



STUDENT HANDBOOK

VERSION 15

Dated: 17 Jan 2022

This Student Handbook is for students of MAGES Institute of Excellence, this 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

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1. ABOUT MAGES

1.1 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 Media, Animation, Gaming and Entertainment Design. Our courses are designed and delivered by industry specialists to capitalize on the dynamic change happening in Media, Animation, Gaming and Entertainment Design. 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.

Now that you've taken the first step by accessing and reading this information, I hope that you will take the next step and allow us to guide you in your entertainment and media journey.

Mrs. Neeru Bahl

Chief Executive Officer

MAGES Institute of Excellence

1.2 INTRODUCTION TO MAGES

MAGES Institute of Excellence is registered as a Private Education Institution to provide tertiary level coaching on Media, Animation, Gaming and Entertainment Design - 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.

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

1.3 OUR MISSION, VISSION, 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**

2. Committee for Private Education (CPE)

2.1 Fee Protection Scheme (FPS)

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 : [https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-\(peis\)/protection-of-course-fees](https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-(peis)/protection-of-course-fees)

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 to protect the student's fees. The insurance service is provided by Liberty Insurance Pte Ltd

- Website: www.libertyinsurance.com.sg
- Main No.: (+65) 6221 8611
- Email.: fps@libertyinsurance.com.sg
- Policy No. FPS048Y20

2.2 Standard Student Contract

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.

The student contract is an important document that governs the relationship between the school and the student. Prospective students should therefore understand and agree to the clauses in the student contract before signing it.

Standard Student Contract is available at: <https://mages.edu.sg/about-us/policy/>

3. ACADEMIC INFORMATION

3.1 Learning Management System(LMS)

Teamie is a cloud-based collaborative Learning Management System (LMS) that promotes social learning. It bring together the power of collaboration, learning management and notification systems in one platform. Harness the power of social networking to make learning fun, collaborative and engaging. Create a safe & secure network for instructors and learners to interact and learn.

Every user in Teamie has a profile page which can be accessed from the sliding navigation bar at the top left corner. A profile page usually contains the basic information about the user, such as, user name, country, role, classroom participation, time zone and so on. Further, administrators can have full control on the information to be shown on the user's profile page.

A Program is a collection of modules (classrooms) on Teamie that acts as a grouping container for modules that you are part of. The Materials tab has all your lessons and assessments (assignments, online quizzes and offline tests) shelved safely at one place under respective sections of a classroom. You can view your attendance details for the calendar events of a classroom, such as the attendance status and duration attended from the classroom's Attendance page

Students are encouraged to visit <https://support.theteamie.com/hc/en-us> to understand the LMS.

3.2 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.

3.3 Course Material

3.4.1 Purchase of Textbooks

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.

3.4.2 Provision of course material/Handouts

Students may receive a combination of the following course materials in a Teamie (LMS)on the first day of the course 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.

3.4 Academic Calendar

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

3.5 Timetable / Course Schedule

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.

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.

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.

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). 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.

4. FINANCIAL INFORMATION

4.1 Academic Fee Structure

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

4.2 Fee Payment

Application Fee is non-refundable and can be paid in Cash, NETS, Cheque/ Demand Draft, Bank Transfer or Credit Card.

Course Fee payment can be paid in NETS, Cheque/ Demand Draft, Bank Transfer or Credit Card. It 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.

Deposit the payment through Cheque/Demand Draft/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

All payments must be made out in Singapore dollars.

Students shall inform SSA about the payment being deposited in MAGES DBS Current Account.

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.

4.3 Late Payment of Fee

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.

4.4 Outstanding Fees

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.

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.

4.5 IMDA Grant and SSG Grant

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.

5. ACADEMIC POLIES AND PROCEDURES

5.1 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.

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) 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.
- 7) The module will appear as transfer credit with a grade of "TR" on MAGES transcript. This will not affect student MAGES Graduation Requirements.
- 8) For exemption cases the module will appear as Exempted with a grade of "EX" on MAGES transcript. This will not affect student MAGES Graduation Requirements.

