

# STUDENT HANDBOOK

**"It pays to plan ahead"**



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# Welcome Message from the CEO

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## Welcome to William Angliss Institute Singapore.

William Angliss Institute opened our first campus in Melbourne, Australia in 1940. We have been devoted to providing specialist, highly experienced education and training in Tourism, Hospitality, Foods and Events ever since. As part of our learning community you will benefit from our 80 years of experience, passion and commitment to education. Our aim is to inspire all of our students to learn, grow and succeed.



Our Singapore campus, William Angliss Institute Singapore, partners with SkillsFuture Singapore to deliver nationally recognised Singapore Workforce Skills Qualifications (WSQ) courses.

In addition to these qualifications, our Singapore campus also delivers our Australian Qualifications Framework Advanced Diploma of Hospitality Management. All of our programs are designed to provide you with lifelong employability skills.

The Institute is dedicated to fostering communication between students, staff and industry to ensure that all your training is relevant to current and future industry needs.

You have support whilst you are studying at William Angliss Institute and also in the years that follow graduation, through services and events which will be offered by our Alumni. We invite you to utilise all support services offered during your program, so that you grow in the greatest possible way – as a person as well as a student.

I wish you well with your studies and encourage you to embrace student life during your time at William Angliss Institute.

## Nicholas Hunt

Chief Executive Officer



## Welcome Message from Centre Director

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It is with great pleasure to welcome and thank you for choosing to study with William Angliss Institute (WAI) Singapore.

Learning is a gift of life and your journey ahead will be one of excitement, as you strive towards greater excellence through the acquisition of new skills and knowledge. WAI offers you the opportunity of studying with an International specialist that has been working closely with and preparing graduates for the Tourism, Hospitality, Culinary and Events Industry for 80 years and we continue to seek ways to develop individuals to achieve their employment goals and improve the standards of products and services in Industry.

Our training style is outcome focused and consists of a range of flexible and blended delivery techniques such as industry visits, classroom delivery, e-learning, guest speakers, group work, case studies etc. to promote a continuous learning environment.

Our objective is to provide you with personal growth and development that is aligned to workplace practices and career pathway opportunities. I am confident with the right commitment and dedication you have the capacity and ability to do well in your studies. Your journey will be supported along the way by our dedicated and experienced trainers, counsellors, staff and management team.

I am sure you will enjoy this amazing opportunity, have fun and embrace the learning journey.

**Wayne Crosbie**  
Centre Director



## About William Angliss Institute

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William Angliss Institute Pte Ltd was appointed by the Singapore Workforce Development Agency (WDA) in 2011, as an integrated **C**ontinuing **E**ducation and **T**raining (CET) Centre for the Tourism industry as well as an ATO for Food and Beverage training.

Our Centre in Singapore joins campuses in Melbourne and Sydney with joint ventures in China, Thailand, Malaysia and Sri Lanka. The Melbourne headquarters was established in Melbourne in 1940.

We provide knowledge, skills and attitudes to shape and improve the Tourism, Hospitality and Food industries.

The William Angliss Institute will provide a range of Tourism related WSQ Qualifications. These include Certificates, Advanced Certificates and Diplomas in:

- Tourism
- Attractions
- Hotel and Accommodation Services
- MICE and Events
- Tour and Travel Services

In addition to traditional on campus delivery methods, William Angliss Institute will work closely with the Tourism Industry to deliver a range of short courses through to full qualifications for the industry. The Institute will bring its years of experience of on-the-job training to Singapore to not only develop the skills of those students wishing to enter the industry but to further develop skills of those already working in the Tourism sector.

“Education is not  
preparation for life,  
education is life  
itself.”

John Dewey



## Vision

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

## Mission

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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.

## Culture Statement

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WAI 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 operational activities.
- Supports professionalism through transparency, accountability and continuous improvement.

## Core Values

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### Personal Responsibility

Accountable, Responsive, with Integrity, Respect and Impartiality and Acknowledging Human Rights.

### Inspiration

Passionate, Stimulating and Optimistic.

### Empowerment

Nurturing, Encouragement and Challenging.

### Community

Sharing, Partnerships and connections.

### Expertise

Leadership, Innovation and Industry Practice.



# Academic and Examination Board

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## Academic Board

The Academic Board is to look into the academic quality and rigour of William Angliss Institute. Its 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 the deployment of teachers based on the requirements stipulated by the CPE
- Facilitating the PEI to implement and comply with the policies and procedures developed; and
- Reviewing, at least once a year, the academic policies and procedures.

## Examination Board

The Examination Board will be in charge of the development of examination and assessment procedures, such as developing and facilitating the implementation of procedures to:

- Ensure the security of examination scripts and answer scripts; Ensure the proper conduct of examinations and assessments;
- Define and ensure the proper discharge of duties and responsibilities of invigilators and markers;
- Conduct moderation of examination and assessment marks; and
- Handle appeals from students with regard to examination or assessment matters.

### Chair

Wayne Crosbie

### Members

Megan Harris  
Robert Broggian  
Chris Harris



# Comprehensive List of Student Support Services

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## The core list of support services are:

- a. Student handbook can be downloaded from the website to orientate students on important information of the Institute.
- b. A Student Services department that handles / processes all student requests.
- c. Feedback and Complaints form that is easily available for students to provide valuable insights into helping the Institute to continually improve the student experience.
- d. Student Contract is also available in the language of the country where the foreign student is domiciled (if necessary).

## List of Comprehensive Services available in the Institute:

- a. For all new students

The Institute will provide the following services to ensure that students make a smooth transition to Singapore:

- Individualized emails to inform students/ agents on pre-arrival arrangements
- Accommodation Support Service
- Arrangement for Medical Screening
- Arrangement for Bank Account Opening
- Visa / Student Pass Application
- Student Orientation Programme

- b. For all Current & Enrolled Students

The Institute aims to provide all students with an academic education of the highest standards through the provision of these services:

- Certified Counsellor via Melbourne HQ
- Student Outings and Activities
- Educational Tours
- Library Access to References
  
- Personalise updates to agents who will in turn inform students' parents on admission matters / students' progress which includes:





- (i) Informing agents on student admission matters / services, including airport pick up, accommodation, etc.
  - (ii) Informing agents on student issues, including attendance rate, behaviour, academic performance, etc.
- Student Progress Reports
- c. For enhancing overall Student Experience
- In ensuring that the Institute provides for an exceptional student experience, it undertakes to provide the following services:
- (i) Monthly review and feedback of students' attendance
  - (ii) Student Surveys (Student Satisfaction Survey / Unit Evaluation / Student Satisfaction on Agent's Service Quality/ Pre-Course Counselling and Orientation Satisfaction Survey/ Graduate Survey)
  - (iii) Feedback Form
  - (iv) Dispute Resolution Process
  - (v) Student Intervention

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



# Information on Standard Student Contract

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The Standard PEI-Student Contract (“Student Contract”) WAI adopts 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
- (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.

Each student contract is meant for admission to one course only and individual student contracts will be entered with each student admitted into the course offered.

If any amendment is made which will change the original intent of the student contract, both the student and WAI must sign beside the amendment(s) on both sets of the original student contracts.

All fields must be completed in the student contract. Where it is not applicable, it must be indicated with “not applicable or N/A”.

Students are given a 7 working day cooling off period from the date of signing the contract, whereby should they decide to withdraw from the course, they will be refunded the highest percentage stated in Schedule D.

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

If a student wishes to repeat a module, a new student contract (or addendum) has to be issued.



## Information on Fee Protection Scheme

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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.

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

- A copy of WAI's certificate of FPS Insurance Policy can be requested from the Institute's staff
- Details of FPS are included in the PEI-standard student contract. Students should be aware of the clauses and details of the adopted FPS when signing the student contract and the advisory note
- Students will receive a copy of the COI from Institute and also a copy from the FPS Insurance Provider through email.

### Fee Protection Scheme (FPS) Insurance Provider

Fee Protection Company: Lonpac Insurance BHD

Policy Number: Z/22/BM00/001047

Period of Insurance: 01 October 2022 to 30 September 2023



# Student Refund Policy

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## 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, from the date of application to disbursement of funds to the student
3. Computation of the refund amount is to be communicated to students.
4. The Institute is to maintain a List of Refunds, which is to be updated within 3 days after processing of the refund.
5. 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
6. Institute Refund Policy as per clauses in the Standard Student Contract: -

### Refund for Withdrawal Due to Non-Delivery of Course:

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

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

### Refund Table:

<b>% of [the amount of fees paid under Schedules B and C]</b>	<b>If Student's written notice of withdrawal is received:</b>
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

### 7. 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.



# Student Refund Procedure

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## Student Refund Procedure

1. Student to Fill Up Refund Request Form
  - 1.1 In the event of any refunds that is to be requested, students are to fill up the Refund Request Form and hand it to the Student Services Executive for further processing
  - 1.2 Any supporting documentations that are required to process the refund request must also be submitted along with the Refund Request Form. This includes the Course Withdrawal, Course Transfer Request Forms or Deferment Request Form.
  - 1.3 Reasons for Refund must also be clearly documented in the Refund Request Form.
2. Student Services Executive to Contact Student
  - 2.1 Upon receipt of the Refund Request Form (including supporting documents if any), Student Services Executive will contact the student where further information is required and acknowledge the receipt of the refund request by signing on the form. This is to be done within 2 working days upon receipt of the Refund Request Form (based on the date of application).
3. Establishing of Refund Category and Amount
  - 3.1 Student Services Executive is to refer to the Standard Student Contract details to establish if a refund is to be made to the students.
  - 3.2 Student Services Executive will work out a Refund Amount (if any) based on the Refund Policy as stated in the Standard Student Contract. This amount will be indicated on the Refund Request Form.



