



EXERCEO BUSINESS
INTERNATIONAL
COLLEGE

Student Handbook





Principal's message

Education without doubt is the means to escape from poverty and discriminating social conditions. But education itself is by no means the answer to prosperity, what you do with it, between the means and the ends is what matters. The primary and secondary education that we received helps shape who we would become and ingrains values in an implicit manner. Tertiary education in tradition continues to provide us depth of understanding, gives us skills to navigate through life and designs our philosophy. Yet tertiary education does not promise success in life or career unless by design it ingrains values, skills and experiences that will help one to adapt to life after school and proceed to build a rewarding career.

Exerceo Business International College's team of industry and academic professionals deliver customised course content which will make our graduates greatly sought after. Our believe in the purpose of education as a tool for career and economic growth ensures that the content is well researched to include knowledge, skills and practical experience that enable betterment in life and career for our students.

At Exereco, our management team and the board of governors have created a thriving organisational climate that is based on planning, research and development and effective management to achieve the vision of Exerceo. Our team of new age educators is committed to nurturing a next generation of leaders and professionals. Exerceo's premium boutique school concept strive to offer personalize services whereby I am sure our students and parents will be delighted. Our passionate student support team will ensure that students from all over the world are cared for and enjoy a hassle-free education experience.

I welcome you to our world of education where the beauty of learning is redefined. The opportunities are yours for the taking and I wish for your every success

Xue Yong

Principal,

Exerceo Business International College



EXERCEO BUSINESS INTERNATIONAL COLLEGE

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EXERCEO BUSINESS INTERNATIONAL COLLEGE

1. About Exerceo Business International College

1.1. Profile

Exerceo Business International College (Exerceo) was founded in 2009. Exerceo changed its former name 'Exerceo Business School' to the current name in 2017.

Over the years, Exerceo had grown from a school offering only English courses in 2009 to offering more than 60 courses (certificate/diploma/Post-graduate Diploma levels) today in the following disciplines:

- ◆ English Language
- ◆ Management
- ◆ Business Management
- ◆ Financial Management
- ◆ Preparatory Courses
- ◆ Hospitality Management
- ◆ Construction Management

Exerceo courses and teaching emphasis on meeting the changing needs of prospective students and demands of the business arena.

Exerceo is determined to create and provide unique education for the new generation of global citizens who see education as a mean to improve their academic qualifications and at the same time enhance their working career. With its vision to nurture students into globalized business professional, Exerceo aspire to deliver implicit education to students in a conducive learning environment.



1.2. Corporate information

ACRA Registration Details:	Entity/UEN No.: 200918181G Registration Date: 30 th September 2009 Registered Address: 47 Beach Road #04-00 Kheng Chiu Building, Singapore 189683
Enhanced Registration Framework (ERF) Registration Details:	Registration No.: 200918181G Validity Period: 1 st December 2021 to 30 th November 2023



EXERCEO BUSINESS INTERNATIONAL COLLEGE

1.3 Vision, Mission, Values and Culture

Our Vision

To be a leading business college in Singapore and to nurture a new generation of qualified and competent business professionals for the globalized world.

Our Mission

To provide quality education which meet students' expectations and efficient management of operations to enable Exerceo to be a leading educational institution.

Our Values

- Seize global opportunities**
- Honour social responsibility**
- Advocate creative thinking**
- Reinforce education quality**
- Embrace lifelong learning**