5.2 Refund policy and procedure

MAGES' refund Policy as follows:

- A. Refund for Withdrawal Due to Non-Delivery of Course:

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

- (i) It does not commence the Course on the Course Commencement Date;

- (ii) It terminates the Course before the Course Commencement Date;
- (iii) It does not complete the Course by the Course Completion Date;
- (iv) It terminates the Course before the Course Completion Date;
- (v) It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A 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.

B. Refund for Withdrawal Due to Other Reasons:

If the Student withdraws from the Course for any reason other than those stated in Clause 1, MAGES will, within seven (7) working days of receiving the Student's written notice of withdrawal, refund to the Student an amount based on the table in Schedule.

Schedule

% 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] days before the Course Commencement Date
[50]	Before, but not more than [14] days before the Course Commencement Date
[50]	After, but not more than [7] days after the Course Commencement Date
[10]	More than [7] days after the Course Commencement Date, but not more than [14] days after the Course Commencement Date
[0]	More than [14] days after the Course Commencement Date

C. Refund During Cooling-Off Period:

MAGES will provide the Student with a cooling-off period of seven (7) working days after the date that the Contract has been signed by both parties.

The Student will be refunded the highest percentage (stated in Schedule D) of the fees already paid if the Student submits a written notice of withdrawal to the PEI within the cooling-off period, regardless of whether the Student has started the course or not.

Non Refundable fee:

- a. Application Fee: However, in the circumstance where MAGES has decided not to commence a course, the application fee will be refunded within seven (7) working days after the student is

notified, unless the student takes up alternative study arrangement with MAGES.

b. Miscellaneous Fees: However, a refund will be made for the scenarios in a 'Refund for Withdrawal Due to Non-Delivery of Course' above.

c. Third parties charges e.g. Bank charge, ICA Student Pass application fee and Issuing Fee.

Request for Course Fee Refund

- 1) In the event the student seeks a refund, the student is required to fill in the Refund Form and submit to the SSA.
- 2) The SSA will calculate the amount to be refunded.
- 3) The SSA reports the refund request to Management and hands over the form.
- 4) Management reviews the refund request against the refund policy.
- 5) Management sign off the Refund Request with his Approval or Rejection and hands it back to SSA.
- 6) SSA informs the student in 3 working days from the date of approval/ rejection of the Refund request in writing.
- 7) If the refund request is rejected by the Management, 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.
- 8) 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 Management
- 9) After MANAGEMENT's approval, SSA contacts the student and explains on the refund amount.
- 10) SSA contacts and explains to the student on refund amount
- 11) Student signs Refund form to acknowledge that the refund computation has been communicated to them
- 12) SSA submits the refund processing request document to Finance along with the original copy of Refund Form duly approved by authorized signatory of MAGES and student.
- 13) MAGES Finance prepares the cheque on student name and hands over to SSA.
- 14) SSA gives the cheque to student and take acknowledgement or deposits the cheque into students specific bank account as per the student written request.
- 15) Maximum time taken in processing the refund should not exceed 7 working days.

5.3 Transfer policy and procedure

Policy and Procedure for Transfer of Study Mode

The timeframe for assessing and replying to any request for transfer/withdrawal will not be more than 4 weeks.

Transfer of study mode refers to a change from full-time study to part-time study or vice versa for the same course. This may be possible depending on the regulations of the respective course of study but student shall be solely responsible for future outcomes resulting from the transfer should it be approved. Student's Pass holders are not eligible for such transfer.

If student wishes to have a transfer of study mode for study, student shall adhere to the following procedures:

- 1) Student must complete the Request for Transfer of Course/Level Form and submit it to our Student Services Office at least 14 working days prior to the commencement date of the module/level.
- 2) Parent's/legal guardian formal letter of consent to the transfer and to absolve MAGES' responsibilities for any disruption to his/her study in Singapore is required if student is below the age of 18.
- 3) The transfer fee of \$100 would be applicable for the transfer case
- 4) An appointment shall be arranged for student to meet with the respective staff in-charge for assessment session. With advice from our staff, student shall decide on whether to continue with student's current study mode or proceed with the transfer request.
- 5) MAGES shall put it in writing to inform student on the outcome of the request.
- 6) If the request is approved: student must approach Student Services Office as soon as possible to complete formalities with MAGES for the transfer of study mode.
- 7) For an approved transfer request, the original student contract must be terminated, and a new student contract be signed.
- 8) Unconsumed Course Fees: Any unconsumed course fee from the current contract will be credited to the new contract.
- 9) The timeframe for assessing and replying to any request for transfer will not be more than 4 weeks.