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#### 4. Management Approval of Refund Amount

- 4.1 Upon establishing of Refund Amount, Student Services Executive is to seek the approval of a member of the Management Team before the Refund Amount can be disbursed
- 4.2 Such Management Approval should be documented in the Refund Request Form
- 4.3 All refund amounts will strictly adhere to the Refund Policy as stated under the Standard Student Contract.

#### 5. Disbursement of Refund Amount if approved

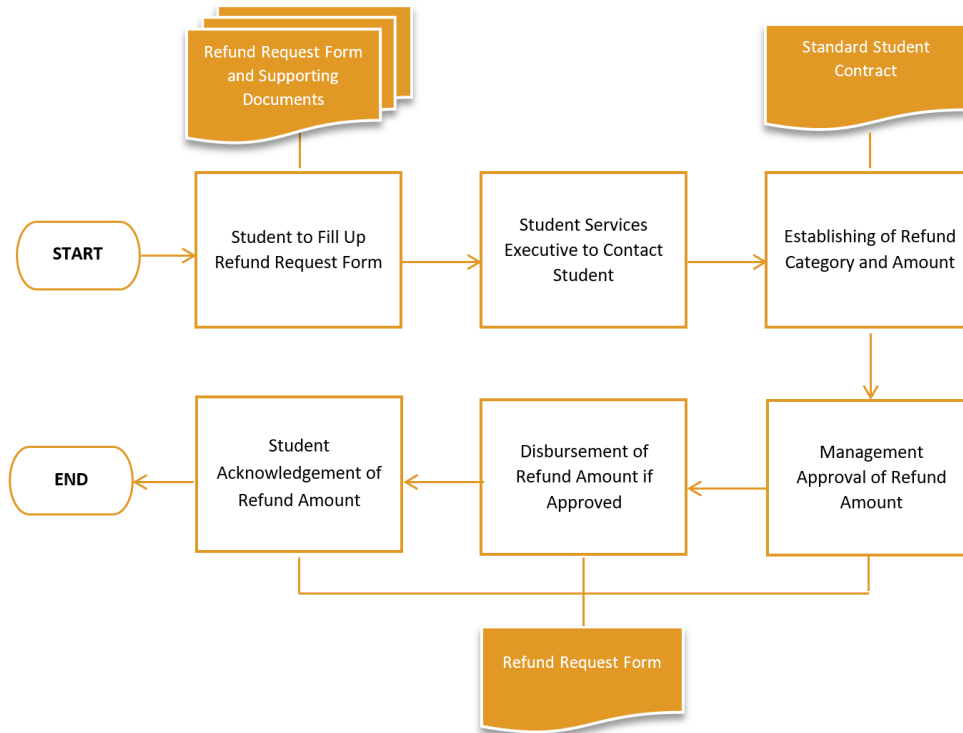
- 5.1 Upon Management Approval of Refund Amount, the Finance Executive will proceed with the issuance of the refund amount through the student's preferred refund option and record it in the Refund Request Form.
- 5.2 The Student Services Executive / Finance Executive is to contact the student to inform them on the refund status and collection of refund payment if approved.

#### 6. Student Acknowledgement of Refund Amount

- 6.1 During the collection of refund, the Student Services Executive / Finance Executive is to communicate to the student on the computation of the refund amount.
- 6.2 Student is to acknowledge receipt of Refund Amount and the explanation of the computation in the Refund Request Form.



## Student Refund Procedures







# Student Transfer/ Withdrawal Policy

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## Student Transfer/ Withdrawal Policy

1. The policy on transfer:
  - 1.1 The definition of transfer is when a student changes the course or period of study (from full-time to part-time or vice versa) but remains as a student of the Institute.
  - 1.2 Conditions for granting transfer:
    - i. All outstanding fees must be settled prior to request.
    - ii. Student must fulfil the admission criteria of the new course and will be subjected to the Institute's student selection and admission procedures.
  - 1.3 For Student's Pass holder, course transfer is subjected to ICA's approval of the new Student's Pass. ICA will be informed through the application of the new Student's Pass.
  - 1.4 A student who transfers within the Institute must have their existing student contract terminated. A new student contract will be signed based on the procedures for executing student contracts.
2. The policy on withdrawal:
  - 2.1 The definition of withdrawal is when a student discontinues all courses with the Institute.
  - 2.2 Conditions for granting withdrawal:
    - i. All outstanding requests must be settled prior to request.
  - 2.3 ICA will be informed through the cancellation of the student's pass. Student's Pass holder is required to submit his/her student's pass to the Institute for cancellation of the Student's Pass with ICA.
  - 2.4 A student who withdrew will have their student contract terminated.
3. For students under the age of 18, written consent from the parent / legal guardian must be obtained.



4. All requests must be made in writing through the submission of the Course Transfer / Course Withdrawal Request Form and any supporting documents. Verbal notice is not accepted.
5. All requests will be reviewed on a case by case basis and the Institute will have the final decision on the outcome.
6. The Institute's refund policy shall apply for all qualified refunds. Students are to refer to the Institute's refund policy and Standard Student Contract for further details.
7. The maximum processing time for transfer, withdrawal process, from the point of student's request to informing student of the outcome in writing, should not be more than 4 weeks.



# Student Transfer Procedure

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## Student Transfer Procedure

1. Student to fill up Course Transfer Request Form
  - 1.1 In the event that a student would want to proceed with a Course Transfer, he / she is to fill up the Course Transfer Request Form and hand it to the Student Services Executive for further processing.
  - 1.2 Any supporting documentations that are required to process the Course Transfer Request must also be submitted along with the Course Transfer Request Form.
  - 1.3 For eligible refund cases, the student must also submit the Refund Request Form.
  - 1.4 Reasons for the Course Transfer should also be documented in the Course Transfer Form.
  - 1.5 For students below the age of 18, the parent / legal guardian's consent must be obtained. Written consent may be obtained through signing on the request form or a separate email or letter correspondence would suffice.
2. Student Services Executive to speak with Student
  - 2.1 Upon receipt of any Course Transfer Request Form (including supporting documents if any), Student Services Executive is to meet up with the student. This is to be done within 2 working days upon receipt of the Course Transfer Request Form (based on the date of application).
  - 2.2 Student Services Executive is to inform student on the following:
    - Student must meet all minimum entry requirements of the new course they are wish to transfer to
    - The standard student contract for the current course will be voided upon approval of Course Transfer Request
    - A new standard student contract for the new course will need to be signed (Refer to Procedures of Executing Student Contract) upon approval of Course Transfer Request.
    - All outstanding fees must be paid



- For Student's Pass holder, course transfer is subjected to ICA's approval of the new Student's Pass. ICA will be informed through the application of course transfer (within the same school)

### 3. Conduct of Pre-Course Counselling

3.1 Student Services Executive is to conduct the Pre-Course Counselling session with the Student who would be required to sign on the Course Transfer Request form to acknowledge that he/she has been informed of the various critical information. Student Services Executive is also to ensure that the new course is suitable for the student.

### 4. Approval of Course Transfer by Management Team

4.1 Upon completion of Pre-Course Counselling, Student Services Executive is to seek the approval of a member of the Management Team. This is to ensure that the student is suitable to transfer to the proposed new course.

