INTERNATIONAL MANAGEMENT & SPORTS COLLEGE

STUDENT HANDBOOK

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1. About International Management and Sports College

1.1 Our Profile

1.1.1 The International Management and Sports College (IMSC) is a private education institution licensed by SkillsFuture Singapore, offering certification, diploma and degree courses in the areas of Business Management, Sports and Fitness Training, Hospitality and Tourism, Computing, and Preparatory Studies.

1.1.2 IMSC was first established in 2003 as International Sports Academy (ISA). After a restructuring exercise to reorganise its education business, ISA was rebranded into IMSC.

1.1.3 To ensure the relevance and quality of its education programmes, IMSC has been relentless in reaching out to renowned education outfits around the world, to source for quality education programmes that would meet the demands of its students. Since then, it has established partnerships with industry-leading education institutions around the world such as the University of Portsmouth (UoP) in the United Kingdom, United States Sports College (USSA in the United States, UEI Global Education in India, Sanya Nankai High School in China, Universiti Sains Malaysia (USM), and the Management Development Institute of Singapore (MDIS).

1.1.4 The quality of its programmes has been recognised by SkillsFuture Singapore, when IMSC was conferred the Edutrust award.

1.1.5 On top of that, IMSC's programmes have also been recognised by the industry. To date, we have received endorsements from various industry-leading organisations such as the National Strength and Conditioning Association, on the quality of our programmes.

1.1.6 We take pride in the services we provide so that we offer the best experience and quality of education that we can. Hence, we strive to ensure that all our education programmes are relevant and meet the industry's standards. Nothing matters more to us than the learning and well-being of our students and we find great satisfaction in watching our students progress and grasp knowledge as they attain success.

1.1.7 IMSC aims to lead Asia in building sustainable, global careers by becoming the region's premier education innovator, empowering students with industry-aligned skills that transcend borders. This mission and vision reflect a commitment to delivering future-ready education that supports lifelong career success and international mobility.

1.2 Our Vision

To Lead Asia in Building Sustainable, Global Careers.

1.3 Our Mission

We are committed to becoming Asia's premier education innovator, empowering students with industry-aligned skills that transcend borders.

1.4 Our Values

Passion	Innovative delivery
Progress	Meaningful impact

Purpose Measurable advancement

1.6 Our College Campus and Facilities

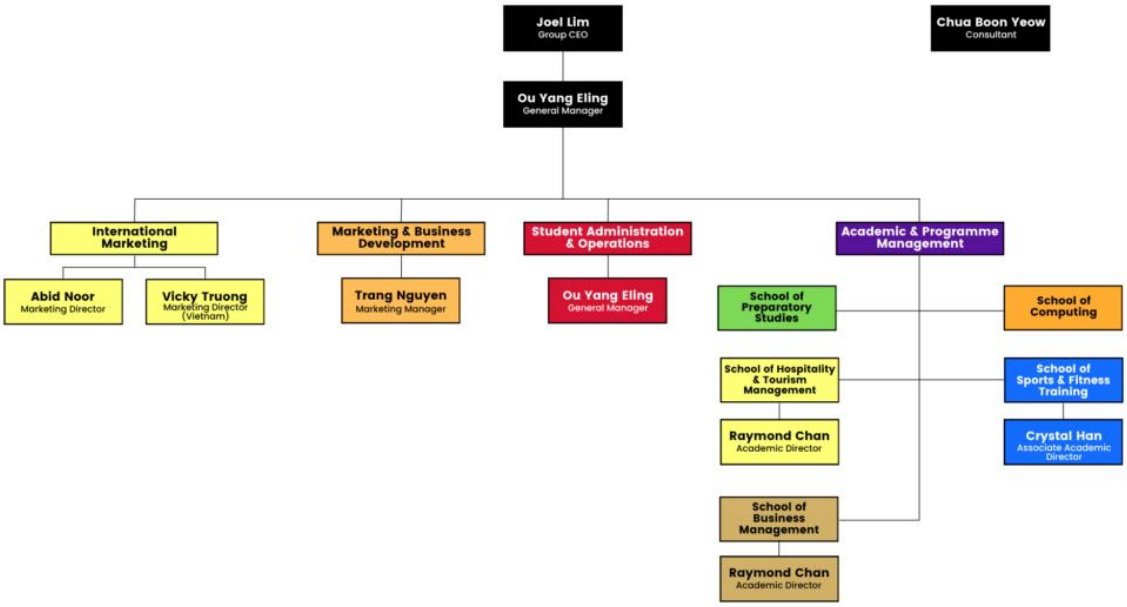
1.6.1 IMSC has over 4,000 square feet of classrooms and facilities centrally located to provide convenience for our students.

1.6.2 Our Sports Hub Campus is located in the heart of the Singapore Sports Hub at Kallang Wave Mall, only a 5-minute walk from Stadium MRT Station, with access to the beach volleyball court, the OCBC Aquatic Center and many eateries nearby.

S/N	Campus	Classroom	Floor Area (Square Metres)	Maximum Capacity (No. of Pax)
1.	Sports Hub	Passion	9.3	5
2.	Sports Hub	Progress	31.1	20
3.	Sports Hub	Purpose	46.6	32
4.	Sports Hub	Perseverance	63.5	40
5.	Sports Hub	Productivity	63.8	40

1.6.3 IMSC employs qualified, experienced and committed staff to provide effective and efficient services and programmes to our students. Currently, we have more than 30 lecturers (full-time and part-time).

1.7 Our Management Team



1.8 Our Academic and Examination Boards

No	Name	Appointment
1.	Mr. Gan Chin Huat	Chairman, Academic Board and Examination Boards
2.	Mr. Mark Chay	Member, Academic and Examination Boards
3.	Mr. Muthiah Rethinam	Member, Academic and Examination Boards
4.	Mr Kelvin Chua	Member, Academic and Examination Boards
5.	Mr. Raymond Chan	Member, Academic and Examination Boards
6.	Mr. Lim Guan Kiang	Member, Academic Board
7.	Ms. Crystal Alice Han	Secretary, Academic and Examination Boards

1.9 Our EduTrust Certification

1.9.1 IMSC is registered with SkillsFuture Singapore (SSG) as a Private Education Institution (PEI).

1.9.2 IMSC has attained the 4-year EduTrust Award which is a voluntary quality assurance certification scheme that distinguishes PEIs that have sustained an excellent level of performance in managing their institutions and providing high quality education standards and welfare for their students.

1.10 Course Information

1.10.1 All students must know the course they have applied for, the date of commencement and the duration of the course. Full details about your course (e.g. aims, learning outcomes, development of key skills, teaching and learning methods, assessment, programme structure and module evaluation) can be found in the Course Specification. Please enquire directly with our Student Administration and Operations Team or via our website at www.imsc.edu.sg.

