



2022

Singapore International Course Guide

Advanced Diploma of Hospitality Management

William
Angliss
Institute



Why study with us?

- Study an Australian qualification in Singapore
- Six months paid internship
- Affordable tuition fee
- Multiple intake dates
- Credit exemption towards related bachelor degree courses in Australia
- Central Orchard Road Location

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William Angliss Institute

William Angliss Institute in Australia

William Angliss Institute is a Victorian Government owned, award-winning, specialist training institute for the Tourism, Hospitality, Foods and Events industries, with over 82 years of education and training experience.

William Angliss Institute in Singapore

William Angliss Institute Pte Ltd is a specialist training institute for Tourism, Hospitality and Customer Service related industries. We are owned by William Angliss Institute and are an Approved Training Organisation with SkillsFuture Singapore. We seek to empower students with the skills and education to pursue their career goals and realise their full potential. William Angliss Institute Singapore campus provide a range of Tourism and Hospitality qualifications including Australian, Singaporean and ASEAN qualifications.

We offer an Advanced Diploma of Hospitality Management (SIT60316) under the Australian Qualifications Framework for local and international students, and are EduTrust certified.



Cert No: EDU-2-2098
Validity: 17/03/2021 - 16/03/2025

CPE Registration No. 201023608D
(31 October 2020 – 30 October 2024)

Declarations

William Angliss Institute has used its best endeavours to ensure that the material contained in this publication was accurate at the time of printing. The Institute gives no warranty and accepts no responsibility for the accuracy or completeness of information. The Institute reserves the right to make changes to, among other things, course schedules, location, admission requirements, fees and staffing without notice at any time (even once you have enrolled in the course) at its absolute discretion. You should frequently check with the Institute's website for the most current information available. Copyright in this publication is owned by the Institute and no part of it may be reproduced without the permission of the Institute. Published: January 2022.



Vision, Mission, Values & Culture

Vision

The leading educational provider within South East Asia of hospitality, tourism, foods and culinary arts knowledge and expertise.

Mission

To deliver the highest quality specialist skills and education to inspire, empower and develop people passionately devoted to being service industry professionals, leaders and innovators.

Values

- Personal Responsibility
- Inspiration
- Empowerment
- Community
- Expertise

“William Angliss Institute Singapore’s objective is to provide you with personal growth and development that is aligned to workplace practices and career pathway opportunities.”

Wayne Crosbie
Centre Director, William Angliss Institute Singapore



Culture

At Angliss we seek to develop an engaging environment to work or study, specifically a culture which:

- Models mutual respect, nurturing, listening, empowering and feeling valued.
- Encourages and recognises innovation, being proactive and keeping abreast of industry trends and pedagogy.
- Builds teamwork through collaboration and consultation across.
- Supports professionalism through transparency, accountability and continuous improvement.



COVID-19 Safety at Angliss Singapore

Our campus adheres to the safety guidelines of Ministry of Education, Ministry of Health and SkillsFuture Singapore, and we continue to support students who may need to attend campus due to practical training requirements or if they require technical assistance.

In the case of government restrictions preventing students from attending classes on campus, students may be required to learn online. Online classes are designed to engage and connect with our school community and are scheduled to take into account global Time Zone differences. Students are provided with a range of online support, to ensure that their online learning experience is enjoyable and productive.

Students are advised to regularly check their email and social messaging groups for the latest Angliss updates. All students can contact our campus by phone or email for further advice and visit our website to learn about the COVID-19 safety measures.

angliss.edu.sg/coronavirus

Students are advised to regularly check Ministry of Health, Ministry of Education and SkillsFuture Singapore government websites for COVID-19 related public information.

Singapore Government | Singapore COVID-19 Updates:

gov.sg/features/covid-19

Ministry of Health | Singapore COVID-19 Updates:

moh.gov.sg/covid-19



William Angliss Institute

Singapore Campus

William Angliss Institute Singapore's campus is located in the heart of Singapore. Only 150 metres from Orchard Road and just a few minutes walk away from Somerset MRT train station, the campus is conveniently located next to major shopping malls, restaurants, cafes, convenience stores and a vibrant city atmosphere.

51 Cuppage Road, 10-14/17 Starhub Centre, Singapore 229469

Facilities

The campus is equipped with state of the art facilities to enhance and enrich students' learning experiences.

- Spacious air-conditioned classrooms with SMART boards
- Front office training room
- Student lounge
- Assessment rooms
- Complimentary Wi-Fi
- Complimentary tea and coffee facilities

On our rooftop, students can enjoy using the tennis court and barbeque and bond with their classmates and teachers.



Contact us

Call: +65 6637 9855
Email: info@angliss.edu.sg
Website: angliss.edu.sg

[Click here to view our campus video](#)

See more of Singapore

Watch more videos to learn about Singapore passion, people and culture.

[Singapore – Where Passion is Made Possible](#)
[Singapore People and Culture](#)



Internships at Angliss Singapore

The Internship/Industry Placement Program is an integral part of the Advanced Diploma of Hospitality Management studies at William Angliss Institute Singapore. Our students acquire internships in food and beverage service, housekeeping, front office operations or concierge duties.

Internships are a work-based learning program where students participate in a paid industry placement for six months, practicing their skills in the workplace.

Our excellent reputation and strong industry relationships lead to valuable internships and employment opportunities for our students and graduates.

