

# **MAGES**

**I N S T I T U T E**

## **MAGES Pre-Course Counselling Information**

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### 1. School's location(s) and a General Description of the Facilities and Infrastructures

MAGES Institute of Excellence is a private education institution providing high quality tertiary level coaching in the rapidly developing Media, Animation and Gaming Industries. Keen expertise from lecturers who are industry professionals provides students with the niche skill sets required for success within the highly competitive creative technology industries.

The MAGES Institute of Excellence prides itself on providing world-class facilities for our students and faculty. We aim to cultivate a vibrant and nurturing environment that inspires creativity and energizes students to learn to the best of their abilities. MAGES is equipped with open workspaces with plenty of breathing room and a well-stocked library for endless learning possibilities. Students will feel enlivened by the energy emitted by the MAGES community as well. Our teachers and mentors lay a solid foundation for the growth mindset, encouraging students to do their best every step of the way. Our facilities and community at MAGES will always be conducive to a learning environment that motivates students every day they step on campus.

Conveniently located at the heart of Singapore, our students and faculty enjoy a vibrant and well-connected lifestyle. The MAGES Institute is established at SCAPE Orchard, a mere 5 minutes from Somerset MRT Station. This central location makes commuting on public transit accessible and easy. Additionally, being within Singapore's leading shopping district, students have a multitude of options for food and supplies that are only minutes away from campus.

<b>Address :</b> 2, Orchard Link, SCAPE, Singapore 237978 <b>Telephone:</b> (65) 6592 6733/36 <b>Facsimile:</b> (65) 6634 1544.	<b>Operation Hours:</b> Mondays - Fridays: 9.30am to 6pm Saturday: 9.30am to 2. pm Sunday and Public Holidays: Closed
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### 2. Application Requirements and Procedures

MAGES will clearly advise prospective students on prerequisites and requirements applicable to our programs. We are committed to protecting students against non-conformance to program guidelines.

All pre-requisites and entry requirements for admission are clearly stated in the Student Contract and marketing collaterals. Applications will only be processed upon submission of all required documents including payment of Application Fee.

### 3. Course Enrolment – Information Dissemination

MAGES aim to provide clear and accurate information on our institution and the courses offered on our website to assist students and their parents/guardians to make informed decisions.

This information includes:

- Course entry requirements and any exemption (if applicable).
- English language proficiency requirement.
- Course modules and outlines.
- Course duration and assessment schedules.
- Promotion and award criteria, including any special condition.
- 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 prospects after graduation.
- Course counselling to match the aspirations of the prospective students with the course learning outcomes.
- Total payable fee throughout the course duration. Fee must be transparent so that there are no hidden costs.

#### **4. FPS adopted by the School, Payment Methods and Schedule**

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

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

#### **5. Student Contract Clauses**

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.

The Student Contract serves to minimise future disputes and hence has to be completely understood by

students prior to enrolment. If required and available, the contract in the available native language will also be provided to students. Information on the Student Contract is communicated to students throughout our various communication channels including our website. Students should understand the terms and conditions stated within the contract and be aware of the following:

- a. No Course Fee payments should be made before the contract is signed.
- b. 2 original copies of the contract should be signed, with 1 copy kept by the student.

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

Before signing the Student Contract, the students should read through the Advisory Note to Students and ensure that the following information has been included and are correct:

- The duration of the course, including holidays and examination schedules, and contact hours by day and week.
- The total fees payable, including course fees and other related costs.
- Dates when respective payments are due.
- The fee refund policy of MAGES in the event of voluntary withdrawal (by student) or enforced dismissal from the course or program (by MAGES).
- The Fee Protection Scheme you are subscribed to and its coverage.
- Available dispute resolution methods.
- Information about the PEI's policies on academic and disciplinary matters; and
- The degree or diploma or qualification which will be awarded to you upon successful completion of the course.

## 6. No Cash Money

“NO CASH “ Policy- Fees can be paid by NETS, Cheque ,Credit card or by e-banking, Cash deposit to MAGES account but MAGES staff is not allowed to collect any cash from students for the course fees.

<b>Account Name</b>	MAGES Institute of Excellence Pte.Ltd.
<b>Account No.</b>	106-902634-2
<b>Bank</b>	DBS Singapore
<b>Address</b>	12 Marina Boulevard, #43-02 DBS Asia Central, Marina Bay Financial Centre Tower 3, Singapore 018982

## 7. Refund Policy

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 charge e.g. Bank charge, ICA Student Pass application fee and Issuing Fee.