1.10.2 At present, the list of programmes that we offer is as follows:

School of Sports and Fitness Training

No.	Course Title	Course Level	Awarded by	Estimated Course Duration (Months)	
				Full-time	Part-Time
1.	Bachelor of Science in Sport Management (Top-Up)	Bachelor	University of Portsmouth	8	8
2.	Bachelor of Science in Sport And Exercise Science (Top-Up)	Bachelor	University of Portsmouth	8	8
3.	Diploma of Higher Education in Sport and Exercise Science	Diploma	University of Portsmouth	8	8
4.	Diploma in Sports Science and Management	Diploma	International Management & Sports College	6	8

5.	Diploma in Sports Science and Coaching	Diploma	International Management & Sports College	6	8
6.	International Sports Diploma in Sports and Exercise Science (Sports Fitness)	Diploma	United States Sports Academy	6	12
7.	International Sports Diploma in Sports Coaching	Diploma	United States Sports Academy	6	12
8.	International Sports Diploma in Sports Management	Diploma	United States Sports Academy	6	12
9.	Diploma in Caregiving	Diploma	International Management & Sports College	12	0
10.	Certificate in Fitness Management	Certificate	International Management & Sports College	3	6
11.	Certificate in Nursing Aides in Healthcare	Certificate	International Management & Sports College	2	6

School of Business Management

No.	Course Title	Course Level	Awarded by	Estimated Course Duration (Months)	
				Full-time	Part-Time
1.	Diploma in Business and Retail Management	Diploma	International Management & Sports College	6	12
2.	Diploma in Business and Retail Management (E-Learning)	Diploma	International Management & Sports College	0	6
3.	Advanced Diploma in International Business	Diploma	International Management & Sports College	8	12
4.	Higher Diploma in International Business Management	Diploma	International Management & Sports College	12	18
5.	Post Graduate Diploma in Strategic Business and Innovation	Postgraduate (Certificate)	International Management & Sports College	9	12
6.	Diploma in Supply Chain and Logistics Management	Diploma	International Management & Sports College	6	0
7.	Higher Diploma in Business Management (Mandarin)	Diploma	International Management & Sports College	18	24

School of Hospitality and Tourism Management

No.	Course Title	Course Level	Awarded by	Estimated Course Duration (Months)	
				Full-time	Part-Time
1.	Diploma in Hospitality and Tourism Management	Diploma	International Management & Sports College	6	12
2.	Diploma in Hospitality and Tourism Management (E-Learning)	Diploma	International Management & Sports College	0	6
3.	Advanced Diploma in Hospitality and Tourism Management	Diploma	International Management & Sports College	6	12
4.	Advanced Diploma in Hospitality and Tourism Management (E-Learning)	Diploma	International Management & Sports College	0	6
5.	Higher Diploma in Hospitality and Tourism Management	Diploma	International Management & Sports College	12	0
6.	Post Graduate Diploma in Hospitality and Tourism Management	Postgraduate (Certificate)	International Management & Sports College	6	0
7.	Diploma in Restaurant Entrepreneurship	Diploma	International Management & Sports College	6	0

School of Computing

No.	Course Title	Course Level	Awarded by	Estimated Course Duration (Months)	
				Full-time	Part-Time
1.	Diploma in Data Analytics and Business	Diploma	International Management & Sports College	10	0
2.	Diploma in Computing with Introduction to Artificial Intelligence	Diploma	International Management & Sports College	8	10
3.	Advanced Diploma in Software Technology	Diploma	International Management & Sports College	6	10

School of Preparatory Studies

No.	Course Title	Course Level	Awarded by	Estimated Course Duration (Months)

				Full-Time	Part-Time
1.	Certificate In English (Basic)	Certificate	International Management & Sports College	3	0
2.	Certificate In English (Elementary)	Certificate	International Management & Sports College	6	0
3.	Certificate In English (Intermediate)	Certificate	International Management & Sports College	3	0
4.	Certificate In English (Advanced-Intermediate)	Certificate	International Management & Sports College	6	0
5.	Preparatory Course for Singapore-Cambridge General Certificate of Education Ordinary Level (GCE O Level)	Preparatory	International Management & Sports College	23	0
6.	Preparatory Course for Singapore-Cambridge General Certificate of Education Ordinary Level (GCE O Level) (Intensive)	Preparatory	International Management & Sports College	11	0
7.	Preparatory Course for Admission to Government (Primary 2)	Preparatory	International Management & Sports College	6	0
8.	Preparatory Course for Admission to Government (Primary 3)	Preparatory	International Management & Sports College	6	0
9.	Preparatory Course for Admission to Government (Primary 4)	Preparatory	International Management & Sports College	6	0
10.	Preparatory Course for Admission to Government (Primary 5)	Preparatory	International Management & Sports College	6	0
11.	Preparatory Course for Admission to Government (Secondary 1)	Preparatory	International Management & Sports College	6	0
12.	Preparatory Course for Admission to Government (Secondary 2)	Preparatory	International Management & Sports College	6	0
13.	Preparatory Course for Admission to Government (Secondary 3)	Preparatory	International Management & Sports College	6	0

2. Student Administration Policies and Procedures

2.1 Course Admission Criteria

2.1.1 Please refer to the Standard Student Contract and the relevant course brochures for the specific admission criteria. However, in general, the admission criteria are as follows:

Programme	Age Criteria	Academic Criteria	English Proficiency Criteria
IMSC Certificate or Diploma	Min. 16 years old	• 3 GCE 'O' Level Passes at C6 and above; or • NITEC, or Higher NITEC; or • Formal education equivalent GCE 'O' Levels; or	• GCE 'O' Level Pass in English at C6 and above; or • IELTS 5.0 and above; or • TOEFL 49 and above; or • Pearson Test of English (PTEA) 42 and above; or • Duolingo English Test Score (DET) score of 75 and above; or • Pass in Language Literacy & Numeracy (LLN)
IMSC Advanced or Higher Diploma	Min. 17 years old	• 1 GCE 'A' Level Pass and above; or • Formal education equivalent GCE 'A' Levels; or • Polytechnic diploma or foreign qualification equivalent	• GCE 'O' Level Pass in English at C6 and above; or • IELTS 5.5 and above; or • TOEFL 56 and above; or • Pearson Test of English (PTEA) 48 and above; or • Duolingo English Test Score (DET) score of 85 and above; or • Pass in Language Literacy & Numeracy (LLN)
IMSC Post Graduate Diploma	Min. 18 years old	• At least a Bachelor's degree	• GCE 'O' Level Pass in English at C6 and above; or • IELTS 5.5 and above; or • TOEFL 56 and above; or • Pearson Test of English (PTEA) 48 and above; or

			• Duolingo English Test Score (DET) score of 85 and above; or • Pass in Language Literacy & Numeracy (LLN)
USSA Certifiate or Diploma	Min. 16 years old	• 3 GCE 'O' Level Passes at C6 and above; or • NITEC, or Higher NITEC; or • Formal education equivalent GCE 'O' Levels	• GCE 'O' Level Pass in English at C6 and above; or • IELTS 5.0 and above; or • TOEFL 49 and above; or • Pearson Test of English (PTEA) 42 and above; or • Duolingo English Test Score (DET) score of 75 and above; or • Pass in Language Literacy & Numeracy (LLN)
Diploma of Higher Education in Sport and Exercise Science	Min. 17 years old	• Diploma in Sports Science and Management from IMSC; OR • Diploma graduate from recognized sports and exercise science, sport and wellness, health services and management-related programmes	• GCE 'O' Level Pass in English at C6 and above; OR • IELTS 5.5 and above and no sub-component below 5.5 or equivalent
Bachelor of Science in Sport and Exercise Science (Top-Up)	Min. 17 years old	• Diploma of Higher Education in Sport and Exercise Science from UoP; OR • Diploma in Sport & Exercise Science, Diploma in Sports Coaching from Republic Polytechnic with a minimum of GPA 2.5; OR • Diploma in Sport & Wellness Management from Nanyang Polytechnic with a minimum of GPA 2.5; OR • Equivalent relevant Advanced/Higher Diploma qualifications awarded by other Singapore registered PEI's with a minimum GPA 3.0 or equivalent	• GCE 'O' Level Pass in English at C6 and above; OR • IELTS 6.0 and above and no sub-component below 5.5 or equivalent
Bachelor of Science in Sport	Min. 17 years old	• Diploma in Sports Management from Republic Polytechnic or Diploma in Sport	• GCE 'O' Level Pass in English at