Possible Internship Placement Locations

- International Hotels
- Serviced Apartment Hotels
- Restaurants
- Country Clubs:
 - Singapore Cricket Club
 - Singapore Swimming Club
 - Tanah Merah Country Club
 - The Swiss Hotel Singapore

The internship journey is supported by our teaching and assessment team who provide assistance with every stage of the placement process, from interview and commencement to progress and assessment.

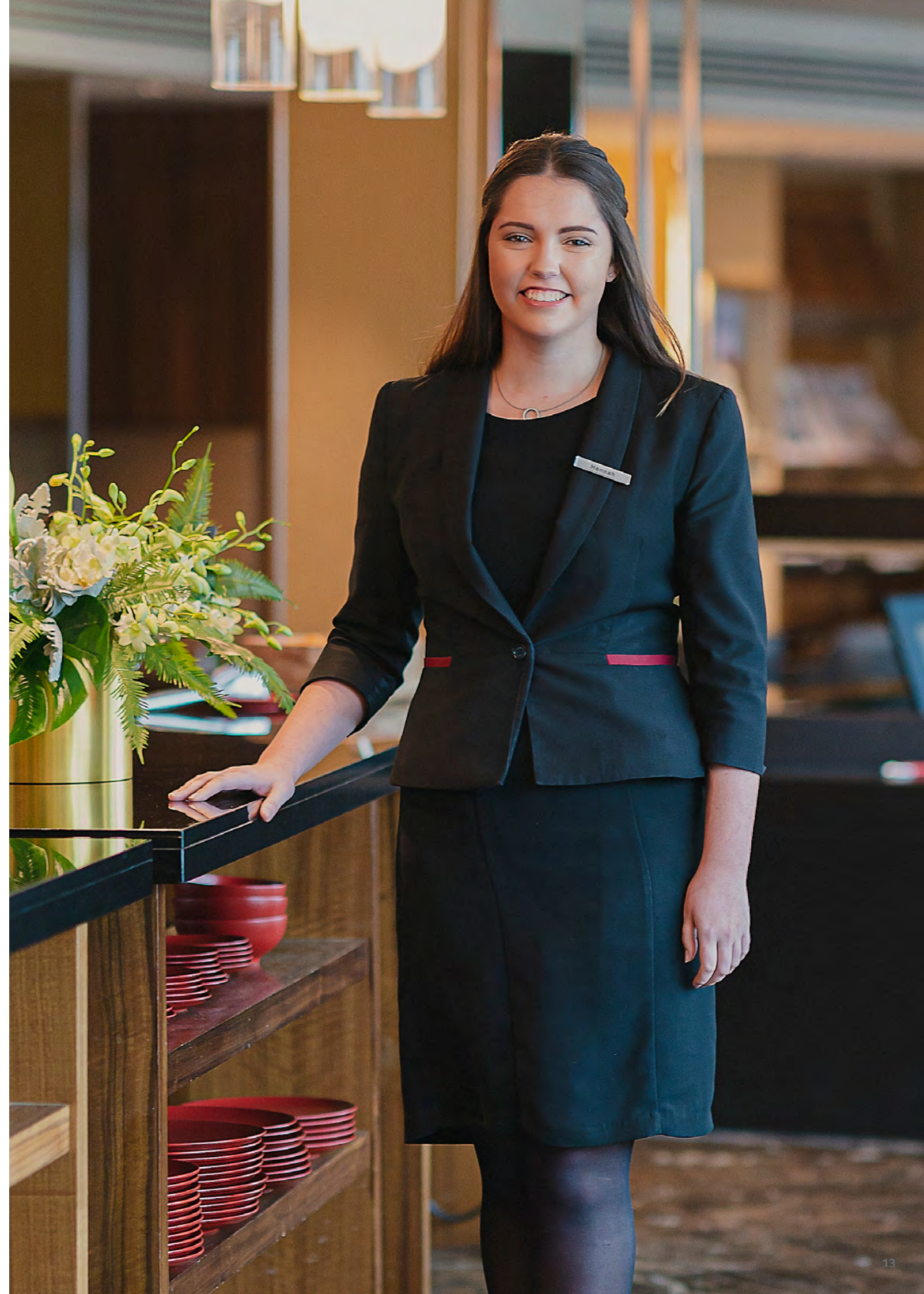
Note: The internship/industry placements are arranged for qualified students and are subject to the approval of relevant passes by the Ministry of Manpower.

Hospitality Management



If you love working with people and thrive in a fun, team environment, a career in the dynamic hospitality industry will offer you great career opportunities to work in Singapore and internationally.

Hospitality careers are diverse. Whether you are interested in Hotel Management, Human Resources, Sales & Marketing, Food & Beverage, Events Management, Cruise Services or perhaps even opening your own restaurant or café, the Advanced Diploma of Hospitality Management will prepare you for a broad, exciting career.



Advanced Diploma of Hospitality Management

The Australian Qualifications Framework (AQF) Advanced Diploma of Hospitality Management (SIT60316) with William Angliss Institute Singapore has a unique combination of study and industry placement.