Our Culture

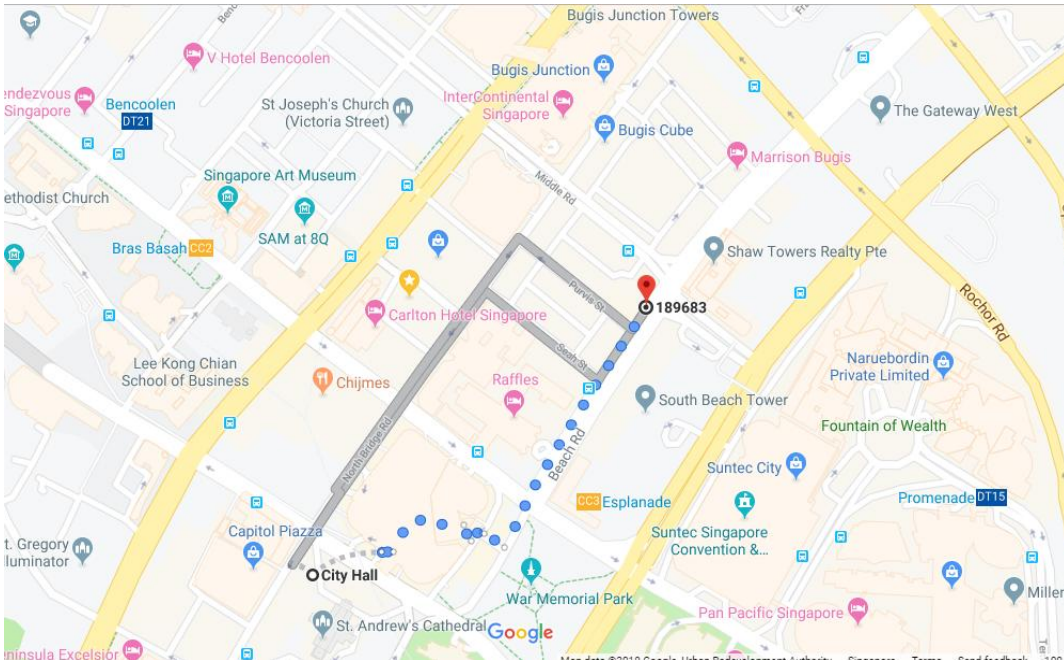
Earnest in behaviour and practice; mutual in trust and support.



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1.4 College Location and Nearby Amenities

Exerceo Business International College is located at 47 Beach Road Kheng Chiu Building, #04-00, Singapore 189683.



It is conveniently located near the junction of Beach Road and Middle Road. A leisure walking distance of about 10 minutes from City Hall MRT Station or Bugis MRT Station. There is a wide range of amenities such as food outlets, bookshops and a national library within walking distance for the students.

1.5 Exerceo's Faculty

Exerceo's courses are delivered by qualified lecturers with vast teaching experiences. Many of our lecturers possess substantial industry experiences to ensure that our students learn the theories and concepts from the institutional training and also related examples of real life industry practices whenever possible. All our teachers are registered with the Committee of Private Education (CPE).

Please refer to website: www.exerceo.edu.sg to view our teacher's profile.



2. Courses offered by Exerceo

2.1 Exerceo's Courses

Exerceo offers courses in certificate and diploma (diploma/ advanced diploma/ Post-graduate) levels for the following disciplines:

- a. English Language
- b. Business Management
- c. Financial Management
- d. Construction Management
- e. Hospitality Management
- f. Preparatory Courses

Please refer to website: www.exerceo.edu.sg to view our courses.

2.2 Course's Minimum Entry Requirements

Please refer our website www.exerceo.edu.sg to view the Minimum Entry Requirements to each of our courses.

2.3 Course Award Criteria

Exerceo shall confer the award (certificate) upon student having successfully complete the course and obtaining minimum a 'pass' in all required modules. The certificate shall be released within 3 months from the date of final examination/assessment.

For students enrolled in our Pearson BTEC courses who have yet to complete all of the qualification requirements but have completed and passed at least 1 or more modules, it is possible to request for unit certification. When such an interim certificate is requested, a Notification of Performance/Certificate of Unit Credit can be issued by Pearson.



3. Student Admission

3.1 Standard PEI-Student Contract

The PEI-Student Contract (contract) is an important document which spelled out the terms and conditions governing the relationship between Exerceo and you which is construed in accordance with the laws of the Republic of Singapore. You are required to sign two original copies of the contract when you enrol into a course offered by Exerceo. You will keep one original copy and the other kept by Exerceo.

Before you sign the contract, you should:

- read, understand and then sign the 'Advisory Note to Student';
- understand the terms and conditions stated in the contract.
- check that the Refund Policy is clearly stated in the contract;
- be clear about the fee payment schedule, and the amount that you have to pay for each instalment, where applicable;

Each contract is valid for one course. A new contract is required when you are transferred to a new course. You are required to sign a new contract or add an addendum to the existing contract for any re-module cases. Both Exerceo and you will need to acknowledge any amendment made in the contract.

The contract provides you with a 7 days cooling-off period. Should you decide to withdraw your enrolment during the cooling-off period, you will receive the maximum refund allowed by Exerceo.

To view a sample copy of the Standard PEI-Student Contract, please refer to our website: www.exerceo.edu.sg



3.2 Fees Payment

Exerceo is committed to the transparency and accuracy for all fees and charges.