4.2 Such Approval should be documented in the Course Transfer Request Form.

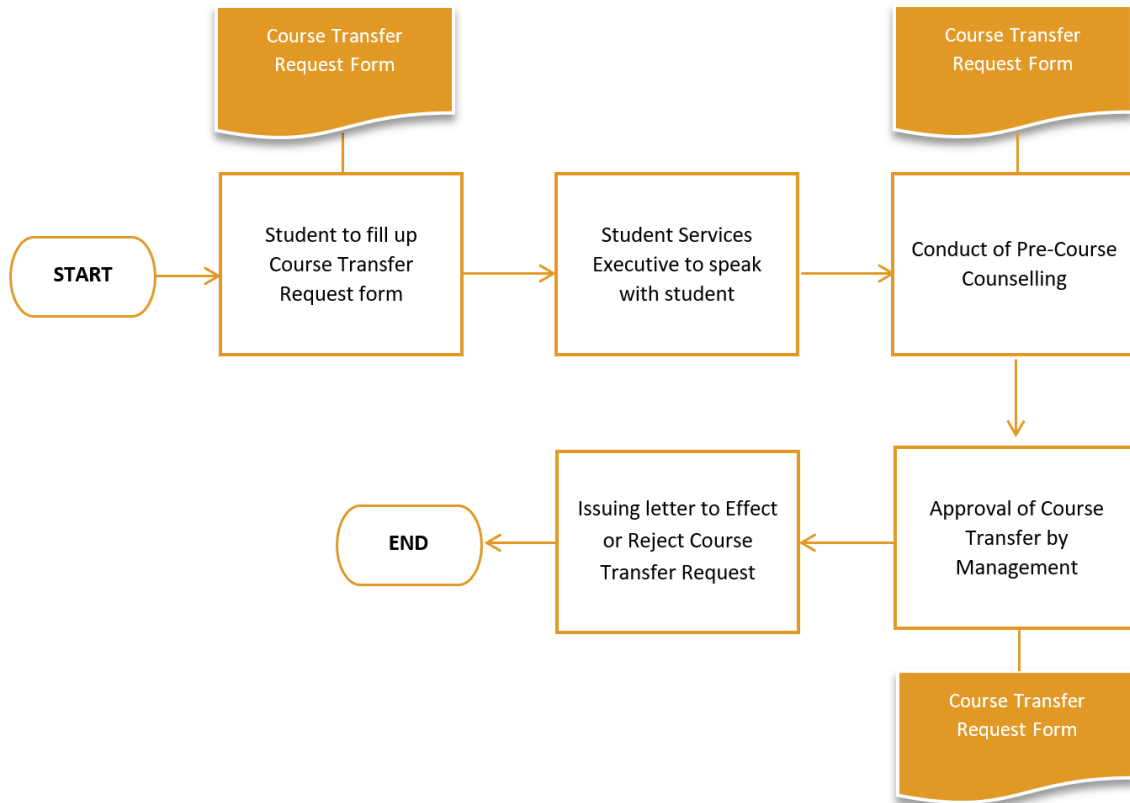
### 5. Issuing Letter to Effect or Reject Course Transfer Request

5.1 A Letter to Effect or Reject Course Transfer Request will be given to the student.

5.2 For Requests that are approved, student is to proceed with the application process for the new course.



## Student Course Transfer Procedure





# Student Withdrawal Procedure

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## Student Withdrawal Procedure

1. Student to fill up Course Withdrawal Request Form
  - 1.1 In the event that a student would want to proceed with a Course Withdrawal, he / she is to fill up the Course Withdrawal Request Form and hand it to the Student Services Executive for further processing.
  - 1.2 Any supporting documentations that are required to process the Course Withdrawal Request must also be submitted along with the Course Withdrawal Request Form
  - 1.3 For eligible refund cases, the student must also submit the Refund Request Form.
  - 1.4 Reasons for the Course Withdrawal should also be documented in the Course Withdrawal Request Form.
  - 1.5 For students below the age of 18, the parent / legal guardian's consent of the student's parents / legal guardians must be obtained. Written consent may be obtained through signing on the request form or a separate email or letter correspondence would suffice.
2. Student Services Executive to speak with Student
  - 2.1 Upon receipt of any Course Withdrawal Request Form (including supporting documents if any), Student Services Executive is to speak with the student. This is to be done within 2 working days upon receipt of the Course Withdrawal Request Form (based on the date of application)
  - 2.2 If after the meeting the student and possible solutions for student retention are not possible, the Student Services Executive is to seek approval from a member of the Management Team.
3. Approval of Course Withdrawal by Management
  - 3.1 If the student wishes to proceed with the withdrawal, Student Services Executive is to seek the approval of a member of the Management Team as part of Management Approval.



3.2 Such Approval should be documented in the Course Withdrawal Request Form.

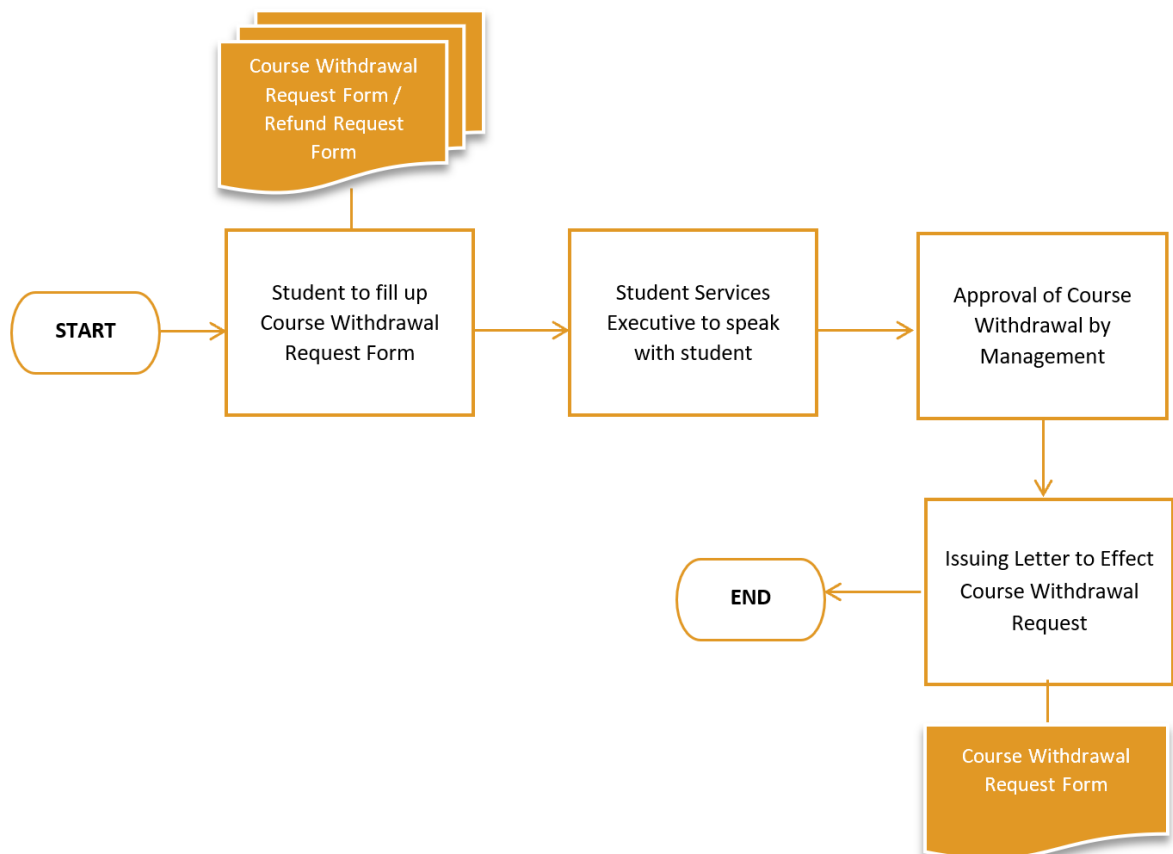
#### 4. Issuing Letter to Effect Course Withdrawal Request

4.1 A Letter to Effect Course Withdrawal Request will be given to the student.

#### 5. Course withdrawal due to expulsion

5.1 In the event that a student's status is unable to be concluded, i.e. student is MIA/AWOL/not contactable; the Student Services Executive will issue a final warning email for the student to get in touch with the Institute. If the student does not respond to the email within 7 days, the student will be deemed to have withdrawn by means of expulsion. Internal processing for course withdrawals will then come into effect.

### Student Course Withdrawal Procedure





# Dispute Resolution Policy

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## Dispute Resolution Policy

1. Handling of Feedbacks and Complaints
  - 1.1 The Institute accepts both written (emails / letters / Feedback Forms) and verbal communications (meetings / telephone correspondences) for ease of providing feedback.
  - 1.2 The Institute is to seek feedback from its key stakeholders and external partners for continual improvement of its systems and processes.
  - 1.3 All feedbacks and complaints must be properly recorded and /or documented. Any correspondence (including actions taken) between the Institute and the student must be annexed as evidences. This is to ensure that any staffs handling the case are kept aware of the progress / outcomes.
  - 1.4 In the event of any appeals for retention, suspension, expulsion and awards, the Institute's Dispute Resolution Policy and Process shall follow.
  - 1.5 It is the responsibility of the Student Services Department to notify relevant departments of any feedbacks and complaints.
  - 1.6 Students must be kept informed of the status of their feedback / complaints.
  - 1.7 Student Services Department is to respond to respective students within 2 working days of receipt of the feedback / complaint.
  - 1.8 All feedbacks / complaints must be resolved within 21 working days. In the event that the deadline is not adhered to, respective students must be notified and the reasons with regards to the delay must be made known.
  - 1.9 All feedback and complaints are to be evaluated, and improvements to be made in response to them. Such improvements are to be documented for re-evaluation after its implementation, and the complainant/person giving feedback will be informed.