Advanced Diploma of Hospitality Management (SIT60316)	
Course Code:	SIT60316
Course Fee:	\$16,500
Campus:	Singapore
Intakes:	March / May / August / November*
Student:	International
Duration:	18 months
Terms:	12 months (4 terms) course fees to be payable before term starts
Pass Required:	Student's Pass <i>Issued by: Singapore Immigration & Checkpoint Authority (ICA)**</i> Training Work Permit <i>Issued by: Ministry of Manpower (MOM)***</i>
Graduation Requirement:	Complete 33 units (16 Core Units and 17 Elective Units)
Program Hours:	30 instructional hours (theory and practical) per week spread over 4 terms Maximum 6-day week (up to 44 hours only) as per MOM's guideline
Certification:	Advanced Diploma of Hospitality Management issued by William Angliss Institute of TAFE
Course Developer:	Developed by Australian Skills Quality Authority (ASQA) and contextualized by William Angliss Institute.

- Notes:
- * During Covid-19 period, more intakes are available for rolling admissions. Contact team for further information.
 - ** The student's pass application is approved by the Singapore Immigration & Checkpoint Authority (ICA).
 - *** IPP posting is subject to the approval of relevant passes by Ministry of Manpower (MOM).

Study Plan	
Year 1 - Study	
TXCCS008	Develop and manage quality customer service practices
BSBRES401	Analyse and present research information
SITXHRM003	Lead and manage people
SITXHRM006	Monitor staff performance
BSBRSK501	Manage risk
SITXFIN004	Prepare and monitor budgets
SITEEVT005	Plan in-house events or functions
SITTTSL007	Process reservations
SITHACS008	Provide accommodation reception services
SITHACS005	Provide porter services
SITHACS002	Provide housekeeping services to guests
SITXFSA001	Use hygienic practices for food safety
SITHFAB007	Serve food and beverage
SITXHRM002	Roster staff
SITXMGTO01	Monitor work operations
BSBMGT608	Manage innovation and continuous improvement
SITXCCS007	Enhance customer service experiences
SITHFAB002	Provide responsible service of alcohol
SITHFAB003	Operate a bar
SITXFIN003	Manage finances within a budget
SITTTSL005	Sell tourism products and services
BSBDIV501	Manage diversity in the workplace
SITXWHS004	Establish and maintain a work health and safety system
BSBMGT517	Manage operational plan
SITXMPR007	Develop and implement marketing strategies
BSBFIM601	Manage finances
SITXFIN005	Manage physical assets
SITXCOM005	Manage conflict
SITXGLC001	Research and comply with regulatory requirements
SITXMGTO02	Establish and conduct business relationships
BSBMGT617	Develop and implement a business plan
SITXHRM004	Recruit, select and induct staff
Year 2 - Industry Placement Program	
SITHIND004	Work effectively in hospitality service

Teaching and Assessment	
Teacher Student Ratio	One Teacher to a maximum of 20 students.
Mode of Instruction/Delivery	Instruction may include lectures, discussions, excursions, guest speakers, demonstrations, case-studies, practical exercises and activities.
Attendance Requirement	Student Pass Holders are required to maintain a class attendance of 90% and above as per Immigration & Checkpoints Authority of Singapore (ICA) requirements.
Assessment Tools	For each unit of competency a number of assessment tools have been identified including: 1. Work Projects 2. Practical Presentations 3. Written Questions 4. Third Party Statements 5. Observation Checklists 6. Workplace Performance
Graduation Requirement	Students must be graded as competent in all 33 units including successful completion of the Industry Placement Program (16 Core Units and 17 Elective Units).

Certificate and Articulation	
Certification	Upon successful completion of the program, trainees will receive an Advanced Diploma of Hospitality Management issued by William Angliss Institute of TAFE.
Articulation	Graduates of the Advanced Diploma of Hospitality Management may wish to apply for William Angliss Institute's Higher Education program in Australia upon completion.

Our Student Testimonials



“Studying at Angliss in Singapore connected me to my future friends and trainers in Australia, and brought me closer to my dream profession.”

Hellen, Indonesia

Further Study: Bachelor Degree at William Angliss Institute, Melbourne, Australia



“William Angliss Institute Singapore is an incredible institution to study at. I had a wonderful experience studying there and it helped shape my future career. I am adoring my higher studies in Canada.”

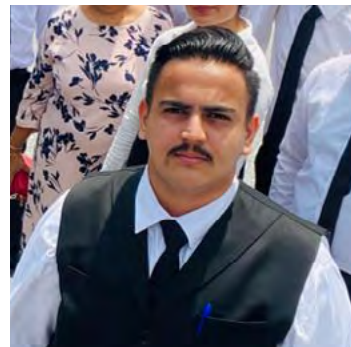
Avleen, India

Further Study: Bachelor Degree at Mount Saint Vincent University, Halifax, Canada

“It has been a wonderful journey of making lifelong friends from different countries, serving in events like the Singapore Grand Prix, going on excursions and meeting with industry experts.”

Jashan, India

Further Study: Bachelor Degree at William Angliss Institute, Melbourne, Australia



“I am enjoying practising my skills and meeting with new people in Singapore. My studies started during pandemic restrictions, however I received outstanding support from Angliss to start my studies online then travel to Singapore for on campus studies and my internship.”

Austin, Vietnam

Internship: Tanah Merah Country Club



“I am thrilled to be part of an agile institute that helped me continue and complete my studies during pandemic restrictions. The course has opened gates for my higher studies in many other countries.”