A. Type of Course Fees

i. Application fee

Application fee is non-refundable and will not be protected under the Island-Wide Course (IWC) insurance coverage scheme.

ii. Course Fee

Course fee is refundable and subject to Exerceo Business International College's Refund Policy. Course fee paid will be protected under the IWC

iii. Miscellaneous Fee

Miscellaneous fee paid will not be protected by IWC. Below are some examples of miscellaneous fees:

Purpose of Fee	Amount (S\$) (with GST, if any)
Administrative fee for renewal of Student's Pass	86.40
Penalty on late renewal of Student's Pass (less than 14 days upon expiry date)	108.00
% of late payment penalty of outstanding course fee per month	1%
Administrative and registration fees for Pearson LCCI Level 2 Exam (per module)	183.60
Administrative and registration fees for Pearson LCCI Level 3 Exam (per module)	189.80
Administrative and registration fees for Pearson PTE General Tests (Level A1, Level 1, Level 2)	139.10
Administrative and registration fees for Pearson PTE General Tests (Level 3)	160.50



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Administrative and registration fees for Pearson PTE General Tests (Level 4)	172.80
Administrative and registration fees for Pearson PTE General Tests (Level 5)	194.40
Administration and registration fee for combining Pearson LCCI Level 2 Certificates	183.60
Re-assessment Fee (per module)	162.00
Re-module (Part-time)	1296.00
Re-module (Full-time)	1620.00
Replacement of Course Material	64.80
Textbook	Please refer to textbook listing for the price
Result Appeal Fee	108.00
Airport arrival pickup fee	162.00
Certificate replacement fee	54.00
Transcript replacement fee	32.40
Confirmation of Study Letter	32.40
Uniform (T-shirt)	27.00
Union Pay Transaction Fees	1.9%
Wechat/ Alipay/ Grab Pay/ Shopee Pay/ Union Pay QR Transaction Fees	1.8%
Photocopy service (black & white)	0.30/pc
Photocopy service (colour)	0.60/pc

Note:

- a. All fees amount is spelt out in the Standard PEI-Student Contract;
- b. All fees are inclusive of 8% GST; and in Singapore dollars only;
- c. Please check with the student centre for the latest published course and non-course fee schedules.



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B. Non - refundable Fees

The following fees are non-refundable:

- a. Application fee
- b. Administration fee
- c. Uniform – if uniforms have been given
- d. Accommodation placement fee – if accommodation has already been arranged
- e. Airport pick-up fee – if service has been used
- f. IWC insurance fee
- g. Medical insurance fee
- h. Banker's guarantee processing fee and premium for security deposit – if the service has been rendered
- i. Course material fee
- j. Examination fee / Re-assessment fee
- k. Fees payable to government authorities or other external parties
- l. Relevant bank charges paid by Exerceo Business International College Pte. Ltd.
- m. Fees charged for administration services (for example – late fees, re-print of transcripts)

3.3 Payment Modes

Cash, NETS, Cheque, Telegraphic Transfer (TT), Grab Pay, Shopee Pay, Wechat Pay, Union Pay, Alipay and Paynow

Payable to: Exerceo Business International College Pte. Ltd.



3.4 Late Payment Charges

Students are required to make payment of their course fees on-time as stated in the Standard PEI-Student Contract. Exerceo reserves the right to impose late payment charges if payments are not received by the stipulated due dates.

3.5 Issuance of Official Receipt

Exerceo shall issue an official receipt upon receiving your payment. The receipt stipulates the amount paid, date of payment and the purpose of the payment reference to the invoice. The breakdown of total fee for payment is shown in the invoice attached to the original receipt.

Students should request for the official receipt if they do not receive from the School. Students are advised to retain the official receipt.

3.6 Fee Protection Scheme

Exerceo has appointed *Lonpac Insurance Bhd* as the IWC insurance scheme provider. Under the IWC insurance scheme, students' fees are insured by Longpac Insurance Bhd. In an event of a claim, student shall make a claim with the IWC Provider as per terms stated in the insurance coverage for the fees. More details on the IWC is available at CPE's website

3.7 Medical Insurance

It is compulsory for all international students studying full-time courses (not applicable to students studying part-time courses) in Exerceo to purchase medical insurance arranged by the College. This medical insurance scheme shall minimally provide for an annual coverage limit of not less than S\$20,000.00 for the student; at least B2 ward government and restructured hospitals and 24 hours coverage in Singapore and overseas (if student is involved in school-related activities) throughout course duration. Exerceo's Medical insurance provider is NTUC Income Insurance Co-operative Limited.

