



**(CPE Registration No. 200300756Z)**

**JE EDUCATIONAL COLLEGE**

**STUDENT HANDBOOK**

**Address: Block 134, Jurong Gateway Road, # 04-307 L, S (600134)**

**(Behind Jurong National Library)**

**Updated: April 2011**

# JE EDUCATIONAL COLLEGE

Registered with Council for Private Education, Singapore (3.6.2010 – 2.6.2014)

(Previously Registered with the Singapore Ministry of Education Since 1987)

ISO 9001:2008 Certified College

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*(The material in this handbook is designed to inform you of the College expectations for your behavior and the services available to you. We hope you find it useful. The College reserves the right to make changes in its requirements, regulations, and procedures as educational considerations demand and amendments to the policies contained in the handbook may occur from time to time.)*

## 1. MESSAGE FROM PRINCIPAL/CEO

**Dear Students**

**Warm greetings** from administrative and academic members of **JE Educational College Pte Ltd!**

You are here to learn and to develop. We are here to support you in your exciting endeavor and to help you achieve your academic and personal goals. We assure you the opportunity for success and our commitment to support you along the way. We expect great things of you. And you have great expectations of our College. You have chosen to put your future in our hands, and I assure that we will do our utmost to ensure that you will be happy and learn and develop as individuals. I want to encourage you to be open to new ideas, experiences, and directions. They will be your best source of support and they will help you make the most of your experience here.

And I have some practical advice for how to make the most of your experience at our College. Students, you are surrounded by opportunity, much of which is not obvious to you at this time. My message is a simple one. Take advantage of all the opportunities that are here for you in and out of the classroom. Make a commitment to improve yourself. We are delighted that you have chosen to study at our College, and we look forward to learning and growing with you. Do well and enjoy. You should start your days at our College with enthusiasm and a history of success.

All our policies & procedures are clearly spelt and you are encouraged to understand them. Do contact our Administrative staff should you require further information. Every effort will be made to serve our students and I will ensure that JE's staff provides excellent customer service in the industry. Do speak to us!

I would like to say to all of you that **ingredients for an effective active learning** include a **willingness** to exchange ideas, an **interest** in playing with ideas, a **respect** for difference of opinion, the **confidence** to develop your own ideas, a **willingness** to listen and to change one's view.

Finally I would like to thank you so much for coming along here today, and for **putting your trust in JE**. We look forward to sharing your learning journey.

**PRINCIPAL/ CEO**  
**MR. VICTOR LEE**

## CONTACT INFORMATION

Phone : 6565 9786, 6560 5559

Fax : 6563 3286

JE Website: [www.jegroup.edu.sg](http://www.jegroup.edu.sg)

Council for Private Education: [www.cpe.edu.sg](http://www.cpe.edu.sg)

Email : [info@jegroup.edu.sg](mailto:info@jegroup.edu.sg)

For feedback/ complaint: [feedback@jegroup.edu.sg](mailto:feedback@jegroup.edu.sg)

CPE Registration No.: 200300765Z

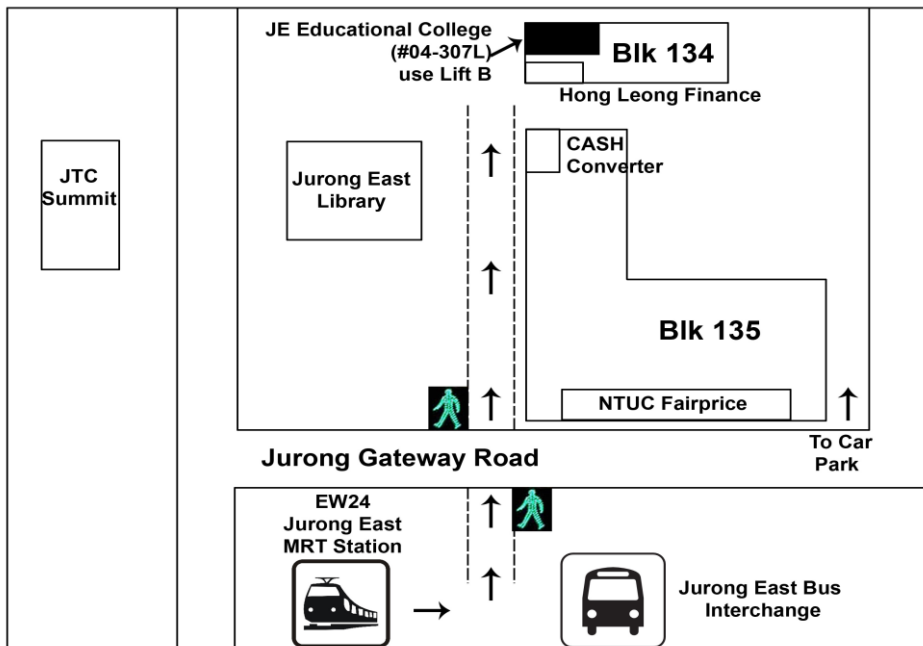
### Operating Hours:

Monday – Friday : 9.30 AM – 10.00 PM

Saturday – Sunday : 9.30 AM – 6.00 PM

Public Holidays : Closed

## MAP



## 2. GENERAL INFORMATION

### 2.1 Mission

To provide quality training

### 2.2 Vision

To be an outstanding provider in the education industry

### 2.3 Value

- Quality
- Dedication/Commitment
- Holistic Approach - Intellectual, Mental, Personal Growth
- Excellence

### 2.4 Culture (REAP)

Result-oriented

Efficiency

Ability

Performance

### 2.5 Quality Policy

By integrity and continual improvement, JE Educational College Pte Ltd is focused and committed in providing quality language and education courses for its students within the environmental, legal and regulatory framework

**We place our STUDENTS at the heart of all our services.**

## 2.5 Management Team

### Top Management

**1. Principal/ CEO: Mr. Victor Lee**

Email: [victor@jegroup.edu.sg](mailto:victor@jegroup.edu.sg)

**2. Administrator: Ms. Nancy Lau**

Email: [nancy@jegroup.edu.sg](mailto:nancy@jegroup.edu.sg)

### Academic Board

**1 Mr. Fernandez Joseph**

- Bachelor of Social Science, University of Stockholm,
- Advanced Course (Information Systems and its Application), University of Stockholm,
- International TESOL Teachers' Training

**2 Muhammad Yousuf Aguria**

- M.Sc (Civil Engineering), NUS
- B.E (Civil Engineering), NED

**3 Ms. Htay Thidar Oo**

(M.A in English)

### Responsibilities

- have an accountable and transparent framework for implementation and review of policy and measures on academic and quality assurance;
- develop a set of standards to ensure academic quality of every course
- approve teachers to teach the proposed course, making sure that teachers meet the minimum requirements stipulated in the regulations
- facilitating the School to implement and comply with the policies and procedures developed
- reviewing at least once a year, the academic policies and procedures

### **Examination Board**

**1 Mr. Fernandez Joseph**

- Bachelor of Social Science, University of Stockholm),
- Advanced Course (Information Systems and its Application), University of Stockholm),
- International TESOL Teachers' Training

**2 Muhammad Yousuf Aguria (Associate Member of American Society of Civil Engineers)**

- M.Sc (Civil Engineering), NUS
- B.E (Civil Engineering), NED

**3 Ms. Htay Thidar Oo**

M.A (English)

### **Responsibilities**

- security of examination and answer scripts
- conduct of examinations
- duties and responsibilities of invigilators and markers
- moderation of marks
- handling appeals by students for reviewing examination scripts

### **2.6 Brief Profile of JE Educational College (JE)**

**1986:** JE COMPUTER & EDUCATION CENTRE PTE LTD was formed with the objectives of providing Quality education and training to the general public

**1987:** Registered with the Singapore MINISTRY OF EDUCATION (Offered Computer Software Training, LCCI and Business Studies Courses)

**1992:** Approved Overseas Training Centre for AAT (UK) Accounting Course (Presently offering ACCA & CAT Courses)

**1992:** Approved Overseas Training Centre for IAM (UK) Administrative Course

**1993:** Offered by PAP Community Foundation (Bukit Gombak Branch) to run the Pre-School Computer programmes to the children at their premises from 1993 to 1997 (both years inclusive).

**1994:** Approved Training Provider for ITE CBS (Accounting) Course

**1996:** Authorized Training Centre of National Computer Board (now known as IDA) for IT Power 21 Course

**1997:** Authorized Training Centre of National Computer Board (now known as IDA) for IT Power Basic Course

**1997:** Approved Training Provider for ITE Certificate in Office Skills (COS) Course

**1999:** Approved Training Provider for ITE CBS Secretarial Course

**1999:** Approved Training Centre for CDAC Skills Training Awards – ITE COS & CBS Courses

**1999:** Authorized Testing Centre of the National PC Proficiency Test of NCC & SCS (Singapore Computer Society) and endorsed by IDA

**2001:** Approved Training Centre by IDA to conduct NITLP (National I.T. Literacy Programme) and Infocomm Competency Programme (ICP)

**2002:** Appointed by NTUC Skills Development Department as an Approved Training Centre for ITE COS (NITEC) and CBS Accounting & Secretarial (Higher NITEC) Courses

**2002:** Approved by NTUC for the SRP Programme

**2002:** Appointed by PSB Academy as an approved training centre for the PSB Certificate in Business Administration

**2002:** Appointed by the University of Cambridge Local Examinations Syndicate as a Registered Cambridge International Centre

**2003:** Approved to conduct programmes leading to the UNIVERSITY OF LONDON Bachelor of Science degrees in Accounting & Finance, Business, Management and Information System & Management