Management (Top-Up)		& Wellness Management from Nanyang Polytechnic with a minimum of GPA 2.5; OR • Any other sport or business-related diploma qualifications awarded by other tertiary institutions in Singapore – i.e. Singapore Polytechnic, Ngee Ann Polytechnic, Republic Polytechnic, Temasek Polytechnic and Nanyang Polytechnic with a minimum of GPA 3.0; OR • Equivalent relevant Advanced/Higher Diploma qualifications awarded by other Singapore registered PEI's with a minimum GPA 3.0 or equivalent; OR • Diploma graduate from recognised sports and exercise science, sport and wellness, health services and management-related programmes	C6 and above; OR • IELTS 6.0 and above and no sub-component below 5.5 or equivalent

*Mature candidates ($\geqslant$ 30 years old with 8 years' work experience) or candidates with other qualifications, and who do not fulfil any of the above-criteria, will be considered on a case-by-case basis.

IMPORTANT NOTICE

You are required to consult and seek confirmation from our admissions office on the required course entry requirements prior to signing up for any of our programmes.

2.2 Course Completion Criteria and Award

The relevant Award and/or Certificate will be conferred by IMSC, or by the relevant awarding institution, to you upon your successful completion of the course, and your having achieved the minimum criteria necessary to obtain a "pass" from the relevant awarding institution.

2.3 Contractual Commitment

All prospective students will enter into a **Standard Student Contract** with IMSC upon admission. A copy of the Standard Student Contract may also be downloaded from our webpage, or from SkillsFuture Singapore's webpage.

2.4 College Fees and Payment

2.4.1 IMSC is committed to the transparency and accuracy of all fees and charges. A schedule setting out the fees potentially payable will be enclosed in the Standard Student Contract.

2.4.2 Payment of fees should be made directly to IMSC via the following payment modes:

a. Flywire (foreign currencies only)
For your security, the Flywire payment gateway should be accessed only from the IMSC website: www.imsc.edu.sg/payment-modes

b. **Interbank/Telegraphic Transfer**

Bank Name	:	Oversea-Chinese Banking Corporation
Account name	:	International Management & Sports College Pte Ltd
Account number	:	508 707 999 001
Bank code	:	7339
Branch code	:	508
Bank address	:	OCBC Bank, 65 Chulia Street, OCBC Centre Singapore 049513
Swift code	:	OCBCSGSG
BIC code	:	OCBCSGSGXXX

Please indicate your name and/or invoice number under the Transfer Remarks.

c. Cheque
Cheques are to be made payable to "International Management & Sports College Pte Ltd".

d. PayNow
UEN No. 200305869C
Please indicate your name and/or invoice number under Reference No.

e. Cash

2.5 Miscellaneous Fee

2.5.1 Miscellaneous fees refer to any non-compulsory fees which the students pay only when applicable. Please check with IMSC for the latest published tuition and non-tuition fee schedules.

Purpose of Fee	Amount (with GST) S$
Re-assessment fees (per unit)	163.50
Re-module fee (per module)	436.00
Exam appeal fee	54.50
Deferment fee	239.80
Group medical insurance	98.10
ICA Issuance Fee	60.00 – 90.00
Student's Pass renewal fee (ICA Processing and Issuance Fee)	135.00
Penalty for late payment (each week of late payment)	10.90

Reprint of certificate and transcript	32.70
Replacement of notes	21.80
Printing cost (per sheet)	0.20 – 0.40
IMSC T-shirt	32.70

2.5.2 An official receipt will be issued immediately upon receiving of payment. Students should retain their receipts as proof-of-payment. An administrative charge will be levied for every request to retrieve a copy of the receipt.

2.5.3 Students who fail to make payment may be barred from the examinations and all pending results would be withheld by IMSC.

2.6 Fee Protection Scheme

2.6.1 Under the Fee Protection Scheme (FPS), IMSC ensures that course fees paid by students to the College are insured by a SSG-appointed service provider. This arrangement serves to protect the students' course fees in the event a PEI is unable to continue operations due to insolvency, and/or regulatory closure. Furthermore, the FPS protects the student if the PEI fails to pay penalties or return course fees to the student arising from judgments made against it by the Singapore courts. The FPS is compulsory for all local and international students taking SSG-registered courses in EduTrust-certified PEIs.

2.6.2 As IMSC has been registered with SSG with 4-year EduTrust, IMSC is eligible for FPS Group Insurance, under which a Certificate of Insurance will be issued to IMSC with a determined insurable amount (Maximum Insurable Limits or MIL) to cover all course fees to be collected during the period of indemnity.

2.6.3 IMSC has appointed Lonpac Insurance Bhd as the insurance provider to implement the Group (FPS-G)

2.6.4 Fees refer to all monies that are paid to IMSC by students to IMSC. Apart from the following fees, all fees paid by students to IMSC are protected under FPS.

a. Course application fee (paid for the sole purpose of processing the application);
b. Prevailing Goods and Services Tax (GST);
c. Miscellaneous fees (any non-compulsory fees and payable only when applicable);
d. FPS insurance premium; and
e. Examination fees collected less than 2 months before examination date.

2.6.5 Re-module fees, if collected, have to be protected.

2.7 Refund Policy and Procedure

2.7.1 IMSC is commited to handling the refund of course fees arising from the following situations in a timely manner:

1. <u>Refund For Withdrawal Due To Non-Delivery of Course</u>

IMSC shall notify the student in writing within 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 of the Student Contract; or
e. The Immigration & Checkpoints Authority of Singapore rejects the Student's application for a Student's Pass.

Where any of the Refund Events above 1a to 1c has occurred:

i. IMSC shall use reasonable efforts to make alternative study arrangements for the student and shall propse such alternative study arrangements in writing to the student, within 10 working days of informing the student of the Refund Event.

ii. If the student accepts such alternative study arrangements, IMSC shall set forth such alternative study arrangements in a written contract and the contract shall automatically terminate on the date that such new written contract comes into effect.
    I. If the course has not commenced, IMSC shall refund the Course Fees and Miscellaneous Fees paid by the student within 7 working days of the termination.
    II. If the course has already commenced, IMSC shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the course, whichever is higher, within 7 working days of the termination.

iii. If IMSC does not propose alternative study arrangements to the student within 10 working days of informing the student of the Refund Event, or the student does not accept such alternative study arrangements, the student may forthwith terminate the contract by way of a written notice to IMSC.
    I. If the course has not commenced, IMSC shall refund the Course Fees and Miscellaneous Fees paid by the student within 7 working days of the termination.
    II. If the course has already commenced, IMSC shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the course, whichever is higher, within 7 working days of the termination.

Where any of the Refund Events above 1d to 1e has occurred, IMSC shall forthwith terminate the contract by way of a written notice to the student, and shall refund all Course Fees and Miscellaneous Fees paid by the student within 7 working days of the termination.

2. <u>Refund For Withdrawal During Cooling-Off Period</u>
IMSC shall provide students with a cooling-off period of 10 calendar days commencing from and including the date that the relevant Student Contract has been signed by both parties.