Exclusions

There are certain conditions under which no benefits will be payable. These are stated as exclusions in the contract.



4. Student Support Services

4.1 Student Support Service Department

The Student Support Service Department is an integral part of Exerceo's learning environment which complements our implicit educational experience. Our Student Support Service Department provides services to enhance the quality of school life of students through effective supporting and/or delivery of students' welfare, needs and personal development. In addition, students can also look forward and participate in our experiential activities to enrich their learning journey.

Below is the list of student support services provided by our Student Support Service Department:

- a. Student orientation programme;
- b. Pastoral counselling.
- c. Matriculation
- d. Re-enrolment
- e. Student's Pass matters
- f. Student concierge
- g. Student Contract
- h. Course fees payment
- i. Fee Protection Scheme
- j. Course matters
- k. Transfer Policy
- l. Transfer Procedure
- m. Withdrawal Policy
- n. Withdrawal Procedure
- o. Deferment Policy
- p. Deferment Procedure
- q. Refund Policy
- r. Refund Procedure
- s. Student care & welfare
- t. Student enrichment activities



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- u. Redress matters
- v. Career Advice
- w. Medical Insurance
- x. Advice on accommodation and Cost of Living
- y. General Health Care Services in Singapore

4.2 Deferment Policy & Procedure

4.2.1 The Course Consultants (Sales & Marketing staff) and/or recruitment agents shall brief all prospective students on the Deferment Policy and Procedure during Pre-course Counselling. The Student Support Services staff and/or Course Consultant shall brief the new students on the deferment policy and procedure during the new student orientation.

The Deferment Policy and Deferment Procedure can also be found in the College website: www.exerceo.edu.sg.

4.2.2 The Student Support Services staff explains the following to the student whenever a deferment request is granted:

- a. The implication on the status of the Student's Pass, if applicable; and
- b. The need to sign a new Student Contract or an addendum to the existing Student Contract, of applicable.

4.2.3 Circumstances in which a deferment application will be granted

A **Deferment of course**

Student who request to defer his/her course commencement date to a later intake is required to submit the completed form '*FRM 066 Deferment Request Form*' with reason(s) to the Student Support Service Department.

The request shall be processed by following the below criteria:

- a. Parent / Legal guardian's written consent is required if the student is under 18 years of age;
- b. The maximum allowable period for deferment is 12 months;



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- c. Request for deferment must be approved by the Principal.

B Deferment of module(s)

Student who request to defer the remaining module(s) of the current course he/she is studying is required to submit the completed form '*FRM 066 Deferment Request Form*' with reason(s) to the Student Support Service Department. The request shall be processed in accordance with the following criteria:

- a. Parent / Legal guardian's written consent is required if the student is under 18 years of age.
- b. The maximum allowable period for the deferment shall be not more than 12 months or the allowable date to complete the course whichever is earlier;
- c. Request for deferment must be approved by the Director, Academic.

4.2.4 Time Frame for processing a deferment case

Exerceo shall complete the processing of deferment request within 4 weeks from the date of submission of the request by student.



4.3 Transfer Policy and Procedure

A. Transfer Policy

- a. Course Transfer refers to a student request for a transfer to another course within Exerceo. Courses offered in collaboration with partner institution will be governed separately by different institution's regulations which are beyond the purview of Exerceo.
- b. Exerceo will provide pre-course counseling for the intended course. Student's request for transfer can only be processed upon if the student meets the entry requirements of the new course and student has completed the installment obligations (payments) for all overdue fees of the existing course (if any).
- c. Exerceo's refund policy shall apply for all qualified refunds.
- d. Student requesting for course transfer within the college must withdraw from the existing course by cancelling the existing Standard PEI-Student Contract, before signing a new Standard PEI-Student Contract for the new course
- e. IWC coverage for existing course fees paid will be canceled. A new IWC coverage will be purchased for the intended course fees paid after the contract is signed.
- f. Consent from parent/guardian is needed if student is below the age of 18.
- g. Exerceo shall complete the transfer process within 4 weeks for locally developed courses and within 8 weeks for courses collaborated with external partner from the date the transfer request is receipt.

For Student's Pass Holder

- i. For Student's Pass holder, course transfer is subject to ICA's approval of the new Student's Pass.
- ii. In the event that an application pertaining to transfer is rejected by ICA, the student is required to cancel his current Student's Pass within 7 days.