Policy and Procedure for Transfer of Course

Transfer of course refer to transfer from a course X to another course Y within MAGES with payment of a transfer fee. This treated as a withdrawal from course X (refund policy will apply) and re-enrolment with MAGES into course Y. Student may apply for any unconsumed course fee from the current course to be credited to the new course, but the request is subjected to Management Committee's approval

For transfer of course, his/her current Student's Pass must be cancelled in order for a new Student's Pass application to be made to the ICA. All Student Pass applications are subject to approval by the ICA.

If student wishes to have a transfer of course, student shall adhere to the following procedures:

- 1) Student must satisfy the pre-requisites of the requested course and have a good class attendance record before such request can be considered.
- 2) Student must complete the Request for Transfer of Course/Level Form and submit it to our Student Services Office at least one (1) month prior to the commencement date of the course.
- 3) Parent's/legal guardian formal letter of consent to the transfer and to absolve MAGES responsibilities for any disruption to his/her study in Singapore is required if student are below the age of 18.
- 4) An appointment shall be arranged for student to meet with the respective staff in-charge for assessment session. With advice from our staff, student shall decide on whether to continue with his/her course of study or proceed with the transfer, subject to his/her satisfying the pre-requisites of the intended programme.
- 5) MAGES shall put it in writing to inform student on the outcome of the request.
- 6) If the request is approved: student must approach Student Services Office as soon as

possible to complete formalities with MAGES and the Student's Pass application (Student's Pass holder only) processes for the transfer of course. His/her Student's Pass and highest education qualification certificates / academic transcripts are required for the application.

- 7) As a policy, internal transferring from one course/programme to another shall be considered "Deemed Withdrawal" in the "Student Contract".
- 8) For an approved transfer request, the original student contract must be terminated, and a new student contract be signed.
- 9) Unconsumed Course Fees: Any unconsumed course fee from the current course will be credited to the new course.
- 10) The timeframe for assessing and replying to any request for transfer will not be more than 4 weeks.

Transfer to Another School - Deemed Withdrawal

Student application to transfer to another school is deemed as withdrawal from the original course. These cases will be treated as Withdrawal without Cause.

5.4 Withdrawal policy and procedure

Withdrawal refers to student discontinues all courses with MAGES. MAGES allows students to withdraw from a course in accordance with its refund policy.

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

- 1) Student must complete the Request for Withdrawal Form and submit it along with his/her Student's Pass to our Student Services Office.
- 2) Parent's/legal guardian formal letter of consent to the withdrawal and to absolve MAGES' responsibilities for any disruption to his/her study in Singapore is required if student is below the age of 18.
- 3) An appointment shall be arranged for student to meet with the respective staff in-charge for counseling session. With advice from our staff, student shall decide on whether to continue with his/her study or proceed with the withdrawal.
- 4) For Student's Pass holder, MAGES shall cancel his/her Student's Pass with the ICA.
- 5) Unconsumed Course Fees: Refer to MAGES refund policy.

5.5 Deferment policy and procedure

Deferment of Course

Student is also allowed to defer a course before the commencement date, the request must be submitted.

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. And the deferment period is excluded in the maximum study period. He/ She would have to re-apply as a fresh applicant if he/she is interested to pursue the course.

Deferment of a course will only be considered BEFORE the commencement of the course.

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.

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.

MAGES will communicate with the student one month prior to the deferment period expiry to check student's plan to complete the course. The student will be informed about the next intake start date and will be given proper chance to complete the deferred course.

If the student wishes to complete the course, addendum to the contract will be signed accordingly. If the student does not want to continue the course, then the "Withdrawal Process" will be followed.

If the student does not reply back after 3 follow-ups by email, then the "Termination Process" will be followed.

Deferment of module

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.

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

A student who is unable to undertake any subject(s) according to the recommended class schedule and wishes to defer the subject must notify the 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).

