

Student Handbook 2015

NAME	
PROGRAMME	
INTAKE	
<u>NOTES</u>	

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1.0 Marketing Institute of Singapore Training Centre (MIS Training Centre)

1.1 About Us

The Marketing Institute of Singapore Training Centre (MIS Training Centre) was founded in 1993 as the training arm of MIS. It is registered as a society with charity status for the advancement of education.

MIS Training Centre has trained more than 40,000 sales and marketing professionals since our inception – some of whom are industry leaders today. As a leader in marketing, management and business education, we place strong emphasis on the quality and delivery of our academic programmes. To uphold our academic rigour, we constantly improve and update our curriculum and ensure strong academic governance so as to keep pace with current's dynamic business environment.

We are student-centric in everything we do to ensure our students have an enriching, holistic and satisfying experience studying with us.

1.2 Vision

To Be the Leading Institution in Business, Sales and Marketing Excellence.

1.3 Mission

To Provide A Nurturing Environment For Academic and Personal Excellence.

1.4 Core Values

- Trust
We aim to create a relationship built on integrity and responsibility between our members, our students and our staff.
- Enterprise
We are committed to an environment where people are encouraged to seize opportunities and push boundaries.
- Teamwork
We encourage and foster teamwork across the organisation through open communication and sharing of ideas.
- Passion
We enjoy what we do and will go the extra mile to get the work done.
- Service Quality
We strive for excellence in all areas of our organisation from understanding our customers' needs to helping them realise their goals.
- Innovation
We encourage innovation and learning amongst our staff in their work and personal development.

1.5 Culture Statement

We endeavour to inculcate a culture that motivates staff members to serve with passion, promotes enterprise, innovation and service quality and which encourages openness, trust and teamwork among all.

1.6 Service Statement

We demonstrate honesty, ethical behaviour in all transactions, placing welfare of our students and staff ahead of organisational gains.

Impress our students with quality and timeliness of our services in a pleasant and friendly manner.

Uphold uncompromising integrity, quality in learning delivery, quality learning support and quality pastoral care of students.

1.7 Strategic Affiliations

Asia Marketing Federation (AMF)

The Marketing Institute of Singapore Training Centre has played an active role in the formation of the AMF, as a founding member and its education headquarters since 1991.

AMF is a regional body which was set up in 1991 with the aim of promoting co-operation and the exchange of information on marketing among member countries, as well as contributing to the economic development in the Asian region. AMF is currently made up of members comprising 13 national marketing bodies from the region, including Bangladesh, Cambodia, China, Hong Kong, Indonesia, Japan, Korea, Malaysia, Philippines, Singapore, Sri Lanka, Thailand and Vietnam.

The AMF's Board of Advisors, which provides guidance to the association, includes distinguished members such as Dr Michio Torii, President, Japan Marketing Association and Vice-Chairman, Suntory Limited, Japan; Mr Stan Shih, Chairman and Chief Executive Officer, The Acer Group, Taiwan; Dr Mochtar Riady, Chairman, Lippo Group, Indonesia; Dato Hishammuddin Tun Hussein, son of the late Malaysian Prime Minister Tun Hussein Onn, who is also a practising lawyer, a Member of Parliament, Deputy Leader of UMNO Youth.

Tripartite Alliance For Fair Employment Practices

Marketing Institute of Singapore has adopted the Tripartite Alliance for Fair Employment Practices (TAFEP) key principles in the management of its human resources to promote fair, responsible and merit-based employment practices among employers, employees and the general public. With the effective implementation of fair employment practices, the Institute aims to bring about a more harmonious and progressive work environment within its organisation, and contribute towards making Singapore a great place to work

1.8 The Executive Council

The Institute's Executive Council is an elected body comprising distinguished personalities from the industry and academia. The Executive Council shall hold office for two years from its institution at an Annual General Meeting and has the responsibility as the policy-making body of the Institute. Its role is to set the direction for the Institute's growth and development. The Secretariat of full-time staff assists in the daily operations of the Institute.

1.9 The Academic and Examination Boards

The Academic Board

Under the Private Education Act, the Board's roles and responsibilities include:-

- Developing the policies and procedures to ensure academic quality and rigour such as:
 - Ensuring that the content and duration of the modules or subjects, as well as the entry and graduation requirements, of the course are appropriate; and
 - Approving deployment of teachers based on the requirements stipulated by the Council for Private Education (<http://www.cpe.gov.sg>).
 - Facilitating the MIS Training Centre to implement and comply with the policies and procedures developed; and
 - Reviewing, at least once a year, the academic policies and procedures.

The Examination Board

Under the Private Education Act, the Board's roles and responsibilities include:-

- Developing the examination and assessment policies and procedures to ensure examination quality and rigour such as:
 - The security of examination and answer scripts
 - The conduct of examination and assessments
 - The duties and responsibilities of invigilators and markers
 - The moderation of examination and assessment marks
 - The handling of appeals from students with regards to examination or assessment matters
 - Facilitating the implementation and compliance with policies and procedures that are developed as well as those from partner institutions; and
 - Reviewing, at least once a year, the examination and assessment policies and procedures.

1.10 Programmes Offered

MIS Training Centre

- English Preparatory Programme
- Preparatory Programme for International English Language Testing Systems (IELTS)
- Certificate in English
- Certificate in Business Studies
- Certificate in Sales and Marketing
- Certificate in Retailing
- Diploma in Business
- Diploma in Marketing Management
- Diploma in Digital Marketing
- Advanced Diploma in Business Management
- Advanced Diploma in Marketing Management
- Advanced Diploma in Digital Marketing
- Advanced Diploma in International Events Management and MICE
- Advanced Diploma in Tourism and Hospitality Management
- Graduate Diploma in Marketing
- Graduate Diploma in Business Management

University of the West of England

- Bachelor of Arts (Hons) in Business and Management (Top Up)
- Bachelor of Arts (Hons) in Marketing (Top Up)
- Master of Science in International Management

1.11 Quality Accreditations

BizSAFE

The Marketing Institute of Singapore Training Centre is the first private education institution to have attained Level Star of the bizSAFE programme – developed by the WSH Council to promote Workplace Safety and Health. The 5-step programme assist companies to build up their Workplace Safety and Health capabilities based on key principles of the Workplace Safety and Health Act – to reduce risks at source, increase industry stakeholders' ownership and focus on achieving good WSH outcomes and systems rather than complying with prescriptive requirements.

SS 506 / OHSAS 18001

The Marketing Institute of Singapore Training Centre is the first EduTrust-certified Private Education Institution (PEI) in Singapore to be awarded the SS 506 / OHSAS 18001 certification for its pristine reputation in safety and occupational health and its exemplary demonstration of its legal and regulatory compliance. The SS 506 is the Singapore Standard on Occupational Safety and Health management systems, a full adoption of the Occupational and Safety Assessment Series (OHSAS) OHSAS 18001 series published by British Standards Institution, aiming for safety and health within an organisation. The Occupational Health and Safety Assessment Series (OHSAS) 18001 is an international standard giving requirements related to health and safety management systems in order to enable an organisation to control its risks and improve OHSAS performance. It also promotes a safety and healthy working environment and provides the vehicle for companies to meet their health and safety obligations in an efficient manner.

British Accreditation Council (BAC)

The Marketing Institute of Singapore Training Centre is proud to announce that it has been accredited by the British Accreditation Council (BAC) for independent further and higher education, making it the first education provider in Southeast and Northeast Asia to have attained the accreditation. The BAC is an independent body set up in 1984, and acts as the national accrediting body for independent further and higher education.

1.12 Council for Private Education (CPE)

Council for Private Education (CPE), established under the Private Education Act (PE Act), is a statutory board empowered with legislative power to regulate the private education sector. In addition to its role as the sector regulator of private education institutions, the Council facilitates capability development efforts to uplift standards in the local private education industry.

The Marketing Institute of Singapore Training Centre is registered as a Private Education Institution under the provisions and regulations of the Private Education Act 2009 in Singapore. The registration period is valid from 16 June 2014 to 15 June 2015. (Registration number: S93SS0158H)

EduTrust

The Marketing Institute of Singapore Training Centre (MIS Training Centre) has been certified the EduTrust Provisional award by the Council of Private Education (CPE).

