

# MAGES

## I N S T I T U T E

### STUDENT HANDBOOK

VERSION 16

Dated: Jan-2024

**This Student Handbook is for students of MAGES. It contains Policies, Procedures, Rules and Regulations of the School that are essential to your success with us.**

**PLEASE READ AND MAKE SURE YOU UNDERSTAND ALL CONTENTS WITHIN THIS HANDBOOK!**

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## MESSAGE FROM CEO

### WELCOME TO MAGES

In an era where Artificial Intelligence is catalyzing profound transformations across all industries, the value of diversified education has never been greater. At MAGES, we proudly offer an expansive array of programs that cater to a wide spectrum of interests and career aspirations. From the creative realms of Concept Art, Game Art, and Game Technology to the technical disciplines of Web Development, Product Management with UX, and Cybersecurity, our curriculum is meticulously designed to immerse you in the fields shaping our digital future. Each program, rooted in the latest industry trends and technologies, is tailored to empower you as a leader, innovator, and creator in your chosen domain.

Building on this foundation, MAGES provides a solid educational grounding in Media, Animation, Gaming, and Entertainment, as well as in key technological disciplines. Our courses, devised and delivered by industry experts, span across creative arts and cutting-edge technology sectors. We are dedicated to unlocking your potential, whether you're a designer, developer, or bring other unique talents to our diverse community. By integrating you into industry-specific projects, MAGES offers tangible, real-world experience, directly aligned with your individual strengths. The essence of our brand is reflected in our students, whose accomplishments speak volumes about the quality and excellence inherent to MAGES. Our dedication to nurturing your talents and supporting your ambitions is unwavering.

As the Chief Executive Officer of MAGES, my foremost goal is to cultivate an educational environment where every student can zealously pursue knowledge and skills. My team and I are deeply committed to making a significant, positive impact on our students' lives.

Having embarked on this journey by exploring what MAGES has to offer, we eagerly anticipate assisting you in unlocking your potential and achieving your aspirations in this rapidly evolving digital landscape.

**Mrs. Neeru Bahl**  
**Chief Executive Officer**  
**MAGES**

## INTRODUCTION TO MAGES

MAGES is registered as a Private Education Institution, providing tertiary level coaching in Media, Animation, Gaming, and Entertainment Design—rapidly developing sectors in Singapore and around the world. The Institute commenced operations in April 2010 and is registered as a Private Limited Company, Reg. Number: 200912099N.

MAGES obtained registration from the Committee for Private Education (CPE, Ministry of Education, Singapore) as a Private Education Institute in July 2010. Additionally, MAGES has been awarded the coveted EduTrust certificate (Certificate No. EDU-2-2054). EduTrust certification is compulsory for all private education institutions in Singapore that wish to enroll international students. To be awarded an EduTrust Certification, MAGES had to demonstrate achievement of stipulated standards in several areas, including management, governance, provision of educational services, and credit rating.

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

Furthermore, to ensure that our courses stay up to date with the latest technology, we collaborate closely with our technology partners and suppliers, leveraging their knowledge to combine academic vigor with the most current software and equipment.

More information on MAGES can be found on our website: [www.mages.edu.sg](http://www.mages.edu.sg).

## OUR MISSION, VISSION, CORE VALUES AND CULTURE

### Our Mission

Nurture individuals to succeed, connect with and serve 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 a 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 the best quality education with the most modern technology and techniques.

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

Lifelong 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 equals from supervisor to subordinates.

## 1. IMPORTANT INFORMATION (PLEASE READ CAREFULLY)

### Committee for Private Education (CPE)

The Committee for Private Education (CPE) was appointed by the SkillsFuture Singapore (SSG) Board in October 2016 to carry out its functions and powers relating to private education under the Private Education Act. CPE has implemented a mandatory registration tier to enhance private education standards and a voluntary quality assurance framework known as the EduTrust Certification Scheme, for schools wishing to recruit students from foreign countries.

Under the EduTrust Certification scheme, private education institutes must adopt the Fee Protection Scheme (FPS) -G with CPE-appointed service providers and provide group medical insurance coverage for hospitalization and related medical treatment for the entire course duration.

### Group Medical Insurance

All international students are covered by medical insurance with Prudential Assurance Company Singapore Pte Ltd, which has been appointed as the insurance provider.

Our Group Policy No. is 00104207. The minimum features/coverage for our medical insurance include:

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

More details are available on [www.mages.edu.sg](http://www.mages.edu.sg).