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. And the deferment period is excluded in the maximum study period. Thereafter, students will need to re-register and pay the necessary course fees for continuation.

Students will not be allowed to defer from a subject and a refund of the course fee paid for any

5.6 Attendance policy and procedure

5.6.1 Attendance Policy

All students are required to attend at least 80% of the course time. Students missing more than an accumulative 20% of attendance will be barred from examinations.

All international students holding a valid re must not be absent for a continuous period of seven (7) days, or more without any valid reason and would not have a percentage of attendance less than 90% in any month of the course without any valid reasons. MAGES will inform ICA monthly if students failed to meet the requirements. Student's Pass may be cancelled, or no further renewal will be granted to the student.

Students are reminded to be punctual for class. Students that enter the class after 15 minutes but within 30 minutes will be marked as "late", the attendance percentage will be deducted accordingly in the Learning Management System and Student Management system. Students that enter the class after 30 minutes will be marked as "absence".

5.6.2 Leave application procedure

Any absenteeism should be supported by medical certificates / approved student leave.

Application of Absence of Leave

- 1) In the event the student has urgent leave during term period, the student is required to fill in the Student Leave Application Form.
- 2) The student hands over the filled in form to SSA along with copy of documentary evidence for urgent leave requirement.
- 3) SSA hands over the form to Academic Department to sort approval. If the AD rejects the application, the student will be informed of the final decision.

Medical Leave

- 1) If the student is not feeling well, the student has to produce a medical certificate from an accredited Doctor's practice together with the Student Leave Application Form and submit to SSA within 2 working days from the last date of the Medical Leave
- 2) The attendance sheet and wise net is updated on the days that the student was absent due to Medical Leave.

5.6.3 Intervention Measures

SSA will contact the students who have been absent continuously for 3 days without valid reason and arrange for counseling and recording the recommendation and action plan using Counseling form.

If the school has been unable to contact the student, SSA will issues warning letters to remind the student the minimum attendance requirement.

6. ASSESSEMENT POLICES AND PROCEDURES

6.1 Course Assessment

6.1.1 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

6.1.2 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.

6.2 Assessment Process

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

Exam timetable with 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.

6.3 Submission of Assignment/Project

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.

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.

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.

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.

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.

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

6.4 Examination Schedule and Venue

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.

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.

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.

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

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.

6.5 Application for Deferred Examination

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.

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.

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.

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.

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.

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.

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.

6.6 Release of Examination Results

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

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.

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

6.7 Grading system

MAGES has the following grading system:

Grade	Performance	Marks Range (%)
Distinction	Distinction	≥80
Credit	Credit	65 to <80
Pass	Pass	50 to <65
Pass*	Pass in Supplementary Examination	≥50 in Supplementary Assessment
Fail	Fail	<50
	Fail in Internal Assessment or Module Project	-
	Attendance less than 80%	-
Other Grade Notations		
EX	Exempted	-
TC	Transfer Credits	-

- 1) Students missing more than an accumulative 20% of attendance will be barred from examinations.
- 2) Student must score minimum 50% in Module Project and overall score to pass the module.
- 3) There should not be more than one supplementary assessment for one module. 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 being offered again.
- 4) There should not be more than two supplementary assessments during their course of study. If a student failed a second supplementary assessment, he/she is required to retake the module.

6.8 Supplementary Examination

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)

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).

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.

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

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.

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.

6.9 Re-Module

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.

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

- 1) 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.
- 2) 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.

6.10 Appeal Process

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.

7. SCHOOL RULES AND REGULATIONS

7.1 Student's Code of Conduct

- 1) Dress in proper attire and display a satisfactory personal appearance while in MAGES 's campuses, or whenever representing MAGES Institute of Excellence in any occasions.
- 2) Behave responsibly within and outside of the MAGES Institute of Excellence campuses.
- 3) Respect the personal property of others and the property of MAGES Institute of Excellence
- 4) Show respect to MAGES Institute of Excellence's academic and service staffs.
- 5) Respect the rights, feelings, dignity, health and safety of others and act with courtesy.
- 6) Respect the ethnic diversity, within and outside of the MAGES Institute of Excellence campuses.
- 7) 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.
- 8) Do not engage in the use/possession of items deemed inappropriate by the School, e.g. alcohol, unauthorized drugs, banned magazines, etc.
- 9) 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.
- 10) Do not theft and shoplifting – theft and shoplifting are considered serious offenses in Singapore

7.2 Academic Misconduct

Plagiarism

Plagiarism means presenting the work or property of another person as if it were one's own without appropriate acknowledgment or referencing. This may include:

- 1) Copying or paraphrasing material from any source without due acknowledgment;
- 2) Using another's idea without due acknowledgement;
- 3) Work with other without permission and presenting the resulting work as though it was completed individually.