1.13 Standard PEI-Student Contract

It is mandatory that all students or parents/legal guardians (if the student is under the age of 18) sign the Private Education Institution (PEI)-Student Contract with the Institute prior to the enrolment of each programme. These contracts have included important information on course(s) enrolled, fees payable, refund and withdrawal policies. They are also available in native languages which can be retrieved from CPE website.

However, students are required to sign on the English version of the contract and will receive a copy for their reference. All PEI-Student Contracts are treated as "Private and Confidential".

Refer to CPE website, www.cpe.gov.sg for details.

1.14 Fee Protection Scheme (FPS)

The Fee Protection Scheme (FPS) serves to protect students' fees in the event a private education institution is unable to continue its operations due to insolvency, and/or regulatory closure. The FPS also protects students if the private education institution fails to pay penalties or return fees to the students arising from judgment made against it by the Singapore Courts.

The Institute will provide full protection to all fees paid by their students, excluding the course application fee, agent commission fee (if applicable), miscellaneous fees (non-compulsory and non-standard fee paid when necessary or where applicable, for example, the re-examination fee or charges for credit card payment, etc.) and GST.

The FPS is applicable to all students regardless of nationality and the type of passes held by the students, i.e. Dependent's pass, Student's pass, Work permit, etc.

MIS Training Centre's insurer is Lonpac Insurance Bhd (FPS Insurance Policy No. Z/14/BM00/000451) for the FPS Insurance Scheme. Under the insurance scheme, the Institute is allowed to collect the total fees from the student directly. The Institute will purchase insurance on the same day as the day of receipt of fees from the student. For payment received after 6pm or weekend, CPE has allowed Lonpac Insurance Bhd to provide a hold cover.

A Certificate of Insurance will be issued to the student upon the purchase of insurance. The insurance coverage shall commence from the date of payment of the fees till the end of the course date.

1.15 Medical Insurance

All students (local and international students) will have medical insurance coverage throughout their course of studies with MIS Training Centre. MIS Training Centre has put in place a medical insurance in which all its students will be insured with Group Hospitalisation and Surgical Insurance.

The appointed medical insurance provider for MIS Training Centre is AXA Insurance Singapore Pte Ltd, (Policy : GSC/Q0030973).

The coverage includes:

- Annual limit not less than SGD30,000
- B1 ward in Singapore Government / Singapore Government Restructured Hospitals
- 24 hours coverage in Singapore and overseas (for students involved in school related activities)
- Death Benefits SGD5,000

The medical coverage shall not cover the conditions and any medical conditions arising directly or indirectly as listed:

- Any unlawful act of an insured Person or his/her wilful exposure to danger (other than in an attempt to save human life), intentional self-injury, suicide or attempted suicide, while sane or insane.
- Illness, disease, mental defect or infirmity, or insanity, bacterial or viral infections even if contracted by accidental cut or wound.
- Medical or surgical treatment except where such treatment is rendered necessary by injury within the scope of this policy.
- Cosmetic (aesthetic) or plastic surgery or treatment, or any treatment which relates to or is needed because of previous cosmetic treatment, provided that this exclusion does not apply to reconstructive surgery if:
 - It is carried out to restore function or appearance after an accident, (provided that the accident occurred while the insured person was covered under this policy); and
 - It is done at a medically appropriate stage after the accident; and
 - The cost of the treatment is approved by us in writing before it is done.
- AIDS (Acquired Immunisation Deficiency Syndrome) and ARC (Aids Related Complex) & HIV (Human Immunodeficiency Virus) infection.
- Pregnancy, childbirth abortion, miscarriage and all complications arising from such conditions, except where such treatment is rendered necessary by injury within the scope of this policy.
- Effect or influence of alcohol or drugs not prescribed by a qualified medical practitioner.
- Flying or other aerial activity except as a fare-paying passenger in a fully licensed aircraft operated by a licensed commercial air carrier or recognised charter company.
- Declared or undeclared war or any act thereof, invasion, act of foreign enemy, hostilities, civil war, rebellion, revolution, insurrection, exercise of military or usurped power.

- Ionising radiations or contamination by radioactivity from any irradiated nuclear fuel, or from any nuclear waste from the combustion of nuclear fuel; radioactive toxic explosive, or other hazardous properties of any explosive nuclear assembly, or of its nuclear component.
- The insured person engaging or participating in any professional sports, dangerous activities or sports, including underwater activities necessitating the use of underwater breathing apparatus, any kind of speed contest or racing (other than on foot) boxing and wrestling, parachuting, sky diving, bungee jumping, competitive snow or ice sports, hunting, pot-holing; but not including the following activities carried out for leisure; scuba diving under the supervision of qualified instructor, trekking/hiking (with licensed guides if in remote area), rock climbing, hang-gliding, non-competitive winter sports.
- Any accident to an insured person which arises in the course of his/her occupation, if his/her occupation falls within the following categories or involves the following activities: air crew, ship crew, professional sportspersons, diving, oil-rig platform and/or offshore work, fire-fighting, police, naval, military, airforce service or operations (other than as a Serviceman in the Singapore National Service undergoing full-time or reservist training) and any hazardous occupations.

For further clarification and claims, do approach the Student Administrators at the Student Service Centre, Level 5.

1.16 Personal Data Protection Act (PDPA)

Personal data refers to data, whether true or not, about an individual who can be identified from that data; or from that data and other information to which the organisation has or is likely to have access. **Effective 01 July 2014**, personal data in Singapore is protected under the Personal Data Protection Act 2012 (PDPA).

The PDPA establishes a data protection law that comprises various rules governing the collection, use, disclosure and care of personal data. It recognises both the rights of individuals to protect their personal data, including rights of access and correction, and the needs of organisations to collect, use or disclose personal data for legitimate and reasonable purposes.

For more information on PDPA, visit <http://www.pdpc.gov.sg>

1.17 Confidentiality

All student-related information and data obtained through means such as the application forms, NRIC, Passport or birth certificate, etc. from the students are used for the purpose of facilitating registration progression and completion for the programme, application for the Student's pass and for any other programme related needs.

MIS Training Centre is committed to maintaining the confidentiality of the student's personal information and undertakes not to divulge any student's personal information to any third party without the student's prior written consent.

1.18 Feedback / Grievance/ Dispute Resolution Policy

Feedback and Complaints Escalation

MIS Training Centre is committed to providing high quality, responsive and accessible service. Meeting the expectations of its student is an integral part of the work ethic of the Institute.

MIS Training Centre recognises that there will be occasions that student may find the response given to their feedback or complaint is unacceptable. Should such an event arise, the escalation of the complaint will be as follows:

- For Academic related matters, students may request to see the Head of Academic Affairs.
- For Non - Academic matters, students may request to see the Student Services Manager.
- The Executive Director shall monitor the progression of response to and resolution of feedback and complaints.

The Institute shall acknowledge all feedback and resolve all complaints and grievances within 21 days in a closed-loop manner.

If the student still finds the response to the complaint unacceptable, the concern can be further escalated as per escalation process. Students may approach the CPE Student Services Centre for assistance at any point of the escalation process.

It would normally be expected that the Executive Council would only be called upon to comment on matters of policy, principle or standards.

In the event that a complaint proves to be well founded, a process of remedy and improvement will be instigated immediately.

Student Grievance Resolution

MIS Training Centre approaches student grievance resolution according to the following guidelines:

- The resolution of student grievances will be handled formally where possible and always documented
- Grievances will be resolved expeditiously and with due regards for confidentiality;
- Grievances will be regarded by staff as valuable input to the continuous of programs, policies, procedures and services;
- Grievance procedures and the support available to students will be widely publicized to facilitate access to the grievance resolution process;

When a student has lodged a formal grievance, the process to resolve it should commence no later than 21 days after the receipt of the grievance.

Dispute Resolution

MIS Training Centre is committed to ensuring a safe and conducive environment for its staff and all students. We take all feedback and complaints seriously and systems are in place to allow students and staff to voice their concerns.