B. Transfer Procedure

- a. Student submits the completed form '*FRM 023 Transfer Request Form*' to Student Support Service Department; Note: A formal letter of consent from the student's parent or guardian is required for student below 18 years old.
- b. Student Support Service staff checks to:
 - ensure student meets 'Entry Requirements' for new course and conduct Pre-course Counselling;
 - determine whether student qualified for any refund;
- c. Obtain Management approval for the transfer request;
- d. Inform student of Management's approval; Refund qualified amount within 7 working days from date of receiving the request;
- e. Apply for new Student's Pass (if applicable) under the new course for international student. Student's Pass approval is subject to ICA approval;
- f. Cancel current Student's Pass, if applicable and update student's IWC status, if applicable;
- g. Notify student upon receiving approval of Student's Pass from ICA; Sign new Standard PEI-Student Contract for new course.



4.4 Withdrawal Policy and Procedure

A. Withdrawal Policy

- a. If the student is below 18 years of age, the parent or guardian's approval for the withdrawal will be required.
- b. Exerceo shall complete the withdrawal process within 4 weeks and any qualified refund made within 7 working days from the date of the request.
- c. Students are briefed on the Withdrawal Policy and Procedure during pre-course counselling and also during new student orientation. The withdrawal policy and procedure is also available in Exerceo website. The Principal, Operations shall maintain the withdrawal policy and procedure updated in the website.
- d. During new student orientation, students are informed on the implications to the status of the Student's Pass (if applicable) for international students who withdraw from their course. They are informed that Exerceo will need to cancel the Student's Pass. Upon cancellation, the student would have 30 days to remain in Singapore.
- e. Students shall sign the FRM 030 Pre-course Counselling and FRM 032 Orientation Form to acknowledge their awareness of the withdrawal policy and procedure, including implications to Student's Pass.
 - i. Course Withdrawal refers to a student's request for withdrawal from a course that he/she has been enrolled in or currently studying.
 - ii. Despite the students having signed the Standard PEI-Student Contract, the Management is prepared to listen and give consideration to genuine cases of withdrawal requested by the students.
 - iii. Consent from parent/guardian is needed if student is below 18 years old.
 - iv. Students are liable for overdue fees (if any).
 - v. Exerceo's refund policy shall apply for all qualified refunds.
 - vi. IWC coverage for the course fee paid will be cancelled.



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- vii. Exerceo will take a maximum of 4 weeks to complete the course withdrawal process.

For Student's Pass Holder

Student's Pass holder is required to submit his/her passport and Student's Pass to Exerceo for cancelation of Student's Pass with ICA.

B. Withdrawal Procedure

- a. Student submits the completed 'Course Withdrawal Form' to Student Support Service Department. Note: Parent/Guardian consent is required for students under 18 years old;
- b. Student Support Service staff checks whether student qualified for refund;
- c. Submit withdrawal request to management for approval;
- d. Inform student of the outcome. If approved, refund qualified amount within 7 working days from date of receiving the request;
- e. Cancel Student's Pass and update student's FPS status, if applicable;



4.5 Refund Policy and Procedure

A. Refund Policy

Exerceo shall complete the processing of all refund requests within 7 working days from the date of student's request.

Students are briefed on the Refund Policy during pre-course counselling and again during the new student orientation.

More details of the refund policy are available on Exerceo's website.

a. Refund for withdrawal due to non-delivery of course

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

- i. It does not commence the Course on the Course Commencement Date;
- ii. It terminates the Course before the Course Commencement Date;
- iii. It does not complete the Course by the Course Completion Date;
- iv. It terminates the Course before the Course Completion Date;
- v. It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A within any stipulated timeline set by CPE; or
- vi. The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

b. Refund for withdrawal due to other reasons

If the Student withdraws from the Course for any reason other than those stated in Clause 6.1 of the Standard PEI-Student Contract (Student Contract), Exerceo shall within seven (7) working days of receiving the Student's written notice of withdrawal, refund to the Student an amount based on the table in Schedule D of that contract.



Schedule D (refund table):

% of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received:
95%	("Maximum Refund") More than 14 days before the course/programme commencement date
75%	Before, but not more than 14 days before the course/programme commencement date
50%	After, but not more than 14 days after the course/programme commencement date
No refund	More than 14 days after the course/programme commencement date

c. Refund during cooling-off period

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

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

d. Conditions for cancellation of course and refund of fees

Exerceo reserves the right to cancel a course if the student number is four or less, in which case the refund policy above applies. The College will inform students of the cancellation of course not less than three (3) working days before the course commencement. In such a case, the application fee will also be refunded within seven (7) working days after the announcement of cancellation of course.