**2003:** Appointed by ACCPAC International Inc as a recognized Training Center in Singapore

**2003:** Appointed by COLUMBIA COMMONWEALTH UNIVERSITY LONDON as their representative for the MBA - Global Management Programme

**2003:** Participation in the NTUC Surrogate Employer Programme (NTUC-SEP) Training Provider for the courses approved under NTUC-SEP

**2004:** Appointed by American World University as an Approved Training Centre to conduct their Bachelor Degrees in Business Administration, Human Resource Management & Sales and Marketing Management

**2004:** Appointed by IATA/UFTAA as an Approved Training Centre to conduct their International Diploma in Travel & Tourism

**2004:** Appointed by Association of Business Managers Administrators (UK) as an affiliate Centre for their Diploma and Advanced Diploma programmes

**2004:** Appointed by MYOB Asia as an Approved Centre to conduct LCCI-MYOB Computerized Accounting Course

**2004:** Obtained the Case-endorsed Student Protection Scheme and signed the Case-PEO Agreement

**2005:** Awarded the CaseTrust for Education Accreditation for providing good student welfare and exhibiting sound business practices.

**2006:** Licensed by ITE Education Services Pte Ltd to conduct training leading to certifications in ITE Nitec in Service Skills (Office), Higher Nitec in Accounting and Higher Nitec in Business Studies (Administration)

**2008:** Certified to meet ISO 9001:2000, the internationally recognized standard for quality management systems

**2009:** Approved ICDL Test Centre, licensed and authorized to implement the ICDL (UK) certification programmes

**2010 February:** Changed our PEI's name to JE Educational College, a significant move with the objective of providing better services to our partners and valued customers

**2010 July:** Granted Registration of Private Education Institution for a period of 4 years from 3.6.2010 to 2.6.2014.

**2010 September** – Renewal and reassessment by ISO for ISO 9001:2008 and obtained approval.

## 2.7 Our Achievements

### Registration of Private Education Institution



## *Registration Certificate*

This is to certify that

### **JE Educational College**

is registered as a  
Private Education Institution  
under the provisions and regulations of  
the Private Education Act 2009  
in Singapore

The registration period is valid for **4 years**  
from **03 June 2010** to **02 June 2014**.

Registration number: 200300756Z

Mr Lin Cheng Ton  
Chairman

Mr Henry Heng  
Chief Executive Officer

CPE 4-year Registration  
UEN: 200300756Z  
Expiry: 02 June 2014

ISO 9001: 2008



QAIC / SG / 382





This is to certify that

**JE Educational College**

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is licensed to conduct training  
leading to

***Higher Nitec in Accounting***

at

**134 Jurong East Street 13  
#04-307L  
Singapore 600134**

**01/01/2008**

Effective Date

**31/12/2011**

Expiry Date

  
\_\_\_\_\_  
Long Tien Kian  
General Manager

ITE Education Services Private Limited (Registration Number: 200300585W)  
(A wholly owned subsidiary of Institute of Technical Education, Singapore)



This is to certify that

**JE Educational College**

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is licensed to conduct training  
leading to

***Higher Nitec in Business Studies (Administration)***

at

**134 Jurong East Street 13  
#04-307L  
Singapore 600134**

**01/01/2008**

Effective Date

**31/12/2011**

Expiry Date

  
Long Tien Kian  
General Manager

ITE Education Services Private Limited (Registration Number: 200300585W)  
(A wholly owned subsidiary of Institute of Technical Education, Singapore)



This is to certify that

**JE Educational College**

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is licensed to conduct training  
leading to

*Nitec in Service Skills (Office)*

at

**134 Jurong East Street 13  
#04-307L  
Singapore 600134**

**01/01/2008**

Effective Date

**31/12/2011**

Expiry Date

A handwritten signature in black ink, appearing to read 'Long Wen Kian', written over a horizontal line.

Long Wen Kian  
General Manager

ITE Education Services Private Limited (Registration Number: 200300585W)  
(A wholly owned subsidiary of Institute of Technical Education, Singapore)

**LCCI Examinations Board****GOLD MEDALS - 1st in WORLD**

Business Statistics Lv 3	Series 4 - 2003
Business Practice Lv 3	Series 3 - 2003
Business Practice Lv 3	Series 4 - 2002

**GOLD MEDALS - 1st in COUNTRY**

Business Administration Lv 3	Series 3 - 2004
Business Statistics Lv 3	Series 4 - 2003
Business Practice Lv 3	Series 3 - 2003
Business Practice Lv 3	Series 4 - 2002
English for Business Lv 2	Series 4 - 2001
English for Business Lv 2	Series 3 - 2001