A complaint or feedback received at MIS Training Centre will be handled fairly, courteously and on a timely basis. The feedback can be verbal or written. The administrative staff or HOD will handle the feedback or complaint. If the complainant is not satisfied with the solution, it will be escalated to the Executive Director. The proceedings must be completed within 21 days and the complainant is to be kept informed of the status.

In the event that the matter remains unresolved or the student does not accept the final decision made by MIS Training Centre, they will be referred to Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through CPE Student Services Centre for mediation.

For more information, students can refer to the CPE official website (www.cpe.gov.sg).

Alternatively, student may visit:

CPE Student Services Centre:

1 Orchard Road #01-01 (YMCA International House)

Singapore 238824

Tel: (65) 6592 2108 Fax: (65) 6337 1584

E-mail: CPE_CONTACT@cpe.gov.sg

Website: www.cpe.gov.sg

Nearest MRT: Dhoby Ghaut (Exit A)

Opening Hours

Monday – Friday : 9.00am to 5.00pm

Closed on Saturday, Sunday and Public Holidays

2.0 Admission Matters

2.1 Programme Admission

All local and international students (full time and part time) are required to sign a student contract at the point of enrolment and before the payment of course fees. Students who do not sign the contract are not permitted to attend classes for the programme enrolled.

During admission, all students go through pre-course counselling conducted by the Education Consultants or the appointed agents for the international students. Students will be advised on the suitable programme to enrol, programme requirements, and rules and regulations while studying in the Institute.

International (Full Time) Students

All international (full time) students must hold a valid Student's Pass to study. The Institute will apply the Student's Pass from the Immigration & Checkpoints Authority (ICA) on behalf of the student before the commencement of the programme.

When the application for a Student's Pass is approved, an In-Principle Approval (IPA) letter will be issued for the applicant to complete the formalities and collect the Student's Pass card at ICA. The Security Deposit (if required), would be indicated in the IPA letter to the applicant.

The amount of Security Deposit (if required) will be furnished in the form of a Banker's Guarantee as listed in the table below:

	Country	Rate per Person
(i)	Bangladesh, Myanmar, People's Republic of China & India	S\$5,000/=
(ii)	Indonesia, Philippines & Thailand	S\$1,000/=
(iii)	Others	S\$1,500/=

Applicants are not required to furnish a Security Deposit if they are

- Nationals from Malaysia and Brunei;
- Holders of valid Dependant's Pass, long term Visit Pass and work pass;
- Children/Spouse of Singapore Citizens/Permanent Residents;
- Foreign students who attend a full-time course at an approved PEI that is awarded the 4 years EduTrust Star/EduTrust status;
- Below 16 years old at the point of application.

The Security Deposit is refundable provided the student has not breached any of the conditions stated in the Security Bond executed by the student and his/her departure from Singapore is confirmed by ICA. Generally, it takes about 6 weeks to process the refund of the Security Deposit upon the cancellation or expiry of the Student's Pass.

Student may opt in for the insurance scheme from the Institute to facilitate the purchase of the security deposit. Alternatively, the student may put up the security deposit upon the approval of the IPA.

2.2 Late Payment Policy

The Institute adopts the Late Payment Policy as per Clause 1.4 of the Student Contract as set out by CPE. All course fees must be paid before or by the scheduled due dates which are reflected in Schedule B of the Student Contract. The Institute considers payment made 1 day after the scheduled due date(s) in Schedule B (as per the Student Contract) as late.

A late payment fee of S\$53.50 (reflected in Schedule C) may be imposed if payment is received after the scheduled due dates. Failure to comply may lead to the student's name being removed from the class attendance list.

The Institute reserves the rights to make amendments to the terms and conditions of the policy. All decision of the Institute's Management is final.

2.3 Cooling-off Period

There is a seven (7) working days cooling off period after the signing of the student contract. If a student decides to withdraw within this period after the signing of contract, he/she is entitled for a maximum refund as stated in the refund policy.

2.4 Cancellation or Postponement of Programmes

The MIS Training Centre reserves the right to limit the enrolment of, cancel or postpone any programmes. The Institute shall notify the students of the cancellation or postponement and act in accordance to the deferment, withdrawal or refund policy, if any applies.

3.0 Academic Matters

3.1 Credit Exemptions / Advanced Standing

Credit exemptions / advanced standing may be considered at Certificate, Diploma, Advanced Diploma, Graduate Diploma, Bachelor and Master Degree levels. Applicants will have to apply for credit exemptions when they submit their applications, with any relevant supporting MIS Training Centre. Supporting documents may include syllabus, curriculum, certificate of registration of the institution, and other useful information.

Applications for credit exemptions / advanced standing will not be considered once the course has commenced.

All applications for credit exemptions / advanced standing are subject to approval by MIS Training Centre and its partner universities.

3.2 Programme Tenure

Students must complete their programmes within **three (3)** years from the commencement of their programmes (proprietary and degrees).

For students who did not apply for course extension prior to the expiry of the course currency period, they will need to register again into the programme. Student will need to pay the prevailing application and course fees, and complete the whole programme from the first semester (without any credit transfer).

For international (full time) students, this will also be subject to the approval of a Student's Pass by the Immigration & Checkpoints Authority (ICA).

3.3 Changes to Programme

MIS Training Centre reserves the right to vary, change and amend the programme, syllabus, curriculum and any other academic contents at any time prior to and during the course of study. The Institute shall notify the students of the change(s).

3.4 Academic Assistance

Students can approach the Academic team at the Student Service Centre, Level 5 on any academic queries during their course of studies. Alternatively, email to academic@mis.edu.sg

3.5 Copyright Issues

In compliance with copyright laws, students who are recording lectures in session using any recording device must seek prior written permission from the Institute and lecturer concerned.

Students must refrain from bringing any photocopied books to the MIS Training Centre. Students who are caught doing so will have their photocopied books confiscated and will face the necessary action taken by the Institute. The MIS Training Centre is a member of the Copyright Licensing and Administration Society of Singapore Limited (CLASS). Please visit www.class-singapore.com for more information.

3.6 Learning Management System (LMS) - MOODLE

LMS, a learning platform that supports the uploading of lecture notes which allows the students to download them via their electronic devices (e.g. laptops, notebooks, tablets, smart phones) for their personal use and view these in class.

Among other notable features of LMS include:

- Allowing students to conveniently access and download course readings and materials on their laptops, tablets and mobile devices.
- Enabling students to receive most up to date notifications and announcements regarding information on their enrolled courses or events.
- Engaging students to participate in forums, course and learner group discussions.
- Corporate Social Responsibility – going paperless to reduce our carbon footprint.

A Moodle account will be created for you. You will be issued with a Moodle username and a temporary password, a week before the start of the programme. You are also required to change your password at your first login.

To start using Moodle, please access via the MIS Training Centre's homepage <http://www.mis.edu.sg> (Click on Current Students -> LMS Login).

4.0 Assessments and Examination Matters

4.1 Daily Assessments

Students are required to complete daily assignments (where applicable) assigned by the lecturers and submit their work on the deadline given.

4.2 Compulsory Assessments

There may be class participation, individual/group assignments, class tests or class presentation that will constitute between 30% to 60% of the overall assessment in a module. For modules with 100% assignment based without examination, the overall assessment for that particular module would be 100% assignment based.

These assessments are compulsory and the performance will count towards the overall marks as assigned by the respective lecturer. Students should refer to the individual module outline and assessment brief for details of the assessment components.

Individual / Group Assignments or Projects

There shall be no extension of deadline for submission of individual/group assignments and projects. For late submissions, 10% of the total marks of the assignment or project will be deducted per day after the submission deadline.

Students are allowed to submit their assignments or project no later than five days after the submission deadline, of which 50% of the total assignment marks will be deducted.

A zero mark will be awarded if the student's assignment or project is not received by the fifth day after the submission deadline.

Class Tests

Class tests for full-time programmes will be scheduled during the day, while the part-time programmes will be in the evenings.

Students are not allowed to leave the room in the first 45 minutes and the last 20 minutes of the class tests. Those who are late for more than 30 minutes for the examination will not be permitted to take the test.

Students who are absent for the class test, must submit the absence documentation within ten (10) calendar days from the date of the class test for review and approval. However, there will be no re-test for those students who are absent from the class test (with or without valid reasons).

