Schedule and/or Lesson Venue

13.2.1 While the School strives to commit to the timetable/course schedule and lesson venue agreed/released to the students, MAGES Institute of Excellence reserves the right to amend the timetable/course schedule and/or lesson venue when necessary (especially under circumstances beyond the control of the School).

13.2.2 Should there be any changes to the timetable/course schedule and/or lesson venue, the School will make every effort to inform the students about the change.

13.3 Changing Lessons/Classes

13.3.1 Students are not allowed to unilaterally change classes or attend lessons he/she is not scheduled to attend. Sudden surge in student's number in a particular lesson not made known to the School in advance can result in possibilities of overcrowding in classrooms and/or insufficient seats or lesson hand-outs.

13.3.2 Under such circumstances, students who are not scheduled for the particular lesson/class may be asked to leave the lesson/class and/or lesson hand-outs may not be issued to them. The School will not be responsible over any miss out on lessons by these students nor compensate students under such circumstances.

14. RE-ENROLMENT

14.1 Re-Enrolment for Next module schedule

14.1.1 Students will be informed on the need for re-enrolment into the next schedule classes for the module (if applicable) at least three weeks before the start of the classes.

14.1.2 It is the responsibility of the students to ensure that they have fulfilled the pre-requisites (if applicable) for the modules/units that they are enrolling again.

14.2 Late Re-Enrolment Fee

14.2.1 Students are expected to observe the stipulated deadline for the re-enrolment exercise, failing which, they will be liable to pay late re-enrolment fee as per the student contract.

14.3 Cancellation/Changes after Re-Enrolment

14.3.1 An administrative fee as per the student contract is charged for cancellation/ changes after re-enrolment.

15. DEFERMENT

15.1 Deferment of Course

15.1.1 Student is allowed to defer only ONCE and up to a maximum period of ONE year, failing which he/she will be deemed to have withdrawn from the programme. He/ She would have to re-apply as a fresh applicant if he/she is interested to pursue the course.

15.1.2 Deferment of a course will only be considered BEFORE the commencement of the course, whereas deferment of a module (subject) will only be considered BEFORE the commencement of that particular module.

15.1.3 Student must settle all overdue payment prior to approval for deferment. All subsequent installment(s) would follow the payment schedule of the new class the student is deferring into.

15.1.4 It is the student's responsibility to write in to the institute to resume their course. Please note that failure to do so will result in the automatic withdrawal from the programme.

15.1.5 Student is also allowed to defer module(s) but with a minimum of 2 weeks before the commencement of the module, the request must be submitted

15.1.6 Only under exceptional circumstances would deferment be considered during the term. For such cases, the following must be noted:

- Upon approval, students are required to pay a fee before the commencement of deferment.
- Upon resuming the course, students are expected to start the term afresh. This is regardless of the fact that they had already attended the first few lessons previously before their deferment.

15.1.7 Student seeking deferment fills in the Student Withdrawal/ Course Deferment/ Transfer Form.

15.1.8 For students below the age of 18years, Parent's/legal guardian's approval is required before approving the deferment application.

15.1.9 Student will meet the Academic Director for counselling and based on the advice of the Academic Director, the student will decide to proceed or not to proceed with the Deferment request.

15.1.10 The student will be notified in writing on the outcome of the Deferment request.

15.1.11 For international Student's- the Student's pass will be cancelled vis SOLAR+ (ICA website).

15.2 Deferment of subject

15.2.1 A student who is unable to undertake any subject(s) according to the recommended class schedule and wishes to defer the subject(s) must notify MAGES in advance, in writing. Application for deferment of subject must be within the course's eligibility period, one week before commencement of the new subject, with a deferment fee of S\$100 (subject to GST).

15.2.2 Students who wish to defer from a paid subject before the new subject commences will not be allowed a refund of the course fee. However, the course fee paid will be transferred to the commencement of the following subject(s). The **maximum duration for deferment with course fees detainment shall be for a period of one year from the date of deferment approval**. Thereafter, students will need to re- register and pay the necessary course fees for continuation.

15.2.3 Students will not be allowed to defer from a subject and a refund of the course fee paid for any other reasons after the class commencement.

15.3 Late Request for Deferment of Course

15.3.1 Students who submit their request for deferment upon or after the start of the module/unit will not be able to carry forward his/her paid fees for the particular module to a later period, unless otherwise approved by MAGES Institute of Excellence.

Note: SSA ensures that all deferment requests are processed within 4 Weeks.

16. TRANSFER POLICY

All transfer requests will be processed within 4 weeks by MAGES. The transfer fee of \$100 would be applicable for the transfer case and there is no additional fee for the withdrawal case.

16.1 Transfer to a different course/of Study Mode

16.1.1 If you wish to transfer to another course / study mode for study, you should adhere to the following procedures:

- a) You must complete the Student Withdrawal/ Course Deferment/ Transfer Form and submit it to our Student Services Office at least 14 working days prior to the commencement date of the module/level.
- b) Parent's/legal guardian's formal letter of consent to the transfer and to absolve MAGES Institute of Excellence's responsibilities for any disruption to your study in Singapore is required if you are below the age of 18.
- c) Transfer requests will only be processed for those who have no outstanding payments towards MAGES.
- d) An appointment will be arranged for you to meet with the Academic Director for assessment session. With advice from the Academic Director, you need to decide on whether to continue with your current study or proceed with the transfer request.
- e) MAGES Institute of Excellence shall put it in writing to inform you on the outcome of the request.
- f) If the request is approved: you must approach our Student Services Office as soon as possible to complete formalities with MAGES Institute of Excellence for the transfer request.
- g) For an approved transfer request, the original student contract must be terminated, and a new student contract be signed.
- h) Fee Refund: Fee treatment will be done as per section Refund Policy.
 - i. Local student - the student proceeds to sign. New contract for the new course/study mode and makes payment.
 - ii. International Student - The existing Student's Pass is cancelled and a Transfer of Course application is keyed into SOLAR+ (ICA website). Upon arrival of the Student's pass for the new course / study mode, the student proceeds to sign. New contract for the new course and makes payment.

16.2 Transfer to another School - Deemed Withdrawal

16.2.1 If you wish to transfer to another School, you should adhere to the following procedures:

- a) You must complete the Student Withdrawal/ Deferment/ Transfer Form and submit it along with your Student's Pass to our Student Services Office.
- b) Parent's/legal guardian's formal letter of consent to the transfer of School and withdrawal from MAGES Institute of Excellence, and to absolve MAGES Institute of Excellence's responsibilities for any disruption to your study in Singapore is required if you are below the age of 18.
- c) An appointment will be arranged for you to meet with the Academic Director for counselling session. With advice from the Academic Director, you will decide on whether to continue with your current study or proceed with the withdrawal/transfer.
- d) Should you decide to continue with the transfer, the Student 's pass will be cancelled via SOLAR+ within 3 working days for International Students. A copy of the visit pass after cancellation is given to you once you return the Student Pass card to the SSA.
- e) All transfer requests will be processed only for students who don't have any outstanding payments with MAGES.
- f) MAGES Institute of Excellence reserves the right to reject a request for transfer if the student has failed to comply with the terms and conditions of their enrolment at MAGES Institute of Excellence or ICA.
- g) For an approved transfer request, the original student contract must be terminated.
- h) Fee Refund: Fee treatment will be done as per section Refund Policy.