Chanuka, Sri Lanka

Internship: Singapore Swimming Club



“I thoroughly enjoyed my 18-months of study in Singapore, especially being exposed to the amazing hospitality industry there. I completed my hospitality internship at the Singapore Cricket Club, which was an amazing experience. Thanks to my studies at Angliss Singapore, I am now working with Marriott Hotels back home in Indonesia.”

Richard, Indonesia

Internship: Singapore Cricket Club



Student Support

William Angliss Institute Singapore Office

William Angliss Institute Singapore Office is responsible for the admission, orientation and welfare of all international students. The office provides advice on matters relating to program admission, student visa regulations, payment of fees and further studies.

International Student Course Coordinators

International student course coordinators have been appointed in the teaching department to help you to understand timetables, assignment tasks and day to-day classes. They will also monitor your course progress, consult with your teachers and organise support services if required to assist you to make satisfactory course progress.

Pastoral Counselling Services

William Angliss Institute provides free and confidential pastoral counselling services for all students. Students having emotional concerns are welcome to approach our qualified psychologists in Melbourne. Students are able to book an appointment with our counsellors by dropping them an email at counselling@angliss.edu.au

Orientation

The Institute will assist you to adjust to life as a William Angliss student through an orientation program. The orientation program provides essential information regarding your study at William Angliss Institute.

1. Meet other students.
2. Obtain information on Student Visa, legal services, emergency and health services, facilities and complaints and appeals processes.
3. Get to know your international coordinators / student services staff and teachers.
4. Find useful resources and services at the Institute including information on accommodation, study strategies, academic requirements and expectations.

Living in Singapore

Singapore is a dynamic cosmopolitan city, rich in culture and heritage. It has consistently featured as a 'Top Asian City' in various international 'Best City' studies and surveys. Singapore offers a diverse community of Chinese, Malay, Indian and other cultures, covering a wide spectrum of religions, cultures, and languages all living harmoniously together.

Accommodation Services

Our Student Services team is able to provide hostel recommendations to students who require assistance with finding accommodation in Singapore. There are many accommodation providers on our contact list offering various options to our students.

Some of the accommodation websites you could refer to for property research are below.

[propertyguru.com.sg](https://www.propertyguru.com.sg)
[rentinsingapore.com.sg](https://www.rentinsingapore.com.sg)
[gohinghome.com](https://www.gohinghome.com)

Food

Singapore is commonly known as a "Food Paradise!" Shopping and food are considered to be national pastimes in Singapore. There are venues to suit all budgets and tastes, ranging from the popular hawker centres and coffee shops to chain restaurants, quirky cafes, contemporary restaurants and fine dining options across the island.

Meal prices range from Hawker Centres (S\$3.50-7.00 per meal) with lots of food stalls grouped together to Food Courts (S\$5-10 per meal) in malls to Restaurants (S\$15-20 and above per meal).

Safety

Singapore excels in safety and cleanliness. The city streets and public transportation methods are exceptionally secure for students and well supported with strict laws.

Weather

Singapore's climate is warm and humid, with temperatures ranging from 23 to 33 degrees Celsius. The country has plenty of sunshine, with the occasional rainstorm, especially during the year end periods. Our Singapore campus is air-conditioned year-round.

Public Transport

Public transport is affordable and efficient. Travelling from one part of Singapore to another is easy thanks to a highly penetrative public transport system. The three main modes of public transport in Singapore are the Mass Rapid Transit (MRT), buses and taxis.

For more details on MRT routes, fares and travel times, visit [smrt.com.sg](https://www.smrt.com.sg)

Overall Cost of Living

The cost of living in Singapore is generally reasonable for such a developed country. As a student it is important to budget wisely in order to live at a standard you are comfortable with. Following is a basis of what you can expect to spend each month. Actual expenses vary with each student, according to individual lifestyle and preferences.

Monthly Expenditure (SGD)	Budget	Luxury
Accommodation	S\$350	S\$1500
Food	S\$300	S\$600
Transport	S\$100	S\$200
Other	S\$200	S\$500

Note: The living cost does not include tuition fees and travel expenses from your home country to Singapore.

Students must consult student support services team before making any bookings or signing long term accommodation contracts. Student must not book long-term accommodation offshore.

Currency

The official currency of Singapore is the Singapore Dollar (SGD).

Good and Services Tax (GST)

A 7% Goods and Services Tax (GST) is imposed on all purchases. Tipping is not commonly practised in Singapore as most restaurants and hotels have a 10% service charge on bills.

Medical

A visit to a General practitioner (Doctor) costs approximately S\$30-50 for a consultation, depending if further treatment is required. We recommend students research their insurance scope, and the processes to manage your medical needs for the period of your studies.

Drinking Water

It is generally safe to drink water straight from the tap, according to [pub.gov.sg](https://www.pub.gov.sg).

Electricity

Singapore uses the square-shaped three-pin plug. You may need an adapter or transformer for foreign appliances, which are available at most hardware and supermarket stores.

Entry Requirements

Academic requirements

William Angliss Institute Singapore academic entry requirements must be demonstrated by ONE of the following:

Qualification	Academic requirement in Singapore	Academic requirement in your home country
Advanced Diploma of Hospitality Management	Singapore GCE O level or equivalent with minimum of 3 passes (C6 and above) in English, Mathematics and one other or equivalent.	Successfully completed Secondary or High School education that is equivalent to Singapore GCE O Level with satisfactory results and attendance

Other qualifications are happily considered on a case-by-case basis.