For the approved absence, the class test weightage will be adjusted to the written examination weightage.

Presentation

Students who are absent from presentations, with or without reasons, will be awarded a zero mark. The non-oral component of assessment is not affected by this decision.

4.3 Examinations

The examinations are held at the end of each semester of the programme. The examination schedule is available on the class schedule, which was provided at the beginning of the semester. Students must fulfil the attendance requirement and financial obligations to the Institute in order to be eligible to sit for the examination.

The conduct of all examinations will be in accordance with the MIS Training Centre Examination Rules and Regulations, which will be emailed to the students at the end of each semester.

Main Examination

All students must sit for a written examination at the end of each semester, unless otherwise stated. Unless there are term tests, assignments, projects and class presentations (weightage up to 60%), all examinations will constitute 100%.

Students who miss the main examination of a module without any valid reasons will **not** be eligible to sit for the supplementary examination and will have to **repeat** that particular module.

Supplementary Examination

This is applicable to candidates who are unsuccessful (failed) or absent with valid reason in their main examination. Refer to Absence from Examination below.

Student must pay the supplementary examination fee in before he/she can sit for the supplementary examination.

Maximum Number of Examination Sittings per Module

Each student is allowed a maximum of **three** (3) sittings (inclusive of supplementary examination) for any one module per semester. No fourth attempt will be granted to any candidate who is repeatedly absent from further examinations in the same module.

4.4 Examinations Eligibility

Students are only eligible to sit for the end-of-semester examinations if they have achieved a minimum in-class attendance of 75% (local students) or 90% (international full time students) for each module **AND** there are no outstanding fees with the Institute.

MIS Training Centre reserves the right to bar students from taking any examination if they do not fulfil these requirements.

4.5 Absence from Examinations

If a student is unable to sit for any examination due to unforeseen circumstances, he/she must submit the absence documentation within ten (10) working days from the day of examination.

For medical reasons, the Institute accepts medical certificates from any Singapore registered medical practitioners, to verify their absence from the examination. The medical certificate produced must be dated on the day of the examination.

The medical certificate or absence document, together with the "Application for Absence from Exam or Test" form, must be submitted to the Assessment Department at the Student Service Centre, Level 5 within ten (10) calendar days from the day of examination.

Medical certificates issued by traditional medical practitioners (TCM) will **not** be accepted.

Other valid reasons include:

- Overseas Business Trip (only applicable to part-time students)
An official letter from the company certifying the business trip and travel documents (e.g. air tickets, e-ticket, travel confirmation, passport page, etc.) must be submitted to Assessment Department within 3 working days after the examination.
- Reservist In-camp training (ICT)
A copy of the “Order to Report for Reservist” has to be submitted to the Institute within 3 working days after the examination.

The company letter, travel documentations or ICT letter, together with the “Application for Absence from Exam or Test” form, must be submitted to the Assessment Department within ten (10) calendar days from the day of examination.

If no document is received after ten (10) calendar days of absence, the candidate is deemed to have failed the examination.

ABSENCE FROM EXAMINATION WITHOUT NOTICE WILL BE TREATED AS FAILURE.

4.6 Supplementary Examinations

Students who failed the main examination but pass the module during the supplementary examination attempt will only be given a “Pass (P)” grade. Assignments, projects, class tests and / or class presentation results will not be included in the supplementary examination results.

A student who is absent from the main examination with valid reasons approved by MIS Training Centre and passes a module during the supplementary examination will be graded according to the grading scheme.

There is no further supplementary examination if the student fails at this attempt.

4.7 Academic Offences

Academic offences are viewed very seriously by the Institute. If a student has been identified as committing this offence intentionally or unintentionally, he/she will be called for an investigation.

Plagiarism

Plagiarism is the presentation of the thoughts or work or another as one’s own. Examples include:

- the unacknowledged incorporation in a student’s work of material derived from the work (published or unpublished) of another. Examples of plagiarism are:
- the inclusion in a student’s work of more than a single phrase from another person’s work without the use of quotation marks and acknowledgement of the sources.
- the summarising of another person’s work by simply changing a few words or altering the order of presentation, without acknowledgement.
- the use of the ideas of another person without acknowledgement of the source.
- the unacknowledged use of images (digital or otherwise) music, patents or other creative material either in the entirety or in the creation of a derivative work.
- copying the work of another student, with or without their knowledge or agreement. Refer to Collusion.
- the unacknowledged re-submission of work the student had previously submitted to gain academic credit at this University or elsewhere.

Collusion

Collusion exists where a student:

- submits as entirely his/her own with intention to gain unfair advantage the work done in collaboration with another person.
- collaborates with another student in the completion of work which is intended to be submitted as that other student's own unaided work.
- knowingly permits another student to copy all or part of his/her own work and to submit it as that student's own unaided work.

Falsification

Examples of falsification include:

- the falsification of data. The presentation of data in laboratory reports, projects or other forms of assessment based on experimental or other work falsely purported to have been carried out by the student, or obtained by unfair means.
- the falsification of references, including the invention of references and/or false claims.

Ghosting

Ghosting exists where:

- a student submits as their own, work which has been produced in whole or part by another person on their behalf, e.g. the use of a 'ghost writing' service or similar.
- a student will also be guilty of academic misconduct if he/she deliberately makes available or seeks to make available material to another student (of this university or elsewhere) whether in exchange for financial gain or otherwise with the intention that the material is to be used by the other student to commit academic misconduct.

Cheating

Cheating in an examination is a serious offence and may lead to expulsion. If a student is caught during the examination with evidence, he/she needs to stop the examination.

- Communicating with or copying from any other student during an examination except insofar as the examination regulations may specifically permit this, e.g. group assessments.
- Communicating during an examination with any person other than a properly authorised Invigilator or another authorised member of staff.
- Introducing any written or printed materials into the examination room unless expressly permitted by the examination or programme regulations.
- Introducing any electronically stored information into the examination room, unless expressly permitted by the examination or programme regulations.
- Gaining access to any unauthorised material relating to an assessment.

4.8 Retake Failed Module(s)

Students who have failed supplementary examinations will have to retake and attend classes for the particular module again. Such students will need to pay the prevailing course fees before repeating the failed module. The Institute reserves the right to bar students from repeating a module if no payment is made.

Students are given **a maximum of three (3) times** to study or repeat a module / level. Failing which, the Institute reserves the right to terminate the studies of the student.

4.9 Progression to the Next Semester

Students need not pass all modules in a semester before they move on to the next semester. However, candidates must pass all the modules in a programme in order to graduate from the programme.

Students are required to settle all outstanding financial obligations before they can move on to the next semester. The Institute reserves the right to withhold the examination results of students who fail to settle any outstanding payment.

4.10 Examination Results

Results will be moderated and approved by the Examination Board before they are released to students. Students will be informed via email on the result release and should not solicit any information before the release date from MIS Training Centre lecturers or the staff.

4.11 Review of Examination Answer Scripts

Any request for a review of examination scripts must be made within seven (7) days from the date of the examination results released. Students must fill in the "Examination Paper Review" form and submit to the Assessment Department at the Student Service Centre, Level 5 together with an examination review fee.

- Review of Scripts: Applicable to students who are enrolled in the MIS Training Centre's proprietary programmes. A review fee per module is applicable.

THE REVIEW OF THE EXAMINATION SCRIPT DOES NOT ALLOW EXAMINATION SCRIPTS TO BE VIEWED OR RETURNED TO THE STUDENT.

Students will be made known of the review report within 4 weeks from the date of request. Following the review, the decision of the Examination Board will be irrevocable and no further queries will be entertained on such matters.

4.12 Grading Scheme

The following grading scheme applies to the MIS Training Centre proprietary programmes.

Certificate, Diploma, Advanced Diploma and Graduate Diploma programmes:

A Distinction	80% -100%
B Higher Credit	70% -79%
C Credit	60% -69%
D Pass	50% -59%
F Fail	0% -49%

Explanation of the Grading Structure

- Grade A - Demonstrated exceptional ability and superior grasp for the module.
- Grade B - Displays good understanding of the subject matter and commendable analytical.
- Grade C - Displays above average understanding and knowledge of the subject matter.
- Grade D - Achieves the level of understanding set by the examiner to pass this component.
- Grade F - Did not achieve a passing grade.