Note: SSA ensures that all Transfer requests are processed within 4 Weeks.

17. WITHDRAWAL POLICY

17.1 Post-Enrolment Withdrawal

If student wishes to withdraw from MAGES voluntarily, student shall adhere to the following procedures:

- a) Student must complete the Student Withdrawal/ Course Deferment/ Transfer Form to our Student Services Office.
- b) Parent's/legal guardian's formal letter of consent to the withdrawal of his/her study in Singapore is required if student is below the age of 18.
- c) An appointment shall be arranged for student to meet with the Academic Director for counseling session. With the advice of the Academic Director, student shall decide on whether to continue with his/her study or proceed with the withdrawal.
- d) Withdrawal requests will be processed only if the student has no outstanding payment towards MAGES.
- e) MAGES would inform the student of the outcome of the request in writing.
- f) For Student's Pass holder, MAGES shall cancel his/her Student's Pass with the ICA.

17.2 Late Request for Post-Enrolment Withdrawal

17.2.1 Students who submit their request for discontinuance/termination of study after the start of module/unit will not be entitled to a refund of their fees paid (refer to Refund Policy). Special

approval may be granted by MAGES Institute of Excellence on a case-by-case basis.

18. STUDENT SUSPENSION POLICY

The Management or the Academic Director of MAGES has the right to temporarily suspend any student for:

1. Disciplinary reasons;
2. Conduct disruptive of good order;
3. Conduct disruptive of the instructional effectiveness of the school.

The following which may be causes for expulsion, may also be a basis for suspension until such time that the Management of MAGES may act on the situation. A suspension may be warranted if a student is:

1. Habitually truant
2. Incurable;
3. Continuously disruptive of school discipline;
4. Continuously disruptive of the instructional effectiveness of the school;
5. One whose presence in a public school is detrimental to the health and safety of other students;
6. One who has been expelled from another institution in Singapore or overseas;
7. Non-submission of assignments and/or module projects

Suggested Implementation Guidelines

A. Procedures leading to consideration of suspension are as follows:

- a) A school representative (teacher, administrator, etc.) will file a Feedback / Complaint form with Academic Director when a student has a disruptive, disturbing, thwarting influence on the instructional effectiveness of the class or school environment.
- b) The Academic Director has the authority to suspend students when it is deemed appropriate based on a thorough investigation and in accordance with Discipline policy.
- c) The Academic Director will notify and provide an opportunity to meet with parent(s) / guardian(s) (for those students below the age of 18) to discuss the reasons, terms, and conditions of the suspension and to allow for due process.
- d) A student suspension may contain an Academic Director's recommendation to the Management of MAGES that the student be expelled from school.
- e) The suspension by the Academic Director shall not exceed five (5) school days in length, and the CEO extends the suspension an additional five (5) school days.
- f) The Management of MAGES may extend the suspension for an additional five (5) school days, if it is determined that the suspended student's return to school would be detrimental to other students' health, welfare, or safety.
- g) Any student who has been suspended may be readmitted to the school by the Academic Director who suspended the student upon such reasonable conditions.
- h) The above provides the legal categories, but a student may be suspended from school for participation in any of the following prohibited conduct when it occurs:
 - a. In a school building and/or on school property.
 - b. In conjunction with any school sponsored activity.
 - c. At school related activities.
 - d. In association with, or on school, or school funded transportation.
 - e. In that it threatens harm, or does harm to the school, school property, another student, any MAGES employee or such person's property.

- f. If it poses an immediate and direct impact on the discipline of safety of the schools, regardless of where or when the conduct occurs.
- i) Such activities are, but not limited to the following:
 - a. Frequent or flagrant willful disobedience, defiance of proper authority or disruptive behavior.
 - b. Willful destruction, injury or defacing of school property including buildings, grounds, equipment, buses, also student and district employee property.
 - c. Behavior, or threatened behavior, which poses an immediate and significant threat to the welfare, health, safety or morals of other students or school personnel or to the operation of the school, including taking part in false fire alarms or bomb scares. Without limitation, this provision is determined to specifically include sexual harassment.
 - d. The possession or control of a drug or controlled substance, an imitation controlled substance, drug paraphernalia, an alcoholic beverage.
 - e. Acting or being under the influence of a drug or controlled substance, or of an alcoholic beverage.
 - f. The sale, or distribution of any tobacco product.
 - g. Possession of a weapon (regardless of intent) whether functional or non-functional or whether designed for use. Weapon as defined in this section shall include:
 - i. Fireworks
 - ii. Flammable materials.
 - iii. Firearms
 - iv. Knife or any other instrument which can be used to inflict or threaten serious bodily harm.
 - v. Martial arts instrument(s), chains.
 - h. Any destructive device, including any explosive, incendiary, poison gas (bomb, grenade, rocket having a propellant charge, missile having an explosive or incendiary charge, mine or device similar to these listed), or any combination of parts either designed or intended for use in converting any device into a destructive device.
- j) Possession of materials that include instructions on how to produce and manufacture weapons.
- k) Aggravated assault, arson, theft and extortion.

19. STUDENT EXPULSION POLICY

MAGES Institute of Excellence is committed to taking all reasonable steps to ensure the students have the opportunity to successfully complete their programs. MAGES Institute of Excellence has a commitment to ensure that within this general framework that all students are treated fairly and equitably. Students who do not support the academic and ethical goals of the Institution for themselves and their fellow students may be subject to discipline action(s), up to and including expulsion.

In general, MAGES Institute of Excellence will attempt to resolve a situation without expulsion. Verbal warning, written warnings and suspension may precede this final and most serious of actions. Where MAGES Institute of Excellence deems the integrity, safety or well-being of its Institution's, students, staff, clients, visitors and other guests is in danger then expulsion may be applied at its institution's discretion at any point in the process.

In conjunction with this policy, MAGES Institute of Excellence will have to ensure that students receive and are aware of its code of conduct, its academic policy, and its attendance policy.

The following outlines the conditions under which a student may be expelled with cause:

(Where MAGES Institute of Excellence has specific policy in these areas, they may reference them. Where no specific policy exists, the Institution should provide sufficient detail to allow the student to comprehend the conditions that will result in expulsion).