### PEI-Student Contract

As stipulated by CPE to enhance the confidence of students and their parents in the quality of education in Singapore, we will enter into a standard PEI-Student Contract with all our students. The contract outlines the important terms and conditions governing the relationship between the student and MAGES. We will honor the terms and conditions set out in the contract and in all communication materials.

### Fee Protection Scheme (FPS) Group Insurance

MAGES has adopted the Fee Protection Scheme (FPS) Group Insurance from Liberty Insurance Pte Ltd, Policy No. FPS048Y20. All students will be covered by FPS -G for course fees paid throughout their studies with MAGES. (Website: [www.libertyinsurance.com.sg](http://www.libertyinsurance.com.sg))

A copy of the standard student contract and FPS Instruction Manual is available at CPE's website ([www.ssg.gov.sg](http://www.ssg.gov.sg))

## 2. ACADEMIC INFORMATION

### Learning Management System (LMS)

Teamie is a cloud-based collaborative Learning Management System (LMS) that promotes social learning. It combines 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 and secure network for instructors and learners to interact and learn.

A Program is a collection of subjects (classrooms) on Teamie that serves as a grouping container for subjects you are part of. The Materials tab contains all your lessons and assessments (assignments, online quizzes, and offline tests) organized safely in 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.

### Course Material

Students may receive a combination of the following course materials in Teamie (LMS) on the first day 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 also provides full information about the assessment of the subject, including assignment questions, assignment weighting, submission deadlines, and assessment guidelines.
- **Lecture Notes/ PowerPoint Slides:** These 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 access the recommended reference materials specified in the Course Outline to enhance their learning from the subject.
- **Articles:** May include copyright materials such as copies of essential journal articles, newspaper clippings, and short extracts from textbooks.
- **Supplementary Readings:** Provide additional information relevant to the subject but will not be covered under the scope of assessments.

### Academic Calendar

Please refer to [www.mages.edu.sg](http://www.mages.edu.sg) for the latest Academic Calendar.

**Timetable / Course Schedule**

The school provides daily timetables and course schedules, as well as information about lesson venues. Students should check their schedules daily, as occasional changes may occur.

Full-time student classes typically occur on weekdays during the day, while part-time student classes are generally held in the evenings and on Saturdays. Weekend classes may also be scheduled when needed, and full-time students may occasionally have weekend and evening classes for certain subjects.

While MAGES aims to stick to the released timetable and schedule, the school reserves the right to make changes, especially under circumstances beyond its control. In such cases, the school will make every effort to inform students promptly.

### 3. FINANCIAL INFORMATION

#### Academic Fee Structure

Please refer to [www.mages.edu.sg](http://www.mages.edu.sg) for latest the Academic Fee Structure.

#### Fee Payment

- **Application Fee** is non-refundable and can be paid in Cash, Cheque, Credit Card, NETS or Bank Transfer.
- **Course Fee** payment will be due a minimum of 2 weeks before the commencement of course or new course phase. An invoice for course fee payment will be sent to the student.

MAGES accepts the following payment methods:

Payment can be made by Cheque:  
Cheque should be crossed and made payable to "MAGES INSTITUTE OF EXCELLENCE PTE LTD"  
Please indicate our invoice number at the back of the cheque. OR  
Payment can be made by Bank Transfer (Paylah) to:  
Account Name: MAGES Institute of Excellence Pte Ltd  
Account Number: 106-902634-2  
Name of Bank: DBS, Singapore  
Swift Address: DBSSSGSG  
Bank Address: 12 Marina Boulevard, #43-02 DBS Asia Central, Marina Bay Financial Centre Tower 3, Singapore 018982  
For Paynow: UEN is 200912099N : Entity Name is MAGES INSTITUTE OF EXCELLENCE PTE LTD

All payments must be made out in Singapore dollars.

#### 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 to do so will result in a late fee charge as stated in the student contract.

#### Outstanding Fees

Students must pay their course fees to the school on time. Failure to meet financial obligations may result in being unable to attend lessons, take exams or complete projects, and progress to the next level.

MAGES has the right to prevent students from taking exams, withhold certificates and academic transcripts until all outstanding financial obligations are fulfilled.

#### IMDA Grant and SSG Grant

Participants who have received an IMDA grant or SSG Grant must complete the entire course to the satisfaction of IMDA or SSG (where applicable). Failure to do so will result in MAGES not receiving any grant amount from the respective agency. In this case, the participant must pay the full course fee to MAGES before completing the course.