The student shall be entitlted to, without any liability whatsoever to IMSC, forthwith terminate the contract at any time within the Cooling-Off Period by way of a written notice to IMSC. IMSC shall return all Course Fees and Miscellaneous Fees paid to it within 7 working days of the receipt of the written notice.

3. <u>Refund For Withdrawal Outside Of Cooling-Off Period</u>
The student may terminate the Contract at any time before the Course Completion Date by providing a written notice to IMSC. Upon receipt of such notice, IMSC shall, within 7 working days, refund to the student an amount based on the Refund Table as set out below:

% of [the amount of Course Fees and Miscellaneous Fees paid under Schedules B and C of the Student Contract]	If Student's Written Notice of Withdrawal is Received
80%	More than 20 working days before the Course Commencement Date
50%	On or before, but not more than 20 working days before the Course Commencement Date
10%	On or before, but not more than 15 working days before the Course Commencement Date
5%	On or before, but not more than 7 working days before the Course Commencement Date
0%	On or after the Commencement Date

2.7.2 In all events, including Refund Events, the application fee paid by the student in registering for the course is not refundable.

2.8 Course Withdrawal Policy and Procedure

2.8.1 Course withdrawal is defined as the student contract being terminated, and the student is no longer a student of IMSC. Transferring to another institution of study is also deemed as a withdrawal from IMSC.

2.8.2 The procedure relating to course withdrawals is as such:

- Requests for course withdrawals must be made in writing using the Course Withdrawal Form and submitted to the Student Administration & Operations Department.
- For students under 18 years of age, parental / legal guardian approval must be sought.
- IMSC shall within 3 working days of receipt of the Course Withdrawal Form, arrange for a counselling session for the student to ascertain the reasons for the course withdrawal.
- For international students, ICA shall be informed of the change in students' status that may lead to the cancellation of the Student's Pass. If transferring to another institution of study, the Student's Pass application is subject to approval by ICA. Students shall be advised that should the application be rejected by ICA, students may not be able to continue their studies in Singapore.
- Upon completion of counselling and/or obtaining parental / legal guardian approval (where applicable), IMSC shall assess the request.
- Once IMSC has approved the student's application for course withdrawal, the Student Administration and Operations Team shall advise the student on the final outcome within a reasonable time frame of not more than 7 working days by issuing an Approval for Course Withdrawal.
- The student's Student Contract will be terminated.

- Refunds (if any) shall be computed in accordance with IMSC's Refund Policy and will be processed within 7 working days from the student's request for withdrawal (excludes time taken external processing by banks).
- The student's Student's Pass will be cancelled.

2.9 Course Transfer Policy and Procedure

2.9.1 Course transfer is defined as the student transferring to a different course or period of study (from full-time to part-time or vice versa)within IMSC.

2.9.2 The procedure relating to a transfer to a different course is as such:

- Requests for course transfer must be made in writing using the Transfer Form and submitted to the Student Administration & Operations Department.
- For students under 18 years of age, IMSC shall seek parental / legal guardian approval prior to processing the request for course transfer.
- IMSC shall within 3 working days of receipt of the Course Transfer Form, arrange for a counselling session for the student to ascertain the reasons for the course transfer application. Pre-course counselling will be conducted to provide information on the new course.
- For international students, the course transfer and Student's Pass application is subject to approval by ICA. Students shall be advised that should the application be rejected by ICA, students may not be able to continue their studies in Singapore.
- Students must pay any outstanding fees or administrative fees payable to IMSC before the course transfer is processed.
- Upon completion of counselling and/or obtaining parental / legal guardian approval (where applicable), IMSC shall assess the request. The student must meet the minimum entry requirements of the new course and the course transfer is subject to approval by the Academic Director.
- Once IMSC has approved the student's application for course transfer, the Student Administration and Operations Team shall advise the student on the final outcome within a reasonable time frame of not more than 7 working days by issuing a formal letter.
- Upon acceptance of the transfer, the student will be offered a new Student Contract.

2.10 Course Deferment Policy and Procedure

2.10.1 Course deferment is defined as the student delaying or postponing the course or module to a later date but remaining a student of IMSC. The original student contract is extended through an addendum.

2.10.2 The procedure relating to course deferments is as such:

- Requests for course deferments must be made in writing using the Course Deferment Form and submitted to the Student Administration & Operations Department.
- For students under 18 years of age, IMSC shall seek parental / legal guardian approval prior to processing the request for course deferment.
- IMSC shall within 3 working days of receipt of the Course Deferment Form, arrange for a counselling session for the student to ascertain the reasons for the course deferment application.

- For international students, IMSC will apply to ICA for a renewal of the Student's Pass and the renewal is subject to approval by the ICA.
- International students are to be informed that should the application be rejected for whatever reasons, said students may not be able to continue their studies in Singapore.
- Upon completion of counselling and/or obtaining parental / legal guardian approval (where applicable), IMSC shall assess the request. All course deferments are subject to approval by the Academic Director.
- Course deferments are allowed once, up to a maximum of 6 months. Any extensions are subject to approval by Senior Management on a case-by-case basis.
- Once IMSC has approved the student's application for course deferment, the Student Administration and Operations Team shall advise the student on the final outcome within a reasonable time frame of not more than 7 working days by issuing a formal letter.
- Upon approval of the course deferment, an addendum to the Student Contract will be issued.

2.11 Attendance and Class Regulations

2.11.1 Attendance is compulsory for all lessons, school activites and events organized by IMSC and during their Industrial Attachment. In the event of absenteeism, supporting documents such as a valid doctor's medical certificate must be submitted to IMSC on the following day.

2.11.2 Students are required to be punctual for all lessons, school activities and during their Industrial Attachment. Students must observe the timings according to the class schedule sent to all students at the commencement of each module / semester / term. If there is any change made thereafter, students will be notified by IMSC through WhatsApp messages, email, notices, and/or any other means available at the time.

2.11.3 Students arriving 15 minutes after the class start time will be marked absent for the lesson.

2.11.4 Any student leaving without any valid reason before the end of class or before class is formally dismissed by the teacher will be marked absent for the day.

2.11.5 Students who are unable to attend regular classes with valid reasons are required to submit the Leave Application Form together with relevant supporting documents to the Student Administration and Operations Department at least 3 working days before the date of absence.

2.11.6 Students must be attentive in class and all assignments must be handed in on time and must be adequately prepared for their lessons.

2.11.7 Students must refrain from attending to private matters during lessons.

2.11.8 No student may leave a lesson without the prior permission of the teacher-in-charge.

Attendance Requirement

2.11.9 All students shall ensure that their attendance for each module/semester is at least 90% per module or semester (depending on the delivery schedule for the course).

Attendance Requirement to Qualify for Final Examination

2.11.10 Students are required to achieve attendance of at least 80% (excluding Medical or Approved Leave) for each module before he/she is allowed to sit for the final examination.

2.11.11 If their attendance falls below 80% (excluding Medical or Approved Leave), student will be debarred from taking the examination and the student will be required to take a Pre-Assessment Test to gauge their understanding and suitability to take the examination. If the student passes the test, he/she can proceed to take the re-examination. If he/she fails the test, he/she will be required to do a re-module.

2.11.12 If their attendance falls below 70% (even with Medical or Approved Leave), the student will be debarred from the module and he/she will be required to do a re-module.