1. Academic Dishonesty – students may be subject to expulsion at the discretion of MAGES Institute of Excellence for academic dishonesty. Academic dishonesty is any word, action or deed performed alone, or with others for the direct or indirect intention of providing an unfair advantage or benefit to self or other student(s) including:
 - a. cheating
 - b. plagiarism
 - c. unapproved collaboration
 - d. alteration of records
 - e. bribery
 - f. lying
 - g. misrepresentations
2. Code of Conduct - all students are required to adhere to MAGES's published code of conduct. Where the violations do not have the potential to result in physical harm to persons or property MAGES Institute of Excellence may expel a student who has received suspension for failure to comply and has since violated any of the terms of the College's code of conduct. Students who are found under the influence of drugs and/or alcohol or carrying weapons or theft/shoplifting will be subject to immediate expulsion, and student pass (if applicable) will be cancelled.
3. Significant Omissions or Errors in Admissions Documentation – MAGES Institute of Excellence has a responsibility to ensure students have been admitted in accordance with the registration requirements for the program. Students who knowingly or in error misrepresent their applications are subject to immediate expulsion.
4. Academic Failure – students who fail to achieve the required academic standing in their programs may be expelled from the program. MAGES Institute of Excellence may at its discretion offer alternatives to a student and these are outlined in the academic policies for the program of study.
5. Attendance – students who do not achieve the required attendance as stated in the Institution policy are subject to expulsion. Students who are absent from class for more than five consecutive working days without sufficient cause will be automatically expelled.
6. Harassment or Discrimination – MAGES Institute of Excellence does not condone harassment or discrimination of any student, staff, client or visitor to MAGES Institute of Excellence. Students participating in harassing or discriminatory activities are subject to immediate suspension pending investigation. Expulsion is mandatory for any student who is deemed by the investigation to have engaged in harassing or discriminatory activities.
7. In determining what constitutes harassment or discrimination, MAGES Institute of Excellence refers to Singapore Law Society. Students requiring more specific information may refer to the specific code as posted on the <http://www.lawsociety.org.sg/> web site.
8. Misuse of Institution Property – Institution property is for the provision of Institution services. Students who damage, misuse, steal or otherwise use the property in a way that is

prohibited may be expelled and required to make restitution.

9. Endangerment of Staff or Students – MAGES Institute of Excellence is committed to the right of all Institution staff, students, clients and visitors to be safe. Students who by action or neglect in any way endanger the safety of themselves or others may be expelled.
10. Prior to expulsion, depending on the severity and nature of the situation, MAGES Institute of Excellence may take intermediate steps at its discretion including:
 - a. verbal warning
 - b. written warning
 - c. suspension
 - d. expulsion

Notification:

Students who are subject to expulsion for any reason will be notified in writing, either hand delivered or by registered mail with return receipt. MAGES Institute of Excellence is not responsible for non-delivery by registered mail if the student has not provided a valid home address where the student currently resides.

The notification will contain a description of the basis for expulsion and the effective date. Expelled students who dispute the facts of the expulsion must appeal the decision within three working days of the notification following the complaints procedure of MAGES Institute of Excellence provided to the student and providing sufficient proof to support the complaint.

Students who file an appeal and are unsuccessful are considered withdrawn from MAGES Institute of Excellence.

Return of Property

A student who is expelled is responsible for the return of any Institution property in his/her own possession within 10 working days and will be held financially responsible for any property not returned in good condition.

Fee Refund: Fee treatment will be done as per the Refund Policy.

20. PAYMENT

20.1 Fee Payment

20.1.1 Course fee payment will be due 2 weeks before the commencement of course or new course phase. An invoice for course fee payment will be sent to the student.

20.1.2 Payment can be made in full or by instalments according to the predetermined plan. A non-refundable Registration Fee is to be paid upon enrolment.

20.1.3 Receipts will be issued to the students at the point of payment, and students are reminded to keep these receipts for future references in the event of any payment discrepancies that might occur.

NOTE: Students do not pay any fee to agent.

20.2 Mode of Payment

20.2.1 Students may opt to make payment of course fees through the following options:

- a) Telegraphic/ Bank Transfer
- b) Cheque
- c) Demand Draft

All payments have to be made out in Singapore dollars.

NOTE TO STUDENT FOR FEE DEPOSIT IN MAGES

Step 1: Obtain your course INVOICE from SSA.

Step 2: Deposit the payment through Cheque or Draft or Bank Transfer to the following DBS Current Account:

Current Account Name: MAGES INSTITUTE OF EXCELLENCE PTE LTD with DBS Bank Ltd

Current Account Number: 106-902634-2

Step 3: Inform SSA about the payment being deposited in MAGES DBS Current Account.

Application Fee is non-refundable and can be paid in Cash or Cheque or Credit Card or NETS or Bank Transfer to MAGES Current Account:

Current Account Name: MAGES INSTITUTE OF EXCELLENCE PTE LTD with DBS Bank Ltd

Current Account Number: 106-902634-2

20.3 Late Payment of Fee

20.3.1 Students are expected to observe the stipulated deadline as indicated in the payment schedule and/or our notice for payment, failing which, they will be liable to pay a late fee charges as stated in the student contract.

20.4 Outstanding Fees

20.4.1 Students are expected to make timely payment of course fees to the School. A student may be barred from attending lessons, sitting for exam and/or progression to the next level, if he/she fails to satisfy any outstanding financial obligation to MAGES Institute of Excellence.

20.4.2 MAGES Institute of Excellence reserves the right to bar students from attending exams and/or withheld certificates and/or academic transcripts of these students until their outstanding financial obligations with the School are fulfilled.

20.5 IMDA Grant and SSG Grant

20.5.1 For participants with IMDA grant or SSG Grant - If the participants fails to complete the entire course to IMDA or SSG satisfaction (where applicable), MAGES Institute of Excellence will not be entitled to any grant amount from the respective agency and participant shall undertake to pay the full amount of course fee to MAGES Institute of Excellence immediately before the completion of course.

21. REFUND POLICY

21.1 Refund of Course Fee – Policy

1. Notification and Arrangement

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

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

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

2. No Double Claim

For the avoidance of doubt, if the Student and/or his/her parent/guardian receives any payment from MAGES in respect of any matter or damage, then the Student and his/her parent/guardian shall not be entitled to claim against MAGES for the same payment in respect of the same matter or damage pursuant to any other provision of the student contract.

3. Withdrawal with due to Non- delivery of Course

Subject to Force Majeure in the student contract, The Student shall be entitled to immediately withdraw from the Course by giving written notice to the MAGES of his/her intention to do so if the MAGES is in breach of any of its obligations under this Agreement or fails to perform its obligation(s) under the circumstances in Clause 1 (i) to (vi) above.

4. Refunds for Withdrawal due to Non-delivery of Course:

For circumstances under Clause 1, the MAGES shall, within seven (7) working days after notifying the Student, refund to the Student: The entire amount of the Course Fees and The Miscellaneous Fees* excluding the nonrefundable fee stated in the student contract. MAGES shall also, as soon as practicable after receiving the Student's notice of withdrawal under Clause 3 (and in any event no later than seven (7) working days after receiving such notice) refund to the Student the amounts stated in this Clause 4.