**4. POLICIES AND PROCEDURES**

**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 organization stated in Schedule A within any stipulated timeline set by CPE;  
or
- (vi) The Student’s Pass application is rejected by the 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 A, 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 following **Schedule D:**

% 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:** In the circumstance where MAGES decides not to commence a course, the application fee will be refunded within seven (7) working days after the student is notified, unless the student opts for alternative study arrangements with MAGES.

b. **Miscellaneous Fees:** A refund will be made for scenarios in '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.

d. **Administration Fee:** The Administration Fee will be refunded based on the Refund Table 1.1.

<b>Refund Table 1.1 : Administration Fee Refund Policy</b>		
<b>If Student's written notice of withdrawal is received</b>	<b>Administration Fee Refund Amount for Local Students</b>	<b>Administration Fee Refund Amount for International Students</b>
More than 6 weeks before the class start date and Student Pass Rejection by ICA for International student	Refund amount = Administration Fee Paid - \$272.50 (\$250+ prevailing GST)	Refund amount = Administration Fee Paid - \$872 (\$800+ prevailing GST)
Less than 6 weeks but more than 4 weeks before the class start date	Refund amount = 50% of Administration Fee Paid - \$272.50 (\$250+ prevailing GST)	Refund Amount = 50% of Administration Fee Paid - \$872 (\$800+ prevailing GST)
Less than or equal to 4 weeks before class start date	NO REFUND	NO REFUND

**Request for Course Fee Refund**

1. If a student seeks a refund, they are required to fill in the Refund Form and submit it to the SSA.
2. The SSA will calculate the refund amount.
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 signs off on the Refund Request with their Approval or Rejection and returns it to SSA.
6. SSA informs the student in writing within 3 working days from the date of approval/rejection.
7. If the Student and MAGES cannot resolve a dispute, they 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 any legal action. Both parties agree to such procedures and to pay fees as prescribed by SMC or SIArb for dispute resolution.
8. An approved Refund Request is given to the Accounts department, which verifies all details and ensures that the request is countersigned by Management.
9. After Management's approval, SSA contacts the student to explain the refund amount.
10. The student signs the Refund Form to acknowledge that the refund computation has been communicated.
11. SSA submits the refund processing request document to Finance along with the original copy of the Refund Form signed by the authorized signatory of MAGES and the student.
12. MAGES Finance prepares a cheque addressed to the student's name and hands it over to SSA.
13. SSA gives the cheque to the student and takes acknowledgment or deposits the cheque into the student's specified bank account upon the student's written request.
14. The maximum time taken to process the refund should not exceed 7 working days.

**Transfer Policy and Procedure****Policy and Procedure for Transfer of Study Mode**

The timeframe for assessing and responding to any request for transfer/withdrawal will not exceed 4 weeks.

Transfer of study mode refers to changing 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. However, the student shall be solely responsible for any future outcomes resulting from the transfer, should it be approved. Student's Pass holders are not eligible for such a transfer.

If a student wishes to transfer their study mode, they shall adhere to the following procedures:

1. The 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 subject/level.
2. If the student is below the age of 18, a parent's/legal guardian's formal letter of consent for the transfer is required, absolving MAGES of responsibilities for any disruption to his/her study in Singapore.
3. A transfer fee is applicable. The specific fee amount can be found in the Miscellaneous Fee table provided in the student contract for reference.
4. An appointment will be arranged for the student to meet with the respective staff in charge for an assessment session. With advice from our staff, the student shall decide whether to continue with their current study mode or proceed with the transfer request.
5. MAGES will provide written notification to the student regarding the outcome of the request.
6. If the request is approved, students must visit the 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 signed.
8. Unconsumed Course Fees: Any unconsumed course fee from the current contract will be credited to the new contract.
9. The timeframe for assessment and responding to any transfer request will not exceed 4 weeks.

**Policy and Procedure for Transfer of Course**

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

For the transfer of a course, the student's 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 a student wishes to transfer courses, they shall adhere to the following procedures:

1. The student must satisfy the prerequisites of the requested course and have a good class attendance record before such a request can be considered.
2. The 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. If the student is below the age of 18, a parent's/legal guardian's formal letter of consent for the transfer and to absolve MAGES of responsibilities for any disruption to his/her study in Singapore is required.
4. An appointment will be arranged for the student to meet with the respective staff in charge for an assessment session. With advice from our staff, the student will decide whether to continue with their current course of study or proceed with the transfer, subject to satisfying the prerequisites of the intended course.
5. MAGES will provide written notification to the student regarding the outcome of the request.
6. If the request is approved, the student must visit the Student Services Office as soon as possible to complete formalities and the Student's Pass application process (for Student's Pass holders only) for the course transfer. The student's Student's Pass and highest education qualification certificates/academic transcripts are required for the application.
7. As a policy, internal transferring from one course to another will be considered a "Deemed Withdrawal" in the Student Contract.
8. For an approved transfer request, the original student contract must be terminated, and a new student contract 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 responding to any request for transfer will not exceed 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.