## 2. Review of Feedback and Complaints Management System

2.1 The Management Team will review all feedbacks and complaints on an annual basis. This is to be documented in a report format.

2.2 Management Team will also use this review as a platform for reviewing the Feedback and Complaints Management System. The Management Team is to use the points discussed within the review and evaluate how the system can be improved.

## 3. Alternate Remedies in Dispute Resolution

3.1 In the event that the Institute and the student cannot come to an agreement or the student does not accept the final decision made by the Institute's Management Team, they will be referred to Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through CPE Student Services Centre for mediation.



# Dispute Resolution Procedure

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## Dispute Resolution Procedure

1. Students who wish to provide any positive or negative feedback and / or complaints to the Institute should adhere to the following procedure:
  - 1.1 Students are to approach the Student Services Executive to request for a Feedback Form or it can be collected from the brochure stand at the reception. When the student has completed the form they submit it to the Student Services Executive or place it the Student Feedback box. Alternatively, Students can email their feedback to a Student Services Executive via the Institute's email address or the Student Services Executive's email address.
  - 1.2 The Student Services Executive will check the student feedback box daily or if feedback form is emailed in then the Student Services Executive fills in the feedback form on their behalf. Student Services Executive acknowledges any positive or negative feedback / complaint received, updates the printed Student Complaints & Feedback Register and files into the Student Complaints & Feedback Folder. This should be done within 2 working days.
  - 1.3 Student Services Executive will review the negative feedback / complaint and discuss it with relevant parties on issue raised. A formal investigation will be carried out if necessary.
  - 1.4 Relevant parties will then propose a solution for the issue raised and the Student Services Executive will explain it clearly to the student. This should be done within 7 working days upon receipt of the complaint.
  - 1.5 The student should acknowledge the situation within 14 working days, whether he / she accepts or is satisfied with the proposed solution. If no acknowledgement is received, the Student Services Executive would follow up. If still no acknowledgement is forthcoming, after 7 working days, the matter is considered as resolved and closed.
  - 1.6 If the student is not satisfied with the proposed solution, he / she can escalate the matter up to the Centre Director (for non-academic issues) or the Academic Services HOD (for academic issues). The respective person will investigate the case and take necessary actions to resolve it.



- 1.7 The entire process should not take more than 21 working days. Students need to be informed of the reason as to why it is so and justification needs to be provided by the Institute. Justifications need to be recorded on the Feedback Form under the Remarks section.
- 1.8 If unfortunately, the student is still not satisfied with the outcome / decision, he / she will be referred to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SI Arb) through the CPE Student Services Centre.
- 1.9 The electronic register is updated every once a month.

Note: As Feedback can be generic and / or positive, the Institute will have the discretion of the need to reply to student.



# Student Deferment Policy

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1. The policy on deferment:
  - 1.1 Note: The Institute does not allow deferment for SSG courses. A student enrolled in SSG courses who wishes to defer, has to withdraw from the current course in accordance to the Institute's withdrawal policy and procedure and reapplies for the new course which is treated as a fresh application.
  - 1.2 The definition of deferment is when a student delays or postpones the course (or unit).
2. Conditions for deferment:
  - i. Students can apply for deferment only once.
  - ii. Requests for deferment extension will be considered on a case by case basis.
  - iii. In apply for deferment, student has to take note of the course completion timelines.
  - iv. Students are to note that maximum duration allowed to complete a course should not be more than TWICE the normal registered course duration. For example, if a course is registered as a 1-year duration, the maximum time allowed to complete the course successfully is 2 years.
  - v. Deferment is subjected to the availability of the units / courses offered. The Institute reserves the right to offer similar units / courses in replacement of discontinued units / courses.
3. For Student's Pass holder, ICA will be informed through the application of new Student's Pass. The course deferment is subjected to ICA's approval of the new Student's Pass.
4. If the student contract is still valid, an addendum would be signed to reflect the deferment. For terminated student contracts, a new student contract will be signed based on the procedures for executing student contracts.
5. For students that are under 18 years of age, written consent from the parent / legal guardian must be obtained.
6. All requests must be made in writing through the submission of Deferment Request Form and any supporting documents. Verbal notice is not accepted.
7. All requests will be reviewed on a case by case basis and the Institute will have the final decision on the outcome.



8. The Institute's refund policy shall apply for all qualified students. Students are to refer to the Institute's refund policy and the Standard Student Contract for further details.
9. The maximum processing time for deferment process, from the point of student's request to informing student of the outcome in writing, should not be more than 4 weeks.

## Student Deferment Procedure

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### 1. Student to submit Deferment Request Form

- 1.3 Students requesting for a deferment will need to fill up the Deferment Request Form with supporting documents and submit the form to the Student Services Executive.
- 1.4 Any supporting documentations that are required to process the Deferment Request must be submitted along with the Deferment Request Form.
- 1.5 For eligible refund cases, the student must also submit the Refund Request Form.
- 1.6 Reasons for the request should also be documented in the Deferment Request Form.
- 1.7 For students below the age of 18, the parent / legal guardian's consent must be obtained. Written consent may be obtained through signing on the request form or a separate email or letter correspondence will suffice.

### 2. Student Services Executive to speak with Student

- 2.1 Upon receipt of the Deferment Request Form, the Student Services Executive is to meet up with the student to find out further the student's intention of the request. This is to be done within 2 working days upon receipt of the Deferment request form (based on date of application).
- 2.2 Student Services Executive is to inform students on the following conditions:
  - For student's pass holders, their deferment is subject to the approval of their student's pass by ICA.
  - Approval of deferment is also subjected to the availability of the course / module offered.

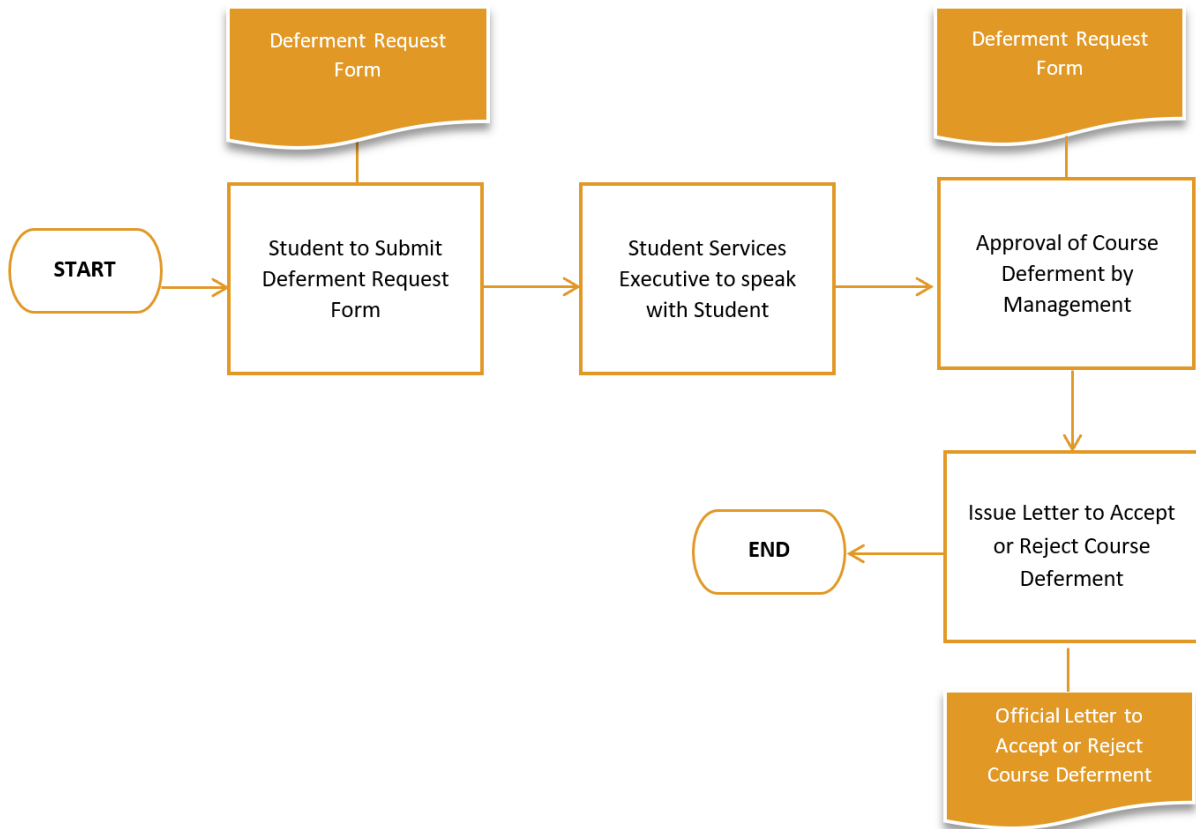
### 3. Approval of deferment by Management Team



- 2.1 After meeting with the student and should he/she decide to proceed with the deferment, the Student Services Executive is to seek the approval from a member of the Management Team.
4. Issue Letter to Accept or Reject deferment
  - 3.1 An official letter to accept or reject the Deferment Request would also be issued to students. This would be done upon the approval by Management.