2.12 Absenteeism and Warning Letters

No.	Types of Warning Letter	Attendance Rate	Description
1	First Warning Letter for Attendance	< 95%	The letter will be issued if the student is 1 lesson from falling below the minimum attendance rate of 90%.
2	Second Warning Letter for Attendance	< 90%	The letter will be issued if the student's attendance rate is below the minimum attendance rate of 90%. The Executive, Academic & Programme Management will hold a counselling session with the student.
3	Warning Letter of Intent to Debar	< 85%	The letter will be issued if the student's attendance rate is below 85% and risk debarment (may result in re-assessment or re-module). Should the student continue to be absent from the class without valid reasons, the student will be debarred from the module and will not be able to take the examination for the module. The Executive, Academic & Programme Management will hold a counselling session with the student.
4	Final Warning Letter – Notification of Imminent Termination from Course	-	The letter will be issued on the 6th consecutive day of absence without valid reasons. The student will be warned that he/she is on the verge of being terminated from the course. Should the student continue to be absent from the class without any valid reasons for one more day, the student will be terminated from the course. For students holding a Student's Pass issued by the Immigration & Checkpoint Authority (ICA), the Student's Pass will be cancelled.

Poor Attendance (for Both Local and International Students)

2.12.1 For students who have received the Second Warning Letter for Attendance or the Warning Letter of Intent to Debar, the Executive, Academic & Programme Management shall arrange for an academic counselling session with the student. The academic penalty (as indicated in the respective Student Handbook) shall be awarded to the student; Academic penalities may range from doing a re-assessment, barring from examinations, or termination.

2.13 Leave of Absence and Application Procedures

2.13.1 Students shall complete the Leave Application Form, and submits the form together with the relevant supporting document (such as medical certificate) to the Student Administration & Operations Department.

2.13.2 Students who fail to furnish the original medical certificate when requested will be marked as absent. Please note that it is a serious criminal offence to submit fraudulent medical certificates, chargeable under the Penal Code Chapter 224. Students may be referred to the Police if they are caught doing so.

2.13.3 For non-medical leave-related applications, or long-term (more than 5 days) medical leave that may affect the student's academic progress, the General Manager shall be the approving authority. For medical leave applications not exceeding 5 days, the Executive, Academic & Programme Management or Executive, Student Administration & Operations, shall be the approving authority.

2.13.4 The Executive, Academic & Programme Management or Executive, Student Administration & Operations, shall notify the student via WhatsApp or email on the student's leave application status, and include reasons for rejection, where applicable.

2.14 Termination and Expulsion Policy

2.14.1 In general, all students are expected to abide by the Student Code of Conduct which sets out the behaviour expected of a student from IMSC.

2.14.2 IMSC has defined the following categories of misconduct and the disciplinary procedure dealt to the student:

a. Minor Misconduct: Forgery of official documents, cheating in examination/tests or any disrespectful behavior and/or insubordination to IMSC staff or lecturer. The student will have to attend a counselling session with the Academic & Programme Management Department or Student Administration & Operations Department and receive a Final Warning Letter. Should the student commit another offense, the student will be expelled.

b. Major Misconduct: Involving with loan shark related activities, money laundering, shop theft and working without valid work pass. The student will have to attend a counselling session with the Academic & Programme Management Department or Student Administration & Operations Department and the student will receive be terminated from the course.

c. Others: For all other conduct and/or disciplinary issues that do not fall under either the defined Minor Misconduct or Major Misconduct, the student will have to attend a counselling session with the Academic & Programme Management Department or Student Administration & Operations Department in order to determine the appropriate disciplinary action. This may include consultation with the Academic Board.

2.15 Mitigating Circumstances

2.15.1 IMSC recognises that students may suffer from a sudden illness or other serious and unforeseen events or set of circumstances which may adversely affect their ability to complete an assessment or the results they obtain for an assessment. In such cases the mitigating circumstances regulations and procedures may be applied.

2.15.2 Mitigating circumstances may include:

- Significant physical or psychological illness
- Severe personal difficulties
- Serious illness affecting a close family member
- Sudden deterioration in a long standing medical condition or disability
- Being the victim of a serious crime
- Legal proceedings requiring attendance at court
- Unforeseeable or unpreventable events.

2.15.3 The following **will not** be regarded as mitigating circumstances:

- Failure to attend an examination due to misreading the examination timetable
- Events such as holidays and weddings
- Inadequate planning and time management
- Having more than one examination on the same day
- Examination clashes arising from incorrect registration by the student, i.e. examinations scheduled to take place at the same time (students are responsible for reporting any examination clashes which occur in their examination timetable to their Departmental Examinations Officer and the Student Administration and Support Division so that alternative arrangements can be made)
- Any event that could have been reasonably expected or anticipated, such as sporting events or pressures from paid employment, or other study commitments.

2.15.4 The Management Team of IMSC shall demonstrate fair and consistent treatment of its students in support of these mitigating circumstances.

Process Of Submission Of Evidence

2.15.5 The student is responsible for obtaining all appropriate documentary evidence and ensuring that it is submitted on time.

2.15.6 It is the student's responsibility to obtain and submit a verified translation if the original evidence is in another language, apart from English.

2.15.7 The student shall submit the appropriate Mitigating Circumstances Form and provide IMSC with supporting documentation from an appropriate third-party as evidence of the mitigating circumstance.

2.15.8 The evidence must explain: (1) what the circumstance is; (2) exactly how it affected the student in relation to his/her studies/assessment; (3) precisely when (i.e. identifying which assessments were affected).

2.15.9 The student shall submit the documentary evidence to IMSC before the expiry of the relevant deadline for the submission of evidence in relation to mitigating circumstances claims. In most circumstances, the deadline will be no later than five

working days after the relevant coursework submission date or the date of the examination but you should check the specific date with IMSC.

2.15.10 Failure to divulge information and provide evidence at the appropriate time may mean that IMSC has insufficient information to accept mitigating circumstances or to judge their severity. Appeals against academic decisions may be disallowed if the appeal is based on evidence of mitigating circumstances could have reasonably been supplied to IMSC earlier.

2.15.11 The student shall contact and/or consult the Executive, Academic and Programme Management for issues concerning the submission if required.

2.15.12 IMSC will decide whether or not the student has established sufficient grounds of mitigating circumstances relevant to his/her assessment.

2.15.13 The student shall receive a response from IMSC within two weeks of submitting his/her Mitigating Circumstances Form and evidence.

2.15.14 If IMSC accepts the student's mitigating circumstance, it shall make a corresponding recommendation about the affected assessment(s) to the Academic and Examination Board for his/her course.

2.15.15 The recommendations that IMSC is allowed to make shall include, for example, the opportunity to take the affected assessment again as if for the first time (i.e. a 'sit' or 'submit'), or the waiving of a late submission penalty incurred for the affected assessment.

2.15.16 The student shall note that presentation of mitigating circumstances evidence does not guarantee that a concession shall be applied and accepted mitigating circumstances do not lead to marks being changed.

2.15.17 Depending on the circumstance, IMSC will normally inform student to hand in his/her coursework at the earliest possible opportunity that his/her circumstances allow. If the student's mitigation is accepted for the affected assessment, no penalty shall be applied for its late/non submission. If the student's mitigation is accepted but IMSC agrees he/she could have submitted his/her work earlier, a partial penalty is likely to be applied.

2.15.18 IMSC is allowed to set a revised submission date in cases where it is possible and appropriate to do so in order to account for accepted mitigating circumstances.

2.15.19 The student shall notify IMSC at his/her earliest possible opportunity if he/she experience a sudden illness or other serious and unforeseen event or set of circumstances that mean he she will not be able to meet a coursework deadline.

2.15.20 The student shall also provide appropriate documentary evidence so that IMSC can consider the student's case and determine if and how it is appropriate to account for his/her circumstances.