English Preparatory programme:

A Distinction	90% -100%
B Credit	80% -89%
C Pass	70% -79%
F Fail	0% -69%

For partner university programmes, refer to the university's grading scheme which is available in the university's Academic Regulations and Procedures handbook.

4.13 Graduation

A graduation ceremony is organised for students who have successfully completed their programme in MIS Training Centre. The ceremony will be held in May or June annually.

4.14 Reprint of Transcript and Certificate

Students may request for a reprint of their academic certificate or transcript by submitting their request to the Assessment Department at the Student Service Centre, Level 5 with the reprint charges.

Reprint of Certificate

Students need to fill in the "Application for Replacement of Award" form.

Reprint of Transcript

Students need to fill in the "Request for additional copies of the Official Transcript" form.

5.0 Administrative Matters

5.1 Deferment of Studies

When a student decides to postpone or delay studying a particular programme or module to a later date, the student may request for a deferment and he/she will retain his student status with the institute.

The valid grounds for applying for deferment include:

- Medical reasons
- Financial reasons
- Work commitments
- Bereavement of immediate family members including parents, spouse and children
- National Service Training
- Issues during the counselling session

Requests that do not fall under these points will be considered on a case-by-case basis but not as a precedent for future cases.

Student must apply for the deferment using the “Request for Deferment” form before the course/semester commencement date and submit the form to the Student Administrators at the Student Service Centre, Level 5. Students who are below 18 years of age are required to submit a letter of consent from their Parents. Relevant documents to support the application must be submitted along with the form.

A deferment fee is applicable for each deferment application and applies to all programmes in MIS Training Centre. For the University programmes, student may be required to fill in a separate form, if necessary.

The period of deferment will be worked towards the tenure for the student to complete the programme. Approval for students who wish to resume their studies after the approved deferment and/or course tenure period will be on a case-by-case basis. All decisions made by the Institute and partner university are final.

Students will be informed of the outcome within 4 weeks from the date of the application, subject to all relevant documents duly submitted. For students whose deferment has been approved, the existing Student Contract and Fee Protection will be terminated. The student will be issued with a new Student Contract and the Fee Protection will be purchased upon return.

5.2 Transfer of Programme

A student may wish to change his/her course of study or switch study mode (ie. from part-time to full-time, vice versa). In such instance, he/she must apply for a transfer.

The valid grounds for applying for transfer include:

- Medical reasons
- Financial reasons
- Work commitments
- Bereavement of immediate family members including parents, spouse and children
- National Service Training
- Issues during the counselling session

Requests that do not fall under these points will be considered on a case-by-case basis but not as a precedent for future cases.

Student must apply for the transfer using the "Course Transfer" form and submit the form to the Student Administrators at the Student Service Centre, Level 5. Students who are below 18 years of age are required to submit a letter of consent from their Parents. Relevant documents to support the application must be submitted along with the form. All decisions made by the Institute and Partner University (if applicable) are final.

Student will be informed of the outcome within 4 weeks from the date of the application, subject to all relevant documents duly submitted. He/She will be advised on the new commencement date as well as the revised period of study, if applicable. Upon approval of transfer, the existing Student Contract and Fee Protection will be terminated. The student will be issued with a new Student Contract and the Fee Protection will be re-purchased accordingly.

5.3 Withdrawal from Programme

A student who is no longer keen to pursue or complete his/her study may withdraw from his/her programme.

The Withdrawal Conditions include:

5.3.1 Withdrawal Due to Non-Delivery of Course:

The Institute will notify the student within three (3) working days if it encounters the knowledge of any of the following:

- It does not commence the Course on the Course Commencement Date;
- It terminates the Course before the Course Commencement Date;
- It does not complete the Course by the Course Completion Date;
- It terminates the Course before the Course Completion Date;
- It has not ensured that the student meets the course entry or matriculation requirement as set by the Institute stated in PEI-Student Contract within any stipulated timeline set by CPE; or
- The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

5.3.2 Withdrawal Due to Other Reasons:

- Medical reasons
- Financial reasons
- Work commitments
- Bereavement of immediate family members including parents, spouse and children
- National Service Training
- Issues during the counselling session

Requests that do not fall under these points will be considered on a case-by-case basis but not as a precedent for future cases.

5.3.3 Withdrawal During Cooling-Off Period:

The Institute will provide the student with a cooling-off period of seven (7) working days after the date that the PEI-Student Contract has been signed by both parties. Should the student wish to withdraw during this period, the student needs to submit a written notice of withdrawal to the Institute, regardless of whether the student has started the course or not.

5.3.4 Uncontactable / “Missing- in- Action” Students

If the Institute is unable to locate or contact a student for a period of more than two (2) weeks, such students may be deemed to have withdrawn from the programme after all efforts of contact have been exhausted.

For International (full time) students who are absent or uncontactable for a period of three (3) days, the Institute will lodge for a police report and inform the Immigration and Checkpoints Authority (ICA) to cancel their Student’s Pass on the seventh day. The student will be deemed as withdrawn from the programme.

Students must fill in the “Request for Withdrawal” form to express his intention and submit the form to the Student Administrators at the Student Service Centre, Level 5. This request applies to all MIS Training Centre programmes. For the University programmes, student may be required to fill in a separate form, if necessary. Students who are below 18 years of age are required to submit a letter of consent from their Parents.

Student will be informed of the outcome within 4 weeks from the date of the application, subject to all relevant documents duly submitted. Upon withdrawal, the Student Contract and Fee Protection will be terminated and the student is deemed to be no longer a student of the Institute. Student’s Pass holders will have their pass cancelled through ICA.

5.4 Refund Policy

The Institute adopts the Refund Policy per Clause 2 of the Student Contract as set out by the Council for Private Education (CPE). Any request for a refund of course fees paid before/after commencement of the course shall be made as per the following refund policy:

Refund for Withdrawal Due to Non-Delivery of Course:

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

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

The Student should be informed in writing of alternative study arrangements (if any), and also be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid should the Student decide to withdraw, within seven (7) working days of the above notice.

Refund for Withdrawal Due to Other Reasons:

If the Student withdraws from the Course for any reason other than those stated in Clause 2.1 of the Student Contract, the Institute will, within seven (7) working days of receiving the Student’s written notice of withdrawal, refund to the Student an amount based on the table in Schedule D of the Student Contract.

Refund During Cooling-Off Period:

The Institute will provide the Student with a cooling-off period of seven (7) working days after the date that the Contract has been signed by both parties. The Student will be refunded the highest percentage (stated in Schedule D) of the fees already paid if the Student submits a written notice of withdrawal to the Institute within the cooling-off period, regardless of whether the Student has started the course or not.

Schedule D

% of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received:
80% refund for English Preparatory Programmes 85% refund for MIS Training Centre's Academic Programmes.	More than [30] days before the Course Commencement Date
75% refund if written notice is received for all programmes	Before, but not more than [14] days before the Course Commencement Date
70% refund if written notice is received for all programmes	After, but not more than [7] days after the Course Commencement Date
60% refund if written notice is received for all programmes	more than [7] days after the Course Commencement Date, but not more than [14] days after the Course Commencement Date
0% refund if written notice is received for all programmes	More than [14] days after the Course Commencement Date

Types of Fees

Refundable:

- Course Fees
- Administrative Fee
- Locker Deposit

Non-Refundable:

- Miscellaneous Fees, unless otherwise stated

There will be no refund of course fees, administrative fee and miscellaneous fees for students who are terminated due to disciplinary action for failing to abide by the regulations and guidelines of the Institute, the university partner and/or Singapore Authorities.

Note on Refund Procedure:

All refunds shall be made within seven (7) working days upon request.

A Student who would like to obtain a refund on payment made is required to complete the "Request for Refund" form. This form can be obtained from the Student Administrators at the Student Service Centre, Level 5. The form is to be submitted along with supporting documents in order for the refund request to be processed.