5. Refunds for Withdrawal due to other reasons:

Where the Student withdraws from the Course for any reason other than those set out in Refund Policy or Force Majeure in Student Contract, MAGES subject to the No Double claim clause, as soon as practicable after receiving the Student's written notice of withdrawal (and in any event no more than seven (7) working days after receiving such notice) refund to the Student the following sums (less any applicable bank administrative charges properly paid/payable under Clause 4):

% of [the amount of the fees paid under Schedule B and Schedule C of student contract]	If Student's written notice of withdrawal is received
[100]	("Maximum Refund") More than [14] working days before the Course Commencement Date
[50]	Before, but not more than [14] working days before the Course Commencement Date
[50]	After, but not more than [7] working days after the Course Commencement Date
[10]	More than [7] working days after the Course Commencement Date, but not more than 14 working days after the Course Commencement Date
[0]	More than [14] working days after the Course Commencement Date

Cooling-Off Period

MAGES shall provide the Student with a cooling-off period of [7] working days after signing the student contract. Within these [7] working days and regardless whether the Course Commencement Date has passed, the Student can submit written notice of withdrawal to MAGES and receive the Maximum Refund amount stipulated by MAGES under Clause 5 (less any Course Fees consumed by the Student if the withdrawal date is later than the Course Commencement Date and the Student has started the Course, any MAGES administrative charges which are stipulated in the Miscellaneous Fees and any applicable bank administrative charges properly paid/payable under FPS).

Any dispute in respect of how much Course Fees have been consumed pursuant to this clause shall be referred to mediation at the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through the CPE Student Services Centre pursuant to Clause 3.3 of "Student Contract"(Governing Law & Dispute Resolution), and only in respect of such decision, the decision of the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) shall be final and binding on all parties.

MAGES shall also bring to the Student's notice Students Right to Cancel the "Student Contract" by notifying the student of his rights under the cooling-off period.

This Clause 6 takes precedence over MAGES's refund policy stated in Clause 4.

6. Deemed Withdrawal:

A Student who transfers from the Course to another course with MAGES shall, be deemed to have withdrawn from the Course.

7. Change of Course:

Further to Clause 7, a fresh student contract shall be executed between MAGES and the Student for any change of Course, whether with the MAGES or otherwise.

Request for Course Fee Refund

The following conditions must be fulfilled for refund of course fee, if any is to be considered:

- a) Any request for withdrawal must be submitted in writing with the Request for Post-Enrolment Withdrawal (duly completed) to the Student Services Office. Request for refund not relating to course withdrawal must be submitted in writing with the Request for Refund (duly completed) to the Student Services Office.
- b) Refund shall be based Refund Policy.
- c) Students with medical conditions or face genuine financial difficulties must support their claims with official documentary evidence to the Institute for consideration.
- d) All requests pertaining to withdrawal matters are to be approved by the School.

Any decision relating to refund of course fee arising from withdrawal shall be made at the sole discretion of the Institute and that shall be final. Upon which, the student concerned shall be informed in writing of the School's decision.

Refund for Short courses and WSQ Courses at MAGES

If the participant subsequently cancels or postpones a confirmed booking, then the refund will be as follows:

More than 2 weeks before class commencement – 100 % of the course fee before funding

Less than 2 weeks before class commencement – 50% of the course fee before funding

Less than 1 week before class commencement – No refund

- Application Fee is non-refundable.
- MAGES shall communicate the Refund Policy and Procedures to all students and prospective students by effective means of communication e.g. brochures, website, student handbook etc.
- MAGES shall communicate the computation of refund amount on occurrence of refund need.

21.2 Refund of Course Fee - Procedure

- a) Student is informed of refund policy during the pre-course counseling.
- b) The refund policy is again reiterated during the signing of the Student Contract Orientation and Student Handbook.
- c) Refund applicable at the occurrence of any of the following events excluding nonrefundable fee as stated in the student contract:
- d) In the event the student seeks a refund, the student is required to fill in the Refund Form and submit to the SSA.
- e) The SSA will calculate the amount to be refunded.
- f) The SSA reports the refund request to Academic Director and hands over the form.
- g) Academic Director reviews the refund request against the refund policy.

- h) Academic Director sign off the Refund Request with his Approval or Rejection and hand it back to SSA.
- i) SSA informs the student the outcome of the Refund request in writing within 3 working days from date of Approval/Rejection.
- j) If the refund request is rejected by the Academic Director, the SSA will contact the student to inform the decision. In the event that the Student and MAGES are unable to resolve a dispute, the Student and MAGES shall refer the dispute to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through the CPE Student Services Centre for mediation prior to instituting any legal action or proceedings. The Student and MAGES hereby agree to such procedures and to pay such fees as the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) may prescribe from time to time for the purpose of resolving their dispute.
- k) An approved Refund request is handed to the Accounts department who will verify all the details present and ensure the request is countersigned by the Academic Director.
- l) SSA contacts and explains to student on refund amount.
- m) Student signs Refund Form to acknowledge that the refund computation has been communicated to them
- n) SSA submits the refund processing request documents to Finance along with original copy of Refund Form duly approved by authorized signatory of MAGES and student.
- o) MAGES Finance prepares the cheque on student name and hands it over to SSA.
- p) SSA gives the cheque to student and takes acknowledgment or deposits the cheque into student specified bank account as per the student written request
- q) SSA informs the FPS Insurance provider to cancel the insurance covered for the case.
- r) Maximum time taken in processing the refund should not exceed 7 working days.

35 STUDENT REDRESS/DISPUTE RESOLUTION

- a. Students may provide feedback or complaints to MAGES through emails, letters, and feedback forms in person or phone calls. Complainant. Fills up the Feedback/ Complaint Form or has the option to send an email to feedback@pages.edu.sg
- b. MAGES will acknowledge the email (if complaint/feedback is sent via email) or form (if complaint/feedback is given through the form) and identifies issue as minor or major.
- c. The matter has to be resolved within 21 working days from the date of complaint log. All Critical complaints must be resolved within 15 working days.
- d. In the event that the Student and MAGES are unable to resolve a dispute, the Student and MAGES shall refer the dispute to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through the CPE Student Services Centre for mediation prior to instituting any legal action or proceedings.

- e. The Student and MAGES hereby agree to such procedures and to pay such fees as the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) may prescribe from time to time for the purpose of resolving their dispute.
- f. Compliance Director implements solution. In case the issue is Academic the involvement of Academic Director is compulsory.

23. COURSE MATERIAL

23.1 Purchase of Textbooks

23.1.1 The cost of textbooks is not included in the course fees. Supplementary reading materials will be provided during your lesson. You are strongly encouraged to refer to the unit outlines to determine whether you would like to purchase any textbooks or essential reading materials.