If you have not completed your secondary studies, you need to be at least 21 years of age with demonstrated capacity to meet course requirements and relevant work experience.

Age requirements

Applicants must be 17 years of age or above.

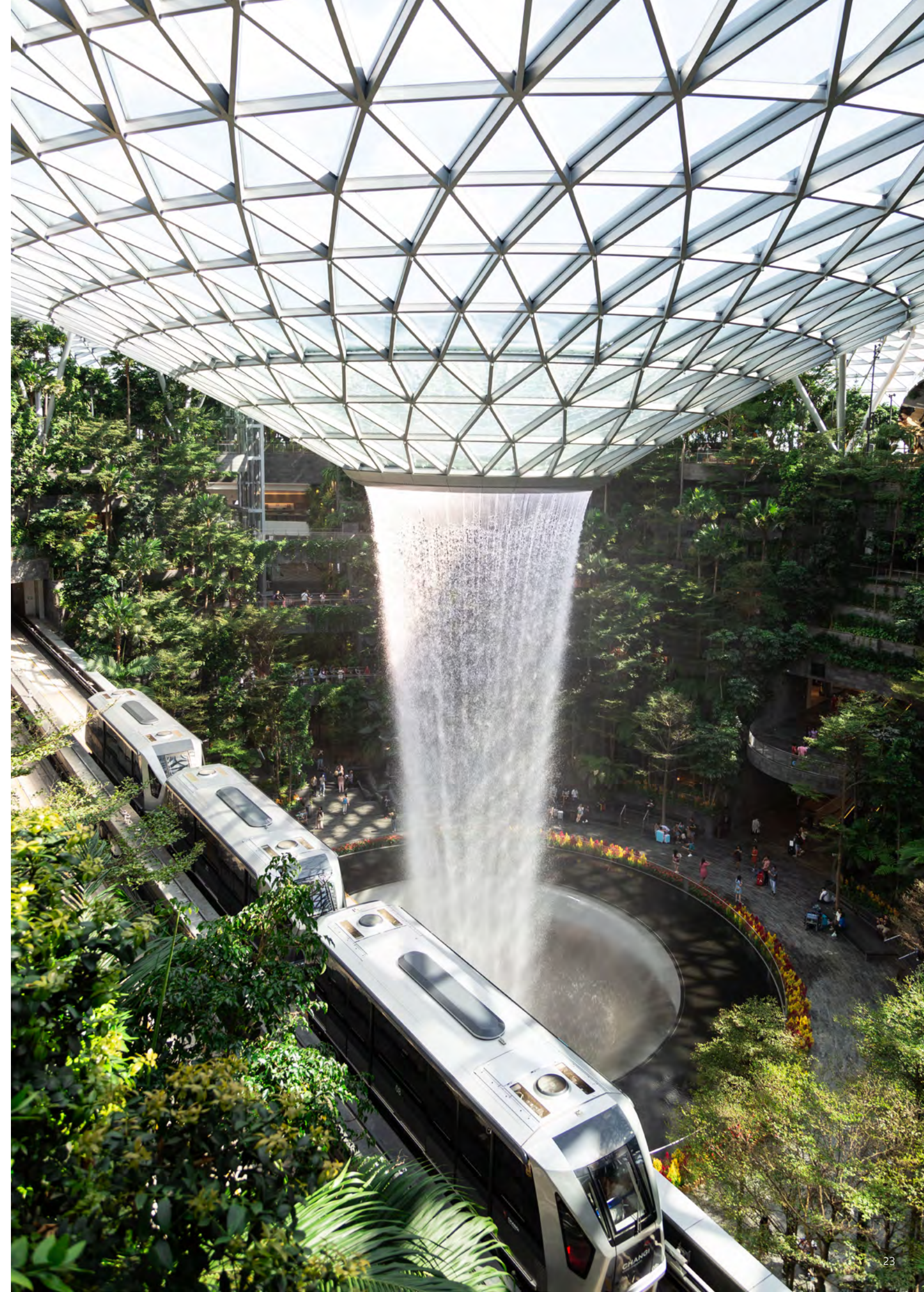
William Angliss Institute does not accept students who are under 17 years of age.

Note: For students under 18, there is no guardianship requirement for travel and accommodation arrangements to Singapore. It is an industry practice for international students below the age of 18 years old to have a parent or legal guardian appointed to sign off legal documents, in particular the student contract.