Administration Fee : Administration Fee will be refunded based on the Refund Table 1.1

<b>Administration Fee Refund Policy</b>		
<b>Refund Table 1.1</b>		
If Student's written notice of withdrawal is received	Administration Fee Refund Amount for Local Students	Administration Fee Refund Amount for International Students
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 equal to 4 weeks before class start date	NO REFUND	NO REFUND

#### Request for Course Fee Refund

- a) In the event the student seeks a refund, the student is required to fill in the Refund Form and submit to the SSA.
- b) The SSA will calculate the amount to be refunded. And reports the refund request to Management and hands over the form.
- c) Management reviews and signoffs the refund request against the refund policy.
- d) SSA informs the student in 3 working days from the date of approval/ rejection of the Refund request in writing.
- e) If the refund request is rejected by the Management, the SSA will contact the student to inform them of 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.
- f) 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.
- g) SSA contacts and explains to the student on refund amount.
- h) Student signs Refund form to acknowledge that the refund computation has been communicated to them.
- i) 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.
- j) MAGES Finance processes the refund and SSA communicates the refund processed information to student.
- k) The maximum time taken to process the refund should not exceed 7 working days.

## 8. Transfer, Withdrawal and Deferment Policy.

### 1.1 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:

- l) 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.
- m) 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.
- n) The transfer fee is applicable. The transfer fee is stated in the student contract under Section C of miscellaneous fee.
- o) 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.
- p) MAGES shall put it in writing to inform student on the outcome of the request.
- q) 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.
- r) For an approved transfer request, the original student contract must be terminated, and a new student contract be signed.
- s) Unconsumed Course Fees: Any unconsumed course fee from the current contract will be credited to the new contract.
- t) The timeframe for assessing and replying to any request for transfer will not be more than 4 weeks.

### 1.2 Policy and Procedure for Transfer of Course

Transfer of course refers 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:

- a) Student must satisfy the pre-requisites of the requested course and have a good class attendance record before such request can be considered.



- b) 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.
- c) 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.
- d) An appointment shall be arranged for student to meet with the respective staff in-charge for assessment session. With advice from our staff, the 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 program.
- e) MAGES shall put it in writing to inform the student of the outcome of the request.
- f) If the request is approved: the student must approach the 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.
- g) As a policy, internal transferring from one course/program to another shall be considered "Deemed Withdrawal" in the "Student Contract".
- h) For an approved transfer request, the original student contract must be terminated, and a new student contract be signed.
- i) Unconsumed Course Fees: Any unconsumed course fee from the current course will be credited to the new course.
- j) The timeframe for assessing and replying to any request for transfer will not be more than 4 weeks.

### 1.3 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.

### 1.4 Policy and Procedure for Withdrawal

Withdrawal refers to student discontinuing 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:

- a) Student must complete the Request for Withdrawal Form and submit it along with his/her Student's Pass to our Student Services Office.
- b) 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.
- c) An appointment shall be arranged for the student to meet with the respective staff in-charge for a counseling session. With advice from our staff, the student shall decide on whether to continue with his/her study or proceed with the withdrawal.
- d) For Student's Pass holders, MAGES shall cancel his/her Student's Pass with the ICA.
- e) For unconsumed Course Fees: Refer to MAGES refund policy.

## 1.5 Deferment Policy and Procedure

### Deferment of Course

Student is also allowed to defer and the request must be submitted to Student Services Office minimum of 2 weeks before the course commencement date.

A 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 program. 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 in pursuing the course.

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

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 the 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 2 follow-ups by email, then the "Termination Process" will be followed. Fee is stated in the student contract under Section C of miscellaneous fee.

Any deferment request after the course/ module commencement will be evaluated on a case-to-case basis and subject to management approval.

## 9. Students' Support Services

S/N	Type of Service	Responsible Department
1.	<p><b>Pre-Course Counselling</b></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"> <li>● School's location(s) and a general description of the facilities and Infrastructures.</li> <li>● Application requirements and procedures.</li> <li>● Course counselling to match the aspirations of the prospective students with the course learning outcomes.</li> <li>● Type of certification awarded at the end of the course (certificate/diploma/advance diploma/degree/master/PhD etc).</li> <li>● Opportunities for further education after graduation or job prospect after graduation.</li> <li>● Total payable fee throughout the course duration. Fee must be transparent so that there are no hidden costs.</li> <li>● FPS adopted by the school payment methods and Schedule.</li> <li>● Student contract clauses.</li> <li>● Refund policy.</li> <li>● Transfer and Withdrawal/ Deferment policy.</li> <li>● Students' support services.</li> <li>● Course admission requirements and any exemption (if applicable).</li> <li>● Course modules and outlines.</li> <li>● Course duration and assessment schedules.</li> <li>● Promotion and award criteria, including any special condition.</li> <li>● Inform students that those who are on STP are not permitted to work.</li> <li>● Explicit information on "No Cash Money" to be given to any MAGES appointed agent or staff.</li> <li>● Reference to CPE official website (<a href="http://www.ssg.gov.sg">www.ssg.gov.sg</a>) for more details; etc.</li> </ul> <p>For international students, additional information must be provided for the following areas:</p> <ul style="list-style-type: none"> <li>● 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.</li> <li>● Visa and student's pass application requirements and procedures.</li> <li>● Advice on personal and medical insurance.</li> <li>● Advice on accommodation and the cost of living.</li> <li>● General healthcare services in Singapore; and</li> <li>● English language proficiency requirement (if applicable).</li> <li>● Student pass holders are not permitted to engage in any form of employment or attend an industrial attachment/internship program, whether paid or unpaid, without a valid work pass issued by Ministry of Manpower.</li> </ul>	BD

