



# Student Handbook HIC

A guidebook for students and parents

# CONTENTS

1	INTRODUCTION .....	2
1.1	WELCOME MESSAGE .....	2
1.2	OUR VISION, OUR MISSION, OUR VALUES AND OUR CULTURE .....	3
1.3	SCHOOL LOCATION AND CONTACTS .....	3
1.4	ORGANISATION CHART.....	4
2	ACADEMIC INFORMATION.....	5
2.1	ASSESSMENTS / EXAMINATIONS .....	5
2.2	APPEAL PROCEDURE .....	6
3	STUDENT SUPPORT SERVICES .....	7
3.1	FEE PROTECTION SCHEME (FPS).....	7
3.2	MEDICAL INSURANCE .....	7
3.3	STUDENT SUPPORT.....	7
4	CODE OF CONDUCT .....	9
4.1	ATTENDANCE AND PUNCTUALITY.....	9
4.2	ATTITUDE AND CONDUCT .....	9
4.3	DRESS CODE.....	10
4.4	PLAGIARISM AND CHEATING .....	10
4.5	DISCIPLINARY POLICY .....	10
5	POLICIES AND PROCEDURES.....	11
5.1	Transfer / Deferment / WITHDRAWAL POLICY .....	11
5.2	Transfer / Defement / WITHDRAWAL PROCEDURE .....	12
5.3	LATE PAYMENT POLICY .....	13
5.4	REFUND POLICY .....	13
5.5	REFUND PROCEDURE .....	16
5.6	DISPUTE RESOLUTION POLICY .....	16
5.7	DISPUTE RESOLUTION PROCEDURE .....	17
6	ADDITIONAL INFORMATION .....	18
6.1	REFERENCE TO SSG.....	18

# **WELCOME MESSAGE**

## *Welcome to the Heritage Academy family!*

We are a private, international school of quality with the vision to see young lives transformed and characterized by excellence!

*Lo, children are a heritage of the Lord (Psalm 127:3).*

At Heritage Academy, we recognise that each child is a unique individual, who can be trained to fulfil his full potential. In partnership with parents, we are dedicated to nurture the educational and spiritual growth of your children.

### **Training each child is not an easy task!**

Our curriculum and co-curricular activities aim to develop our students in diverse skills such as: Critical Thinking, Creativity, Teamwork, Leadership, Communication and Social Skills.

Heritage Academy provides an environment for the child to learn at his own pace, to build a firm foundation through mastery, and to motivate him towards excellence and success.

We are excited to work with you in your child's educational journey!