**Withdrawal Policy and Procedure**

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

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

1. The student must complete the Request for Withdrawal Form and submit it along with their Student's Pass to our Student Services Office.
2. If the student is below the age of 18, a parent's/legal guardian's formal letter of consent for the withdrawal and to absolve MAGES' responsibilities for any disruption to their study in Singapore is required.
3. An appointment will be arranged for the student to meet with the respective staff in charge for a counseling session. With advice from our staff, the student will decide whether to continue with their studies or proceed with the withdrawal.
4. For Student's Pass holders, MAGES will cancel their Student's Pass with the ICA.

**Deferment Policy and Procedure**

The student is also allowed to defer, and the request must be submitted to the Student Services Office a minimum of 2 weeks before the course/subject commencement date.

1. A student is allowed to defer only ONCE and up to a maximum period of ONE year, failing which they will be deemed to have withdrawn from the Course. The deferment period is excluded from the maximum study period. They would have to re-apply as a fresh applicant if interested in pursuing the course again.
2. The student must settle all overdue payments prior to approval for deferment. All subsequent installment(s) will follow the payment schedule of the new class into which the student is deferring.
3. MAGES will communicate with the student one month prior to the expiry of the deferment period to check the student's plan to complete the course. The student will be informed about the next intake start date and will be given a proper chance to complete the deferred course.
4. If the student wishes to complete the course, an addendum to the contract will be signed accordingly. If the student does not wish to continue the course, then the "Withdrawal Process" will be followed.
5. The fee is stated in the student contract under Section C of miscellaneous fees.
6. Any deferment request after the course/subject commencement will be evaluated on a case-by-case basis and is subject to management approval.

## **Attendance Policy and Procedure**

### **Attendance Policy**

1. All students are required to attend at least 80% of the course time. Students missing more than 20% of attendance will fail the subject.
2. All international students holding a valid student pass must not be absent for a continuous period of seven (7) days or more without any valid reason and must not have a percentage of attendance less than 90% in any month of the course without valid reasons. MAGES will inform the ICA monthly if students fail to meet these requirements. The Student's Pass may be cancelled, or no further renewal will be granted to the student.
3. Students are reminded to be punctual for class. Students who enter the class after 15 minutes but within 30 minutes will be marked as "late", and the attendance percentage will be deducted accordingly in the Learning Management System and Student Management System. Students who enter the class after 30 minutes will be marked as "absent".

### **Application of Absence of Leave / Medical Leave**

1. In the event a student requires urgent leave during the term period, they are required to fill in the Student Leave Application Form.
2. If a student is not feeling well, they must produce a medical certificate from an accredited doctor's practice along with the Student Leave Application Form and submit it to the SSA within 2 working days from the last date of the Medical Leave.

### **Intervention Measures**

1. The SSA will contact students who have been absent continuously for 3 days without a valid reason. Counseling will be arranged before issuing a warning letter to understand the reasons for poor attendance and to record the recommended action plan using the counseling form.
2. Students can be given a verbal warning (before the first warning letter is issued) on a case-by-case basis, such as if a student misses 2 days of classes and attends on day 3 to avoid a warning or is repeatedly late in attending classes.
3. If the school has been unable to contact the student, the SSA will issue warning letters to remind the student of the minimum attendance requirement via email or by post.
4. After issuing the first warning letter, the student is monitored for 1 month to see if there is an improvement in their attendance; otherwise, a second warning letter is issued. If the student's performance improves, the counseling form will be closed, and no further action is required.
5. If there is no further improvement shown by the student, a final (third) warning letter is issued to the student. A final warning letter leads to termination from the course.
6. For international students, upon termination from the course, the SSA will notify the ICA within 7 days to cancel the Student Pass.
7. The SSA presents the attendance analysis to the Academic Director/HODs every month with the cases falling below the minimum attendance requirement.

8. The intervention measure is evaluated using a Counseling Form, Warning Letters, and Attendance Monitoring. All warning letters and counseling forms are stored in the student's personal file and the Evaluation of Counseling Effectiveness File.