S/N	Type of Service	Responsible Department
2.	<b>Student Admission Related Services:</b> <ul style="list-style-type: none"> <li>● Ensure the complete submission of application documents.</li> <li>● Verify true copy of the documents submitted.</li> </ul>	SSA
3.	<b>Airport Transfer Facility and Standby Accommodation (Upon Request)</b> 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.	<b>Student Orientation Program</b> <ul style="list-style-type: none"> <li>● Briefing about the Institution and its various policies</li> <li>● Briefing about Singapore infrastructure</li> <li>● Providing Hands-on experience to the international students by facilitating a city tour for them under the guidance of a trained supervisor</li> <li>● Disseminate and reiterate important course information, academic policy and other information.</li> <li>● Inform students that those who are on STP are not permitted to work.</li> <li>● 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</li> <li>● Inform students of course deferment/extension criteria and procedures, suspension and expulsion conditions; and</li> <li>● Give details of the organization awarding the certificate (if and when applicable).</li> </ul>	SSA
5.	<b>Pastoral Counselling</b> <ul style="list-style-type: none"> <li>● Providing emotional support for students to help them cope with mental stress relating to a new environment or course demands.</li> <li>● Implementing programs to create a culture and climate of care, trust and friendliness that encourage student attendance and involvement; etc.</li> </ul> <p>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.</p> <p>In case of needs, students are encouraged to get the professional help from the following Voluntary Free Counselling Services in Singapore:</p> <ol style="list-style-type: none"> <li>a. SOS (Samaritans of Singapore) -1800 221 4444</li> <li>b. The Counselling Place -6887 3695</li> <li>c. CareCorner Singapore -1800 3535800</li> <li>d. Family Life Society -6488 0278</li> <li>e. ComCare Hotline -1800 2220000 (24 Hours daily service)</li> <li>f. National Care Hotline – 1800 2026868</li> </ol> <p>For other Helplines and mental health-related support - <a href="http://go.gov.sg/hotlines">go.gov.sg/hotlines</a>  - <a href="http://www.msf.gov.sg/Pages/Contact-Us.aspx">www.msf.gov.sg/Pages/Contact-Us.aspx</a></p>	SSA/ Internal Counsellor/ Helplines

S/N	Type of Service	Responsible Department
6.	<p><b>Mentor Facility</b></p> <ul style="list-style-type: none"> <li>Students can opt to join in our scheduled industry visits and gain valuable advice from industry mentors.</li> <li>Mentor facility shall be given to the students to guide them through the initial period and through the period of study at MAGES.</li> </ul>	SSA
7.	<p><b>Medical Insurance</b></p> <ul style="list-style-type: none"> <li>Medical insurance coverage for hospitalization and related medical treatment for the entire course duration.</li> <li>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.</li> </ul> <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"> <li>annual limit not less than S\$20,000.00 per student;</li> <li>at least B2 ward (in government and restructured hospitals); and</li> <li>24 hours coverage in Singapore and overseas (if student is involved in school-related activities).</li> </ol>	SSA
8.	<p><b>Medical Care and Injuries</b></p> <ul style="list-style-type: none"> <li>In a medical emergency, MAGES may authorize a qualified medical examination or emergency treatment if necessary. The school will contact the student's parents or legal guardian to obtain further authorization when time and situation permits.</li> </ul>	SSA
9.	<p><b>Wireless Internet Connection</b></p> <p>MAGES would provide a Wireless Internet facility to the students for research and project work.</p>	SSA
10.	<p><b>Library Facilities and Study Areas</b></p> <ul style="list-style-type: none"> <li>In order to give the students a motivating environment and help them get a holistic learning experience, MAGES would be providing library facilities and Study Areas to support students' learning process. MAGES would provide online e-journals books database access to the students for research and project work.</li> </ul>	SSA
11.	<p><b>Academic Assistance</b></p> <ul style="list-style-type: none"> <li>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.</li> </ul>	SSA
12.	<p><b>Field Trips</b></p> <ul style="list-style-type: none"> <li>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.</li> </ul>	SSA
13.	<p><b>Holistic Enrichment Programs</b></p> <ul style="list-style-type: none"> <li>Various models and frameworks would be created and continually reviewed to ensure that the School has sufficient programmes to develop students holistically.</li> </ul>	SSA/ Management Committee /Academic Director