23.1.2 As far as possible and when required, MAGES Institute of Excellence will make arrangements for the textbook vendors to sell the textbooks that are available locally to the students during the first three (3) weeks of the semester/trimester.

23.1.3 For textbooks that have to be brought in from overseas, you must place your order and make payment with the Student Services Office at least four (4) weeks before the commencement of semester/trimester. Cancellation of orders will not be entertained. The shipment of textbooks will arrive in approximately 4 – 6 weeks, subjected to the availability of the books.

23.1.4 You are not obliged to buy the textbooks from MAGES Institute of Excellence's designated vendors and are free to purchase the textbooks from other sources.

23.2 Provision of Course Materials / Handouts

Students may receive a combination of the following course materials in a folder before the commencement of class of each subject.

Course Outline details the essential information about the subject such as the synopses and objectives of the subject and a guide to the area of study for each class. It will also provide the full information about assessment of the subject, including assignment questions, assignment weighting, submission deadlines and assessment guidelines.

Lecture Notes/ PowerPoint Slides are the main studying materials for the subject. Please note that students are not required to purchase any additional textbooks for each subject. However, students are encouraged to gain access to the recommended reference materials specified in the Course Outline to enhance what they have learnt from the subject.

Articles may be supplied, containing copyright materials such as copies of essential journal articles, newspaper clippings, and short extracts from textbooks.

Supplementary Readings are materials to provide additional information relevant to the subject but will not be covered under the scope of assessments.

23.3 Collection of Course Materials / Handouts

Study materials will be issued to students before every class by the lecturer. All students who were absent during any lessons must collect the course materials from the Student Services Officer.

23.4 Photocopying of Additional Handouts

Facilities for printing and/or photocopying of additional handouts, assignments/projects, or any other materials required by students are available.

23.5 Blended Learning System

Blended learning modes Blended learning spans a continuum that covers a wide range of activities between conventional face-to-face interactions and those that are fully online.

MAGES Blended Learning Strategy identifies the following mode of operation to indicate the level of use of technology in learning and teaching.

MAGES Aim for all courses to achieve “Mode 1” and “Mode 2” status through its Blended Learning Implementation Strategy.

Mode 1 - Technology is used to facilitate course management and resources for learner support. For example, to provide information and resources to students via our Teamie the LMS. (e.g., lecture notes or recordings, assessment guidelines)

Mode 2 - Technology is used to enrich the quality of the student learning experience through interactive learning activities beyond those attainable through face-to-face classroom interactions. For example, utilizing technology to support communication and collaboration, assessment and the management of your course.

24. ASSESSMENT POLICY

24.1 Course Assessment

MAGES will communicate following course assessment information to all students before course commencement:

- Final and continual assessment frequency and schedule;
- Assessment modes;
- Modules Timetables and Examinations dates
- Methods of Assessment
- Criteria for grading and awards; and
- Assessment weighting as part of the final grades

24.2 Assessment Process

MAGES will clearly communicate all necessary examination information (where applicable) in a timely manner to all students:

- Exam timetable;
- Exam venues; and
- Exam duration/ Project presentation time
- Exam rules and regulations

All major (end of course or end of module) assessment papers will be approved by examination board.

MAGES will have a process to ensure the validity, reliability and fairness of all assessment papers.

24.3 Assessment Results

MAGES will inform students of the assessment results and award in a timely manner.

MAGES will have procedures to ensure that students meet the progression criteria before they are allowed to proceed to the next level/course.

MAGES will have procedure to ensure that students meet the award criteria before awarding the certificate to uphold the standards and integrity of the courses offered. All awards will be approved by the examination board.

Assessment modes will include any or a combination of the following:

- On-line or class discussion;
- Project work (individual or group);
- Research work;
- Debate;
- Presentation (individual/group);
- Daily assignments (written or oral);
- Continual class tests or quizzes;
- Practical tests (where applicable);
- End-of-course exams; etc.

Where varied assessments are present, MAGES will communicate the different weighting (i.e. the percentage of the assessment towards the final grade) to the students in a timely manner.

Final exam results will be released within three months upon completion of the final examination and/or assignment of the course.

MAGES have the following assessment criteria:**Individual Modules will be assessed as**

Internal Assessment : Test 20%, Assignment 20%, Attendance 10%
Module Project : 50%

Portfolio / Capstone Modules will be assessed as

Internal : Attendance 10%
Portfolio/ Capstone Project : 90%

Important Note:

Where a student has failed a module because an essential component (module Project) for the module has not met the minimum requirement but the aggregate score for the assessment is greater than or equal to 50 %(or) a student has a mark that falls in the range of 45 – 49 % the student will be given a REFER score and FAIL Grade in the Transcript. Students with the aggregate score of 44 and below will be given a REMODULE score and FAIL Grade in Transcript.

Students with REFER Score will be automatically included for the supplementary exam. Students with REMODULE required to re-module that unit (i.e. pay the course fees, attend classes, submit assignment(s), and sit for test(s)/exam). Student will not be given a Supplementary exam after the course completion date.

25. COURSE WORK**25.1 Submission of Assignment/Project**

25.1.1 Students are required to submit their assignments/projects on or before the stipulated deadline, failing which; a 'Fail' grade will be awarded. Penalties will be imposed on students at the discretion of the MAGES Institute of Excellence and/or the University for Late Submission of assignments/projects.

25.1.2 Any request for extension of submission deadline for assignments must be forwarded in writing with appropriate reasons on the prescribed form Seven (7) working days prior to the due date. Extension is not automatically granted.

25.1.3 It is the responsibility of the student to ensure that coursework (assignment/project) submitted is his/her own work. Any student found submitting work done by other people or if a significant portion of his/her work contains unacknowledged content, he/she is deemed to have committed plagiarism and will be subjected to disciplinary action by the School/University.

25.1.4 Students are required to submit their assignments/projects together with the Assignment/Project Cover Sheet over at the counter of our Student Services Officer. Submission times are between Mondays to Fridays from 9.30am to 6pm.

25.1.5 Assignment/Project Submission Receipt that does not bear signatory acknowledgement from our Student Services staff will not be accepted as a proof of assignment/project submission.

25.1.6 Assignments/Projects submitted cannot be retrieved back by the student.

26. INTELLECTUAL PROPERTY RIGHTS

The protection of Intellectual Property Rights is a great importance to Singapore's economy growth, particularly in a knowledge-based economy. We therefore need to recognize the value of and respect the intellectual property rights of others. Please note that students are not allowed to tape (whether is video or audio format) lectures delivered by our lecturers or visiting academics.

27. EXAMINATION POLICY

(MAGES INSTITUTE OF EXCELLENCE PROPRIETARY PROGRAMMES ONLY)

27.1 Examination Schedule & Venue

27.1.1 All exam date, time and venue are fixed by the MAGES Institute of Excellence and changes to accommodate individual's request will not be entertained.

27.1.2 Notice of exam dates will be published on MAGES Institute of Excellence's LMS and School's notice board ten (10) working days prior to the exam date. It is important for all students to refer to the LMS and School's notice board for their respective exam date.