English language requirements

International students must have a good command of written and spoken English. William Angliss Institute Singapore's English Language entry requirements must be demonstrated by ONE of the following:

Qualification	Certificate, Diploma, and Advanced Diploma	
IELTS <i>(Academic Module)</i>		Overall 5.5
TOEFL iBT <i>(Internet-Based)</i>		69-70
TOEFL Paper		523
TOEFL CBT <i>(Computer-Based)</i>		193
PTE Academic		46
TOEIC	Listening and Reading	650
	Speaking	150
	Writing	130
CEF		B2
CELS <i>(all skills)</i>		Pass
ISLPRS <i>(all skills)</i>		2+
FCE <i>(Cambridge)</i>		Yes
CAE <i>(Cambridge)</i>		Yes
CPE <i>(Cambridge)</i>		Yes
Upper Intermediate (English for Academic Purposes) certificate from a recognised English language centre		Yes
Advanced English (for Academic Purposes) certificate from a recognised English language centre		Yes
Senior Secondary Certificate of Education completed in Australia		Yes
Certificate IV or higher completed in Australia		Yes
Tertiary studies in medium of English		Yes
Evidence of at least 5 years of studies in an English speaking country <i>(Australia, New Zealand, United Kingdom, Canada, United States of America, South Africa, Republic of Ireland)</i>		Yes
English is your first language		Yes



Student Pass Requirements

International students are permitted to study on campus in Singapore after their Student's Pass is approved. William Angliss Institute Singapore admission team will provide an active link to the student for completing their student pass application. The link is time-bound and students must keep the information ready to complete the application.

Documents Required:

You will need the following information to complete your Student's Pass application.

1. Acceptance of unconditional letter of offer from William Angliss Institute Singapore
2. Passport / Your travel document biodata page
3. Birth Certificate
4. Your personal information, including the list of countries / places you have previously resided.
5. Educational background
6. Employment history (if applicable)
7. Financial support
8. Your parents', spouse's, and / or siblings' personal information (if applicable)
9. Your residential address and contact details in Singapore
10. Your email address
11. Your recent, passport-sized, digital, colour photograph taken within the last three months. Please refer to the photo guidelines for more information.

ica.gov.sg/photo-guidelines

Processing Time:

The processing time for a new Student's Pass application is within four weeks.

Some applications may take longer to process.

The approval of student's pass application is dependent on ICA Singapore. William Angliss Institute Singapore does not guarantee the approval of Student Pass. For more information, please visit ICA website at ica.gov.sg





Tuition Fees

Course Information	
Course Code	SIT60316
Course Title	Advanced Diploma of Hospitality Management
Total Course Duration (months)	18 months^
Fees	
Student Pass Processing Fee*	S\$214.00
Course Fee	S\$16,500.00
Fee Protection Scheme Insurance Fee*	S\$165.00
Total	S\$16,879.00

Miscellaneous Fees	Amount (S\$) (with GST, if any)
WAI T-shirts (per piece)	S\$26.75
Appeal fee (per unit)	S\$53.50
Reassessment fees – Not Yet Competent (per unit)	S\$53.50
No show to scheduled assessment time	S\$107.00
Catch-up private class	S\$288.90
Late payment of course fee (30 days from payment due date)	S\$107.00
Deferment fee (per unit)	S\$230.05 + S\$5.35 per unit hour
Retake (per unit) *failure to meet min. attendance	S\$500
Graduation Ceremony fee	S\$35 – 50

Notes:

All fees quoted are in Singapore dollars (SGD or S\$) & subject to annual review and change.

^18 months of course duration consists of 12 months full-time study & 6 months industry placement program.

**Non-refundable fees.*

Policies and Procedures

Personal Data Protection Act (PDPA)

The Personal Data Protection Act (PDPA) 2012 establishes a data protection law that governs the collection, use, disclosure and care of personal data. William Angliss Institute, Singapore is responsible for the personal data in its possession or under its control, and will develop and implement policies and practices that are necessary for the Institute to meet the obligations under the Personal Data Protection Act (PDPA) 2012. The Institute is to ensure that individual data is secure at all times and safe from unauthorized access, alteration, use or loss.

Fee protection scheme

The Fee Protection Scheme (FPS) serves to protect the students' fees in the event a Private Education Institution (PEI) is unable to continue operations due to insolvency, and/or regulatory closure. Furthermore, the FPS protects the student if the PEI fails to pay penalties or return fees to the student arising from judgments made against it by the Singapore courts. FPS is compulsory for both local and international students taking courses unless a waiver is granted by CPE.

Fee Protection Company: Lonpac Insurance BHD

Medical Insurance

Student must have medical insurance policy before travelling to Singapore. A proof of student's medical insurance policy is to be submitted to the Institute before travelling to Singapore.

Standard Student Contract

The Standard PEI-Student Contract ("Student Contract") WAI, Singapore adopts is a very important legal document

between the Institute and the student.

It is the responsibility of the Institute to explain the following contents of the student contract in English or in the native language of the student, where applicable.

- (i) Course information and Fees
- (ii) Refund Policy, including Refunds for Withdrawal for Cause and Refunds for Withdrawal without Cause
- (iii) Fee Protection Scheme by Insurance
- (iv) Any other information as deemed necessary

All students are required to sign two original sets of student contract. One set will be given to the student and one set will be kept by the Institute. If any amendment is made which will change the original intent of the student contract, both the student and WAI, Singapore must sign beside the amendment(s) on both sets of the original student contracts.

A sample of the Standard PEI-Student Contract used by the Institute can be found on CPE website:

[tpgateway.gov.sg/resources/information-for-private-education-institutions-\(peis\)/edutrust-certification-scheme/where-can-i-get-more-information](http://tpgateway.gov.sg/resources/information-for-private-education-institutions-(peis)/edutrust-certification-scheme/where-can-i-get-more-information)

Student Transfer/ Withdrawal and Deferment Policy

1. The policy on transfer/ withdrawal / deferment:

- 1.1 A student who requests for an internal course transfer within the Institute must have their existing contract terminated. A new student contract will be signed based on the procedures for executing student contracts.