**SILVER MEDAL - 2nd in COUNTRY**

Book-Keeping & Accounts Lv 2	Series 4 - 2008
English for Business Lv 2	Series 3 - 2005
Business Administration Lv 3	Series 3 - 2004
Business Administration Lv 3	Series 3 - 2003
Text Production Lv 3	Series 4 - 2001
Business Practice Lv 3	Series 3 - 2001
Cost Accounting Lv 3	Series 4 - 2000
Business Statistics Lv 3	Series 4 - 1997

**ITE Business Courses: ATP'S Performance Analysis – November 2000 Series**  
**(Source ITE Singapore)**

<b>Module</b>	<b>JE's Pass Rate %</b>	<b>Singapore's Pass Rate %</b>
Accounting I	76%	62%
Accounting II	41%	36%
Accounting III	43%	26%
Accounting IV	61%	27%
Auditing I	66%	47%
Auditing II	60%	29%

Business Communication I	84%	83%
Business Communication II	90%	86%
Costing I	58%	37%
Costing II	23%	21%
Information Technology I	81%	80%
Information Technology II	88%	91%

**(2008 Result)****Nitec in Service Skills (Office)**

<b>Subject</b>	<b>Mar 08</b>	<b>Sept 08</b>
Book-keeping	83%	75%
Office Communication	78%	100%
Office Software Applications	50%	81%
Principles of Office Administration	63%	100%

**Higher Nitec in Accounting**

<b>Subject</b>	<b>Mar 08</b>	<b>Sept 08</b>
Business Statistics	60%	100%
Business Fundamentals	67%	100%
Office Applications	30%	71%
Accounting Fundamentals	50%	100%
Intermediate Accounting	25%	82%

**Higher Nitec in Business Studies (Administration)**

<b>Subject</b>	<b>March 08</b>	<b>Sept 08</b>
Business Communication	50%	100%
Business Fundamentals	20%	83%
Office Applications	0%	67%
Accounting Fundamentals	0%	63%
Public Relations	80%	50%

**2010 March Result****Nitec in Service Skills**

<b>Module</b>	<b>%</b>
Office Communication	100%
Business Event Organization	100%
Business Etiquette & Grooming	80%
Basics of Personal Finance	87%

**Higher Nitec in Business Studies (Administration)**

<b>Module</b>	<b>%</b>
Business Communication	90%
Business Fundamentals	100%
Human Resource Administration	89%

**Higher Nitec in Accounting**

<b>Module</b>	<b>%</b>
Business Communication	83%
Office Applications	81%
Intermediate Accounting	100%
Human Resource Administration	92%

**2010 September Result****National ITE Certificate in Service Skills (Office)**

<b>Module</b>	<b>Pass Rate</b>
Office Communication	100%
Principles of Office Administration	100%
Business Event Organization	85%
Business Etiquette and Grooming	80%

**Higher National ITE Certificate in Business Studies (Administration) and Certificate in Accounting**

<b>Module</b>	<b>Pass Rate</b>
Office Applications	87%
Business Statistics	79%
Office Applications	80%
Business Fundamentals	75%
Intermediate Accounting	83%
Advanced Accounting	79%
Accounting Fundamentals	87%

## 3 POLICIES & PROCEDURES

### 3.1 Admission Policy

The pre-requisites and entry requirements for each course is clearly defined in the marketing collaterals, website and Standard Student Contract. Upon arrival for enquiry, the Customer Service Personnel or Administrative Staff will give full details on entry requirements for the course the customer is interested in. Customers/students are fully responsible for ensuring their best match of their qualifications to the course they enrol for. They need to make sure that they fulfil the entry requirements of the course before they register.

### 3.2 Standard Student Contract

To comply with the requirements of the Council of Private Education (CPE), all local & international students enrolling in private education institution (PEI) in Singapore are required to sign a Standard Student

Contract which stipulates:

- Course information & fees
- Refund policy
- Fee protection scheme
- Medical insurance scheme
- Additional information

Students are advised/ required to read and understand the terms and conditions and the content of the contract. If necessary, **they can make a request to the respective staff for clarification or the translated contract in their native language** (i.e. in Chinese or in Vietnamese). Students can also view and access copies of the contract in Chinese and Vietnamese at CPE website: [www.cpe.gov.sg](http://www.cpe.gov.sg) .

### 3.3 Funding Policies

#### Refund policy

The refund policy of the school, JE, aims to manage refunds for students under various conditions in a fair and reasonable manner for any payment made. It encompasses the time frame and conditions for all forms of refunds. The terms and conditions of refund are governed by CPE's PEI-Student Contract agreed upon and entered into between JE and the student. Students must pay their fees due as laid out in the PEI-Student Contract and by the date(s) stipulated in the PEI-Student Contract.

### **(i) Notification and Arrangement**

JE shall inform the Student immediately within (3) working days if

- JE fails, for any reason, to commence the Course on the Commencement Date;
- It terminates the course for any reason prior to the Course Commencement Date;
- JE fails, for any reason, to complete the Course by the Completion Date;
- JE terminates the Course, for any reason, prior to the completion of the Course; or
- The Student's Pass application is rejected by Immigration & Checkpoint Authority

JE shall, within seven (7) working days of notifying the student in writing of above circumstances, provide the students with information and details of the alternative confirmed course arrangement to allow the student to make timely and appropriate decisions on the alternative arrangement.