27.1.4 Exams for part-time students may be scheduled during the day on weekdays whereas exams for full-time students may be held in the weekdays' evenings. When the need arises, exams may be conducted during the weekends.

27.1.5 Exams for several different courses and/or modules/units may occasionally be held in the same Exam Room/Hall at a particular time.

27.1.6 MAGES Institute of Excellence reserves the right to amend the exam schedule and/or venue when necessary (especially under circumstances beyond the control of the School). Should there be any changes to the schedule and/or venue, the School will make every effort to inform the students about the change.

27.2 Eligibility for Examination

27.2.1 Students must satisfy the following requirement to be eligible for exam:

- a) Full-time students must satisfy a minimum class attendance of 90% of the particular module/unit for full time students and 80% for the part time students.
- b) Cleared all outstanding financial obligations to MAGES Institute of Excellence and its partnering universities
- c) Complete all coursework (assignments/projects) of the particular module/unit.

27.2.2 The School reserves the right to bar students from taking the exams if they do not satisfy any of these requirements.

27.2.3 If a student is barred from exam due to outstanding financial obligation to the School, he/she must satisfy all mentioned requirements at least **three (3) working days** before the exam date to be eligible for the exam.

27.2.4 A student who is barred from the exam due to outstanding financial obligation to the School may sit for the supplementary exam as 1st and only attempt if he/she cleared the outstanding payment before the schedule supplementary exam.

27.3 Application for Deferred Examination

27.3.1 Any request for deferment from exam must be forwarded in writing with documentary proof on the Project Extension Request Form to the Student Services Office at least five (7) working days prior to the exam date.

Approval for a deferred exam will be granted at the sole discretion of the MAGES Institute of Excellence and/or its university partner.

27.3.2 Request for deferment will ONLY be considered based on the following reasons:

Reason	Supporting Document/s
National Service (Reservist) In-Camp Training	SAF 100A or other official supporting documents from MINDEF/SAF/SPF/SCDF
Outstation	Company letter and flight ticket or Passport
Medical Reasons	*Medical Certificate
Compassionate Ground (e.g. death of next-of-kin, emergency cases, etc.)	Death Certificate, Hospitalization Documents, etc.

27.3.3 Students will be notified of the schedule for the deferred exam at least 1 week before the scheduled exam. In the absence of such approval, students must attempt the exam in accordance to the scheduled date.

27.3.4 If you are unable to attend an exam due to illness, you must produce a valid medical certificate from a registered hospital, polyclinic or clinic of Singapore within **two (2) working days** from date of exam to our Student Services Office, failing which the medical certificate will not be considered.

27.3.5 In the case of hospitalization, the student must notify the respective lecturer and our Student Services Office within **two (2) working days** after the date of exam. The medical certificate (for hospitalization) must be submitted to our Student Services Office within **two (2) working days** after discharged from the hospital.

27.3.6 For MAGES Institute of Excellence proprietary programmes, students approved by the Institute for deferred exam will be allowed to take the supplementary exam as their deferred exam. There will not be any supplementary exam for students who failed their deferred exam.

27.3.7 Students who are absent from an exam and are unable to produce a valid document for prove of absence will be given a Fail grade.

27.4 Examination Procedures

Pre-Examination

- a) It is your responsibility to find out the confirmed/exact schedule and venue of exam. You should check with your lecturers on schedules of upcoming exams and further confirm it against the information put up on the Examinations & Results notice board. Do note that exam schedules may subject to changes.
- b) Course fee along with any other financial obligations to the School must be settled prior to the exam. The School reserves the right to bar any student who fails to settle his/her financial obligations from the exam.
- c) You must bring along your MAGES Institute of Excellence Student ID Card for verification by the Invigilator when attending an exam. Students without any form of official identification document that bears a photo of him/her will not be allowed to sit for the exam.
- d) You must bring along your own pens, 2B pencil, ruler, eraser and correction fluid. You may bring along non-programmable calculator, if allowed for the module/unit. Students will be informed to bring along dictionaries if it is required and allowed for a particular exam.
- e) You should arrive at the Exam Room/Hall at least 20 minutes before the commencement of the exam.
- f) No student will be admitted into the Exam Room/Hall later than 30 minutes after the start of the exam.
- g) You are not allowed to enter the Exam Room/Hall until you are instructed to do so by the Invigilator.
- h) You are not allowed to bring into the Exam Room/Hall any unauthorized books, written or printed documents, pictures or drawings, notes, papers, personal dictionaries or electronic dictionaries/translators, unless otherwise permitted. Other electronic devices, e.g. mobile phones, audio/video players (MP3, etc.), etc. are similarly not allowed.
- i) You must refer to the seating arrangement chart pasted outside the Exam Room/Hall for the seats pre-allotted to you and sit at your assigned desk. Invigilators reserve the rights to insist that students comply with the seating arrangements.
- j) In the event that an exam is declared as “open-book exam”, students will be allowed to bring original textbooks, articles and/or notes into the exam. Photocopied textbooks/books are not allowed and will be confiscated from the student before or during the exam.

During Examination

- a) You are to be seated in the Exam Room/Hall at least 10 minutes before the exam is due to commence.
- b) Once inside the Exam Room/Hall, exam conditions prevail, you may not communicate with other students in any way.
- c) Mobile phones and all electronic devices that emit noise should be switched off, and placed in your bag along with all other unauthorized items at the front of the Exam Room/Hall.
- d) No eating, drinking or smoking is allowed in the Exam Room/Hall.
- e) You must produce your MAGES Institute of Excellence Student ID Card for verification purposes. The Card must be placed at the top left-hand corner of your desk where it can be clearly seen before the commencement of each exam paper.
- f) You must sign in the Exam Attendance List in the presence of the Invigilator.
- g) You may only turn over the exam paper and/or write on the exam paper (or answer booklet/script) when you are instructed by the Invigilator to do so.
- h) Once the exam has commenced, you are not allowed to leave the Exam Room/Hall without permission from the Invigilator. Any student who leaves the Exam Room/Hall without permission will not be allowed to return.