## 1.2 OUR VISION, OUR MISSION, OUR VALUES AND OUR CULTURE



## 1.3 SCHOOL LOCATION AND CONTACTS

### Registered Address:

510 Thomson Road SLF Building #17-01/02 Singapore 298135

### Heritage Academy – Thomson Campus (Main Campus)

Address: 510 Thomson Road #17-01/02/03/04, SLF Complex, Singapore 298135

### Heritage Academy – Khatib Campus 1

Address: Block 845 Yishun Street 81 #03-186, Singapore 760845

### Heritage Academy – Khatib Campus 2

Address: Block 846 Yishun Ring Road #03-3673, Singapore-760846

### Heritage Academy – Hougang Campus

Address: Block 837 Hougang Central #01-527, Singapore 530837

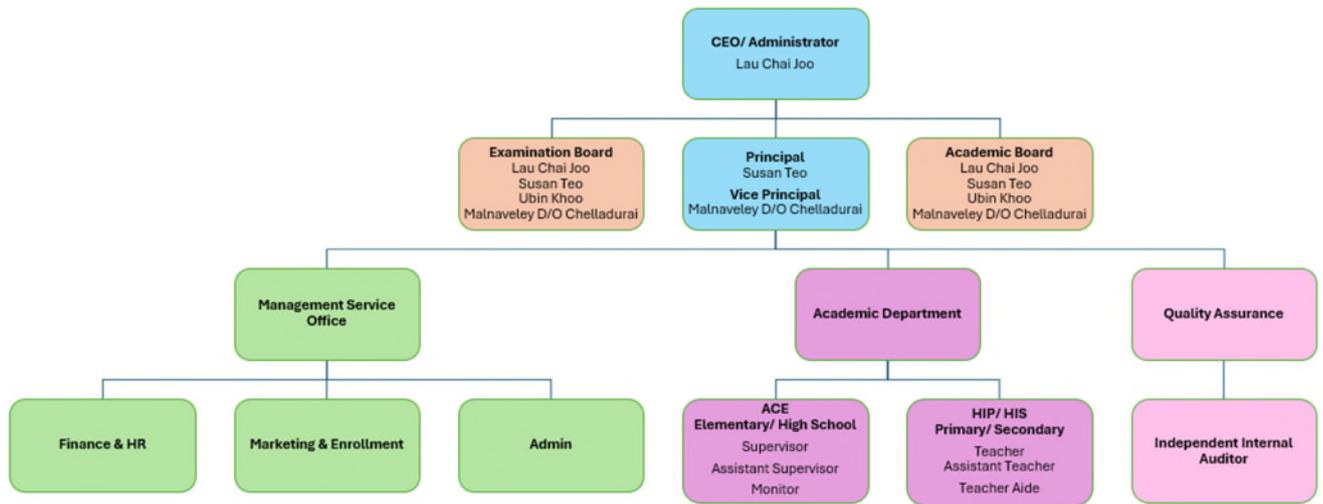
### Heritage Academy – Bukit Gombak Campus

Address: Block 373 Bukit Batok Street 31 #02-246, Singapore 650373

Tel: 8038 4377 / 6203 0700 / 9382 5753

Email: [contact@heritageacademy.edu.sg](mailto:contact@heritageacademy.edu.sg)

## 1.4 ORGANISATION CHART



Updated on: 19 February 2026

## 2 ACADEMIC INFORMATION

### 2.1 ASSESSMENTS / EXAMINATIONS

Dates of all Assessments would be scheduled according to the Academic Calendar.

Assessment information is communicated to students during the school orientation programme. Students will be reminded of assessment information before the actual assessment.

#### **Criteria for Grading and Awards**

##### **Primary School**

Grade Level	Marks Range	Performance Descriptor
A1	90-100	Excellent
A2	80-89	Very Good
B3	70-79	Good
B4	60-69	Satisfactory
C5	50-59	Developing
C6	40-49	Emerging
D7	20-39	Limited Progress
D8	Below 20	Very Limited Progress

##### Graduation Criteria (Primary Level)

- Graduation Point System
- Promotion decisions consider the overall learning profile of the student.
- A Total Grade Score is calculated by summing grade points across all subjects.
- Total Grade Score for promotion must be less than 30.
- A lower total grade score indicates stronger overall performance.

##### **Secondary School**

Grade	Marks Range	Description
A1	75-100	Distinction
A2	70-74	Distinction
B3	65-69	Merit
B4	60-64	Merit
C5	55-59	Credit
C6	50-54	Credit
D7	40-49	Sub-Pass
D8	Below 40	Fail

##### Graduation Criteria (Secondary Level 1 - 2)

- Graduation Point System
- Promotion decisions consider the overall learning profile of the student.
- A Total Grade Score is calculated by summing grade points across all subjects.
- Total Grade Score for promotion must be less than 30.
- A lower total grade score indicates stronger overall performance.

#### Graduation Criteria (Secondary Level 3 - 4)

- Graduation Point System
- Promotion decisions consider the overall learning profile of the student.
- A Total Grade Score is calculated by summing grade points across all subjects.
- Total Grade Score for promotion must be less than 30.
- A lower total grade score indicates stronger overall performance.
- To graduate from the course, students must take a minimum of 5 subjects: English, Mathematics, Science (core subjects) and minimal two elective subjects.
- Total Grade Score to Graduate = Sum of points for 5 subjects (3 core and 2 best elective) must be  $\leq 30$ .
- Lower total indicates stronger performance.

## 2.2 APPEAL PROCEDURE

Students dissatisfied with their results may submit an Assessment Appeal Form to the Student Services Department with at least 7 working days of results release.

The Student Services Department acknowledges receipt within 3 working days and forwards the appeal to the Principal for review.