### **(ii) Refund Conditions**

Refund policies for course fees and other fees are applicable to both local and international students.

#### **Terms and conditions for refund:**

The refund policies do not apply:

- when students are asked to leave the College because of disciplinary matters;
- when students violate the laws of Singapore;
- when students do not fulfill the terms and conditions of Student Pass;
- when students breach the Standard Student Contract;
- when students leaving the College do not return the Student Pass for cancellation within 3 days;

#### **For Refund:**

**When a student applies for refund, the original receipt issued by JE is needed for refund of any fees paid.**

No **refund** will be given for modules that have already completed.

Students with medical conditions or having genuine financial difficulties must support their claims with official documentary evidence to JE for consideration. Any decision relating to refund of the fees arising from withdrawal shall be made at the

sole discretion of JE and that shall be final. Upon which, the student concerned shall be informed of the School's decision.

Students can **defer** from the course for less than a year but they have to pay an administrative fee of S\$50 and they allowed to continue with the course. When students defer for more than a year, only withdrawal policy applies.

After enrolment, any request for **transfer** from one course to another or from one intake to another (deferment) must be in writing and is subject to the approval of the management of the College and by paying an administrative fee of \$50 each time. Transfer Form and Deferment Form can be downloaded from the school's website or obtained from the Administrator and duly completed.

### (iii) **Withdrawal for Cause**

Subject to Force Majeure, the Student shall be entitled to immediately withdraw from the Course by giving written notice to JE of his/her intention to do so if JE is in breach of any of its obligations under the Standard Student Contract or fails to perform its obligations under the above circumstances.

### (iv) **Refund for Withdrawal for Cause**

For the above circumstances, JE shall within **seven (7)** working days after notifying the student, refund to the student:

- The entire amount of the Course Fees; and
- The Miscellaneous fees

JE shall, as soon as practicable after receiving the Students' notice of withdrawal, refund to the student the amount stated above.

### (v) **Refunds for Withdrawal without Cause**

Where the Student withdraws from the Course for any reason other than those set out in Clause (ii) or Force Majeure, JE shall, as soon as practicable after receiving the Student's written notice of withdrawal (and in any event no more than seven (7) working days after receiving such notice), refund to the Student the following sums (less any applicable bank administrative charges properly paid/payable under Fee Protection Scheme).

1. If they withdraw more than 21 days before the commencement date, they will receive a 50% refund of all fees, excluding application, and insurance charges.

2. If they withdraw before but not more than 21 days before the commencement date, they will receive a 20% refund of all fees, excluding application fee and insurance charges.
3. There will be no refund of all fees if they withdraw on commencement date or after commencement date.

### Notes

- Application fee is non-refundable.
- In the event that the school is unable to commence the class after 3 months, a full refund will be made to the student. However, in this circumstance, if student withdraws within 3 months, normal refund policy applies.
- All requests for refunds arising from withdrawals and change of course must be accompanied with original fully completed hardcopy Withdrawal Form (available at the Administrator) with relevant supporting documentary proof and original receipt.
- Approvals for change of course will be granted on a case by case basis and subject to meeting each individual course's admission requirements.

### **(vi) Cooling-off Period**

JE shall provide the student with a cooling-off period of 7 days after signing the CPE Standard PEI-Student Contract. Within these 7 days and regardless whether the Course Commencement Date has passed, the student can submit written notice of withdrawal to JE and receive the “**Maximum Refund**” amount stipulated by JE (less any Course consumed by the student if the withdrawal date is later than the Course Commencement Date and the Student has started the Course, any JE administrative charges which are stipulated in the total course fees and any applicable bank administrative charges properly paid/payable under Fee Protection Scheme).

### **(vii) Deemed Withdrawal**

The student who transfers from the course to another course with JE shall be deemed to have withdrawn from the course as agreed between JE and the Student.

### **(viii) Change of course**

For clause (vii), a fresh JE-Student Contract shall be executed between JE and the student for any change of course.

### **(ix) No Double Claim**

For the avoidance of doubt, if the Student and/or his/her parent/guardian receives any payment from JE or **Lonpac Insurance Bhd** pursuant to a provision of this

Agreement or the Master Insurance Policy in respect of any matter or damage, then the Student and his/her parent/guardian shall not be entitled to claim against JE or **Lonpac Insurance Bhd** for the same payment in respect of the same matter or damage pursuant to any other provision of this Agreement or the Master Insurance Policy.

### **(x) Transfer/ Withdrawal Policy**

A student who transfers from one course to another course with JE shall, for the purposes of this Clause 3.3 be deemed to have withdrawn from the Course and the provisions of Clause (iii) shall apply save as otherwise agreed between JE and the Student.