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B. Refund Procedure

- a. The student submits the completed form '*FRM-022 Withdrawal Request Form*' or submits a written letter to Exerceo requesting a refund with the reasons.
- b. The Admin. Officer submits the request to the Student Support Service department for processing.
- c. The Student Support Services looks into the student's eligibility for a refund and calculate the amount of refund, showing the breakdown of the refund.
- d. The Student Support Service staff shall obtain approval from the Principal, Business. After the Principal, Business approval is obtained, the Student Support Service staff shall prepare and refund the approved amount to the student. The student is required to acknowledge confirming receipt of refund.



4.6 Student's Feedback

Exerceo conducts student satisfaction survey twice a year to gather students' feedback on quality of courses and services provided by the college. Students may also channel their feedback pertaining to the quality of the course or the services provided by submitting the completed respective form 'FRM 053 Student Feedback Form or FRM-051 Student Complaint Form' to the Student Support Service Department.

Exerceo treats students' feedback as valuable information which will be used to help the College to improve its courses and services. All evaluation and feedback will be treated in strictest confidence.

Exerceo shall acknowledge all feedback within 3 days from the date the feedback was receipt.

For handling of feedback other than complaint, the college shall reply to the student on the outcome(s) after appropriate action(s) had been taken.

For handling of complaint, the College is committed to resolve the complaint within 21 working days from the date of complaint receipt. If the complaint is not resolve within 21 days, the matter will be then be handled as 'Dispute/Grievance' case as mentioned under clause 4.7.



4.7 Dispute Resolution Procedure

If a complaint/dispute/grievance is unable to resolve amicably within the stipulated timeline by the school, or if the student is not satisfied with the outcome(s) from the school, the student may seek redress via:

- a. CPE Mediation – Arbitration Scheme; or
- b. The Small Claims Tribunals (SCT), for dispute amount of equivalent or less than S\$10,000 #; or
- c. Student's own legal counsel

#For amounts that exceed SGD\$10,000 but is less than SGD\$20,000, the claim can still proceed with SCT if both parties consent to it in writing

All complaints and the actions taken to resolve disputes are filed in Exerceo's Complaint Log that also provides information on the nature of the complaint / grievance and the time taken to resolve.



4.8 Student Attendance

A. ICA Rules and Regulation on Student's Pass Holders

- a. The student shall comply with the provisions of the Immigration Act and any regulations made here under or any statutory modification or re-enactment thereof for the time being in force in Singapore.
- b. The purpose of stay in Singapore is solely for study only, and no other pass, extension of stay or permanent stay will be sought in Singapore.
- c. The student shall not be adopted by any Singapore citizen or Permanent Resident in Singapore.
- d. The student shall not indulge in any activities that are inconsistent with the purpose for which the Student's Pass has been issued.
- e. The student shall not be engaged in any form of employment paid or unpaid, or in any business, profession or occupation, or in any activity which, in the opinion of the Controller of Immigration, is detrimental to the security, reputation and well-being of Singapore.
- f. The student shall not smoke, administer to himself/herself or otherwise consume or be in anyway engaged in the trafficking of any controlled drug as defined in the Misuse of Drugs Act.
- g. The student shall not be involved in any criminal offence in Singapore.
- h. The student shall not remain in Singapore after the expiry of the Student's Pass.
- i. The student shall surrender the Student's Pass for cancellation within 7 days of the date of cessation or termination of studies.
- j. Exerceo is obliged to report to the Immigration & Checkpoints Authority on International students (holding Student's Pass) who have failed to attend classes for a continuous period of 7 days without any valid reason and/or have not attended classes regularly i.e. where the percentage of attendance is 90% or lower in any month of the course without any valid reason. This may lead to the cancellation of the Student's Pass.



B. Attendance Requirements

- a. All students who are holders of Student's Pass shall achieve a minimum attendance of 90% per month.
- b. Students must achieve at least 75% attendance rate to qualify for assessment/examination.
- c. In the event of absenteeism due to unforeseen or medical reasons, students are required to submit the completed form '*FRM 077 Request for Authorized Leave of Absence (For Student Only)*' together with relevant supporting documents (medical certificate) to the Student Support Services.