## 5. ASSESSEMENT POLICES AND PROCEDURES

### Course Assessment

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

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

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

- Online or class discussion
- Project work (individual or group), Research work
- Presentation (individual/group)
- Daily assignments (written or oral)
- Continual class tests or quizzes or practical tests (where applicable)
- End-of-course exams, etc.

Where varied assessments are present, MAGES will communicate the different weightings (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.

### 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 subject) assessment papers will be approved by the Examination Board. MAGES will have a process to ensure the validity, reliability and fairness of all assessment papers.

### Submission of Assignment/Project

Students are required to submit their assignments/projects on or before the stipulated deadline. Failing to do so will result in a 'Fail' grade being awarded. Penalties for late submission of assignments/projects will be imposed at the discretion of MAGES and/or the University. For non-adherence to assignment submission deadlines, MAGES reserves the right to issue a Warning Letter for disciplinary action.

Any request for an extension of the submission deadline for assignments must be submitted in writing with appropriate supporting documents for the project extension at least seven (7) working days prior to the due date.

It is the responsibility of the student to ensure that the coursework (assignment/project) submitted is their own work. Any student found submitting work done by others, or if a significant portion of their work contains unacknowledged content, is deemed to have committed plagiarism and will be subject to disciplinary action by the School/University. For such actions, MAGES reserves the right to issue a Warning Letter for disciplinary action.

Assignments/Projects submitted cannot be retrieved by the student. All artworks/projects created at the school must bear the copyright of the School. MAGES reserves the right to use any of the students' work produced as part of the school curriculum for marketing and promotional materials.

**Examination Schedule and Venue (Written Exams)**

All exam dates, times, and venues are fixed by MAGES, and changes to accommodate individual requests will not be entertained.

Notice of written exam dates (if any) will be published on MAGES's Learning Management System (LMS) and the 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 the School's noticeboard for their respective written exam dates.

Assessment for part-time students may be scheduled during weekday evenings or daytime on weekends. When the need arises, exams may be conducted during the weekends for full-time students.

MAGES 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 students in a timely manner about the change.

**Application for Deferred Examination**

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

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

Requests for deferment will be considered ONLY for the following reasons:

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

Students will be notified of the deferred exam schedule at least one week before the rescheduled exam. Without such approval, students are required to sit for the exam as originally scheduled.

If unable to attend an exam due to illness, a valid medical certificate from a registered hospital, polyclinic, or clinic in Singapore must be submitted to the Student Services Office within two (2) working days from the exam date. Otherwise, the medical certificate will not be accepted.

In the event of hospitalization, the student must inform the respective lecturer and the Student Services Office within two (2) working days post-exam date. The medical certificate for hospitalization must be submitted to the Student Services Office within two (2) working days after being discharged from the hospital.

For MAGES proprietary courses, students approved for a deferred exam by the School may take the supplementary exam as their deferred exam. There will be no supplementary exam for students who fail their deferred exam.

Students absent from an exam without a valid document for proof of absence will receive a Fail grade.

### **Release of Examination Results**

The results of all course assessments and examinations (projects) will be finalized by the Examination Board. The original result slip will be issued within three (3) months from the last assessment of the subject. Students are advised to take good care of their result slips, as they will not be reissued. Please note that results will be withheld if students have any outstanding fees or required documents pending with MAGES.

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

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

**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 Subject Project	-
	Attendance less than 80%	-
Other Grade Notations		
EX	Exempted	-
TC	Transfer Credits	-

- a) All students are required to maintain at least 80% attendance for each subject. Missing more than 20% of attendance will result in failing the subject.
- b) Students must achieve a minimum of 50% in internal assessments, 50% in Subject Projects, and an overall 50% score to pass the subject.
- c) There should not be more than one supplementary assessment per subject. If a student fails the supplementary assessment, resulting in subject failure, they are required to retake the entire subject when it is next offered.
- d) Students are limited to no more than two supplementary assessments during their course of study.

**Process of Re-exam/ Re-subject**

A student may request a Re-exam or Re-subject for a project/examination. Fees for each failed subject for Re-exam or Re-subject are outlined in section C Miscellaneous Fee of the Student Contract.

**Re-exam:**

- a) Students who meet the minimum required attendance (80%), have attempted and passed all required assignments/assessments but failed the project (score <50) will receive a "Fail" grade. They must pay the re-exam fee, take the supplementary assessment, and resubmit the project.
- b) If a student fails the re-exam (supplementary exam), they must retake (re-subject) the subject. An addendum must be signed, and a re-subject fee paid before the start of the class.