The Assessment Papers will be rechecked by the Subject Teacher and verified by the Head of Department for marking accuracy and fairness.

Comments on the re-mark are recorded in the Assessment Appeal Form and circulated to the Examination Board for review and approval.

Decisions signed off by the Examination Board are final, and the Student Services Department informs the student of the outcome within 14 working days.

### 3 STUDENT SUPPORT SERVICES

#### 3.1 FEE PROTECTION SCHEME (FPS)

The FPS serves to protect the students' fees in the event that a Private Education Institution (PEI) is unable to continue operating due to insolvency and/or regulatory closure. The FPS also protects the students if the PEI fails to pay penalties or return fees to the students arising from judgment made against it by the Singapore courts. Heritage Academy will purchase FPS Insurance on the students' behalf.

Heritage Academy has appointed LONPAC Insurance Bhd, an SSG-approved insurance company as the FPS provider for our students.

The following are ways for students to be ensured that their fees are well-protected:

- A copy of the certificate of FPS Insurance Policy is available on the School's Website.

**Fee Protection Company:** LONPAC INSURANCE BHD

**Policy Number:** Z25BX01142831

#### 3.2 MEDICAL INSURANCE

Medical Insurance coverage is provided to all enrolled students. We have selected NTUC Income as the provider with the insurance premium paid for by Heritage Academy.

More information can be found from this website:

<https://www.income.com.sg/insurance/insurance-for-students-children/junior-protection-plan>

#### 3.3 STUDENT SUPPORT SERVICES

The comprehensive list of student support services and programmes that is provided by the School to meet the needs of students, enhance overall educational experience and promote students' education is as follow:-

##### For New Students

1. Accommodation Support Service
2. Arrangement for Medical Screening
3. Arrangement for Bank Account Opening
4. Student Pass Application
5. Student Orientation Programme

##### For Current Students

1. Medical Insurance
2. Fee Protection Scheme
3. Certified Counsellor
4. Dispute Resolution Process
5. Feedback Mechanism and Channels
6. Students' Outings, Field Trips and Activities

- Students' Outings, Field Trips and Activities bring learning out of the regular classroom environment. These allow students' collaboration, exploration into new environments, opportunity to problem solving, develop trust, and empathy. They are used not only as a reward and recognition of the hard work students have put in during the term, but also as a tool to enhance social-emotional development and promote students' education.

#### 7. Regional / International Student Convention

- The Student Convention allows an exciting opportunity for students to train and develop their talents and widen their interests and experiences in areas such as Music, Speech/Drama, Arts and Academics. This allows our students to increase their self-confidence and leadership in a holistic manner as they compete with students from all around the region.

#### 8. Personalize updates to parents on admission matters / student's progress which includes:

- Informing parents on student admission matters / services, including airport pick up, accommodation, etc.
- Informing parents on student issues, including attendance rate, behaviour, academic performance, etc.

#### 9. Student Progress Reports

- Student Progress Reports record how a student is progressing in the core academic. It also includes the Holistic Development Report which provides information on the Social/Personal Traits, Working Habits, and the achievements of the students such as awards, community projects and co-curricular activities.

#### 10. Parent Teacher Conference

- A parent-teacher conference is an opportunity to discuss the student's progress for the semester with the parent(s). The teacher (supervisor) goes through the Student Progress Report which comprises of the Progress Report and the Holistic Development Report including the Social/Personal Traits, Working Habits, achievements, and awards. This cooperation between the parent and the teacher helps to develop and promote students' education towards 21st century competency.

#### Bursary\*

Bursary is only eligible for families that require financial aid, subject to the School's evaluation and approval. Supporting documents must be submitted to the School for consideration.

This comprehensive list of student support services is not meant to be exhaustive. The School undertakes the responsibility to continually improve on ensuring that all students' welfare and needs are well taken care of and will do so by school-student engagements through the various student touch points.