IMSC's Potential Scope of Assistance

2.15.21 IMSC shall help the student in dealing with his/her mitigating circumstances if:

- His/her circumstances mean he/she might need time away from study, IMSC shall be able to advise him/her whether a formal suspension of studies is a possibility and discuss arrangements for returning to his/her course;

- He/she has or suspects he/she has a learning difficulty (e.g. dyslexia), IMSC will refer him/her for professional help; and
- He/she is experiencing financial difficulties, IMSC shall direct him/her to the relevant bodies/organisations for financial aid.

2.16 Student's Pass Requirements

2.16.1 Applicants not holding a Long Term Visit Pass must apply for a Student's Pass and be enrolled in a course on a full-time basis.

2.16.2 The Student's Pass is issued by Immigration & Checkpoints Authority (ICA) of Singapore. The approval of Student's Pass is at the sole discretion of ICA.

2.16.3 The Student's Pass is not transferable and it will expire upon student's cessation or termination of his/her studies with IMSC.

2.16.4 Upon the approval of the Student's Pass application, the applicant is required to complete the formalities of the Student's Pass in person at ICA with the required documents.

2.16.5 The Student's Pass will be issued if the conditions as stipulated in the In-Principle Approval letter are fulfilled.

2.16.6 Student's must sign to acknowledge the ICA Terms and Conditions of Student's Pass (STP) as stated below before the issuance of Student's Pass.

- You are required to produce your STP and your valid passport to the Immigration Officer at the Checkpoint each time you leave Singapore and return.
- You are required to surrender any physical STP card issued to you, to the Immigration & Checkpoints Authority ("ICA"), if it is cancelled or has expired, or when a new STP is issued to you.
- Should you intend to leave Singapore and not return on or before the expiry of the Pass issued to you, you are required to submit a request to ICA to cancel this STP, before your departure from Singapore. Once the STP is cancelled, it shall be invalidated with immediate effect and will no longer be valid for entry into and remaining temporarily in Singapore.
- While in Singapore, you are required to furnish the STP for inspection to an Immigration Officer or Police Officer within reasonable time when so requested.
- You are required to notify ICA if there is any change in your passport particulars and/or change in personal particulars (including name, sex or place of residence) within 14 days of the change, and seek a replacement STP with the updated particulars. For more information on reporting a change in passport or personal particulars for STP holder, please visit ICA website at www.ica.gov.sg
- This STP is issued to you based on the information provided vide application for which you have truthfully declared to be so or for which you had consented for a proxy to submit on your behalf and are fully aware of the information so provided by your authorised proxy. You are required to notify ICA of any change in your passport particulars.
- You shall comply with the provisions of the Immigration Act and any regulations made under the Act, or any statutory modification or re-enactment in force in Singapore during your stay.

- You shall not engage in any activities which are inconsistent with the purpose for which the STP has been issued.
- You shall not engage in any activities during your stay in Singapore (political, or otherwise) which may make you an undesirable or prohibited immigrant under the Immigration Act.
- You shall not contravene any laws which are for the timing being in force in Singapore.
- You shall not smoke, administer to yourself, consume or be in any way engaged in the trafficking of any controlled drug as defined in the Misuse of Drug Act or any written law in force relating to the control of dangerous or harmful drugs.
- You shall abide by the conditions specified in regulations 14(1A) of the Immigration Regulations, where applicable. You must not engage in any form of paid employment or in any business, profession, or occupation in Singapore during the validity of your Student's Pass unless you also have a valid work pass issued under the Employment of Foreign Manpower Act (Cap. 91A).
- You understand that if the Controller of Immigration is satisfied that you or any of your family members breaches the Terms & Conditions mentioned above, or becomes an undesirable or prohibited immigrant, he may cancel the immigration passes issued to you and/or your family, and you and/or any member of your family may be required to leave Singapore within 24 hours of such cancellation.
- You are required to attend classes regularly. If you fail to attend classes for a continuous period of 7 days, your Student's Pass is liable to be cancelled with effect from the 8th day. The letter of cancellation will be sent to your place of residence as registered with ICA. Remaining in Singapore unlawfully after the cancellation of your Student's Pass is an offence under Section 15 of the Immigration Act and you would be liable for prosecution.
- You understand that your Student's Pass will be cancelled by the Controller of Immigration if you fail to remain or cease to be retained as a student in your educational institution.
- This STP is issued to you on the condition that the Terms & Conditions mentioned above are complied with. Under regulation 40(2) of the Immigration Regulations, any person who without reasonable cause contravenes or fails to comply with any condition imposed in respect of or any direction endorsed on any pass or permit shall be guilty of an offence and shall be liable on conviction to a fine not exceeding $1,000 or to imprisonment for a term not exceeding 6 months or to both.

2.17 Indemnity

IMSC will not be liable for any mishap, injury, loss or damage suffered by students during the course.

3 Student Services Support

3.1 Student Orientation

3.1.1 Students shall undergo Student Orientation within 7 days of commencing their course, so that they are aware of all relevant student policies and rules and regulations including but not restricted to, dispute resolution procedures, Fee Protection Scheme (FPS), medical insurance policies and procedures, refund policy and procedures, transfer and withdrawal policy and procedures, attendance and disciplinary polcies and reference to SkillsFuture Singapore's official website.

3.1.2 Students shall view the Student Orientation slides accessible via their Student Learning Portal, after which they will have to complete a Student Orientation Quiz to ensure that they understand the important rules and regulations.

3.2 Medical Insurance Coverage

3.2.1 IMSC provides medical insurance coverage for hospitalisation and related medical treatment for the entire course duration as stipulated in the Student Contract.

3.2.2 The plan provides for medical insurance with the following coverage:

- Annual limit as charged up to S$20,000.00 per policy;
- 4-bedded ward in restructured hospitals; and
- 24 hours coverage in Singapore and overseas (if student is involved in school-related activities)

3.2.3 Singaporean/PR students may opt out of the medical insurance coverage if they are already covered by their own medical insurance plan. Students who decide to opt out must provide the necessary insurance certification documents.

3.2.4 For more information on IMSC's Group Hospitalisation and Surgical Insurance Policy, kindly refer to the information found on IMSC's website at the following address: www.imsc.edu.sg/policies

3.2.5 NTUC Income has been appointed as the insurance provider for all our students.

3.3 General Counselling

3.3.1 IMSC provides general counselling and consultation for students to help them cope with mental pressures/stress relating to academic studies, interpersonal issues, financial issues, adapting to the local environment (for international students) or seeking other support services such as general or specialist health services (physiological, dental, mental), drug/alcohol abuse education, problem gambling, sexuality education, etc. In addition, IMSC will also implement programmes to create a culture and climate of care, trust and friendliness that encourage student attendance and involvement, etc.

3.3.2 Students seeking counselling and additional academic assistance may approach their lecturer or any IMSC staff for assistance.

3.3.3 Students facing financial issues may approach the Student Administration & Operations Department for assistance. Students requiring financial assistance may be referred to Mendaki, CDAC, SINDA, WDA or RHB for study loans.

3.3.4 Staff shall maintain close collaboration with parents / legal guardians for students not exceeding 18 years of age.

3.3.5 If students require pastoral counselling, IMSC will seek out external providers with the necessary counselling certification to assist the student.

3.4 Student Enrichment Programmes and Activities

IMSC conducts enrichment programmes and activities at least once a year to bolster the educational experience for its students:

- Social activities such as student gatherings and events; and
- Sports activities such as running, basketball, badminton, cycling, etc.