## Student Deferment Procedure





# Suspension of Studies

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## 1. 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 Trainer-in-charge, Academic Services HOD and Centre Director.





# Expulsion from the Institute

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## 1. 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 MIA/AWOL/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 Services 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.



# Student Code of Conduct

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1. The following are categories of misconduct:
  - Minor Misconduct
  - Major Misconduct
  
2. Minor misconducts are considered as follows:
  - i. Frequent Lateness for Classes / Leaving Class Early / Absent from Class Without Valid Reasons
    - Warning (i.e. Verbal / Warning Letter) and counselling shall be given to students who are frequent latecomers, leave classes early or absent from class without valid reasons.
  
  - ii. Foul / Abusive Language / Rumours Mongering / Slanderous allegations directed at Fellow Students / Staff / Office Bearers / Business Associates with the Institute
    - All students are required to practice courtesy to all fellow students, staff, office bearers, or business associates at all times.
    - Students shall avoid arguments, use of foul or abusive language, threats, insults, defamation, slandering and etc.
  
  - iii. Consumption of Alcohol
    - Students shall not be allowed to consume alcohol in the Institute except for educational purposes
  
  - iv. Smoking on Campus Grounds
    - As this is a smoke-free campus, students are expected to adhere to the policy during their course of study.
    - Those who are caught smoking inside the campus will be subjected to disciplinary action.
  
  - v. Disruptive Behaviour / Mischief During Lessons
    - Students are expected to be attentive during class at all times. Should they create a nuisance or disturb students in class or disrupt trainers from lecturing, the trainers reserve the right to warn the students or send them home if the warning is not taken seriously.
    - Trainers shall report the students to the Student Services HOD. Student Services HOD shall determine if a counselling session is needed.



vi. Inappropriate Dress Code

- Students are expected to adhere to the dress code policies during their course of study. They should ensure appropriate dressing in order to project a professional image. Outlandish, revealing dressing and untidiness are not acceptable. The trainers reserve the right to warn the students or send them home if the warning is not taken seriously.

3. Major misconducts are considered as follows:

i. Criminal Offences / Theft

Criminal offences include, but not limited to: -

- Creating fights or injuries on another party in the Institute's premises
- Conduct which is likely to endanger the life or injure other classmates
- Drugs possession / consumption
- Any other serious offences, criminal or otherwise
- International Students who work / moonlight illegally
- Stealing of Institute properties or student valuables

ii. Vandalism or Mishandling of Office Premises / Assets / Properties (Major)

- In the event if the student has vandalized or mishandled the Institute's premises, assets or properties for whatsoever reason, the student shall compensate the Institute or replace the damaged items.

iii. Falsification of Information

- Information provided to the institute for the purpose of course application procedures, attendance administration must be accurate, complete and truthful.
- Falsification of information is a serious offence which may result in expulsion.

iv. Cheating

- Any form of plagiarism or cheating in assignments, projects or examinations will result in a fail grade for the unit and administrative fee may apply.

v. Students caught signing / marking attendance for friends

- Disciplinary actions shall be taken on students who are found to have cheated in their attendance taking.
- Both students would be dealt with seriously and may be subjected to expulsion.



vi. Working while on Student Pass

- Students on Student Pass who have been caught working will be immediately expelled and reported to ICA.

vii. Infringement of Policies and Procedures

- All policies and procedures can be obtained from the Student Handbook and will be updated periodically. Students are expected to observe strict adherence to each and every policy and procedure of the Institute.

4. Disciplinary Committee and Hearing

- Based on the discretion of the Institute, it can hold disciplinary hearings which will discuss and review on misconducts by the Students.
- The Institute shall ensure a fair hearing for all students without any form of discrimination.
- The decision of the Disciplinary Committee is final. No appeals will be entertained.



# Academic Integrity Policy

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## Academic Integrity Policy

1. The Institute is committed to the development of each student's academic skills by adopting a proactive and positive approach to embedding the principles of academic integrity into academic practice.
2. There is an expectation for students to maintain academic integrity and to be comply with the conventions of academic scholarship.
3. Any example of academic dishonesty or academic misconduct are unacceptable and will be penalised accordingly. Failure to understand and follow protocol on academic conduct may ultimately result in a student being subjected to disciplinary actions or terminated from his/her course.
4. Definitions
  - Academic misconduct – any student conduct that is dishonest or unfair in connection with any academic work undertaken. This includes, but not limited to; tests, examinations, or other supervised assessment activity; the preparation or presentation of any assessed item of work the conduct of research or any other similar academic activity. It includes collusion, plagiarism, deception and cheating, and assisting or enabling another student to perform these activities. Academic misconduct also extends to a student preventing another student from accessing material required for study or assessment purposes. It is a breach of principles of Academic Integrity. Academic misconduct can be broken down into the categories below:
    - i. Cheating

The dishonest use of information or misleading or deceptive submission of work and in any academic context, thus breaching the principles of Academic Integrity. It may take the form of but is not limited to:

      - Use of and/or copying from electronic accessories (translators, diaries, dictionaries, personal digital assistants [PDAs], programmable calculators, mobile phones, mp3 players, smart watches etc.) as observed during assessment.
      - Use of another person (or organisation) to prepare or produce research, content or any other material used for academic assessment purposes.
      - Submission of identical work (or a significant portion of) used in another subject or course by the student



ii. Collusion

An agreement between a student and another person(s) to deceptively present academic work outside stipulated requirements, such as when two people work together on an assignment/ assessment which is designed to be done individually

iii. Deception

Deliberately choosing to mislead, delude or collude in representing and/or submitting academic work that is not the student's own. It is equated to cheating and is, therefore, considered academic misconduct.

iv. Plagiarism

Plagiarism occurs when someone submits work that was written by someone else as their own. It is considered to be plagiarism if a student uses material found in a text or online, or uses the work of another student or friend. Plagiarism is a breach of academic integrity.

5. It is not always possible to find the source of the work, but a judgement may be made as to whether the work is original or not by using other evidence. The following are acceptable forms of evidence of plagiarism:

- Text from a known source
- Unusual writing structure
- Changes in font
- Work not in keeping with the student's usual standard
- Uses American spelling when convention is English
- Changes in referencing convention
- Old references
- Inappropriate referencing style
- Excellently written essay with poorly written introduction and conclusion
- Web addresses still attached
- Doesn't answer the question
- No personal view
- Student unable to discuss the work in a way that shows satisfactory understanding when asked by a trainer in a meeting



# Appeal Procedure for Results

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## Appeal Procedure for Results

1. If the candidate intends to appeal the decision, he/she should discuss the matter with the Assessor/ Academic Services HOD. If he/ she is still not satisfied with the decision, the candidate must notify the Assessor of the intention to appeal. The Assessor will enter the intention in the Feedback Section on the Assessment Summary Record (for WSQ students) or under the Assessment Feedback in the Assessment Record Sheet (for AQF courses).
2. The Assessor will notify the Academic Services/ HOD/ Office Manager about the candidate's intention to lodge an appeal.
3. Candidates who are dissatisfied with the outcome must lodge the appeal in writing using the Assessment Appeal Form to the Student Services Executive. This is to be done within 14 working days of the release of assessment results.
4. The Student Services Executive is to acknowledge the receipt of the Assessment Appeal Form within 3 working days, and proceed to submit the appeal to the Academic Services HOD.
5. The Academic Services HOD is to review the appeal request and decide if it is a valid appeal. If the request qualifies for an appeal, the Academic Services HOD will appoint a different assessor to re-assess the student.
6. The Assessor is to indicate comments in relation to the re-assessment in the Assessment Appeal Form
7. The Assessment Appeal Form with supporting documents are to be submitted to the Examination Board for review and approval. All decisions made by the Examination Board are final.
8. The Student Services Executive will inform the student of the final decision within one month from the date of the appeal.



# Attendance Policy

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## Attendance

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

- Students on a WAI Student Pass - 90% monthly attendance
- All other students - 75%

### Attendance Taking

Attendance is typically recorded morning and afternoon for daytime students and at the start of the session for evening students. The students sign their name to indicate their presence and the Trainers record the amount of minutes absent/late per session.

### Absence from Class

William Angliss Institute 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 assessments.

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.

For WSQ courses, medical certificates are not allowed to be used as an account for hours missed in lessons.

### Attendance Monitoring

Students' attendance is monitored regularly by the Institute. Students will receive emails from the Student Services Department when their attendance falls close to below the 75% (all other students) or 90% (students on WAI Student Pass) requirement.

Students with persistent low attendance will be called in for counselling. Students on a WAI Student Pass with attendance below 90%, will be reported to ICA monthly.