A Student who withdraws from JE Educational College to enroll with another school shall be deemed to have withdrawn from JE.

All transfer requests to another course offered by JE will be granted on a case by case basis and are subject to meeting each individual course's admission requirements. International students who wish to transfer to another course within JE will need to submit their Student Pass application to ICA for approval.

### **Time Frame**

For any student **withdrawal/ refund request**, JE School will take the maximum **7 working days** for assessing and replying to student.

For any **transfer request**, JE School will take the **maximum 7 working days** for assessing and replying to student.

### **(xi) Deferment Policy**

Students can apply for deferment for personal reasons such as health and bereavement of parents or siblings. Application is to be made on prescribed form. The refund policies do not apply.

If the deferment period exceeds one year, it is considered as a Withdrawal Case. Withdrawal policies apply.

**For approved deferment, an administrative charge of S\$50 applies.**

After enrolment, **any request for transfer from one course to another or from one intake to another (deferment) must be in writing and is subject to the approval of the management of the College and by paying an administrative fee of \$50 each time.**

A transfer or deferment form can be downloaded from the school's website or obtained from the administrator and duly completed.

\*\* For more detail of transfer/withdrawal/refund application procedure, you can refer to the **Appendix**.

### 3.4 Fee Payment Policies

#### (i) Fees and Application Fees

All fees paid are non-transferable (to the next person) and will only **be valid for 6 months**.

#### (ii) Discounted prices

JE clearly states discounted prices. Discounted prices are prominently displayed in the reception and clearly defined in the Standard Student Contract and in marketing communication materials.

Discount is for

- Full-payment (No validity period)
- Group discount (No validity period)
- Early Bird Discount (Before stated date)
- Renewal Students (No validity period)
- JE's Retake Students (No validity period)
- Referral by JE's present and ex-students (No validity period)

#### (iii) Promotional Offers

Students will be notified of any promotional offers via the website, marketing brochures, notices put up on the notice board. The information will state clearly the period for which the promotion is valid. The management reserves the final right to revoke, amend or change its offers at any time without any notification required.

#### (iv) Payment methods and channels

a) Fees payable by students (No GST payable)

#### 1. International students

A) Upon application of Student Pass

- Application Fee\*

B) Upon Student Pass Approved

- Course Fees (subject to CPE requirement)
- Textbook fees\* (non-refundable when the College has already purchased or ordered from the external parties)

- Materials and Assessment Fees (100% refund if student has not received any course materials and 0% refund if student has received the course materials.)
- Fee Protection & Medical Insurance Fees
- Practical Science Laboratory fee (if applicable)
- Orientation Fee (Optional)

## 2. Non-International Students

### A) Upon application of course

- Application fee\*

### B) Upon Course Commencement

- Course fee(Subject to CPE requirement)
- Textbook fees\* (non-refundable when the College has already ordered or purchased from the external parties)
- Materials and Assessment Fees (100% refund if the student has not received any course materials and 0% refund if student has received the course materials.)
- Insurance for Fee Protection if applicable
- Medical insurance fee if applicable
- Practical Science Laboratory fee (if applicable)

### b) Other fees payable by International and Non-International Students if applicable

- External Examination Fee payable to the respective Examination Bodies upon registration of examination (Refund of the exam fee is subject to the external examination board's Refund Policy and is at its discretion. JE does not have control over the fee.)
- Membership fee payable to the respective Association or the University of London
- Examination Handling fees
- Usage of IT lab fees (if applicable) (100% refund if the course has not commenced and 0% refund after the course has commenced and student has used the facilities.)

### \*Non-refundable fees

Payment of the fees is to JE Educational College Pte Ltd in the form of cash, NETS or cheque in Singapore dollar, with no GST. A receipt will be issued for the amount paid.

All course fees on monthly or installment basis must be paid on or before the due date. In the event of any delay or default in payment of the course fees, JE Educational College shall be entitled to levy an additional Administration charge of

\$15 per month (Part-time course), \$30 per month (Full-time Course) until such outstanding payment is settled in full.

**To terminate lessons, one month advance notice must be given in writing or one month's fee paid in lieu.**

Students are advised to collect the official receipt/ invoice from JE for any fee payment made to JE Educational College Pte Ltd. Any cheque payment must be crossed and made payable to JE Educational College Pte Ltd.

The course fees and other fees do not include fees to be paid to the third parties (i.e. examination fee, Security Deposit, Medical Check-up, Lab fees) unless otherwise stated.

All the fees to be paid/ collected are clearly stated in the Standard Student Contract.

### **(v) Over or under-charging**

JE is committed to avoidance of over or undercharging. List of course fees used are clear and legible, reflecting the total amount payable and its breakdown exclusive of GST. Total amount of course fees payable and the breakdowns are clearly defined in the Standard Student Contract, Payment Schedules, official receipt, and communication materials.