5.5 Attendance Management

Students must fulfil the following minimum attendance requirement for each module/level during their course of study:

- International students (Full-Time) 90%
- Local students (Full-Time & Part-Time) 75% (including students on funding schemes)

Attendance Tracking

The Institute has a Biometric Fingerprint system that tracks student attendance on a daily basis. Students are required to scan their fingers to register their daily attendance. They must clock in and out for each lesson via the Biometric Fingerprint system installed at each level in the institute.

Students who have forgotten to sign in or clock in their attendance (via Biometric Fingerprint system) must see the Student Administrators at the Student Service Centre, Level 5 immediately before the class so that attendance verification can be done.

Full-time study

Students must clock in and out their attendance and the lecturer(s) will verify their attendance in class. They are not required to sign on the physical attendance list.

International students on student's pass must report to the institute daily for lessons or self directed studies, Monday to Friday between 9.30am to 5.30pm for at least three (3) hours daily. When there is no scheduled lesson, students must attend the self-directed studies at the designated area. This is in compliance to the regulation set by the ICA.

Part-time study

Students must clock in and out and sign their attendance on the physical attendance list. The lecturer(s) will verify their attendance in class.

Refrain from the following when signing on the attendance list:

- "Alphabet" signature;
- Inconsistent signature;
- Using pencil;
- Signing on behalf of someone not present in the class.

Students, who arrive 15 minutes after the lesson time or leave 15 minutes before lesson's ending time, shall be considered as Absent.

Absence from Class

MIS Training Centre takes a serious view of students' absences. Students who do not meet the minimum required attendance standards set may affect their course of studies such as not eligible to sit for the examinations.

Students must ensure that they register their attendance punctually for every lesson attended. Students caught logging in the attendance on behalf of another student will be subject to severe disciplinary action by the Institute.

Students may submit the following documents as excuse for absence:

- Medical Certificate

The Institute accepts medical certificates from a Singapore registered medical practitioner. Medical certificates issued by traditional medical practitioners will not be accepted.

The medical certificate (MC) produced must be dated on the day of lesson absent and submit to the Student Administrators within 3 working days.

- Overseas Business Trip

An official letter from the company certifying the business trip and travel documents (e.g. air tickets, e-ticket, travel confirmation, passport page, etc.) must be submitted to the Student Administrators within 3 working days.

- Reservist In-camp training (ICT)

A copy of the "Order to Report for Reservist" has to be submitted to the Institute before the reservist call-up period.

Students who are under the funding schemes, SDF or NTUC (UTAP-WTS), do note that MC, overseas trip and ICT are not accepted as an excuse for absence and do not make up the missed attendance. Funding claims will be affected if the overall attendance for each semester is below 75%.

International student on student's pass who is absent continuously for 3 days, the Institute will lodge a police report. If he/she is still absent, the Institute will report to ICA on the seventh (7th) day to cancel the student's pass.

Attendance Monitoring

Students' attendance is monitored regularly by the Student Administrators. They will monitor the modular and the self-directed studies (for student's pass holders) attendances.

Students will receive emails from the Student Administrators when their modular, self-directed studies or overall attendance falls close to below the 75% (local students) or 90% (international full time students) requirement.

Students with persistent low attendance will be called in for counselling. For international full time students on student's pass with attendance below 90% will be reported to the ICA monthly.

5.6 Funding Schemes (SDF or NTUC (UTAP-WTS) Schemes)

Students who are under any of the funding schemes must attain at least 75% attendance per module AND sit for all examination, failing which they will not be eligible for the funding fees.

Funded students must sign their attendance for each lesson that attended. The signature in the attendance list must be consistent for all lessons attended. Inconsistent signatures may result in not receiving funding for the enrolled programme.

Change of employment during the programme is not advisable for students who are under the funding scheme. Students or company seeking funding support must ensure applications submitted to the respective funding bodies are complete.

In accordance to WDA's guidelines, student(s) repeating the same programme or module will not be eligible for further training assistance.

Refer to WDA's website, <http://www.wda.gov.sg>, for regular updates.

*Please note that funding schemes are only applicable to part-time Certificates, Diplomas and Advanced Diplomas programmes.

Skills Development Fund (SDF)

If you are applying for the Skills Development Fund (SDF) Subsidy, kindly inform your HR personnel to process your subsidy registration through the Skills Connect System (www.skillsconnect.gov.sg) before the due date stated in the payment advice. Your HR personnel may like to note that they have to select "**The Course Title**" and "**Course Code**" when they are prompted to select the Course Title when registering for the coming new semester. Do note that an online registration for SDF subsidy has to be made **before the commencement of the programme**.

NTUC (UTAP-WTS)

If you are applying for the NTUC Union Training Assistance Programme - Workfare Training Support (UTAP-WTS) grant, you are required to register online via the portal (www.ntuc.org.sg) **at least 7 days but not more than 60 days** from the programme commencement date.

5.7 Class Schedule

For full-time studies, all lessons are held in the day (morning and afternoon sessions) between 9.30am to 5.30pm. Replacement lessons will be scheduled if lessons fall on public holidays.

For part-time studies, lessons are in the evenings during the weekdays at 7pm to 10pm and mornings and/or afternoons during weekends. Lessons are held on an average of 3 evenings during weekdays.

5.8 Changes to Class Schedules

There may be instances where lessons need to be postponed due to lecturers on medical leave or any unforeseen emergencies during the semester. In this instance, the replacement lesson date will be discussed with the students to obtain the majority agreement.

MIS Training Centre reserves the right to vary, change and amend the class schedule, lecturer, schedule, venue and any other matters at any time prior to and during the course of study. The Institute shall notify the students of the change(s).

5.9 Progression to the next semester

Students moving on to the next semester or level must make semester's fee payment within 2 weeks before the commencement date. The Student Administrators will issue the Payment Advice 4 weeks ahead of the next semester.

A late fee will be levied if the student does not make payment by the due date (as indicated on the payment advice). Students who have financial difficulty to meet the payment due date may speak to the Student Administrators for advice.

5.10 Student Survey

As part of MIS Training Centre's commitment in maintaining and improving the learning experience, the Institute will conduct surveys throughout the course of study to obtain feedback from the students in matters pertaining to lecturer(s) effectiveness, module(s) effectiveness, student support services, campus facilities and overall satisfaction.

The feedback collected will be treated in full confidentiality and will be used by the Institute for further improvements.

5.12 Change of Personal Particulars

Students must keep the Institute updated of any change in their personal details such as residential address (in Singapore and/or home country, if applicable), contact numbers (in Singapore and/or home country) or email addresses.

Students may contact or see the Student Administrators at the Student Service Centre, Level 5 to update the change. This will facilitate the Institute to contact the student in the event of any announcements or emergencies and to ensure that all communications will be conveyed to the students.

6.0 International (Full Time) Student Matters

6.1 ICA Regulations

Student's pass holders are reminded of the application declaration at the point of applying the student's pass.

Student's Pass holders:

- declare that all the particulars furnished in the application are true and correct;
- undertake not to study without a student's pass;
- undertake not to misuse controlled drugs or to take part in any political or other activities during their stay in Singapore which make them undesirable or prohibited under the Immigration act;
- undertake not to comply with any criminal offences in Singapore;
- undertake not to indulge in activities which are inconsistent with the purpose for which the immigration passes have been issued;
- further undertake not to be engaged in any form of employment or in any business, profession or occupation in Singapore whether paid or unpaid, without a valid work pass issued under the Employment of Foreign Manpower Act (Cap. 91a).
- understand that industrial attachment and/or on-the-job training (whether provided by my school or otherwise) is also considered as employment under the Employment of Foreign Manpower Act and requires a valid work pass;
- aware that overstaying or working illegally in Singapore is a serious offence and on conviction, the penalties may include mandatory imprisonment and caning;
- understand that if the Controller of Immigration is satisfied that itself or any member of the family breaches this undertaking or becomes an undesirable or prohibited immigrant, he will cancel my immigration pass and the passes of the members of my family, and we may be required to leave Singapore within 24 hours of such cancellation;
- give consent for the department to obtain and verify information from or with any sources, as deemed appropriate for the assessment of the application for immigration facilities.

6.2 Student's Pass Matters

Renewal of Student's Pass

Students who wish to renew their student's pass must comply with Immigration and Checkpoints Authority (ICA)'s attendance requirements. International (full time) students must maintain a minimum overall attendance of 90% each month.