**Re-subject:**

- a) Students who have not met the minimum required attendance (<80%), attempted all required assignments/assessments and the project, will receive a “Fail” grade without any scores. They must pay the re-subject fee and retake all required assignments/assessments and the final project for the subject.
- b) Students who meet the minimum required attendance (80%) but fail any of the required assignments/assessments/project will receive a “Fail” grade without scores. They must pay the re-subject fee and retake all required assignments/assessments and the final project for the subject.
- c) For Re-subject, an addendum must be signed, and a re-subject fee paid before the start of the class.

**Marking Criteria for Project/Examination Re-sit or Re-subject:**

- a) Marks for the resubmitted (supplementary assessment) project will be capped at the pass grade and added to the coursework marks. Students will receive a “\*PASS” grade for supplementary assessments. If the overall score is below the pass grade, students must retake the entire subject.
- b) If a student fails the supplementary assessment, resulting in subject failure, they must retake the entire subject when offered again. A retake is considered a re-enrollment and re-study of the course in an academically appropriate manner.
- c) No more than two supplementary assessments are allowed during the course of study. If a student fails a third subject, they must retake the subject.

**Appeal Process**

Should students have any queries or doubts about the grade awarded for any assessment item, they can apply for a Review of Grade. Appeal fee is applicable. The specific fee amount can be found in the Miscellaneous Fee table provided in the student contract for reference.

- a) Students are given a period of seven (7) working days to appeal. The appeal process is applicable for “FAIL” results only.
- b) If a student believes there are valid grounds for an appeal regarding a failed subject, they should approach the SSA to obtain the necessary Grade Appeal Form, which must include:
  - 1. Their name and student ID
  - 2. The course, assessment number, and date of assessment
  - 3. The name of the course lecturer
  - 4. The reason for the appeal

Under normal circumstances, the outcome of each application for a Review of Grade will be communicated within four (4) weeks for in-house courses and not later than eight (8) weeks for courses administered by a partner organization, from the date of the appeal submission. A letter will be issued to the student informing them of the outcome.

## 6. SCHOOL RULES AND REGULATIONS

### Student's Code of Conduct

1. Class hours are from 9 am to 6 pm during the school term. MAGES students are not allowed to leave unless dismissed by the Department Directors or MAGES Staff. Those who fail to seek approval will be considered absent for the day.
2. In the event of emergencies or personal reasons requiring a student to leave the school during class hours, they must request permission by completing the student leave application form at the reception counter. The student may then be allowed to leave the school, depending on the circumstances.
3. Students who are late for lectures/reviews will not have their assignments/projects critiqued by the lecturer or program directors.
4. Dress in proper attire and maintain a satisfactory personal appearance while on MAGES's campus or when representing MAGES on any occasion.
5. Respect the personal property of others and the property of MAGES.
6. Show respect to MAGES's academic and service staff.
7. Respect the ethnic diversity, both within and outside the MAGES campus.
8. 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 inappropriate by the School.
9. Do not engage in the use or possession of items deemed inappropriate by the School, e.g., alcohol, unauthorized drugs, banned magazines, etc.
10. Do not possess illegal/prohibited items in accordance with the laws of Singapore, e.g., weapons, firearms, articles deemed dangerous, etc.
11. Theft and shoplifting are considered serious offenses in Singapore.
12. MAGES students are required to provide the School with written notice of changes to their residence, contact number, and mobile number within three (3) working days of any change.

### Academic Misconduct (Cheating and Plagiarism)

1. Collect evidence of student cheating from the source.
2. The Academic Director and SSA will investigate the matter and counsel the student, along with the Student's Parent/Legal Guardian if the student is under 18 years of age. If the offense is confirmed, the lecturer may fail the student for that subject or offer a chance to redo the assignment, depending on the severity of the misconduct.
3. If the student fails the subject, they must repeat the subject and pay the re-subject fee to attend at its next available schedule. The student will only achieve a Pass grade, regardless of academic performance on the second attempt. The incident will be recorded on the Counselling form, with recommendations and an action plan signed by the SSA and the Student.
4. The incident and course of action will be communicated to the Student's Parent/Legal Guardian if the student is under 18 years of age. If a repeated case of academic misconduct occurs by the same student during their course of study, the student will be expelled.

**Disciplinary Policy and Procedure**

MAGES aims to resolve situations without resorting to expulsion. Counseling, verbal warnings, and written warnings may precede this final and most severe action. Where MAGES deems the integrity, safety, or wellbeing of its Institution, students, staff, clients, visitors, and other guests to be in danger, then expulsion may be applied at the institution's discretion at any point in the process.