Cheating

Cheating means acting dishonestly or unfairly to gain an advantage. The consequences for student caught plagiarism and cheating will be as follows:

- 1) Immediate failure of the module which have to be repeated; and fees will be charged for the re-module.
- 2) The incident will be entered into the student's record.
- 3) The findings of the inquiry will be forwarded to the students' parents/legal guardian for student who is below 18 years old.
- 4) Any further incidence of cheating and plagiarism will result in the student being expelled.

7.3 Disciplinary Policy and Procedure

MAGES Institute of Excellence will attempt to resolve a situation without expulsion. Counselling, 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 wellbeing of its Institution, students, staff, clients, visitors and other guests is in danger then expulsion may be applied at the institution's discretion at any point in the process.

MAGES has the authority to suspend student when it is deemed appropriate based on a thorough investigation, it may include the following:

- 1) Disciplinary reasons
- 2) Conduct disruption of good order
- 3) Conduct disruption of the instructional effectiveness of the school

Remarks:

The Academic Director will notify and provide an opportunity to meet with parent(s)/guardian(s) (for those students below the age 18) to discuss the reasons, terms, and conditions of the suspension and to allow for due process.

The suspension by the Academic Director shall not exceed five (5) school days in length. 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.

The following which may causes for expulsion:

- 1) Habitually truant
- 2) Incurable
- 3) Continuously disruptive of school discipline
- 4) Continuously disruptive of instructional effectiveness of the school
- 5) One whose presence in the school is detrimental to the health and safety of other students.

Significant Omissions or Errors in Admissions Documentation. MAGES 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.

Remarks:

Students who are subject to expulsion for any reason will be notified in writing. 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. The offender may also have to pay for damages or legal charges. There is no refund to the student for the course fees that are consumed during the period of suspension, or for the unutilized course fees in the case of expulsion.

8. INFORMATION FOR FULL TIME INTERNATIONAL STUDENTS

8.1 Student's Pass

8.1.1 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.

8.1.2 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.

8.1.3 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:

- 1) The Student's Pass is issued to you for the purpose of studying in a particular course with MAGES Institute of Excellence.
- 2) You must carry your Student's Pass at all times.
- 3) 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.
- 4) You are strictly prohibited from working in Singapore, even if it does not involve any payment to you.
- 5) You must strictly observe all laws, rules and regulations of Singapore.
- 6) You cannot be adopted by any Singaporean or Singapore Permanent Resident while being a Student's Pass holder.
- 7) You cannot be married to a Singaporean or Singapore Permanent Resident while being a Student's Pass holder.
- 8) 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.
- 9) You are not allowed to overstay in Singapore after the Student's Pass has expired unless with written approval from the ICA.

8.2 Student's Pass Renewal

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

- 1) Student's Pass expires before the end of their course of study with MAGES Institute of Excellence.

- 2) Students who will be continuing their studies with MAGES Institute of Excellence and have fulfilled the requirements of Continuing Enrolment.

8.2.2 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.

8.2.3 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:

- 1) 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).
- 2) 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.
- 3) 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.
- 4) for a replacement for your Passport.

8.3 Cancellation of Student's Pass

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

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

8.3.2 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.

8.3.3 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.

8.4 Travelling Outside of Singapore

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

- 1) 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.
- 2) You are obligated to inform MAGES Institute of Excellence of your whereabouts and contact details outside Singapore.