## 4 CODE OF CONDUCT

### 4.1 ATTENDANCE AND PUNCTUALITY

The School encourages Parents to support the school in their child's attendance and punctuality as follows:

- a) The school encourages all its students to be regular and punctual for their daily classes. Please note the attendance requirement and leave application guidelines as mentioned below:
  - i. All students on a Student Pass and Non-Student Pass holders should have a minimum attendance of 90% per month. Any absenteeism should be supported by medical certificates / approved student leave.
  - ii. Immigration and Checkpoints Authority of Singapore (ICA) will be notified by the school whenever a student on Student Pass has a monthly attendance of less than 90%.
  - iii. Student Pass Holders who miss 7 consecutive days of class will be liable to have their student pass be cancelled with effect from the 8th day and the letter of cancellation will be sent to student's place of residence in Singapore as registered with the School.
- b) Attendance is to be taken once per class or marked via the Zoom call at the beginning of the day's learning. Students that enter the class within 15 minutes from the start of class will be considered late, while students that enter the class after 15 minutes from the start of class will be marked as absent.
- c) The school will monitor student attendance on a monthly basis, and intervention actions (pastoral or academic counselling) will be taken to help students with poor attendance.

### 4.2 ATTITUDE AND CONDUCT

The School has in agreement with the parents on the following attitude and conduct and these terms are also stated in the student application form.

- a) The parents agree for the School to use my / my ward's information and photographs in any publicity materials for the School.
- b) The parents' consent to the collection, use and disclosing of personal data by the School for the purpose of processing my application for study, administration and funding purposes (where applicable), subject to the provisions of the Personal Data Protection Act (PDPA). A copy of the School's Policy is available on the School's website at <http://www.heritageacademy.edu.sg>.
- c) The parents hereby pledge to pay my financial obligations to the school on the date due and understand that it may be necessary to withdraw if proper arrangements are not made on a past due account.

- d) The parents give permission for my student to take part in all school activities, including sports and school-sponsored trips away from the school premises, and absolve the school from liability to me or my student because of any injury at school or during school activity.
- e) The parents agree to uphold and support the high academic standard of the school by providing a place at home for my student to study and giving my student encouragement in the completion of any homework or assignments.
- f) The parents appreciate the standards of the school and do not tolerate profanity, obscenity in word or action, dishonor to the Godhead and the Word of God, or disrespect to the personnel of the school. I hereby agree to support all regulations of the school in the applicant's behalf and authorize this school to employ discipline as it deems wise and expedient for the training of my student.
- g) The parents understand that the school reserves the right to dismiss any student who fails to comply with the established regulations and discipline or whose financial obligation remains unpaid.

#### 4.3 DRESS CODE

- a) All students should wear school uniforms for attending lessons at the school. More information can be found from this website:

<https://www.heritageacademy.edu.sg/school-life/student-services/>

- b) Parents are to be decently dressed when attending any school activities and events. For example, high level shorts, spaghetti strap blouses, singlets are not allowed.
- c) Parents who have existing tattoos are expected to cover their prints before attending any school activities and events.
- d) Smoking is prohibited in and near to school compound and/or when attending any school activities and events.

#### 4.4 PLAGIARISM AND CHEATING

Plagiarism and cheating in any form of assessment, including tests and examination fall under school offences. Students who are caught will have to undergo disciplinary hearing conducted by the school's Disciplinary Committee and Hearing. Appeals, if any, must be submitted within 3 working days of receipt of letter to the Principal. Following which, this process would follow the School's dispute resolution process.

#### 4.5 DISCIPLINARY POLICY

Type of Misconduct are classified into three categories:

1. Minor Misconduct – includes not complying ACE procedures (like scoring violation, not raising the flags for scoring etc.), or tardiness, sloppiness, attire issues or other misconducts that did not cause inconvenience, disturbances, or minor hurt to others.

2. Moderate Misconducts – includes repeated Minor Misconducts beyond the number of occurrences stipulated by class supervisor, or multiple minor misconducts committed within a certain short period, or other offences that have caused inconvenience or disturbance or moderate hurt to others (like arguments, shoving or minor bullying case)
3. Major Misconducts – includes recalcitrant Moderate Misconducts or other misconducts that caused grievous hurt or major damages to others' property (like fighting, defiance, vandalism, vulgarity). It also includes academic misconduct (Plagiarism, Collusion, Commission and Cheating under Examination) from the Student Academic Honesty Policy.