### **(vi) Charges by Third Parties**

The students have the responsibility to pay for the charges to the **Third Party**:

- The student needs to submit the medical report to the College and ICA to apply for Student Pass and the renewal of their Student Pass.  
**(Medical charges have to be borne by students themselves.)**
- If the laboratory experiment is partial fulfillment of the course that the student has enrolled for, the student needs to pay charges for doing laboratory experiment. The fees given to the College upon registration are not inclusive of charges for doing laboratory experiment.
- The students have the responsibility to **pay the examination fees** if the examination is held by **third party like ITE, LCCI Examination Centre**, etc.

### **(vii) Mode of Payment**

1. Cash
  2. Nets
  3. Cheque/Cashier's Order in Singapore Dollars
  4. Credit Cards (Diners Club)
  5. Telegraphic Transfer (For International Students)
- Fees payable by students (No GST payable)

### **(viii) Fee Protection Scheme**

JE hereby confirms and undertakes to the student that it has in place a Fee Protection Scheme with **Lonpac Insurance Bhd** by way of an insurance facility. The school insures all the fees upon collection from students.

#### **Fees to be insured:**

- **Course fees**
- **Material fees**
- **ICA fees**
- **Fee Protection fee**
- **Medical Insurance fee**

\* The school is not prepared to collect **ICA Security Deposit from students.**

### **(ix) Medical Insurance**

JE hereby confirms and undertakes to the student that it has in place a Medical Insurance Scheme with **AIA**

**(American International Assurance Company Limited)** for all students as required by CPE under EduTrust Certification Scheme. A Singapore Citizen/ PR or Non-Student Pass International student who is protected by his/her own medical insurance coverage in Singapore can opt out from the Medical Insurance Scheme arranged by JE.

## **3.5 Procedure for handling Student Appeal**

**For detail information about the ‘Procedure for handling Appeal of Student’s Assessment Result, you can refer to Appendix.**

## **3.6 Attendance**

Students must attend all scheduled classes with the attendance taken. Students are not allowed to take the attendance on behalf of their classmate(s). Students will be marked as absent if they do not have a medical Certificate (MC) or do not have the permission from the College to miss the lesson.

Students are to ensure that they sign for their daily attendance during or after the class. Student is not allowed to request others to sign attendance on his or her behalf.

### **(a) International students**

- The minimum attendance requirement for international students is 90%.

- The Student Pass will be cancelled in the event that the attendance is less than 90%.
- All the students attending have to apply leave to absent from class. The leave must be supported by relevant document.
- For sick leave, the leave has to be supported with recognized medical leave certificate.
- The College is obliged to report to the Immigration and Checkpoints Authority (ICA) on any foreign student:
  - i. Who fails to attend classes for a continuous period of 7 days or more without a valid reason
  - ii. Whose percentage of attendance in any month of the course is lower than 90% for no valid reason
- There are specific strict rules concerning attendance which all JE students are hoped to be informed:
  - i. The first warning which may be either a written or a verbal will be given to those who are absent for more than 5% of the allotted course time;
  - ii. After this warning, and if the absences are greater than 10% the College will give a final written warning informing that any further absences will result in termination of that course.
  - iii. If the students are absent after receiving a final warning, they will be given an opportunity to explain the absences and to present relevant documentation. Otherwise, the College will inform ICA for cancellation of their Student Pass.

### **(b) Local students**

- The minimum attendance requirement for local students is at least 75%.
- A certificate of attendance or completion certificate cannot be issued to those who do not complete the minimum requirements of the attendance.
- The students are required to pay the fees for the month even if he skips lessons for one month.
- Local students who are sponsored by SDF Funding cannot miss the class. If the student hasn't turned up for 2 classes, they need to inform the College in writing of the reason or cause of missing the class. The College will inform the company if the student has missed the third lesson or class.

### **3.7 Updating Students' Particular**

When students have changed address or contact numbers, they are obliged by JE rules to inform the College immediately, otherwise the College is not responsible for delay or non-notification of changes of day/time of their course & examination

registration date. (A form must be obtained from the administrator and duly completed.) The College usually announces the date and time of the examination registration and examination. It is students' responsibility to check them and should they be in doubt, they can call and check with the in-charge of the respective course.

### **3.8 Confidentiality of Student Data**

1. Student's particulars are stored in respective student's personal files and selective personal data are captured in the computer database.
2. The manual records of students' particulars are kept in cabinets under lock and key outside the operating hours. During the operating hours, only designated staff could have access for their work purpose.
3. Prior permission will be obtained in writing from the student if the particulars are to be disclosed to government bodies or statutory bodies.
4. All staff members have the sense of responsibility towards ensuring the confidentiality and security of students' data.