- 1.2 A student who transfers from his / her current course to another course within the Institute shall be deemed to have withdrawn from the Course and the Refund Policy shall apply unless as otherwise agreed between the Institute and the Student.
- 1.3 All requests must be made in writing. Verbal notices will not be accepted.
- 1.4 The student must also fulfil all the admissions criteria of the new course and will be subjected to the Institute's student selection and admission procedures.

- 1.5 A student who withdraws from the Institute to enroll with another Institute shall be deemed to have withdrawn from the Institute and the refund policy and procedures shall apply.
- 1.6 A student who requests a deferment of course /unit is required to submit Deferment Request Form with supporting documents. An interview will be conducted by Student Services Team and is subject to approval by the Academic Department. An Official Letter of Acceptance or Rejection will then be issued to the student. The deferment fees are calculated as a base fee of \$230.05 + \$5.35 per unit hour.

- 2. **Conditions for granting of Transfer and Withdrawal:**
- 2.1 All outstanding fees must be settled
- 2.2 Submission of any supporting documents and adhering to the process as stated in the Course Transfer and Withdrawal Procedures.

- 3. **Conditions for Refund**
- The Institute's Refund Policy shall apply for all qualified refunds.

Students are to refer to the Institute's Refund Policy and the Standard Student Contract for further details.

4. Student Pass Status For Course Transfers

For Student Pass holders, course transfer is subject to ICA's approval of the new Student's Pass. 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.

5. For Course Withdrawals

Student Pass holders are required to submit his / her passport and Student Pass to the Institute for cancellation of Student Pass with ICA.

6. Timeframe for assessing and processing transfer / withdrawal cases.

The entire transfer / withdrawal process, from point of application to the final outcome, should not be more than 4 weeks. If the final outcome is not in favour of the applicant, respective staffs are to handle each situation according to the Institute's dispute resolution policy and procedure.

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 behaviors
- 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 Trainer-in-charge, Academic HOD and Centre Director.

Expulsion

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

- Cheating during assessments
- Unrepentant behaviour after undergoing counselling
- Student Pass being cancelled by ICA for whatever reason(s)
- Student with repeated poor academic performance and unresponsive to academic assistance and counselling offered by William Angliss Institute
- 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 Singapore law
- Student is not contactable for more than 7 days from final warning email.

Student will be notified of the reason(s) for 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 Trainer-in-charge, Academic HOD and Centre Director. The decision of the panel shall be final.

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

Course Fees and Additional Expenses

Courses are offered to International students in terms. Fees are not determined on a single subject basis but for places in entire courses which are designed by the Institute to ensure graduates maximize their career opportunities. For future stages of your course, the Institute reserves the right to adjust your annual course fees to take into account increases in Institute and course delivery costs.

In relation to course fees from an international student or an intending international student either in Singapore or overseas, the following statements apply.

1. Payments

- 1.1 Student's pass processing fee (S\$214) is non-refundable.
- 1.2 Tuition fees must be paid for one term / semester in advance as agreed. New international students must pay in advance according to the terms and conditions within the Offer Letter and Acceptance Agreement. Continuing international students must pay according to the payment due date on the invoice before the start of the next semester.
- 1.3 Tuition fees and deposits can be paid in the form of a cash, cheque or telegraphic transfer. All bank charges (local and overseas) relating to telegraphic transfer (TT) of funds to the Institute are the responsibility of the international student or intending international student.

2. Modes of Payment

Payments can be made by cash, Telegraphic Transfer (TT) or Cheque. All local and overseas bank charges are to be borne by remitter. Telegraphic Transfer (TT) made to the following account:

Account Name:
William Angliss Institute Pte. Ltd.

Bank:
DBS Bank

Branch:
Plaza Singapura Branch

Address:
68 Orchard Road, #B1-25 Plaza Singapura, Singapore 238839

Swift Code:
DBSSSGSG

Account No.:
100-902565-4 (SGD)

For cheque payment, please indicate the details of the program applied for and your personal particulars on the back of the cheque. Cheques must be crossed and made payable to "William Angliss Institute Pte. Ltd.". The student's name, passport number and course title should be written on the reverse of the cheque.

Refund of Fees

Student Refund Policy

- 1. The Institute’s Management Team shall ensure a fair and reasonable refund policy is detailed for any payments made.
- 2. Time taken to process all refund requests will be done within 7 working days.
- 3. Students will be informed of the tabulated refund amount.
- 4. The Institute adopts the Refund Policy as per the Standard Student Contract as set out by CPE. This Policy will act as a framework in guiding the implementation of detailed refund processes and procedures in the following areas:
 - Refund for Withdrawal Due to Non- Delivery of Course
 - Refund for Withdrawal Due to Other Reasons
 - Cooling off Period

Refund for Withdrawal Due to Non- Delivery of Course:

The PEI will notify the Student within three 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 standard 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 standard student contract, the PEI 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 standard student contract.

Refund During Cooling-off Period:

The PEI 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 Standard Student Contract) of the fees already paid if the Student submits a written notice of withdrawal to the PEI within the cooling-off period, regardless of whether the Student has started the course or not.