## 5 POLICIES AND PROCEDURES

### 5.1 TRANSFER / DEFERMENT / WITHDRAWAL POLICY

The maximum processing time from students request of any deferment/withdrawal to notifying students of the outcome in writing should not exceed 4 weeks.

The School will base the student requests on the following definitions:

- Course Transfer: Student changes the course but remains as a student of the PEI.
- Course Withdrawal: Student discontinues all courses with the PEI.
- Deferment: Student delays or postpones the course (or modules).

Conditions for granting Course Transfer:

- All outstanding fees must be settled prior to approval of request.
- Student must fulfil the admission criteria of the new course and will be subjected to the School's student selection and admission procedures.

Conditions for Granting Course Deferment:

- Students can apply for deferment only twice (up to 2 times per course).
- Deferment is subjected to the availability of courses and modules offered. The School reserves the right to offer similar courses and modules in replacement of discontinued courses or modules.
- Students are to note that maximum duration allowed to complete a course should not be more than TWICE the normal registered course duration. For example, if a course is registered as 1-year duration, the maximum time allowed to complete the course successfully is 2 years.
- Requests for extension can be considered on a case-by-case basis.
- Students are to note that they will need to apply for a new student pass when re-joining the School and this is subjected to ICA's approval.

Conditions for Granting Course Withdrawal:

- All outstanding fees must be settled prior to approval of request.
- 30-days' notice period.
- ICA will be informed through the cancellation of the Student's Pass. Student's Pass Holder is required to submit his/her Student's Pass to the School for cancellation of the Student's Pass with ICA.
- A student who withdraws will have their contract terminated.

## 5.2 TRANSFER / DEFERMENT / WITHDRAWAL PROCEDURE

1. For any requests on Transfer, Deferment, and Withdrawal, students are to fill in the Course Transfer Form, Course Deferment Form and Course Withdrawal Request Form and submit them to the Admin Department. For eligible refund cases, the 'Refund' Section of the Refund Request Form will be completed as well.
2. Students should state the reasons for the request.
3. Upon receipt of the Course Transfer Form, Course Deferment Form and Course Withdrawal Request Form, the Admin Department is to contact the parents/guardians of student to find out further the intention of the request. This is to be done within 2 working days of upon receipt of the Course Transfer Form, Course Deferment Form and Course Withdrawal Request Form (based on the date of application).
4. For any refund cases, the Admin / Finance Department would need to explain and document down in the Refund Request Form on how the refund amount is being computed.
5. Admin Department would also need to inform External Academic Partners and seek permission for deferment of studies for students that are enrolled in courses with External Academic Partners. (If applicable)
6. Management Team would need to approve (Course Transfer, Course Deferment and Withdrawal) all requests in the Course Transfer, Course Deferment Form and Course Withdrawal Request Form.
7. For students below the age of 18 Years Old, a written consent would need to be gotten from the parent / legal guardian. Evidence of consent can either be signing off on the Course Transfer Form, Course Deferment Form and Course Withdrawal Request Form or any emails / letters that will need to be attached to the Course Transfer Form, Course Deferment Form and Course Withdrawal Request Form.
8. Upon Management Team approval, Admin Department would need to notify students in writing of the outcome via the following documents:-
  - Letter to Effect Course Transfer
  - Letter to Effect Course Deferment
  - Letter to Effect Course Withdrawal
9. Admin Department would need to take note of the maximum processing time, including informing students of the final outcome, as follows:-
  - Refunds, including payment made to students: within 7 working days.
  - Transfer, Withdrawals and Deferment: within 4 weeks.
10. Admin Department would also need to make the following updates as and when necessary:-
  - Cancellation of student pass (within 7 working days).
  - Update / application of student pass (within 7 working days).
  - Updating of FPS Service Provider based on new information
  - Processing of Refunds (if applicable)

### 5.3 LATE PAYMENT POLICY

- The School will ensure that all students that have applied for the course understand the School's Late Payment Policy and acknowledge this by signing on the Student Contract.
- As per the Student Contact (with reference to Section 1 Course Information and Fees), the School will consider payments made 7 days after the scheduled due date(s) included in Schedule B in the Student Contract as late payments
- Students who pay after the scheduled due dates may have a late payment fee of \$109 (GST inclusive) imposed on them. Students are required to pay this extra fee in addition to their current payment.
- Students that do not comply with this policy will be considered for withdrawal from the course.
- The School reserves the final discretion to impose the late payment fee.