C. Disciplinary Action for Poor Attendance

Exerceo is obliged to report to the ICA on students holding Student's Pass who:

- failed to attend classes for a continuous period of 7 days and
- had not attend classes regularly i.e. where the percentage of attendance is below 90% per month

Student who does not meet the required attendance rate shall be subjected to disciplinary actions in the following sequence:

- 1st Counselling
- 1st Letter of Warning
- 2nd Letter of Warning (Final Warning)
- Cancellation of Student's Pass / Termination of Student studies

However, the disciplinary action(s) implemented may not necessary follow the above sequence depending on the seriousness of the incident.



D. Procedure for Applying Home Leave

If you require to apply for home leave (due to compassionate reason) during your course of study, you are required to submit the completed '*FRM 077 Request for Authorized Leave of Absence*' form to Student Support Service Department for management approval. You are advised to ensure that your leave application is approved before purchasing the air ticket. If you fail to inform and obtain the approval, the Student Support Service Department will consider you as being absent without official leave.

4.9 Student Conduct

Loyalty, integrity and honesty are qualities expected of all students. All students should be courteous, polite and well-behaved at all times. Orderliness must be observed at all times.

4.10 Termination/Expulsion

A student may be expelled from the College under any of the following circumstances:

a. Violation of ICA Regulation:

Student's Pass holders who have been caught working in Singapore may lead to expulsion and deportation as well as the forfeiture of Security Deposit.

b. Misconduct:

Fighting, gambling, smoking or behaving disorderly.

c. Defamation:

Spreading untruth and damaging remarks about the College, its staff, or fellow students which are deemed to be detrimental to the good name and reputation of the College.

d. Vandalism, Mischief and/ or Theft:

Students who have been found to participate in any wilful or negligent acts that cause damage to, loss, removal or theft of, or any other wrongful interference with any property of the College.



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e. Cheating in examinations/ tests:

Any form of plagiarism or cheating in tests and examinations may result in disciplinary action, not excluding expulsion from the course.

f. Attendance:

Students who do not meet the criteria for attendance or who have been continuously absent from class despite warnings may result in expulsion.

Should any student be expelled from the course, no refund on fees paid will be made.

4.11 Confidential and Security Policy

Exerceo had in place a 'Confidential and Security Policy' to ensure all personal data pertaining to students are treated as 'confidential' as follows:

- a. All personal data pertaining to students, staff and lecturers, financial, medical, course assessment materials and academic results shall be kept confidential and secured at all times under lock and key, and for internal use only.
- b. Every effort shall be made to ensure that the integrity of confidential information is not compromised unless the disclosure is required by laws, order of any courts of Singapore and government agencies like CPE.
- c. All staff shall not divulge any of the above confidential information to any unauthorized third party without prior written consent of the Principal.
- d. Exerceo has a Student Management System to manage the data pertaining to student and their academic (examination) results. Accessibility to such data by staff are controlled using security IDs with passwords to ensure the confidentiality and security of such data
- e. Exerceo shall keep all course assessment materials in a locked cabinet located in the secured room.

4.12 Other Matters

- a. Students are not to bring valuables to College while attending lessons. The College will not be liable for any loss or theft.
- b. No usage of mobile phone during lessons, except permitted by the lecturer for learning purposes.



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- c. No food & drinks are to be brought into and/or consumed in the classroom.
- d. Students are required to dress appropriately while attending lessons – no slippers, shorts or mini-skirts, and also no ear studs for males are allowed. It is recommended that a jacket or sweater be worn in class.
- e. The Smoking (Prohibition in Certain Places) (Amendment) Notification of 1997 came into operation on 15 August 1997. With the prohibition, smoking will not be allowed in the entire premises of the college. This is a directive from the Ministry of Education, Singapore.



5. Academic Assessment

5.1 Course Assessments

Exerceo shall conduct assessments (examinations/assignments) in accordance to procedure C5.5.1 Student Assessment.

- a. All assessments administered shall encourage, reinforce and form an integral part of teaching and learning;
- b. Assessment shall provide quality and timely feedback to enhance learning;
- c. Assessment practices shall be valid, reliable and consistent;
- d. Assessment is integral to course and topic;
- e. Information about assessment is readily available;
- f. Assessment is fair, equitable and inclusive;
- g. The amount of assessment is manageable for students and staff;
- h. Assessment practices are monitored for quality assurance and improvement;
- i. All assessment questions set must be aligned to the intended learning outcomes and contents of the examination subject.

Students who **do not** achieve the minimum attendance requirement specified under Clause 4.8D, will not be allowed to sit for their assessment. The date and time of the assessments (or due date for submission of assignment) are specified in the time-table. The assessment dates cannot be changed to cater to individual requests.