3.5 **External Workshops on Non-Academic Topics**

To enhance the holistic learning experience for all students, IMSC shall also engage external speakers and trainers to speak on non-academic topics. Such topics shall include, but are not limited to:

- Health promotion programmes;
- Anti-drug workshops; and
- Crime awareness workshops.

3.6 **Instituting Programmes**

3.6.1 The Academic Director shall, in consultation with the relevant academic managers for each programme, institute programmes that will develop students holistically, and value add to their learning experiences. Such programmes shall include the following:

- Visits to relevant industry partners during the duration of the course to enhance students' learning experience;
- Participation in community programmes; and
- Inviting industry experts to conduct master classes for students.

3.6.2 The academic and programme management team shall also actively encourage all its students to take ownership of their own learning and to actively participate in such programmes.

3.7 **Career Guidance and Enhancement of Employability Skills**

In order to ensure that students gain access to quality higher education opportunities and/or to increase their employability skills, IMSC shall:

Higher Education

3.7.1 Work with institutes of higher learning, including working with other PEIs, to educate students on their higher education options after completing their programmes with IMSC;

3.7.2 Regularly brief our students on the academic partnerships that IMSC has forged with our academic partners;

Employability Skills

3.7.3 Regularly conduct career guidance workshops, which shall include conducting workshops on improving students' interview skills, how to improve their CVs, and on personal grooming; and

3.7.4 Regularly invite employers to visit IMSC, to introduce students to the range of job opportunities that are available in the market.

3.8 Accommodation Advice

3.8.1 IMSC shall provide advice on accommodation options for international students. This shall be communicated via the information booklet to be sent to all international students prior to them arriving in Singapore.

3.8.2 To enhance students' experience, IMSC shall also secure preferential rates at local hostels and equivalent places for international students to stay in.

3.9 Sports Hub Facilities and Resources

IMSC's Sports Hub Campus is located at the Singapore Sports Hub which has several sports facilities e.g. basketball court, sheltered running track, beach volleyball court that are available to the public at no cost (reservation on a first-come-first served basis).

3.10 Other Services

IMSC provides the following facilities/miscellaneous services to support and enrich the student's educational experience:

- Free wi-fi internet connectivity; and
- Printing and photocopying services

3.11 Student Feedback

3.11.1 An evaluation will be conducted at the end of each module/month (where applicable). A final end of course evaluation will also be conducted at the completion of the course to evaluate the effectiveness of the teacher/lecturer and the course coverage, and to gather students' feedback on other aspects of the course.

3.11.2 Students may also channel their feedback on the course or the services provided by contacting any member of the management team.

3.11.3 Students' feedback is valuable as such information will be used to help IMSC to improve our courses and services.

3.11.4 All evaluation and feedback will be treated in strictest confidence.

3.12 Student Confidentiality and Security Policy

3.12.1 Except otherwise specifically provided for below, IMSC will grant access to Confidential Student Information to authorised IMSC personnel only on a "*need to know*" basis. This is, in turn, based on what is, in our view, a need for said personnel from IMSC to access said student's information.

3.12.2 "Confidential Student Information" means any personally identifiable information relating to the student which is received from the student or arises out of the student's course of study with IMSC or information relating to the student's whereabouts or physical or mental condition and well-being.

3.12.3 "Confidential Student Information" shall not include:

- Any information which becomes generally known to the public, other than by reason of any wilful or negligent act or omission of IMSC, or any of its representatives;

- Any information which is required to be disclosed pursuant to any applicable laws or to any competent governmental or statutory authority or pursuant to rules or regulations of any relevant regulatory, administrative or supervisory body (including, without limitation, any relevant stock exchange or securities council);
- Any information that has been lawfully received by a third party without a breach of this privacy statement;
- Any information that is already known by or available to IMSC without a confidentiality obligation; or
- Any information that is disclosed by us with prior written approval of the student.

3.12.4 Without affecting the generality of the above paragraph and for the avoidance of doubt, the following shall be deemed to meet the requirement for disclosure stated in the above paragraph above:

- A request for information by the Ministry of Education or SkillsFuture Singapore;
- Sharing of information or data with Government agencies or statutory bodies or non-government agencies authorised to carry out specific Government services or duties;
- Sharing of information with persons or organizations providing a student with financial aid; and
- Sharing of information with third parties, including members of the student's family or medical or security personnel, in an emergency if IMSC deems it necessary in order to protect the health or safety of the student or other persons; or publication or release of information that is customary by universities or other educational institutions, including but not limited to awards of prizes, medals, scholarships, classes of honors and other marks of distinction, and student or graduation status.

3.12.5 Prior permission will be obtained in writing from the student if the particulars are to be used for any other purposes apart from the instances that are set out above. In this instance, we will obtain the student's written consent prior to the disclosure of such confidential student information.

3.12.6 For the convenience of our students, we may also display to said student data that said student had previously supplied to us or other Government agencies. In the event that a student provides consent for the disclosure or use of information other than for an official or educational purpose, IMSC will retain a student's personal data only as necessary for the effective delivery of IMSC services to the student.

3.12.7 To safeguard a student's personal data that had been provided electronically or had been converted into an electronic form, we have taken reasonable steps to secure all electronic devices, and taken further steps to secure the transmission of all personal data with the appropriate security technologies.

3.12.8 This Policy is subject to any applicable law mandating or otherwise requiring disclosure.

3.12.9 This Policy is subject to revision at the discretion of IMSC from time to time.

3.13 Change or Update of Personal Particulars

3.13.1 Students are required to inform IMSC and complete the online Request to Update Personal Information Form if there is a change in their personal particulars (such as name, address, contact numbers and e-mail address). Supporting documents, where necessary, must be submitted with the Request to Update Personal Information Form.

3.13.2 IMSC will not be responsible for misplaced mailings due to change in mailing address. The cost and/or expense incurred as a result of misplaced mails will be borne by the student. Examination and assessment results will not be released over the telephone.

4. Academic and Assessment

4.1 Course Duration

4.1.1 Students are required to complete their course (inclusive of examination) within the stipulated duration for each course of study.

4.1.2 Students must successfully complete the preceding level/stage before they can proceed to the next level/stage.

4.2 Course Materials

An approved set of course notes will be provided for all courses conducted by IMSC. The course notes are subject to revision to meet the new challenges and requirements of the course.

4.3 Course Time-table

The course time-table will be issued before the commencement of each term/module. The information provided is correct at the time of issue. IMSC reserves the right to amend the time-table whenever deemed necessary.

4.4 Mentorship / Industrial Attachment / Work-Based Experience

4.4.1 One of the unique features of the courses and programmes offered by IMSC is the opportunity for students to apply what they have learnt immediately during the mentorship / industrial attachment portion of the relevant programme.

4.4.2 The objectives of the mentorship / industrial attachment are:

- Investigate opportunities for industry-related learning;
- Carry out work experience in an appropriate and safe manner; and
- Reflect on work experience undertaken and its influence on own personal and professional development

4.4.3 Students will be required to first complete the academic portion of the relevant programme, prior to embarking on the mentorship / industrial attachment portion of the programme. More information can be found in your Mentorship / Industrial Attachment Handbook.

<u>USSA Diploma</u>

The USSA Mentorship Programme is a unique educational plan that allows students to apply their classroom knowledge in a safe work environment under the close

guidance of a relevant and experienced supervisor. More details about the qualifying criteria of the supervisor can be found in your Mentorship Handbook.