A notice of Student's Pass expiry list is made available at the Level 3 notice board. Students may approach the Admissions Officers, one month prior to their Student's Pass expiry date for renewal application.

Students must pay the ICA processing fee for each renewal prior to the processing of request.

Loss of Student's Pass

Students who lose their student's pass must:

- make a report at a police station;
- get a letter from the police to certify that their Student's Pass is lost;
- obtain a letter from the Student Administrators to certify that they are enrolled in the MIS Training Centre's programme;
- bring both letters to ICA and make a report accordingly and apply for a replacement of the Student's Pass.

Students will have to pay penalty charges to ICA for the replacement of their student's pass.

Cancellation of Student's Pass

Students are required to surrender their Student's Pass for cancellation within 7 days from the date of cessation or termination of their study.

The Institute will submit an application of Student's Pass cancellation online via SOLAR+.

Alternatively, students may submit their cancellation over the counter at ICA at Visitor Services Centre, 4th storey, ICA Building, from Mon to Fri (8am to 4.30pm), Sat (8am to 12.30pm) with the following documents:

- A duly completed cancellation form
- Student's valid travel documents
- Student's Pass Card (IMM Form 17A)
- Student's Visit Pass and Disembarkation/Embarkation Card; and
- A duly completed Disembarkation/Embarkation Card (IMM Form 27A), where applicable (will be provided at ICA counters).

6.3 Withdrawal / Forced Withdrawal

International students who have withdrawn from the programme voluntarily or are required to withdraw from the course due to misconduct, the Institute shall cancel their student's pass within 7 days of their withdrawal (Refer to cancellation of student's pass).

6.4 Leave Application

International (full time) students who wish to apply for leave during their course of study must submit the "Student Leave Application" form to the Student Administrators at the Student Service Centre, Level 5.

Student must submit the application form and supporting documents such as:

- Medical certification or letter if the student is seeking medical treatment;
- Documents for the bereavement of immediate family members including parents, spouse and children
- Other relating documents to support the leave application

Approval of leave will be subjected to case by case basis.

7.0 Student Support Services

The Institute recognises that a well-developed system of student support is vital to students' ability to gain the best from their studies. A comprehensive range of student support services and facilities is provided and is continually reviewed for improvement.

7.1 New Students Orientation

A welcome orientation is held for the new students to understand better on the programme requirements, programme administration procedures, rules and regulations of the institute and other important highlights that can facilitate the course of studies.

7.2 Students' Activities

The Institute endeavours to provide holistic education to all the students by developing the full potential of the individual through various student development programmes and activities. An integrated learning framework revolves around five main dimensions: Academic Enhancement, Social Awareness, Cultural Immersion, Physical Development and Character Building.

The student development programmes and activities are organised at least once a month. Details of each activity will be released to the students via email and posters in the institute. Student's registration is accepted via email or register personally with the Administrator on a first-come-first-served basis.

Activities organised include:

- Academic Enhancement such as Academic Referencing and Study Skills.
- Social Awareness such as CSR Projects like Clean and Clean Drive and Run for Hope.
- Cultural Immersion such as Visits to places of worships and Festive season celebrations.
- Physical Development such as Badminton tournament and Kite flying.
- Character Building such as Leadership programme and Committee position holder.

Students may write in to students@mis.edu.sg for any queries.

7.3 Counselling Services

The trained counsellor provides emotional and social support to students who are experiencing difficulties in coping with the daily struggles such as personal and academic issues. The counsellor works with the lecturers, administrators and the management to address both the developmental and academic needs of the students.

The Counsellor is also involved in the following activities:

- Investigation of any disciplinary issues or misconduct.
- Liaison person to professional bodies such as the Health Promotion Board (HPD) to conduct health or mental talks.
- Provide students with public crisis helplines in case of urgent matters.

The counselling session can be done individually or as a group and all counselling are treated with confidentiality. Students may speak to the school Counsellor, or write in to counselling@mis.edu.sg for assistance.

7.4 Other Support Services

The other range of student support services in the MIS Training Centre is as follows:

- Information on accommodation in Singapore;
- Administrative Services (e.g. Leave application);
- Financial Assistance (Bank loans, instalment plans);
- Students' Medical Insurance Coverage;
- Facilities (e.g. Classrooms, Resource Centre, Students Lounge, Student Study Room and Discussion Room);
- Career Guidance.

8.0 General Code of Conduct

The code of conduct, which is not meant to be exhaustive in scope, will help remind us of the standards we have set for ourselves to foster a campus environment which all of us can be proud of. Our commitment to these standards contributes to the good image of the Institute and a pleasant environment for everyone

8.1 Campus Norms

It is against the law for anyone below the age of 18 years to smoke. Anyone found guilty of the offence will be dealt with by the relevant government authorities. Smoking is prohibited by law in all enclosed areas and surrounding compounds of the Institute and its external facilities. Anyone found guilty of the offence may be fined.

Gambling is strictly prohibited in the Institute. Given the difficulty in deciding what is gambling and what is not, the Institute's stand is that any form of card game, regardless of whether money is involved, will be deemed as gambling. All forms of activities which have obvious associations with gambling, the playing of cards or any other game of chance is strictly disallowed. Anyone found engaging in such activities will be considered to have committed the serious offence of gambling regardless of whether money is involved.

Students are required to be properly attired at all times and to observe a sense of decorum when they are within the Institute. Hair must be kept neat and tidy. No sleeveless T-shirts, singlet, shorts, and clothes with offensive words or images, sandals or slippers are permitted.

Students are also warned against damaging any fixtures/furnishings of the Institute. Such acts amount to vandalism and will not be tolerated. They also inconvenience other students who may be prevented from making full use of facilities provided, through no fault of their own. Any form of vandalism will not be tolerated. Students found guilty of vandalism will be severely dealt with.

8.2 Class Norms

Food and drinks are not allowed in all classrooms. Students may consume their food and drinks in the Student Lounge at Level 3.

Ensure that mobile phones are set in silent mode during lessons.

Be respectful and not be rude or behave aggressively towards staffs, lecturers, fellow classmates and students.

8.3 Singapore Law and Order

The following is a non-exhaustive list of Singapore's authorities and relating laws that you need to be aware to prevent any violation:

Immigration & Checkpoints Authority (ICA)

- www.ica.gov.sg
- Issuances of passes such as student's pass.
- Immigration offenders such as overstaying.

National Environment Agency (NEA)

- <http://app2.nea.gov.sg>
- Ensuring a quality living environment
- Example : Pollution control such as smoking prohibition, etc.

Central Narcotic Bureau (CNB)

- <http://www.cnb.gov.sg>
- Coordinating all matters pertaining to drug eradication
- Example : Drug Prevention for narcotic drugs and psychotropic substances

Health Sciences Authority (HSA)

- <http://www.hsa.gov.sg>
- Protecting and advancing national health and safety.
- Example : Ensuring that health products are safe, of good quality and efficacious such as medicines and supplements.

Agri-Food and Veterinary Authority (AVA)

- <http://www.ava.gov.sg>
- Import and sale of food products into Singapore
- Example : Chewing Gum, Seafood, Meat, Vegetables, etc.

Singapore Police Force (SPF)

- <http://www.spf.gov.sg>
- Crime prevention and deterrence, public order, terrorism, etc.

Media Development Authority (MDA)

- <http://www.mda.gov.sg>
- Import and censorship of magazines, films, videos, etc.

8.4 Conduct and Discipline

It is necessary to ensure fairness and consistency when handling violations and breaches in conduct and discipline. Disciplinary offences are ranging from violating the Institute's norm to Singapore's law and order.

All staff in the Institute is empowered to enforce discipline. When any staff encounters an offence committed, they have the authority to:

- reprimand the student for the offence
- demand for and make a copy of the student's identification
- report the offence to the Manager, Head, or Executive Director for follow-up action.

Students who misconduct will be counselled and disciplined accordingly. The Institute has the right to suspend students who misconduct in school. In more serious instances, disciplinary actions with possible expulsion will also be taken on students who are found guilty.