For **submission of assignment**, all students shall submit their assignments by the due date (stated in the course time-table). Any student who is unable to submit their assignment by the stipulated due date is required to submit a request by completing the form 'FRM 013 Request Delay Submission of Assignment' and obtain approval from the lecturer for an alternate submission date. Should the student failed to submit the assignment by the agreed submission date, the student is then deem as he/she had obtained a 'failed' result for the respective module.



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The results shall be released to students after approval by Examination Board within 3 months from the date of assessment/assignment due date.

For students who failed the assessment (examination/assignment) during their first attempt or absence from examination with valid reason, the student shall be given the opportunity:

- a. **For examination**, to re-sit the assessment which is conducted within 14 days from the date after the result has been released. However, this is subject to respective examination authority regulations.
- b. **For assignment**, to re-submit the assignment as per agreed date with the lecturer..

Should the student fail the re-assessment or re-submission of assignment, the student will then be required to **re-module** the module.

5.2 Plagiarism

Exerceo seeks to maintain the highest level of academic integrity. Acts of cheating and plagiarism will be regarded as a serious offence.

Plagiarism is a malpractice which one take and use another person's thoughts, writing etc. and to present as his own. Plagiarism includes such acts as not detailing any or all relevant information concerning a published (or any form of

information dissemination) author's work as well as using the work of a fellow student or students from the same course/module.

While it is acceptable to discuss problems and share ideas, these ideas should be applied to the problem/assignment etc. by yourself to achieve your own solution.

Plagiarism or cheating will result in student failing the assessment (assignment/examination) and even possibility in expulsion from the course.



5.3 Appeal of Result

- a. Any student who wishes to appeal against his/her module result is required to submit the completed form '*FRM 009 Results Appeal Form*' to the Academic Department within 7 days after the release of assessment results. The appeal should state clearly the student's name and address, student's registration number, Examination Centre and reason for appeal. The appeal will be processed in accordance with the college's procedure.
- b. Student is required to pay an appeal fee of S\$108.00 (inclusive of 8% GST) to the Student Services Department. Upon payment, the Academic Director will make necessary arrangement to process the appeal.
- c. If the appeal process requires the student's paper/assignment to be remark, the Academic Director will assign the student's paper/assignment to a different marker. The re-mark will be assessed and approved by the Examinations Board and/or External Educational Partners (For all External Education Partners' courses) if applicable. The Examinations Board will notify the appeal results to the 'Academic Department' for release to the student.
- d. The appeal results will be released within 4 weeks for Exerceo's courses and within 8 weeks for collaborated courses with external partners. All appeal results released are final.

Please note: Assessment results **will not** be released over the telephone.



6. Student's Code of Conduct

Students must maintain good conduct and observe the following at all time:

- a. The Laws of the Republic of Singapore;
- b. The rules and regulations of Immigration and Checkpoints Authority (ICA) Singapore; and
- c. The rules and regulations of the College.

Student will be disciplined and may results in dismissal from his/her course of study if he/she **does not adhere to the code of conduct and/or has violated any of the major disciplinary offence mentioned below:**

- a. Cheating or dishonesty in assessments (examinations/assignments);
- b. Disruptive behaviour during class;
- c. Disrespectful behaviour, non-compliance and/or disobedience towards the schools' teachers and staff;
- d. Misbehave such as engage in fighting is school, and/or indulge in immoral or indecent behaviour;
- e. Vandalism, wilful destruction of and/or damage to or theft of college's property;
- f. Possession of offensive weapons;
- g. Consumption of drugs or alcoholic drinks or intoxicating substances;
- h. Forging of documents or in possession of forged documents;
- i. 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; and
- j. 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. Student Hotline

+65 62210603

Students may call our hotline no. +65 62210603 to contact a college staff for help when they encounter any emergency problem such as:

- Sickness (e.g. dengue fever)
- Accident/injury
- Theft
- Public offences
- Loss
- Emotional distress

Email: admin@exerceo.edu.sg

College's Address: 47 Beach Road #04-00, Kheng Chiu Building, Singapore 189683.

Office hours

Our office hours are as follows:

Monday 11:00am — 5:00pm

Tuesday 8:45am — 10:00pm

Wednesday 9:30am — 9:00pm

Thursday 10:00am — 10:00pm

Friday 9:30 — 5:00pm

Sunday 8:45am — 10:00pm

Closed on Saturday and Public Holidays