S/N	Type of Service	Responsible Department
	<ul style="list-style-type: none"> <li>The Community Involvement Program (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.</li> </ul> <p>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.</p>	
14.	<p><b>Career Guidance and Soft Skills Programs</b></p> <p>At MAGES, Academic Department staff organize Master Classes, Game Days, Meet and Mingle Events and encourage students to participate in competitions and to volunteer in community involvement projects. This will equip students with the skills necessary to step into their professional roles confidently and competently. bridge the gap between academic learning and industry exposure, enhancing their understanding of career possibilities. SSA Collects feedback on Academic Support and Student support provided using the Student Service Feedback Form.</p>	SSA/ Management Committee /Academic Director
15.	<p><b>Feedback Channels</b></p> <ul style="list-style-type: none"> <li>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 CPE for resolutions to complaints.</li> </ul>	SSA

**10. Reference to CPE official website for more details**

CPE website: [www.ssg.gov.sg](http://www.ssg.gov.sg)

**Additional MAGES Pre-course Counselling Information for International student**

**11. Visa and student's pass application requirements and procedures**

International students who wish to study in Singapore are required to apply for a Student Pass through the Immigration and Checkpoints Authority (ICA). He/She is required to submit the completed and signed ICA Forms e16 and V36 to MAGES. MAGES will submit the student details to Immigration and Checkpoints Authority (ICA) on behalf of the applicant. This will be done concurrently with the signing of the advisory note and student contract.

The processing time for Student Pass application is about 4-6 weeks upon receipt of the application by ICA. When the Student Pass is approved, the Principal Approval Letter will be issued by the ICA. This letter will be sent to the student via email. The IPA letter allows a student to enter Singapore. later the student will collect the student pass, and this allows the student to study in Singapore.

## 12. Advice on accommodation and the cost of living

Living expenses in Singapore are estimated to be \$950 per month.

- ✓ Rent & utilities: \$400.
- ✓ Meals: \$360 (Based on \$12 per day for 3 meals at a hawker center).
- ✓ Travel expenses on public transport: \$100.
- ✓ Personal expenses: \$90 TOTAL PER MONTH: \$950.

Singapore's rental market features living quarters to fit every budget and style. Various accommodations range from private rental flats and apartments to hostels, depending on your budget. MAGES understands how overwhelming it can be to look for housing in a new place and for a new adventure, so below you'll find some resources to guide your search. We are also happy to assist you with any queries you might have through our contact page.

### Websites

There are multiple websites available providing accommodation options to international students in Singapore such as:

<https://www.propertyguru.com.sg/> <https://www.99.co/> <https://www.roomgo.com.sg/>  
<https://www.hostelworld.com/>

### Real Estate Agents

Real Estate Agents bring you around to take a look at the properties which are available for rent. Typically, agents charge one month's rent as a fee for their services. Some companies that provide these services include:

- Propnex International
- ERA Realty Network Pte Ltd
- OrangeTee & Tie Pte Ltd
- Huttons Asia

DISCLAIMER : MAGES Institute of Excellence is not affiliated in any way with any of the entities listed above. Please use the lists for reference purposes only.

### 13. General healthcare services in Singapore

Singapore's modern healthcare system comprises private hospitals, public (government) hospitals and specialist clinics, each specializing in different patient needs, at varying costs.

International Students holding a Student's Pass are covered under the school's Group Hospitalisation and Surgical Insurance. However, this insurance policy does not cover the cost of any out-patient treatment. Therefore, students are advised to take out additional medical insurance before coming to Singapore. For emergency services, patients can go at any time to the 24-hour Accident and Emergency Departments located in the government hospitals. Dial 995 if you need an ambulance urgently, otherwise dial 1777. There are many private clinics, some of which also operate 24-hour services (charges are higher from 10.00pm to 8am).

#### Hospitals

- Changi General Hospital – 2 Simei Street 3 6788 8833
- KK Women's and Children's Hospital, 100 Bukit Timah Road 6225 5554
- Khoo Teck Puat Hospital, 90 Yishun Central 6555 8000
- National University Hospital, 5 Lower Kent Ridge Road 6779 5555
- Ng Teng Fong General Hospital, 1 Jurong East Street 21 6716 2000
- Singapore General Hospital, Outram Road 6222 3322
- Tan Tock Seng Hospital, 11 Jalan Tan Tock Seng 6256 6011
- Mount Elizabeth Hospital, 3 Mount Elizabeth 6737 2666
- Gleneagles Hospital, 6A Napier Road 6473 7222