The disciplinary offences, which are not exhaustive in scope, include:

- Cheating or dishonesty in examinations;
- Fighting;
- Vandalism, destruction or damage to the Institute's property or other property within the Institute's premises;
- Theft;
- Disrespectful behaviour and insubordination to staffs, lecturers, fellow classmates and students;
- Possession of dangerous weapons;
- Non-compliance with or disobedience of orders made by the Institute;
- Possession and/or consumption of drugs or alcohol or intoxicating substances;
- Immoral or indecent behaviour;
- Forging of documents or possession of forged documents;
- Unauthorised use and illegal copying of copyrighted materials including printed and/or non-printed matters and computer software, 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 Institute;
- Any other act, conduct or neglect which is prejudicial to good order or discipline in the Institute or is likely to bring the Institute into disrepute.

8.5 Suspension of Studies

The Institute has the right to suspend a student from his/her course of study under the following unsatisfactory conditions:

- Misconduct or unacceptable behaviours.
- Repeated poor academic performance.
- Violation of the Institute's policies.
- Financial reasons.
- Suspicion or confirmation of infectious or contagious disease.

Student will be informed that his/her study has been suspended and will be notified of the reason(s) for the suspension. Where appropriate, the student will be given a return-to-study date and informed of any conditions that must be met before he/she can resume study.

Student identified with any of the above condition(s) will undergo investigation and counselling. The student may appeal to the Institute within seven (7) days from the date of notification of the suspension. The appeal will be reviewed by the panel that comprises of the Manager, Head and Executive Director. The decision of the panel shall be final.

The Institute will undertake a more serious action if there is no improvement or there is a repeat occurrence, which could lead to expulsion.

8.6 Expulsion

A student found guilty of committing any of the following may be expelled from the Institute:

- Cheating during examination / class test;
- Unrepentant behaviour after first counselling;
- Student's Pass being cancelled by ICA for whatever reason(s);
- Students with repeated poor academic performance and unresponsive to academic assistance and counselling offered by the MIS Training Centre
- No improvement or repeat occurrence of suspension of study condition.
- Action or behaviour which is threatening, abusive or likely to cause alarm, harassment or distress.
- Violation of the Singapore Law.

Student will be notified of the reason(s) for the expulsion. The student may appeal to the Institute within seven (7) days from the date of notification of the expulsion. The appeal will be reviewed by the panel that comprises of the Manager, Head and Executive Director. The decision of the panel shall be final.

In the event that the student is expelled from the programme by the Institute, there will be no refund of any course fee.

9.0 **Resource Centre @ MIS**

The Resource Centre @ MIS is a repository of information on sales, marketing and business, publications. With its extensive collection of business books, magazines, journals and free internet all housed under one roof; it provides a convenient, comprehensive and useful source of information for those doing research.

Rules and Regulations

The Resource Centre @ MIS is exclusive for the use of students and members of Institute. Students must produce their MIS Training Centre membership card when borrowing books and/or using any of the facilities.

The loan period for each book is two weeks and the loan quota assigned to each student at any point in time is 2 books. The overdue fine is \$0.20 per item per day. For every item lost/damaged, the student will have to pay for the cost of the item lost or damaged at the pre-determined value.

Students may read newspapers and study in the Resource Centre @ MIS. However, reference materials are not to be removed.

The use of computers in the Resource Centre @ MIS is limited to a maximum of half an hour per person (should the number of users exceed the computers available for use). These computers are strictly for the purpose of working on school assignments and projects such as topic research, typing, printing; and not for online chatting or leisure such as playing online games, etc.

Students who are accessing the computers in the Resource Centre @ MIS will be required to log into the system using a designated User ID and password. These are available from our Librarian during operation hours.

Food and beverages are not allowed in the Resource Centre @ MIS; and students must refrain from littering.

To avoid causing annoyance to other users, students should keep their voices down and refrain from making loud noises or cause disturbance to others. Group discussions are not allowed in the Resource Centre @ MIS.

The Resource Centre @ MIS is located at :
Marketing Institute of Singapore Training Centre
410 North Bridge Road, Level 5
Singapore 188726
Tel. No. : 6411 1705

Operating hours:
Monday to Friday : 11.00am to 08.00pm
Closed on Saturday, Sunday and Public Holidays.

Free internet Wi-Fi is available within the Resource Centre @ MIS.

9.1 **Sample Examination Papers**

Students may make enquiries about sample examination question papers which are available for reference in the Resource Centre @ MIS.

10.0 Membership Services

10.1 Affiliate Membership

Our community of more than 1,000 corporate and individual members enjoy these special benefits & privileges. MIS is the one place that connects you to the largest fraternity of sales & marketing professionals. Whether you are an individual looking to expand your network of like-minded peers or an organisation keen to build your employees' knowledge in the dynamic field of marketing, we have the connections to steer you and your organisation in the right direction.

A registered student of the Institute is conferred the status of an Affiliate Member of the Marketing Institute of Singapore. Upon graduation, the student of the Institute is granted a waiver of the prevailing membership entrance fee if he or she decides to continue as an individual member with the Institute. Affiliate Members do not enjoy voting rights at the Institute's Annual General Meetings.

10.2 Membership Card

A membership card will be issued by the Institute's to all students who have paid their course fees. All students are encouraged to bring along their membership cards with them at all functions organised by the Institute. For any enquiries pertaining to your membership cards, please call Student Affairs.

10.3 Membership Privileges & Benefits

The MIS Membership Office is located at:

410 North Bridge Road #06-00

Singapore 188726

Opening Hours: Monday to Friday 9.00 am – 6.00 pm

Email : membership@mis.org.sg / seminars@mis.org.sg

The full benefits and services that are open to MIS members can be found at:

<http://www.mis.org.sg/membership/privileges>

Participating store/outlet discounts and recreational facilities

Simply present your MIS Membership Card at participating outlets to enjoy special discounts and privileges at participating merchants' stores and outlets. MIS Members are entitled to use the full range of recreational facilities which include a spa wellness centre, karaoke lounge, piano lounge and a study room at participating clubhouses.

Discounts on Selected MIS Executive Development Programmes

MIS offers short courses relating to Sales, Marketing, Communications, Service Excellence, Event Management, Business Management, Leadership, Human Capital Management and Personal Effectiveness. Student members of MIS Training Centre will enjoy up to 20% discount when they register for selected courses.

Regular Membership Activities, Talks & Networking Events at Preferential Rates

Participate in programme such as Marketing Guru Talks, Marketers' Networking Night, Interest Groups Talks, National Sales & Marketing Congress, seminar conference and many more. These events are often conducted by industry experts and provide a good opportunity for learning and networking. Some of the signature events include the Marketers' Night and the National Sales and Marketing Congress.

Complimentary Publications

All members of the MIS receive complimentary issues of the quarterly printed print Magazine, *The Singapore Marketer* and monthly e-newsletter e-Marketer. Both publications feature insightful articles and exclusive interviews with business personalities to give readers the latest perspectives on innovative marketing strategies, ideas and concepts.

11.0 MIS Training Centre Facilities

- 2nd level – Classrooms
- 3rd level – Classrooms, Student Lounge & Student Discussion Room
- 4th level – Classrooms, Student Study Room, Computer Laboratory
- 5th level – Resource Centre @ MIS

Free internet Wi-Fi is available within MIS Training Centre campus.

12.0 Essential Contacts

Marketing Institute of Singapore Training Centre
410 North Bridge Road #01-00
Singapore 188726

Telephone No : 6411 1700

Fax No : 6270 5782

Operating hours:

Monday to Friday : 9.00am to 08.00pm

Closed on Saturday, Sunday and Public Holidays.

Need Assistance?

Student Administrative Matters (Non-academic)	students@mis.edu.sg
Examination Matters	examinations@mis.edu.sg
Academic Matters	academic@mis.edu.sg
Resource Centre @ MIS	library@mis.edu.sg
Funding matters and feedback	mis_sdf@mis.edu.sg
Counselling	counselling@mis.edu.sg
Feedback	feedback@mis.edu.sg

Emergency Numbers

Police : 999
Fire : 995
Ambulance : 995
Samaritans of Singapore (SOS) : 1800-221 4444

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