MAGES has the authority to suspend a student when deemed appropriate after a thorough investigation, which may include, but is not limited to, the following reasons:

1. Disciplinary reasons
2. Disruption of good order
3. Disruption of the instructional effectiveness of the school

**Remarks:**

The Academic Director will notify and provide an opportunity to meet with the parent(s)/guardian(s) (for students under the age of 18) to discuss the reasons, terms, and conditions of the suspension and to ensure 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 the health, welfare, or safety of other students.

**Causes for expulsion may include:**

1. Habitual truancy
2. Being incorrigible
3. Continuous disruption of school discipline
4. Continuous disruption of instructional effectiveness of the school
5. Presence in the school is detrimental to the health and safety of other students.

**Remarks:**

Significant omissions or errors in admissions documentation. MAGES is responsible for ensuring students are admitted according to the registration requirements for the Course. Students who knowingly misrepresent their applications or make errors are subject to immediate expulsion.

Students subject to expulsion will be notified in writing. An expelled student is responsible for returning any School property in their possession within one (1) working day and will be held financially responsible for any property not returned in good condition. The offender may also be liable for damages or legal charges. There is no refund for course fees incurred during the period of suspension, or for unutilized course fees in the case of expulsion.

## 7. INFORMATION FOR FULL TIME INTERNATIONAL STUDENTS

### Student's Pass

- 1) All international students are required to hold a valid Student's Pass issued by the Immigration & Checkpoints Authority (ICA) of Singapore to pursue full-time study in Singapore.
- 2) The 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 for the purpose of studying in a particular course with MAGES.
  - b. You must carry your Student's Pass at all times.
  - c. If students fail to attend classes for a continuous period of seven (7) working days or if attendance falls below 90% in any month of the course, the school will report to the ICA and may 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 must surrender your Student's Pass (along with your passport and Disembarkation/Embarkation Card) to the ICA for cancellation within seven (7) working days from the date of your discontinuance/termination of study with MAGES. Alternatively, you may surrender your Student's Pass to the School for cancellation via the ICA online SOLAR+ system.
  - g. You are not allowed to overstay in Singapore after the Student's Pass has expired unless with written approval from the ICA.

### Student's Pass Renewal

#### **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. Students who will be continuing their studies with MAGES and have fulfilled the requirements of Continuing Enrollment.
2. It is your responsibility to ensure that your Student's Pass is valid and renewed on time. MAGES is not liable for compensation or responsible if your Student's Pass has expired due to late renewal or if the renewal application was rejected by the ICA. a. If your Student's Pass is expiring before the expected completion date of your course, 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 Pass.
3. The Student's Pass will be cancelled when the student graduates, withdraws from the course, or is expelled.
4. International students returning to their home country earlier than the Student Pass expiry date must surrender their Student's Pass (along with their passport, return flight ticket, and Disembarkation/Embarkation Card) to the ICA for cancellation.
5. For any urgent reasons, if a student would like to travel outside of Singapore, they must get approval by submitting a Leave Application Form.

## 8. GENERAL POLICIES & INFORMATION

### List of the Student Support Service

- Pre-Course Counselling
- Airport Transfer Facility and Standby Accommodation (Upon Request)
- Student Orientation Program
- Pastoral Counselling
- Mentor Facility
- Group Medical Insurance
- Medical Care and Injuries
- Wireless Internet Connection
- Library Facilities and Study Areas
- Academic Assistance
- Field Trips & Holistic Enrichment Programs
- Career Guidance and Soft Skills Programs
- Feedback Channels

### Change of Personal Details

It is extremely important for the school to keep updated information on your personal contact details for the convenience of:

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

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.

**Pastoral Counselling**

Basic pastoral counselling, if needed, is provided by the SSA and Academic Director in the first instance. 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.

In case of needs, students are encouraged to get the professional help from the following Voluntary Free Counselling Services in Singapore:

- a. SOS (Samaritans of Singapore) - 1800 221 4444
- b. The Counselling Place - 6887 3695
- c. CareCorner Singapore - 1800 3535800
- d. Family Life Society - 6488 0278
- e. ComCare Hotline - 1800 2220000 (24 Hours daily service)
- f. National Care Hotline - 1800 2026868

**For other Helplines and mental health-related support -**  
**[go.gov.sg/hotlines](http://go.gov.sg/hotlines) - [www.msf.gov.sg/Pages/Contact-Us.aspx](http://www.msf.gov.sg/Pages/Contact-Us.aspx)**

**Email Notices by MAGES**

MAGES may notify students about some of these issues:

- a. Lesson schedule or changes in lesson schedule/venue.
- b. Exam schedule or changes in exam schedule/venue.
- c. New or changes in policies and procedures of MAGES.
- d. Upcoming events/activities of MAGES.