# Late Payment Policy

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## Late Payment Policy

1. The Institute will ensure that all students who have applied for a course understand the Institute's Late Payment Policy, and acknowledge this by signing the Student Contract.
2. Payment for full course net fees must be received, in full, prior to commencing classes. Students will not be able to join classes until payment is received.
3. In the case of fees remaining outstanding at course completion, students will not graduate or receive their SOA and Certificate until all fees have been paid in full.
4. As per the Student Contract (with reference to Section 1 Course Information and Fees), the Institute will consider payments made more than 30 days after the scheduled due date(s) included in Schedule B in the Student Contract as late payments.
5. Students who pay after the scheduled due dates may have a late payment fee imposed on them. Students are required to pay this extra fee in addition to their current payment.
6. Students that do not comply with this policy will be considered for withdrawal from the course.
7. The Institute reserves the final discretion to impose the late payment fee.



# Immigration & Checkpoints Authority Regulations

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## Immigration & Checkpoints Authority (ICA) Regulations

All international students with Student's Pass must meet the following requirements:

- a. He/ She is only permitted to attend the course at the school that the students' pass is approved.
- b. He/ She must have a minimum of 90% attendance per month or not be absent from the course for 7 consecutive days without any reason.
- c. He/ She must not engage in any form of paid or unpaid activities that may contravene the stipulated conditions (including those stated in the Student's Pass application form, In-principle Approval letter and Student's Pass card) in which a Student's Pass is issued (e.g. illegal employment).
- d. He/ She must surrender his/her Student's Pass for cancellation within seven days from the date of cessation or termination for his/her studies or course.

For more details of ICA regulations, please refer to the ICA website: [www.ica.gov.sg](http://www.ica.gov.sg).



# Relevant Singapore Laws

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## Relevant Singapore Laws

These include, but are not limited to, immigration requirements, laws on driving, drugs and alcohol abuse, employment, smoking, traffic and littering.

Important: Ignorance of the law is no excuse to break the law, the responsibility lies on everyone to know the law.

## Immigration

All international students studying in Singapore must have a valid passport and a Student Pass from the ICA (Immigration and Checkpoint Authority).

## Employment

International students are not permitted to engage in any form of employment or attend an industrial attachment / internship programme, whether paid or unpaid, without a valid work pass issued by Ministry of Manpower.

## Driving

All drivers must be in possession of a valid Singapore driving license and the vehicle must be insured.

## Drugs

Possession of Controlled Drugs is presumed to be for trafficking, an offence which can carry the death penalty.

## Alcohol Abuse

Any offense committed while being intoxicated (drunk) is punishable under the law. Drunk driving is a serious offence.

## Smoking

Smoking in specific public places and indoor restaurants is prohibited.

## Traffic

Jay walking is an offence.

## Littering

Littering, spitting and vandalism (with graffiti) in public areas are serious offences.



# Student Pass Matters

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## Student Pass Application

All international students are required to apply for a Student's Pass if he/she wishes to pursue full-time studies in William Angliss Institute.

An international student is exempted from applying for a Student's Pass if he/she is a dependant's pass holder, an immigration exemption order holder or a visitor who has been granted a short term Social Visit Pass at the Singapore Checkpoint and wish to attend a short course that can be completed within the validity period of the initial Social Visit Pass granted to him/her at the Singapore checkpoint or 30 days, whichever is shorter.

## Student Pass Application Procedure

1. Acceptance of enrolment offer by student
2. Student Services Executive to apply for student pass via the ICA SOLAR+ System
3. Student Services Executive will inform student when IPA is received, along with the following information:
  - i. Course Start Date
  - ii. Medical Check-up (If applicable)
  - iii. ICA Formalities and collection of student pass (when ready)

Note: Should the student pass application be rejected, an appeal would be submitted. If the appeal is not successful, the admission process shall be terminated.
4. The Institute will then explain the key sections of the standard student contract, and require the student to acknowledge as evidence on Form 12 – Advisory Note
5. The Institute will proceed with the execution of the standard student contract.



# Student Accommodation

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## Accommodation

Students, who need help in sourcing for an accommodation in Singapore, can approach our help to recommend or introduce an accommodation that suits your preference.

The different housing types in Singapore include:

1. Rental of housing development board (HDB) flat / room
2. Rental of private flat / room
3. Accommodation with families in Singapore / Home Stay
4. Hostel / Boarding homes.

The estimated rental rate per month ranges from \$480 to \$1,800 per month depending on the type of accommodation as well as the number of occupants per room.

Students must also bear in mind to set aside expenses for food, transport, entertainment and miscellaneous. The estimated amount, which varies with individuals, ranges from \$450 to \$650 per month.



## Public Holidays

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William Angliss Institute is closed on all gazetted public holidays as according to the Ministry of Manpower website: <http://www.mom.gov.sg/employment-practices/public-holidays>

William Angliss will take into consideration the public holidays so as to ensure that classes are not scheduled on those days. In the event there is an official change in public holiday dates, the Institute will make necessary adjustments to affected classes.



# Institute's Location

## Location



William Angliss Institute is located at 51 Cuppage Rd, conveniently accessible by a 10-min walk from Somerset MRT Station.

The institute occupies on the 10th level of the office building that is well equipped with state of the art facilities to enhance and enrich students' learning experiences.

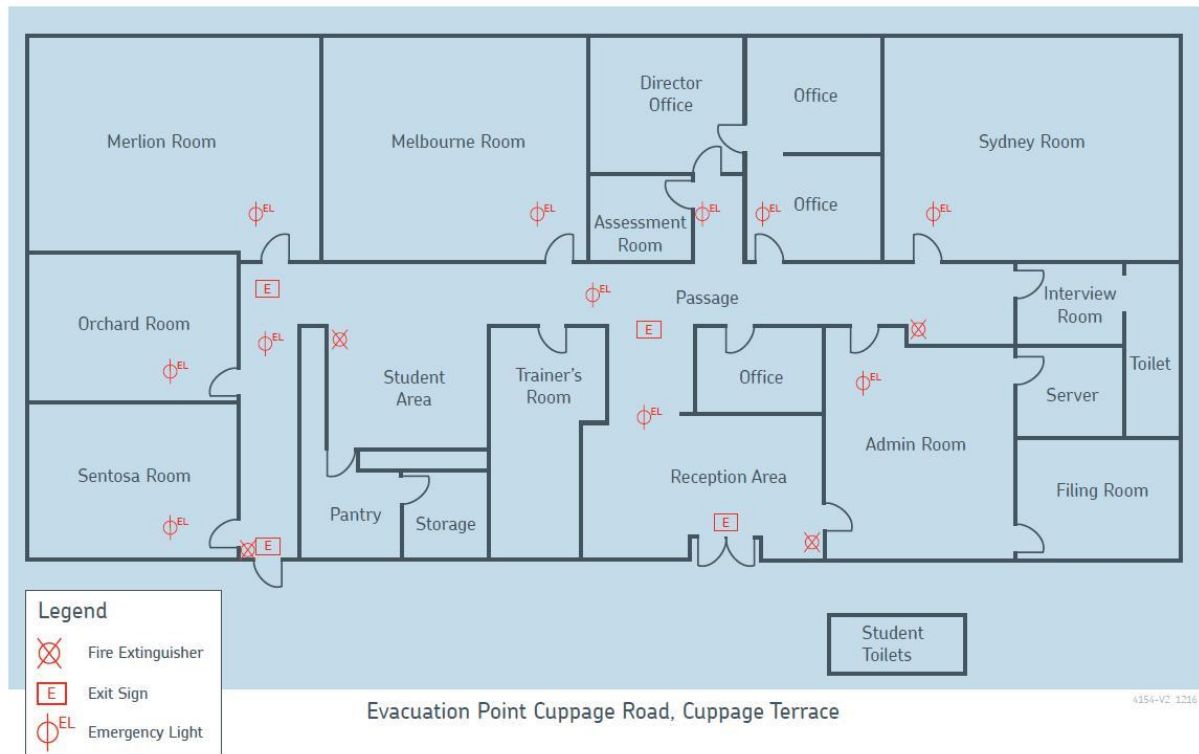
- Spacious Classrooms with SMART boards

S/N	Classroom	Approx. Floor Area (m2)	Max Capacity (pax)
1	Classroom	32	21
2	Classroom	33	22
3	Classroom	38	25
4	Classroom	25	16
5	Classroom/SMART Room	25	16

- Accommodation suite/Housekeeping/Front Office training room
- Student Lounge
- Assessment Rooms
- Board Room
- Wi-Fi for Students/Staff



# Centre Floor Plan



William Angliss Institute @ 51 Cuppage Road, #10-14/17 Starhub Centre Singapore 229469	
Student Services	CONTACT NUMBER
Finance Officer	6637 9841
Student Services Executive	6637 9833
General Enquiries	6637 9855





# Useful External Contacts

## Useful external contact phone numbers and websites

SERVICE	TELEPHONE
<b>EMERGENCY</b>	
Police	999 (toll-free)
Emergencies/Ambulance/Fire	995
Non-emergency ambulance	1777
<b>HOSPITALS</b>	
Changi General Hospital	6788 8833
National University Hospital (NUH)	6779 5555
Singapore General Hospital (SGH)	6222 3322
Tan Tock Seng Hospital (TTSH)	6256 6011
<b>TRANSPORTATION</b>	
ComfortDelGro Taxi	6552 1111
<b>OTHERS</b>	
CPE Website: <a href="http://www.ssg.gov.sg">www.ssg.gov.sg</a>	6785 5785
Immigration Checkpoint Authority Hotline	6391 6100
Ministry of Manpower	6438 5122



# A to Z of Useful Information

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Wellbeing and Counselling Services



This section contains essential information for William Angliss Institute students including services offered.