9. GENERAL POLICIES & INFORMATION

9.1 List of the Student Support Service

S/N	Type of Service	Responsible Department
1)	<p>Pre-Course Counselling</p> <p>In pre-course counselling to prospective students following areas are a must to be explained by the recruitment staff and/or external recruitment agents with up-to-date information in addition to the requirements stipulated in the Private Education Regulations before students enter into any form of commitment:</p> <ul style="list-style-type: none"> • School’s location(s) and a general description of the facilities and Infrastructures; • Application requirements and procedures; • Course counseling to match the aspirations of the prospective students with the course learning outcomes; • Type of certification awarded at the end of the course (certificate/diploma/advance diploma/degree/master/PhD etc); • Opportunities for further education after graduation or job prospect after graduation; • Total payable fee throughout the course duration. Fee must be transparent so that there are no hidden costs; • FPS adopted by the school payment methods and Schedule; • Student contract clauses; • Refund policy; • Transfer and Withdrawal/ Deferment policy; • Students’ support services; • Course admission requirements and any exemption (if applicable); • Course modules and outlines; • Course duration and assessment schedules; • Promotion and award criteria, including any special condition; • Inform students that those who are on STP are not permitted to work; • Explicit information on “No Cash Money” to be given to any MAGES appointed agent or staff; <p>Reference to CPE official website (www.ssg.gov.sg) for more details; etc.</p> <p>For international students, additional information must be provided for the following areas:</p>	BD

S/N	Type of Service	Responsible Department
	<ul style="list-style-type: none"> • Relevant Singapore laws especially those relating to ICA and Ministry of Manpower (MOM). This include, but are not limited to, immigration requirements, laws on driving, drugs and alcohol abuse, employment, smoking, traffic and littering; • Visa and student's pass application requirements and procedures; • Advice on personal and medical insurance; • Advice on accommodation and the cost of living; • General healthcare services in Singapore; and • English language proficiency requirement (if applicable). 	
2)	Student Admission Related Services: <ul style="list-style-type: none"> • Ensure the complete submission of application documents • Verify true copy of the documents submitted 	SSA
3)	Airport transfer facility and standby accommodation Airport transfer facility and standby accommodation will be provided upon student request at the initial joining time and at the time of course completion, details of which shall be disseminated to the students at the required time.	SSA
4)	Student Orientation programme <ul style="list-style-type: none"> • 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 , academic policy and other information • Inform students that those who are on STP are not permitted to work • 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 (if and when applicable) 	SSA
5)	Course counseling services <ul style="list-style-type: none"> • Assessing prospective students' educational needs based on their proficiencies; • Providing appropriate guidance and advice on the suitability of the courses available; • Providing career guidance relating to the courses available 	SSA
6)	Pastoral counselling <ul style="list-style-type: none"> • providing emotional support for students to help them cope with mental stress relating to a new environment or course demands; • implementing programmes to create a culture and climate of care, trust and friendliness that encourage student attendance and 	SSA/ Internal Counsellor/ Helplines

S/N	Type of Service	Responsible Department
	<p>involvement; etc</p> <p>Basic pastoral counselling, if needed, is provided by the SSA and Academic Director in the first instance. Internal counselors and appointed healthcare professionals will be engaged to assist students who are facing difficulties or requires support. Our Counselors will ensure that students are coping well during their stay and have easy access to a person they can speak to for advice.</p> <p>In case of needs, students are encouraged to get the professional help from the following Voluntary Free Counseling Services in Singapore:</p> <ol style="list-style-type: none"> SOS (Samaritans of Singapore) -1800 221 4444 The Counseling Place -6887 3695 CareCorner Singapore -1800 3535800 Family Life Society -6488 0278 ComCare Hotline -1800 2220000 (24 Hours daily service) National Care Hotline – 1800 2026868 <p>For other Helplines and mental health-related support</p> <ul style="list-style-type: none"> - go.gov.sg/hotlines (BELLE, Beyond the Label helpbot) - www.msf.gov.sg/Pages/Contact-Us.aspx 	
7)	<p>Mentor Facility</p> <ul style="list-style-type: none"> Mentor facility shall be given to the students to guide them through the initial period and through the period of study at the institute 	SSA
8)	<p>Medical Insurance</p> <ul style="list-style-type: none"> Medical insurance coverage for hospitalization and related medical treatment for the entire course duration. Students shall be given an original copy of the medical insurance policy stating clearly the policy's terms and conditions, the claim procedure, any exclusion, etc. <p>Exemption for Singaporean/PR students shall be applicable if they are already covered by their own medical insurance plan. Minimum features/coverage for medical insurance (may be group or individual) shall be:</p> <ol style="list-style-type: none"> 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). 	SSA
9)	<p>Medical Care & Injuries</p> <ul style="list-style-type: none"> In a medical emergency, MAGES may authorize a qualified medical examination or emergency treatment for you, as may be necessary. The school will contact the student's parents or legal guardian to obtain further authorization when time and situation permits. 	SSA
10)	<p>Health Promotion Programmes</p> <p>MAGES Institute of Excellence would organize Health Promotion Programmes for the students as and when required.</p>	SSA
11)	<p>Library Facilities and Study Areas</p>	SSA