% of [the amount of fees paid under Schedule B and C]	If student’s written notice of withdrawal is received:
100%	More than 30 days before the course commencement date
50%	Before, but not more than 30 days before the course commencement date
0%	More than 0 days after the course commencement date

Non-refundable Fees:

The Institute’s Non-refundable fees are reflected in Schedule C of the Standard Student Contract. No refunds will be made should fees fall under this category.

Notes:

Conditions where a course may be cancelled:

- 1. The course does not meet the agreed minimum enrolment of students
- 2. Due to any unforeseen circumstances and the course is not able to run (Example: The Trainer is suddenly hospitalized for a long period and a substitute trainer cannot be found.)



Document Checklist for Application

Application Form

- ☐ Completed all sections and signed declaration by applicant and parent/guardian (if under years of age)
- ☐ Signed declaration by accredited agent or representative (if applicable)

Passport

- ☐ Copy of identification pages of your current passport
- ☐ Copy of Singapore valid pass (if you are in Singapore)
- ☐ Copy of Student Pass, Cancellation Slip from the previous school and or embarkation form (if you are currently studying in Singapore)

Academic Documents

- ☐ Certified copies of relevant academic records such as secondary, high school or college/university certificates in home country (translated into English)* or in Singapore

English Proficiency Documents

- ☐ Proof of English Proficiency or IELTS or TOEFL Score Sheet

Student Pass Application's Required Documents

- ☐ ICA Form e16 and v36 (Completed all sections and signed by applicant)
- ☐ 2 passport size photographs with white background (JPEG format)
- ☐ Copy of your Birth Certificate/Affidavit **
- ☐ Copy of parent's passports

Additional documents required to be submitted for visa-required countries

- ☐ Copy of Bank Savings statement (Minimum SGD30,000) (Eg: bank statement/fixed deposit account/saving account with at least 6 months validity)**
- ☐ Copy of Parents' Employment Letter/Statement (Company stamp required) (Declaration of Father and Mother's monthly salary and position)

Before Arrival

- ☐ On acceptance you may want to inform us if you would like hostel recommendation
- ☐ Check details of study and life in Singapore on visitsingapore.com/en, contactsingapore.sg, safetravel.ica.gov.sg

Contact Us

For information available to international students, phone William Angliss Institute's Singapore Office on +65 6637 9855 or visit angliss.edu.sg

Notes:

- ** Please ensure that all documents are officially translated into English and notarized.
- ^ Student's pass processing fee is non-refundable.

Disclaimer: Incorrect or incomplete applications will not be processed and may lead to a delay in processing time. The Institute reserves the right to decline applications for any reason at our discretion. The Institute will not refund any money paid by an international student or intending international student in relation to a course if the student submits fraudulent documents or misleading information or fails to disclose previous visa refusal/cancellation or makes false declaration on the application forms.

Admission Process

STAGE	APPLICANT	WILLIAM ANGLISS INSTITUTE SINGAPORE
STAGE 1 Application	<ul style="list-style-type: none"> Downloads Application from website: angliss.edu.sg/downloads Applies for course and submits complete application with required documents 	<ul style="list-style-type: none"> Assess the Application Shares outcome of the assessment with student and agent <p>For approved cases:</p> <ul style="list-style-type: none"> Issue Letter of Offer & Acceptance Agreement Shares Student's Pass Application Forms and quotations on <ul style="list-style-type: none"> a) Student's Pass (STP) Processing Fee b) Course Fee (Term 1 / Semester 1)
STAGE 2 Acceptance and Student Pass Application	<ul style="list-style-type: none"> Signs and returns the Acceptance Agreement and pays \$S214 (non-refundable) for Student's Pass (STP) processing. Submits filled student pass application forms & additional documents. Completes information as requested on the ICA website. <p>In-principle Approved Cases:</p> <ul style="list-style-type: none"> Signs and return scanned copy of PEI Student Contract (via email). Pays Term 1 / semester 1 course fee as requested in the letter of within 7 days from the IPA date. Contacts student support services for accommodation and travel assistance. Apply for entry approval. Share entry approval and travel details with college. 	<ul style="list-style-type: none"> Applies Student Pass for student via ICA SOLAR_ system and provides active link to student for completing the rest of the application. Shares In-principle Approval decision of the ICA office with student. <p>For approved cases:</p> <ul style="list-style-type: none"> Issue standard Private Education Institution (PEI) Student Contract. Upon receipt of Private Education Institution (PEI) Student Contract and advance tuition fee payment, WAI, Singapore will email the IPA letter to student.
STAGE 3 Arrival and Student Pass Collection	<ul style="list-style-type: none"> Reports to William Angliss Institute within the In Principal Approval specified Date. <ul style="list-style-type: none"> a) Submits original PEI Student Contract (2 sets) and original certificates / transcripts for verification. b) Signs STP terms and conditions and related e-forms. Finalizes accommodation and informs WAI, Singapore on address in Singapore. Completes Medical check-up and ICA formalities for the collection of student pass. 	<ul style="list-style-type: none"> Provide briefing to student on admissions formalities, records student's arrival and address. Completes all required forms with student and support student complete the medical check-up and ICA formalities for the collection of student pass.
STAGE 4 Orientation and Course Commencement	<ul style="list-style-type: none"> Orientation and Enrolment program at WAI Class Commencement 	

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(31 October 2020 – 30 October 2024)