It also provides information regarding enrolment, fees, assessment, appeals and complaints procedures, attendance, articulation and other Institute policies.

**A**

**Ambulance**

If an ambulance is required, students should contact a staff member.

**Assessment Regulations**

Students are requested to be on time for assessment. If you cancel or do not attend your allocated assessment time and you do not present a doctors certificate you will be charged a re-sit fee payable to student services prior to scheduling another assessment time.

**Assessment**

See also Assessment Resubmission, and Special Consideration.

Students will receive a Unit Outline during the first class of each unit. The Unit Outline states the elements of competency, forms of assessment, dates of assessment and the standards on which competency is assessed.

In industry and in vocational education, competencies are the basis for measuring performance. Students are required to demonstrate competence in specified levels of performance in each unit they study. Assessment of students may be undertaken in a variety of ways, such as formal or informal tests, assignments, practical demonstrations, project work, written or oral reports, simulation, third party reports and observation within the classroom or workplace.

The use of electronic linguistic dictionaries, mobile phones and calculators are not permitted in assessment situations. Generally students can only take pens, pencils and paper based dictionaries into tests and exams – unless otherwise specified in the subject outline or by the trainer.

For all assessment tasks, students will be given more than one opportunity to demonstrate competence. Where students are assessed for group activities it is important they attend classes designated for work on group projects. If a student does not participate in the group work they may jeopardise their grade for that assessment. When students are assessed in a group it is each member's responsibility to:

- Solve any problems within a group
- Select group members, unless directed into groups by their trainer
- Maintain a log book which details group members' contributions and set tasks
- If required, provide minutes of industry visits and/or meetings held in and out of class time.

**Assessment Procedures**

Only students from William Angliss Institute, who have been duly registered for the respective assessment will be permitted to enter the assessment / test room. William Angliss reserves the right to deny any student permission to sit for an assessment if there are still outstanding fees owed by the student prior to the examinations. William Angliss reserves the right to deny any student permission to sit for an assessment if the student did not achieve the minimum requirement of either 75% for local students and or 90% for International Students in either theory or practical.

All students must produce their NRIC or other form of photo identification that is a recognised government authorised identification card for local or International students. Students who are unable to produce their NRIC or Singapore Government authorised Identification Card will NOT be allowed to sit for their assessment.

A student who is absent from assessment may have a medical certificate to sit for re-assessment

Late appeals will not be entertained unless the student was:

- Away from Singapore; or
- Hospitalised or on medical leave; or
- On full-time National Service / NS-men Training.

Barring of students from assessment will require the student being notified in writing at least one day before the assessment.

A student barred from assessment due late payment of fees must make full payment of the amount outstanding.

A student barred from assessment due poor attendance must undertake make-up classes for all lessons missed.

**Assessment Resubmission**

See also Assessment and Special Consideration.

Students who do not achieve competency on their first attempt will be given a second attempt to achieve competency within that training period. They must complete the re-assessment within 6 weeks of the first attempt of that assessment task.

Students who have not achieved competency in a unit within the training/re -assessment period must re-enrol in the following teaching period.

Students, who are required to re-enrol in a unit which they have previously not been successful in completing, are required to pay an additional tuition fee. Student Services will inform students of the appropriate fee.



## Attendance

See also Lateness.

All students must be in attendance for the first class of each unit and attend all subsequent classes until the assessment has been completed, including re-assessments, unless otherwise advised. This is in keeping with industry expectations and prepares you for the workplace.

Individual trainers will outline their expectations, not only as an aid to learning but also because it helps develop team-work in class.

In the event of illness, it is a must for students to submit a medical certificate. Students must provide a medical certificate if absent during assessment.

## Average Trainer-Student ratio

1 Trainer to a maximum of 20 Students.

## B

### Banks

Automatic Teller Machines (ATM) for UOB, Citibank & DBS are located at Centre Point Singapore and along Orchard Road near Cuppage Terrace.

## C

### Cheating, Plagiarism and Collusion

Copying another's work without acknowledgement and other forms of cheating are viewed seriously. Students at the Institute are expected to uphold academic integrity and avoid plagiarism.

The way students present ideas and information in assessments must be totally their own. Plagiarism occurs when someone submits work that was written by someone else and claims it as their own. Collusion occurs when two people or more work together on an assignment/assessment which is supposed to be done individually.

It is considered to be plagiarism if a student uses material found in a text or online, without referencing the source in the body of the text, or uses the work of another student or friend.

As the relevant test or assignment will not be assessed, the student is considered not to have completed the unit requirements. A 'not yet competent (NYC)' result will be recorded and re-enrolment will be required.

Students found to have cheated, colluded or plagiarised during assessment will be noted with the Centre Director and Programme Officer and immediately placed on probation.

If a second incident of cheating, colluding or plagiarising is proven then the student concerned will face expulsion from the course.

### Computer Access

Students have access to computers in the SMART room and can access a variety of applications via the desktop. Computers in the SMART Room are intended for educational purposes. Computer use in the SMART room may be monitored and the following will not be permitted at any time:

- Playing peer to peer games
- SM/text programs
- Downloading games, music or video
- Skype or similar video-conferencing
- Downloading, copying or communication of copyright protected material
- File transfer (FTP or bit torrent) of files

- Any access to offensive, obscene or pornographic material
- Making anonymous or fake postings to email or newsgroups
- Disruptive behaviour and the harassment of other network users
- Attaching other equipment to the LRC's computers.
- Abusing or physically damaging computers and peripheral equipment.

### Contact Details Variation

To ensure prompt communication with students it is essential that records are kept up to date, especially addresses and phone numbers. William Angliss Institute communicates with students through mail-outs, SMS, and telephone calls. Students must ensure their personal details are correct by contacting their Student Services when changes occur.

### Criteria for the award of Certificates / Diplomas

Only students who meet the criteria for their course of study will be conferred the appropriate Certificate / Diploma. Students will be notified of the criteria of award at the beginning of their course of studies.

Certificates / Diplomas will be awarded to students, who have successfully completed all graduation requirements of the course, during the annual graduation ceremony.

Prior to the graduation event, students may request for a Letter of Attestation on their course completion from the Student Services. All assessment enquiries are to be made by contacting reception or calling the Student Services on 6637 9855.



## E

### Emergency Evacuation Procedures

In the event of an emergency in which you must evacuate the building, make your way to the emergency assembly point which is located in the alley way behind Cuppage Terrace and between Centre Point Singapore.

Do not use lifts when evacuating. Do not re-enter the building until instructed to do so.

Information about emergency evacuation is available on Fire and Evacuation Plans which are posted in prominent locations throughout the Institute.

Students who require assistance in the event of an evacuation (e.g. limited mobility, visual or hearing impairment, etc.) should inform their Student Services Executive upon enrolment to ensure that a Personal Emergency Evacuation Plan is prepared to accommodate their needs in the event of an emergency.

### Enrolment

As a new student you should have completed or be aware of the following things:

- Enrolled and paid your fees
- Have previous studies confirmed and credit transfer documentation submitted to Student Services.
- Received a timetable and know where your classrooms are
- Have met key academic staff
- Know where your Student Services is located
- Know about the facilities around campus
- Been provided an overview of the Student Guidelines, with emphasis on student policies and procedures
- Had advice on grievance and dispute resolution arrangements.

Follow up if you are missing one of these items they are all important as you commence your studies with William Angliss Institute.

Queries regarding your enrolment, payment should be directed to your Student Services Executive.

Any enquiries about timetables or your course can be answered by the relevant Student Services Executive. Please refer to page 45 of this booklet for location and contact phone numbers.

### Equal Opportunity

All students have a right to equal opportunity in their education and William Angliss Institute is committed to providing a learning environment free from discrimination on the basis of gender, age, marital status, race, sexual preference, disability, pregnancy, parenthood and religious or political beliefs.

The Institute has policies and procedures for dealing with discrimination and sexual harassment, and will ensure that any complaints are dealt with promptly and effectively. Students who have enquiries or complaints relating to equal opportunity, discrimination or sexual harassment should contact a Student Services Executive.

### Evaluation Surveys and Student Feedback

During the last lesson for each unit students will be asked to complete a unit evaluation to gather views on teaching, training, resources and facilities. Collecting this data is an important component of SSG requirements for continuous improvement and informs on the way in which resources are used to achieve best possible outcomes.