S/N	Type of Service	Responsible Department
	<ul style="list-style-type: none"> In order to give the students a motivating environment and help them get a holistic learning experience MAGES Institute of Excellence would be providing library facilities and Study Areas to support our students' learning process. MAGES Institute of Excellence would provide online e-journals books database access to the students for research and project work. 	
12)	Wireless Internet Connection <ul style="list-style-type: none"> MAGES Institute of Excellence would provide a Wireless Internet facility to the students for research and project work. 	SSA
13)	Academic Assistance <ul style="list-style-type: none"> MAGES would be conducting extra classes (outside the normal study hours where applicable) for students who require extra coaching in the subjects form the foundation of the various courses to be taught. 	SSA
14)	Field Trips, Sports and Events <ul style="list-style-type: none"> 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. 	SSA
15)	Mentorship Students can opt to join in our scheduled industry visits and gain valuable advice from industry mentors.	SSA
16)	Holistic enrichment programmes <ul style="list-style-type: none"> Various models and frameworks would be created and continually reviewed to ensure that the School has sufficient programmes to develop students holistically. The Community Involvement Programme (CIP) provides students with the opportunity to participate in meaningful activities which contribute to the community. It aims to nurture a sense of social responsibility and help students understand that everyone can play a part in bettering the community. At MAGES, the Management Committee and Academic Director will play an active part in identifying organisations they wish to work with for their CIP. The type of volunteer work differs according to the project chosen or the organization chosen to carry out the activity. 	SSA/ Management Committee /Academic Director
17)	Career guidance programmes Career guidance programme to assist students to proceed to higher education programme and career pathway progress.	SSA
18)	Feedback Channels <ul style="list-style-type: none"> MAGES provides a comprehensive framework for students to provide feedback to the management. Students can email to our Management direct through our website, arrange for sharing sessions, give their inputs to the Academic Director, and also contact 	SSA

S/N	Type of Service	Responsible Department
	CPE for resolutions to complaints.	

9.2 Change of Personal Details

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.

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.

9.3 Email Notices by MAGES Institute of Excellence

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

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.

9.4 MAGES Institute of Excellence Student ID card

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.

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.

9.5 Requests for Referral Letter

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.

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.

9.6 Printing & Photocopying

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.

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

9.7 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.

9.8 Library Rules

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.

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.

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.

10. Feedback Management System

MAGES is committed to having an effective system of management that responds to feedback in a positive way to resolve issues.

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

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.

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.

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.

10.3 Compliance Director implements solution. In case the issue is Academic the involvement of Academic Director is compulsory.

For further information, refer to CPE's link - <https://www.ssg.gov.sg/cpe/student-services/dispute-resolution.html>

11 MAGES EXTERNAL DATA PROTECTION POLICY

11.1 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.

11.2 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.

11.3 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

- 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

11.4 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 <https://mages.edu.sg/about-us/policy/> Alternatively, please approach one of our staff for a copy of the Data Protection Notice

12 CONTACT INFORMATION

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 SSA at: Mobile: 9772 5009, Email: ssa@pages.edu.sg

Should you have any academic issues or additional academic support, you may contact Academic Director at: Mobile: 9779 3194, Email: ssa@pages.edu.sg

If you would like to refer friends/relatives to study with MAGES Institute of Excellence, you may contact Enquiry at: enquiry@pages.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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