- i) You are responsible for reading the exam instructions yourself (i.e. "Answer 4 questions from Section A."). The Invigilator will not give any advice with respect to these instructions.
- j) You are not permitted to leave the exam or hand-in your exam script within the first 30 minutes of the exam and last 30 minutes before the end of the exam.
- k) If any assistance is required, the Invigilators' attention must be sought by raising a hand silently.
- l) No question on the meaning of an exam question may be asked.
- m) All answers must be written with blue or black ink with the exception that when the answers are to be input onto a specific answer script using pencil. Diagrams may be drawn in pencil.
- n) No extra papers will be provided for rough working. Rough working must be shown on the writing sheets / answer scripts provided.
- o) A 10 minutes Reading Time will be given at the start of an exam unless not required for the module / exam paper. No writing is allowed during Reading Time unless informed by the Invigilator to do so.
- p) The Invigilator will advise students of the time elapsed in the following matter:
- q) Half an hour before the end of exam, the Invigilator will advise that students have 30 minutes remaining. During the last 15 minutes of the exam, the Invigilator will advise that there are 15 minutes remaining. After this announcement, no student may return their scripts or leave the Exam Room/Hall until the complete exam period is over.
- r) Upon completion of the allocated exam time, the Invigilator will advise that the time is up. Student must immediately cease writing, drawing or calculating.
- s) You must refrain from talking during the exam. Attempting to communicate with, receiving assistance from, or copying from the paper of another student or any other forms of cheating are against the School's regulations. Such act will be recorded and dealt with seriously; and may lead to the removal of the student committing the offence from his/her course and from the School.
- t) If cheating or attempted cheating is detected, the student must surrender any items found / used as a medium of cheating to the Invigilator and sign on the Invigilator's Report. The student may continue with the exam in this case. However, the Student Disciplinary Committee of the Academic Board will interview the student after the exam. Cheating or attempted cheating is a serious breach of exam rules and may lead to the student having to repeat the semester or being expelled from the School.
- u) A student caught cheating in one module may continue to take the exams for the remaining modules.
- v) Upon completing the exam, you must return the exam papers, answer scripts, used or unused writing papers, dictionaries or other exam related materials, and must follow the Invigilator's instructions for handing in these items. If the exam is still in progress, you must leave the Exam Room/Hall and the area outside the Exam Room/Hall quietly. Under no circumstances should you remove the above-mentioned items from the Exam Room/Hall.
- w) Once the exam ends, you must remain seated and silent until all exam scripts have been collected by Invigilator and until they have completed any necessary tallying and administrative matters. Exam conditions prevail until the Invigilator announces that students may leave.

27.5 Absence from Examination

27.5.1 Should you be taken ill during the exam or have a valid reason for not attending the exam, you must provide valid medical certificate or proof of absence document within **2 working days** of the exam date.

27.5.2 Medical certificates other than those issued by a registered hospital, polyclinic or clinic of Singapore will not be accepted under such circumstances. Absence from exam without valid supporting document/s will be treated as failing the respective course/module.

27.5.3 Students with valid reason (as stated for Application for Deferred Examination) for absence from the exam will be allowed to take the supplementary exam as their deferred exam. There will not be any supplementary exam for students who failed their deferred exam.

27.5.4 Students who are absent from an exam and are unable to produce a valid document for proof of absence will be deemed to have sat for and failed the exam.

27.6 Cheating During Examination

27.6.1 Students who are caught cheating or attempting to cheat during the exam may continue with the exam pending inquiry by the Student Disciplinary Committee. Cheating of any form, such as but not limited to, talking, passing of notes and scrap papers, possession of mobile phones, hidden notes and any gadgets/devices/paraphernalia used to achieve an unfair advantage over fellow students, is forbidden at MAGES Institute of Excellence.

27.6.2 A fail grade will be awarded to the student if the Student Disciplinary Committee finds during the inquiry session that cheating had occurred during the exam.

27.6.3 The School takes cheating very seriously and there will be a formal inquiry by the Student Disciplinary Committee. We would like to highlight that if the charges are substantiated, the consequences will be as follows:

- Immediate failure of the module/unit, which have to be repeated; and fees will be charged for this re-sit
- This incident will be entered into the student's record.
- The findings of the inquiry will be forwarded to the student's parents / legal guardian. Any further incidence of cheating or plagiarism will result in the student being expelled.

27.6.4 The Committee's recommendation / decision is final unless the Committee recommends that the student be either suspended or expelled, in which case the final sanction is decided by the General Manager, Academic Affairs & Operations.

27.7 Publication of Examination Results

27.7.1 Results of all course assessment and examinations (project) shall be finalized by the Examination Board. Original result slip will be issued within 3 months the last assessment of the subject. Students are advised to take good care of their result slips as they will not be replaced. Please note that results will be withheld if students have outstanding fees or required documents with MAGES

27.7.2 The timeline required for the processing and release of exam results may take up to three (3) months subject to the complexity and requirements of the academic processes.

27.7.3 Students are given the results individually to protect privacy and ensure accuracy of information, results will not be released over the telephone.

27.8 Grading Systems

All grades would be moderated and issued by the Examination Board. The grades of award are indicative as follows:

Grade

Grade	Marks %
Distinction	80 and above
Credit	65-79
Pass	50-64
Fail	Refer Re-module
TR	Transfer Credit
EX	Exempted
* Pass	Pass in Supplementary Exam

Important Note:

Where a student has failed a module because an essential component (module Project) for the module has not met the minimum requirement but the aggregate score for the assessment is greater than or equal to 50 %(or) a student has a mark that falls in the range of 45 – 49 % the student will be given a REFER score and FAIL Grade in the Transcript. Students with the aggregate score of 44 and below will be given a REMODULE score and FAIL Grade in Transcript.

Students with REFER Score will be automatically included for the supplementary exam. Students with REMODULE required to re-module that unit (i.e. pay the course fees, attend classes, submit assignment(s), and sit for test(s)/exam). Student will not be given a Supplementary exam after the course completion date.

27.9 Supplementary Examination

27.9.1 For MAGES Institute of Excellence proprietary programmes Supplementary assessments may include assignment or examination (project). The student will be informed by the Centre on the deadline of the supplementary assessments. The student is allowed to take the supplementary exam within the course duration. Upon successful completion of the supplementary assessment, the 'Refer' grade shall be changed to a 'Pass' grade. Appearing for a supplementary Exam will incur a fee of S\$500 (Excl. GST)

27.9.2 For MAGES Institute of Excellence proprietary programmes, Students with a grade of 44 and below will be required to re-module that unit (i.e. pay the course fees, attend classes, submit assignment(s), and sit for test(s)/exam).

27.9.3 Under circumstances that a student is sitting for a deferred exam due to his/her absence (with valid reason and documentary evidence) from the main exam, the exam will be graded as per main exam. The student must complete the stipulated form and submit it along with a valid medical certificate or prove of absence document to our Student Services Office within 2 working days of the main exam date.

27.9.4 The student should check with the School on schedule of the supplementary exam which the schedule will be released at least 1 week before the scheduled exam. Do note that exam schedules may subject to changes.

27.9.5 Should a student fail the supplementary assessment leading to a failure of the subject, he/ she is required to retake the whole subject when it is offered again. A retake is defined as a re-enrolment and re-study of a course in a manner that is appropriate academically.

27.9.6 There should not be more than two supplementary assessments during the course of study. If a student failed a third subject, he/ she is required to retake the subject.

27.10 Appeal against Results

Should students have any queries or doubts on the grade awarded for any assessment item, they can apply for a Review of Grade. It is at this stage that any oversight, omission of marking or arithmetic discrepancies in the marking can be corrected.