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

**MAGES Student ID card**

All MAGES students will be issued a MAGES student ID card, which must be presented as a form of identification when required by the school. This ID card is also necessary for compulsory verification during exams and for using campus facilities.

If you misplace or lose your student ID card, you must immediately contact our Student Services Office to arrange for a replacement. A replacement fee will be charged.

**Requests for Referral Letter**

If you require a referral letter from the school to certify your enrolment 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 process your request within 3-5 working days from the date of request. Any request requiring processing time by external parties (e.g., university partners, government authorities, etc.) will take at least 14 working days.

**Printing & Photocopying**

Facilities for printing and/or photocopying additional handouts, assignments/projects, or other required materials are available. Students can seek assistance from our Student Service Administrators as needed. The school does not provide personal printing and/or photocopying services for students.

**Lost & Found**

Items found within the school premises should be referred to the Student Services Administrator. Students can visit the Student Services Office to inquire about lost articles/items. Items not claimed within fourteen (14) working days will be discarded or disposed of accordingly.

**Library Rules**

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

- a) Consumption of plain water (bottled) is allowed, but eating or drinking other beverages in the library is prohibited.
- b) To avoid disturbing others, maintain silence at all times in the library. Mobile phones must be set to silent mode.
- c) Reference materials are for in-house consultation only and may not be removed without approval.
- d) All printed publications are protected by the Copyright Act. Students may photocopy up to 10% of the pages in a published edition of a work or one chapter if the work is divided into chapters, provided the work is not less than 10 pages.
- e) The library should be used as a study area and not as a resting or eating place.

It is an offense to write in, damage, lose, or refuse to return library materials. For any lost item, the borrower will be charged for the replacement copy.

Students are encouraged to utilize the campus library resources for research or projects. The library is accessible to all students, and reference books are meant for browsing within the library only. Books should not be removed from the library without authorization from the School.

Students are encouraged to utilize the library resources of our campus to do their research 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.

**Feedback Management System**

MAGES is committed to maintaining an effective system of management that responds positively to feedback and resolves issues promptly. Students may provide feedback or complaints to MAGES via emails, letters, feedback forms in person, or phone calls. Complainants may fill out the Feedback/Complaint Form or choose to send an email to [feedback@rages.edu.sg](mailto:feedback@rages.edu.sg).

MAGES will acknowledge the email (if the complaint/feedback is sent via email) or the form (if the complaint/feedback is submitted through the form) and classify the issue as minor or major.

The issue must be resolved within 21 working days from the date the complaint is logged. All critical complaints must be addressed within 15 working days. If the Student and MAGES cannot resolve a dispute, both parties shall refer the dispute to the Singapore Mediation Centre (SMC) or the Singapore Institute of Arbitrators (SI Arb) through the CPE Student Services Centre for mediation before initiating any legal actions or proceedings.

Both the Student and MAGES agree to such procedures and to pay any fees prescribed by the SMC or SI Arb for resolving their dispute.

The Compliance Director implements the solution. If the issue is academic, involving the Academic Director is mandatory. For more information, refer to the CPE's link:

<https://www.ssg.gov.sg/cpe/student-services/dispute-resolution.html>

## 9. MAGES EXTERNAL DATA PROTECTION POLICY

At MAGES, we respect the privacy and confidentiality of personal data in our possession or control, including the personal data of our Clients, Partners, Consultants, Contractors, Service Providers, outsourced Third Parties, and others who engage in business dealings with us. We have established policies and practices to safeguard the collection, use, disclosure, storage, and processing of personal data provided to us.

The MAGES Data Protection Notice is available on our website at <https://mages.edu.sg/about-us/policy/>. Alternatively, you may request a copy of the Data Protection Notice from our staff.

## 10. CONTACT INFORMATION

Our dedicated Student Services team serves as the primary contact point for student queries/feedback and provides assistance to students as necessary.

Should you have any issues or inquiries, you may contact us at:

- Email: [ssa@mages.edu.sg](mailto:ssa@mages.edu.sg)
- Mobile: 9750 1237
- Mobile: 9779 3194

If you would like to refer friends or relatives to study with MAGES, please contact us at: [enquiry@mages.edu.sg](mailto:enquiry@mages.edu.sg)