### 5.4 REFUND POLICY

The School shall ensure a fair and reasonable refund policy is detailed for all students.

The maximum processing time from refund request to the issuance of the qualified refund amount should not exceed 7 working days and the Finance/ Admin Department would need to inform students/parents/guardians on how the refund is being computed.

As the Student Contract can differ based on which periods that they are signed, and that each Student Contract is a legally binding document, reference should be made to each Student Contract that is signed with the School with regards to the refund terms and conditions.

School Refund Policy as per clauses in the Standard Student Contract:-

#### 3. TERMINATION AND REFUND POLICY

- 3.1 The PEI will notify the Student in writing within three (3) working days after becoming aware of any of the following (each a "**Refund Event**"):
- a. It cannot commence the provision of the Course on the Course Commencement Date;
  - b. It cannot complete the provision of the Course by the Course Completion Date;
  - c. The Course will be terminated before the Course Completion Date;
  - d. The Student does not meet the course entry or matriculation requirements as stated in Schedule A; or
  - e. The Immigration & Checkpoints Authority of Singapore (the "**ICA**") rejects the Student's application for the Student Pass.

- 3.2 Where any of the Refund Events in Clause 3.1(a) to (c) above has occurred:
- a. The PEI shall use reasonable efforts to make alternative study arrangements for the Student and shall propose such alternative study arrangements in writing to the Contracting Party, within ten (10) working days of informing the Contracting Party of the Refund Event.
  - b. If the Contracting Party accepts such alternative study arrangements, the PEI shall set forth such alternative study arrangements in a written contract and this Contract shall automatically terminate on the date that such new written contract comes into effect.
  - c. If the PEI does not propose alternative study arrangements to the Contracting Party within the time stipulated in Clause 3.2(a) above, or the Contracting Party does not accept such alternative study arrangements, the Contracting Party may forthwith terminate this Contract by way of a written notice to the PEI.
- 3.3 Where any of the Refund Events in Clauses 3.1(d) to (e) has occurred, the PEI shall forthwith terminate this Contract by way of a written notice to the Contracting Party.
- 3.4 If the Contract is terminated pursuant to Clause 3.2(b) read with Clause 3.1(a), the PEI shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
- 3.5 If the Contract is terminated pursuant to Clause 3.2(b) read with either Clause 3.1(b) or Clause 3.1(c), the PEI shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.
- 3.6 If the Contract is terminated pursuant to Clause 3.3 or Clause 3.2(c) read with Clause 3.1(a), the PEI shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
- 3.7 If the Contract is terminated pursuant to Clause 3.2(c) read with either Clause 3.1(b) or Clause 3.1(c), the PEI shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.

**3.8 Refund for Withdrawal During the Cooling-Off Period:**

Notwithstanding anything herein contained, the Contracting Party shall be entitled to, without any liability whatsoever to the PEI, forthwith terminate the Contract at any time within the Cooling-Off Period by way of a written notice to the PEI. The PEI shall return all Course Fees and Miscellaneous Fees paid to it within seven (7) working days of the receipt of the written notice.

**3.9 Refund for Withdrawal Outside the Cooling-Off Period:**

Without prejudice to Clauses 3.1 to 3.8 above, the Contracting Party may terminate the Contract at any time before the Course Completion Date by providing a written notice to the PEI. Upon receipt of such notice, the PEI shall within seven (7) working days, refund to the Contracting Party such amount (if any) as determined in accordance with Schedule D.

Refund Table:

<b>% of [the amount of Course Fees and Miscellaneous Fees paid under Schedules B and C]</b>	<b>If the Contracting Party's written notice of withdrawal is received:</b>
[50%]	more than [20] working days before the Course Commencement Date
[30%]	before, but not more than [20] working days before the Course Commencement Date
[20%]	after, but not more than [5] working days after the Course Commencement Date
[0%]	more than [5] working days after the Course Commencement Date

**Non-Refundable Fees: -**

- FPS Fee
- Fees are reflected in Schedule C of the Standard Student Contract.