To qualify for the USSA Mentorship Programme, students must:

1. Pass 6 core and 4 elective modules
2. Achieve 75% attendance for all modules
3. Have no outstanding payments

IMSC Diplomas

Most IMSC Diplomas include a module on Industrial Attachment, which allows students to carry out work experience in an appropriate and safe manner, and reflect on work experience undertaken and its influence on personal and professional development.

The Industrial Attachment (IA) will be for a period of up to 6 months and students must fulfil a minimum of 360 hours to complete the IA.

4.5 Examination Policy

4.5.1 Students who do not achieve a minimum attendance requirement of 80% for each module without any valid reason will not be allowed to sit for the final examination. They will be required to pass a pre-assessment test, before they can sit for the re-assessment.

4.5.2 Students who do not achieve a minimum attendance requirement of 70% for each module, regardless of whether they have a valid reason, approved leave and supporting documents, will be debarred from the final examination and will be required to do a re-module.

4.5.3 The date and time of the examination are specified in the time-table. A notification will also be issued 2 days prior to the examination.

4.5.4 Examination dates cannot be changed to cater to individual requests.

4.5.5 Student will need to report to the college at least 30 minutes before the commencement of the examination for verification purposes.

4.5.6 Students who are late more than 15 minutes are not allowed to sit for the examination.

4.5.7 Students are required to be in their College uniform and covered footwear, otherwise the student may not be allowed to sit for the examination.

4.5.8 In cases of failure in examination or absence during examination, the student will usually be given the chance to do a re-assessment approximately 4 weeks after the confirmed result is released. However, it is subject to respective examination authorities regulations. Should the student fail again, the student will be required to do a **re-module**.

USSA

The passing mark for class tests/external examination is 70%.

IMSC

The passing mark for each module is 50%.

4.6 Final Result Appeals

4.6.1 All appeal cases will have to be submitted using an Module Result Appeal Form to IMSC within the stipulated timeline after the release of examination results. Please check with the school administration on the timeline for your respective course.

4.6.2 The appeal will be processed in accordance with IMSC's appeal policy.

4.6.3 The Executive, Academic & Programme Management shall inform the student of the result of the appeal via email within 4 weeks for in-house courses, and no later than 8 weeks for courses administered by a partner organization from the date of appeal.

4.6.4 Examination and assessment results **will not** be released over telephone.

4.7 Grading System

The grading system for IMSC courses is:

Score	Grade	Grade Point Average
0 – 49	Fail	0.0
50 – 54	Pass	1.0
55 – 59	High Pass	1.5
60 – 64	Credit	2.0
65 – 69	Merit	2.5
70 – 74	High Merit	3.0
75 – 79	Distinction	3.5
80 and above	High Distinction	4.0

4.8 Progression

4.8.1 The Academic Director will assess the student's progression criteria. Once assessed, the Academic Director will inform the student of his/her progression to the next course or level. For non-performing students who do not meet the progression criteria or unsuccessful appeal cases, these students will be sent for counselling with the Academic Director and be required to re-module for the failed subject(s).

4.8.2 Should a student be caught for plagiarism or cheating in examination, and depending on the severity of the case, it is within the powers of the Examinations Board to determine whether a student should fail the examination with no provision for reassessment (re-module) or progression, and so no award shall be made. For cheating cases, the student may be expelled or terminated from the course of study.

5. Dispute Resolution Policy and Procedure

5.1 Handling Feedback | Complaint | Dispute or Grievance

IMSC has a closed-loop feedback and complaint management system to gather and address all feedback and complaints received from students, staff, external partners or the public. We shall address and resolve feedback and complaints within 21 working days. The person giving the feedback or making the complaint shall be notified of the action taken, and where appropriate and applicable. Unless otherwise required by law, privacy and confidentiality shall be maintained at all times.

5.2 **Feedback, including disputes, can be lodged via any of the following means:**

- Feedback forms located at the IMSC's front desk;
- Website at www.imsc.edu.sg
- Email (via info@imsc.edu.sg);
- Telephone: 64230668;
- Letters;
- Face-to-face meetings; and
- Orientation sessions.

5.3 **Timeline for Resolving Dispute**

IMSC will endeavour to resolve any dispute within 21 working days. However, if IMSC is unable to resolve the dispute, the matter will be resolved through the Private Education Mediation-Arbitration Scheme. More information may be obtained from https://www.ssg.gov.sg/resources/pei/dispute-resolution/.

6. Student Code of Conduct

6.1 Students must maintain good conduct at all times and must observe:

- The laws of the Republic of Singapore,
- The rules and regulations of Immigration and Checkpoints Authority (ICA) Singapore, and
- The rules and regulations of IMSC

6.2 A student will be dismissed from his/her course of study if he/she does not adhere to the code of conduct and/or violated any of the major disciplinary offences below:

- Cheating or dishonesty in examinations
- Disruptive behavior during classes
- Disrespectful behavior, non-compliance and/or disobedience towards the schools' teachers and staff
- Misbehaviour, engaging in fighting in school, and/or immoral or indecent behavior
- Vandalism, willful destruction of and/or damage to or theft of the school's property
- Possession of offensive weapons
- Consumption of drugs or alcoholic drinks or intoxicating substances
- Forging of documents or possession of forged documents
- Unauthorized use or illegal copying of copyright materials including printed and/or non-printed matters and computer software or the disclosure of computer passwords to others
- Breach of or non-compliance with or non-observance of such rules and regulations as may be made from time to time by the school management.

7. Important Contacts and Helplines

IMSC	
General number	Tel: 64230668
WhatsApp number	HP: 97733670
General email	Email: info@imsc.edu.sg
Academic department	Email: academic@imsc.edu.sg
Industrial Attachment	HP: 88359153 Email: internship@imsc.edu.sg

Operating hours: Mondays – Fridays, 9 am – 6 pm Excluding public holidays	
Emergency Services	
Police Ambulance	Tel: 999 Tel: 995
Government Agencies	
SkillsFuture Singapore www.ssg.gov.sg Immigration and Checkpoints Authority (ICA) www.ica.gov.sg Ministry of Manpower (MOM) www.mom.gov.sg	Tel: 67855785 Tel: 63916100 Tel: 6438 5122

8. Student Attire & Dress Code

8.1 In order to maintain a more professional environment, students are required to maintain a clean, neat and smart appearance at all times.

8.2 Male students:

- College uniform with long pants or jeans. No track pants or torn jeans are allowed.
- Covered shoes only; slippers or sandals are not allowed.
- Hair must be neatly trimmed. If hair colouring is required, it is limited to shades of dark brown, black or natural birth colour.
- The face must be clean-shaven, unless for religious reasons.
- Not allowed to put on any type of earrings.

8.3 Female students:

- College uniform with skirt (no shorter than knee length), long pants or jeans. No track pants or torn jeans are allowed.
- Covered shoes only; slippers or sandals are not allowed.
- Hair must be neatly trimmed. If hair colouring is required, it is limited to shades of dark brown, black or natural birth colour. Female students with long hair should bun up their hair during practical lessons where applicable. Fancy hair accessories are not allowed.
- Only light make-up is allowed.
- Only small studded and non-dangling earrings are allowed.

8.4 All students:

- Facial and visible body piercings of any kind are not allowed.
- Fingernails must always be kept short and clean. Nail polish is not allowed.
- Sleeveless T-shirts, singlets, shorts, attire printed with offensive or obscene wordings, revealing attire or mini-shirts are not allowed.