- Students are encouraged to seek immediate feedback on assessment, and therefore should submit the request for a review within 7 working days of the assessment being returned to the student or final grade being released. Students are required to attach their graded assignments (if they have already collected) with the Grade Appeal Form.
- **A Review of Grade will incur a fee of S\$50.00.** The fee will only be refundable to the student for a successful review.
- Under normal circumstances, it is expected that the outcome of each application for Review of Grade will be released within 4 weeks (for in-house courses) and not later than 8 weeks (for course administered by partner organization) from the date of appeal. A letter will be given to the student to inform of the outcome.

27.11 Re-Module - after failing a module/level

27.11.1 A student will be required to repeat (re-module) the module/level of study should he/she fails a particular unit. Course fee will be charged to the student for the re-module. He / She will not be allowed to graduate from the course and may not progress to the next module/level should the module/level failed be a prerequisite to the latter.

27.11.2 To register for re-module, a student should adhere to the following procedures:

- a) You must submit a request letter for re-module and pay re-module fee to our Student Services Office at least 7 working days prior to the commencement date of the module/level.

- b) You will be informed of the schedule for the module/level by our Student Services Office once the formalities with MAGES Institute of Excellence for the re-module are completed.

27.12 TRANSFER CREDITS

The Student applying for Transfer Credits have to fill in the Student Credit Transfer Form and submit along with copy of qualification certificate/ degree, copy of the transcript along with syllabus of the course to Sales Team for Academic Manger's review and approval. Academic Director approves or rejects the Transfer Credit Request based on the MAGES Transfer Credit Policy. Management Committee approval is required before the student is communicated the final decision. Academic Director issues a letter on the outcome of the request. The Sales team communicates with the student on the outcome. The process takes not more than 10 working days.

Reference notes from Policy Manual:

The Academic Director will evaluate college credits earned elsewhere with respect to graduation requirements at MAGES Institute of Excellence Singapore. Orientation classes, or classes in which student receives a "Pass" are not eligible for transfer credit consideration. Courses transferred or waived are entered on transcripts, but no grades or quality points are awarded.

Transfer credit may be accepted subject to the following conditions and restrictions:

1. The course(s) offered for transfer must be taken at a bona fide, legitimate institution recognized and approved by a regulatory authority which oversees the educational system in the country where the institution is located. These courses must appear on official transcripts from the institution. The final decision regarding the transferability of credits remains at MAGES Institute of Excellence, Singapore's discretion.
2. The course(s) must be comparable in academic quality to MAGES Institute of Excellence courses; transfer credit will be denied for courses not meeting this standard. Accordingly, current students are strongly urged to seek transfer approval from Academic Director using the form provided for this purpose prior to enrollment in any course for which transfer approval might be sought.
3. The decision regarding the acceptance of credit rests with the Academic Director. Decisions about validation of courses are based on a comparison of syllabi or course descriptions and when the validation is in question, it will revert to the demonstrated student competencies.
4. Transfer credit will be considered for courses in which the grade of "C - Credit" or equivalent, better is recorded.
5. "Pass" grades will not be accepted for transfer credit.
6. *The maximum transfer credit MAGES will accept from a student is 2 module credits.*

The module will appear as transfer credit with a grade of "TR" on MAGES transcript. This will not affect student MAGES Graduation Requirements

28. MAGES EXTERNAL DATA PROTECTION POLICY

28.1 Purposes for Collection, Use & Disclosure of Personal Data

1. Introduction

We at MAGES Institute of Excellence (“MAGES”) respect the privacy and confidentiality of personal data in our possession or under our control; the personal data of our Clients, Partners, Consultants, Contractors, Service Providers, Outsourced Third-Parties and others who have business dealings with us.

We have implemented policies and practices to safeguard the collection, use, disclosure, storage and other processing of personal data provided to us.

2. How We Collect Your Personal Data

We collect your personal data in the following ways: -

- Respond to our events or campaigns
- Provide feedback to us on our quality of service or your user experience
- Provide your personal information relating to the courses/programmes conducted by us
- Visit our websites and leave behind your contact information
- Communicate with us via emails or written correspondences
- Submit your CV and job application form to us in response to our recruitment advertisements in newspapers and websites, or at roadshows or job fairs
- Submit your CV to recruitment firms or job portals, which are in turn forwarded to or retrieved by us

3. Types of Personal Data We Collect About You

The types of personal data we collect about you may include: -

- Your personal contact information (Name, Address, Phone No., Email address)
- Your personal particulars (NRIC/FIN/Work Permit Nos, Birth certificate, Passport Nos) only when required under the law or necessary to accurately establish or verify your identity to a high degree of fidelity
- Your personal particulars (such as Educational qualifications, country of residence, date of birth)
- Job applicant’s personal details (Name, Nationality, Marital Status, Religion, Languages spoken or written)
- Job applicant’s professional and work experience (Job title, Occupation, Employment history, Work experience, Curriculum Vitae)
- Job applicant’s educational and professional qualifications (Highest education level, Qualifications, Schools Attended, Academic transcripts, Membership of professional bodies)

Should you require more details on types of personal data we collect about you, you may visit our website: www.MAGES.edu.sg or contact our DPO at dpo@MAGES.edu.sg

28.2 How We Handle Queries and Complaints

If you have any query or feedback regarding this Policy, or any complaint you have relating to how we manage your personal data, you may contact our Data Protection Officer at: dpo@MAGES.edu.sg

Any query or complaint should include, at least, the following details:

- Your full name and contact information
- Brief description of your query or complaint

We treat such queries and complaints seriously and will deal with them confidentially and within reasonable time.

MAGES Data Protection Notice can be found on our website at <https://mages.edu.sg/admissions/website-essentials>. Alternatively, please approach one of our staff for a copy of the Data Protection Notice.

29. CONTACT INFORMATION

Student Services Office

Our dedicated team of Student Services staff serves as the forefront contact-point for students' queries/feedbacks and provides assistances to students whenever necessary within its means.

Should you have any issues you wish to raise with MAGES Institute of Excellence, you may contact us at: Mobile : 9750 1237, Email: ssa@mages.edu.sg

Should you have any academic issues or additional academic support, you may contact **Academic Director** at: Mobile : 9070 7982, Email: ssa@mages.edu.sg

Our friendly Admission staffs are always ready to help students with information on our range of courses/programmes and admission related matters.

If you would like to refer friends/relatives to study with MAGES Institute of Excellence, you may contact us at: enquiry@mages.edu.sg

<p>MAGES Institute of Excellence, 2, Orchard Link, SCAPE, Singapore - 237978 Telephone: (65) 6592 6733/36 Facsimile: (65) 6634 1544.</p>	<p>Operation Hours: Our operating hours are as follows:</p> <p>Mondays - Fridays: 9.30am to 6pm Saturday: 9.30am to 2. pm Sunday and Public Holidays: Closed</p>
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