## 5.5 REFUND PROCEDURE

1. For any requests on Refunds, students/parents/guardians are to fill in the Refund Request Form and submit them to the Finance / Admin Department. Students/Parents/Guardians should state the reasons for the request.
2. Finance / Admin Department would need to then contact the student/parents/guardians to understand more on the rationale of request if necessary. This would be part of the processing of student request and details would need to be documented in the Refund Request Form.
3. For any refund cases, the Finance / Admin Department would need to explain and document down in the Refund Request Form on how the refund amount is being computed.
4. Management Team would need to approve or acknowledge all requests in the Refund Request Form.
5. For students below the age of 18 Years Old, a written consent would need to be gotten from the parent / legal guardian. Evidence of consent can either be signing off on the Refund Request Form or any emails / letters that will need to be attached to the Refund Request Form.
6. Upon management approval or acknowledgement, Finance / Admin Department would need to contact the students/parents/guardians to collect the Refund Amount or check their bank account and issue a Refund Settlement for acknowledgement.
7. In the event if a cheque is sent to the students/parents/guardians by mail, the School will request for an acknowledgement email from them.
8. Where possible, the School will get acknowledgement of receipt of refund amount from the students/parents/guardians. Should the School be unable to do so, clear records of the transaction should be kept.
9. Finance / Admin Department would need to take note of the maximum processing time, including informing students of the final outcome, as follows:-
  - Refunds, including payments made to students within 7 working days.

## 5.6 DISPUTE RESOLUTION POLICY

### **Handling of Feedbacks and Complaints**

- The School's Dispute Resolution Policy and Procedures will cover all students' official complaints that it receives from any formal channels. These will be communicated to students and aligned with the Private Education Regulations.
- All official complaints must be properly recorded and/or documented. Any correspondence (including actions taken) between the School and the complainant must be annexed as evidence. This is to ensure that any staff handling the case are kept aware of the progress / outcomes.

- Admin Department is to respond to respective students within 3 to 7 working days of receipt of any official complaints received. This is to ensure that students are aware that the School is aware of the Complaint received and is in the process of handling it.
- All complaints must be resolved within 21 working days. If the deadline is not adhered to, respective students must be notified and the reasons with regards to the delay must be made known.
- In the event that the School and the student cannot come to an agreement, or the student does not accept the final decision made by the Management Team, they will be referred to Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) for mediation.

## 5.7 DISPUTE RESOLUTION PROCEDURE

1. Students / Parents / Guardians are to approach the Admin Department to request for a Feedback Form.
2. Fill in the Feedback Form and submit the Cognito Form to the Admin Department or by email.
3. The Admin Department will acknowledge your feedback/complaint within 3 to 7 working days.
4. The Admin Department will review the complaint and discuss it with relevant parties on issue raised. A formal investigation will be carried out if necessary.
5. The Admin Department will explain the proposed solution to you and you should acknowledge the situation within 14 working days, regardless of whether you accept or are satisfied with the proposed solution.
6. Should you not be satisfied with the resolution, the matter will be escalated to the Management Team.
7. The decision of the Management Team is final.
8. Should the final resolution still be unsatisfactory, you will be referred to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb).
9. The entire process should not take more than 21 working days unless otherwise specified.

## 6 ADDITIONAL INFORMATION

### 6.1 REFERENCE TO SSG

Under the Private Education Act, schools are referred to as Private Education Institutions (PEIs). All PEIs operating in and from Singapore must be registered with the SSG under the Enhanced Registration Framework (ERF), as set out under the Private Education Act and the Private Education Regulations. For further information on SSG, please refer to [https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-\(peis\)/pei-listing](https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-(peis)/pei-listing).

#### **SkillsFuture Singapore**

1 Paya Lebar Link

#08-08 Paya Lebar Quarter 2

Singapore 408533

#### **Opening Hours**

Monday – Friday: 8.30am – 5.30pm

Saturday, Sunday and Public Holidays: Closed