### Excursions, Field Trips Site Visits and Study Tours

Many subjects require participation in site visits, field trips and excursions to enhance your learning experiences. Students are required to sign indemnity and medical declarations at the commencement of their course. The indemnity declaration includes a list of obligations of students who participate in excursions, field trips or site visits as part of the teaching program.

Students under the age of 18 years of age are required to obtain a signature from a parent or guardian prior to participating in such activities. Students participating in Institute organised recreational activities are subject to the same obligations regarding appropriate behaviour and conduct. Costs not included.

## F

### First Aid

Notify a staff member as quickly as possible.

The First Aid kit is located on the pantry bench for quick access. Should you require medical attention the following clinics are closely located at:

Raffles Medical Group  
176 Orchard Road, #03-28,  
Centre Point, Singapore 238843  
Tel: 6733 8775

### Food Outlets

There are many food outlets available within and around Cuppage Terrace and Orchard Road.

## G

### Graduation/Graduating Students

At the successful completion of a student's studies, a certificate is issued by the SSG. This may take up to 12 weeks after the completion of studies.

### Graduation Ceremonies

The Institute conducts a graduation and award ceremony each year for students completing WSQ/AQF certified courses:

All students in their final stage of study for the above courses will automatically receive an invitation to the Ceremony. Students wishing to attend will need to check and ensure that they have completed all of the course requirements before applying to graduate. You will be notified about Graduation Ceremony dates.



As WAI has no involvement with the issuing of WSQ certificates (this is done by SSG) there may be the possibility that on the Graduation date you may already have received your certificate or it may not yet have arrived.

In these cases, WAI will present you with a Letter of Completion in keeping with the Graduation formality.

You cannot graduate if you have outstanding fees; these will need to be cleared prior to registering for graduation. Students are responsible for costs associated with graduation and gown hire.

## H

### Health and Safety

William Angliss Institute recognises its duty and responsibility to provide and maintain an environment for its staff and students which is safe and without risk to health. It is the expectation of the Institute that every person will take reasonable care for their health and safety and for anyone else who may be affected by their actions. Health and safety issues should be discussed with your trainer or Student Services Executive.

## I

### Intellectual Property Rights

Please note that students are not allowed to record (whether in video or audio format) lectures delivered by trainers appointed by William Angliss, visiting lecturers or speakers from the industry.

If students wish to make a recording permission from William Angliss must be given in writing. Such students, if granted permission, must abide by the Intellectual Property rights and covenant with William Angliss that the recordings must only be used for his or her own revision purposes.

All students should note that making copies of the training materials without consent of the right-holder (i.e. William Angliss) amounts to an infringement of copyright laws.

## L

### Lateness

Punctuality is essential in the workplace for practical as well as courteous reasons. Students are expected to be punctual to class, in the same way as they would be expected to be punctual in the workplace.

Students who arrive excessively late, or who continue to be late for class or assessment, may not be permitted to attend that class and will be noted as absent in the attendance records. Students will find it more difficult to demonstrate competence if they have missed class time.

For some practical classes students who arrive late may have to repeat the class in their own time, and pay a fee to cover the cost of goods.

### Lounge

A lounge area is available for students to relax or study near the pantry area.

The lounge also offers access to computers and a range of reference books for students.

### Lost Property

Please contact Reception, on 6637 9855.

## M

### Media Promotions

Students who would like to promote outside the Institute activities relating to their studies such as special events should contact their Student Services Executive for assistance. Any contact with the media where it can be considered as representing the official view of the Institute must be approved by the Centre Director, through your Student Services Executive.

### Medical Centre

Students requiring medical attention may choose to use the following clinic located close to 51 Cuppage Road.

Raffles Medical Group  
176 Orchard Road, #03-28, Centre Point, S238843  
Tel: 6733 8775.

### Medical Protection

All students must be certified medically fit in order to pursue their studies at William Angliss. For this purpose, every student must undergo a medical examination and be certified medically fit before the commencement of the course.

### Mobile Phones

Students must switch off mobile phones at all times when in the classroom and lectures unless agreement is sought with the relevant trainer.

## N

### Noticeboard

A noticeboard is located in the Student Lounge/Classrooms. It features institute events and general news and notices. Please notify a staff member if you would like to have something added for public viewing.



## P

### Personal Data Protection

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 respects your privacy and recognises that your personal data is important to you.

For further information please contact the Student Services Team at 6637 9831

### Personal Health

Persons having any of the following conditions must not handle food:

- Acute gastroenteritis, including acute diarrhoea and vomiting
- Hepatitis A or Hepatitis E and all other forms of acute hepatitis until diagnosed not to be Hepatitis A or Hepatitis E
- Tuberculosis (in the infectious state until cleared by the health authorities)
- Infectious skin conditions (e.g. school sores etc.)
- Contagious viral illnesses (e.g. chicken pox, glandular fever, measles etc.)
- Acute flu like illness for those recently returning from overseas.

If you are a food handler and have been suffering from any of these illnesses, you may not attend work/class until you provide a doctor's certificate indicating that you are fit for work/class.

Seek advice from a doctor if you have any concerns regarding your health.

### Personal Information

The Institute will comply fully with the requirements of the Personal Data Protection Act 2012 (PDPA).

The full text of the Institute policy and procedures associated with the use of personal information is available on the Institute website.

Personal information that is available to the Institute, such as addresses, telephone, numbers, email addresses or academic results, cannot be disclosed to third parties, including parents, sponsors, family members or friends, without the written consent of the student.

If a student wants parents or sponsors to receive copies of their academic transcripts, they must give the Institute written permission to release results to parents or sponsors.

### Photocopying and Printing

There are no facilities for photocopying within the Institute. Institute staffs are not to be approached or asked to photocopy or print work for you. Photocopy and printing facilities are available at:

Ben Quick Print Services  
304 Orchard Road, Lucky Plaza, #02-052 S 238863  
Phone 6327 1373

### Post Office

The nearest post office is located at;

Killiney Road Post Office  
1 Killiney Road  
Singapore 239518  
Mon -to- Fri 9.30am – 9.00pm Sat  
9.30am – 4.00pm  
Sundays & Public Holidays – Open.

## R

### Reception

Reception Phone number: 6637 9855

### Results

Only two results are used for assessment for qualifications.

Description	
C	Competency achieved in this subject
NYC	Not yet assessed competent

## S

### Safety Regulations

All accidents or illness must be reported to the trainer for immediate attention. In cases that require medical treatment, Student Services Team should be notified to call an ambulance / a doctor and / or contact the next-of-kin. All students must take note of the location(s) of all emergency exits and be familiar with evacuation procedures.

All fire drill exercises at William Angliss and those practiced at 51 Cuppage Road are to be taken seriously. All students are to assemble at the designated areas as advised by the Fire Safety officers appointed at William Angliss & those appointed by 51 Cuppage Road.



### Special Consideration

If a student has unexpected circumstances which mean they are unable to comply with course or assessment requirements, they should apply to the Student Services Executive for consideration and extension of assignment due date or rescheduling of assessment date.

Special circumstances must be proven by a certificate from a health care or appropriate professional or government letter in the case of National Service.

Special Consideration is granted at the discretion of the Student Services Executive and/or trainer after consultation with the Centre Director where relevant.

### Statement of Attainment

At the successful completion of a unit of study a Statement of Attainment is issued by SSG. This may take up to 12 weeks after the completion of studies. All certificates are in electronic form and can be downloaded from the SkillsConnect portal.

### Student Records

All student records will be kept including academic results – a record of the students' performance in theory and practical assessments and may include all or some of the following:

- Oral Assessments
- Written Assessments
- Practical Performance
- Third Party Verification
- Practical Workplace Checklist
- Industry Research Project
- Learner Guide Assessment Activity
- Role Play.

### U

### Use of Equipment / Tools

For safety reasons, students may not use any equipment / tools unless authorised by the trainer-in-charge.

All breakages must be reported to the trainer-in-charge and details concerning breakages noted down in the breakages logbook.

### W

### Wellbeing and Counselling Services

Our friendly team in Melbourne provides a range of specialised support services and resource to enhance individual health and wellbeing.

The Wellbeing and Counselling Services (WACS) is committed to providing a safe, culturally appropriate and inclusive service for all students, regardless of their ethnicity, faith, disability, sexuality or gender identity. Free and confidential to students, available services include:

- Individual counselling sessions on zoom
- Referral to support services that can help with improving your mental health and wellbeing

The WACS offices are open from Monday to Friday, from 9am – 2pm

You may call the WACS office using the on-campus phone or email [wacs@angliss.edu.au](mailto:wacs@angliss.edu.au) to book an appointment.

For face-to-face counselling or help outside William Angliss Institute, you may like to refer to the National Council of Social Service's Mental Health Resource Directory ([ncss.gov.sg](http://ncss.gov.sg)) for a comprehensive list of support and hotlines.

If you are in need of immediate assistance, please contact the 24-hour hotline, Samaritans of Singapore at 1800 221 4444.

“Education is the most powerful weapon which you can use to change the world.”

**Nelson Mandela**