### **3.9 Student Pass Renewal (For only international students)**

The College does not guarantee the approval for the renewal of Student Pass application. Such applications are subject to approval by ICA. It is the student's responsibility to ensure that his/ her Student Pass is renewed in time. The College will not be held responsible if the Student Pass expires or is being rejected by ICA due to lateness in renewing. Not later than three weeks before the expiry of current Student Pass, students need to approach the administration staff to apply for renewal. Students are required to complete all necessary forms from the College and ICA and submit them to the administration staff. The College applies to ICA for submission of renewal of Student Pass.

N.B. The College will only process and submit application for renewal of Student Passes for students only if they meet the 90% attendance as required by ICA and are current in their payment of fees. When renewal is approved, the student is required to go through the formalities (i.e. the same as new Student Pass application after getting IPA status) and pay charges to ICA.

#### **Student Pass Not Transferable**

The Student's Pass issued is not transferable and will expire upon the student ceasing to be a student of JE. The College is under an obligation to inform the ICA of the student's withdrawal from, or completion of his/her course of study at JE. The student needs to deliver the Student Pass to the College, within 7 days of the student ceasing to be a student of JE, the passport and Student Pass for cancellation of the Student Pass.

### **3.10 Registering for Exam**

It is the student's responsibility to register for the Exam in time. The College is not held responsible if the student registers late for exam and is not allowed to take the exam. Date and time of exam are announced on the notice boards.

### **3.11 Grant Application**

1. Students are fully responsible for timely submission of relevant documents required for grant application. If it fails, the students are liable to pay the College for the grant amount.
2. For grants that are claimed directly by the College from the funding Authority, if the student failed to meet the requirements of the grant, the applicant must undertake to fully pay the unsuccessful grant amount to the College.
3. Students on grants must undertake to fully understand and fully meet the requirements of any grant they applied for. The College is not responsible for the approval of the application by the granting authorities.

### **3.12 News Update**

For all important news from the College, memos and notices will be put up on the College's notice board as well as published via the website at [www.jegroup.edu.sg](http://www.jegroup.edu.sg). Students must take note of all memos on the notice board/website and act accordingly where applicable.

### **3.13 Medical Certificates**

When a student is absent from class due to medical reasons, he/she is required to submit the original copy the Medical Certificate and complete the Leave Application form, at the Front Office. Only medical certificates issued by registered clinic, polyclinics, or hospitals will be accepted.

## **4. STUDENT SUPPORT SERVICES**

### **4.1 Service Guarantee**

We guarantee that our services and course delivery system is suitable, adequate and effective through continual improvement. We will conform to applicable statutory and regulatory requirements without exception. We will take immediate action to control any nonconformance that may arise during delivery of courses.

**Key Performance Indicators as follow:**

Effectiveness of training programme	- 80%
Effectiveness of trainer	- 80%
Effectiveness of facilities	- 80%
Student support & services	- 80%
Student Retention Rate	- 90%

JE has a total of 52 **trainers and lecturers** who are well-qualified and experienced instructors/ lecturers and experienced in modern teaching methods and committed to success of the students. The school has registered all teachers with Council for Private Education (CPE).

**Teacher – Student Ratio: 25:1**

The management, administrative and customer service managers provide the students help in dealing with personal, administrative, or academic problems or with special issues. They assist International students with

- Application and renewal of Student Pass
- Airport Pickup and Visa application
- Free Student Counseling/ Academic advising on their further education in Singapore or overseas
- Assistance to students
- Assistance in adapting to the new environment
- Advice on career opportunities
- Free Academic Counseling service
- Advice on internal grievance procedures
- Arrangement for Medical check-up
- Helping to enrol into Government School or Polytechnics or Junior College
- Arrangement for Local sponsorship
- Orientation program
- Assist in Security Deposit
- Arrangement for local educational tours
- Arrangement for opening of bank account and banking services

**4.2 Access to Resources**

JE has a full furnished **Library** and a spacious **Study Area** for students to do self-study during lunch break or before and after the class.

In the self-access library are updated reference books, books for self-assessment, journals and magazines, course books, books on test preparatory guides, sample tests and answers etc.

Students can photocopy their own materials at a charge of 10¢ per copy. The student can use the wireless internet access.

### **4.3 Easy Accessibility of JE and nearby Amenities**

JE Educational College is located on Jurong Gateway Road, which is approximately a 5-minute walk from **Jurong East MRT Station**.

**Bus stop** (Block 134) is near JE premises. (Buses be taken: 51, 66, 66B, 78, 79, 97, 97A, 143, 197, 333, 335, 176, 143A, 97B, 97E)

JE is within a short walking distance of **CITIBANK, UOB, OCBC, POSB BANK & ATM**.

We have contacts of a **medical clinic** in vicinity for easy reference. (If you are not feeling well and need medical attention)

**Jurong Regional Library** is located right next to JE Educational College.

**Vending machine** is in front of us.

Science Centre and Mc Donald are approximately 5 minute walk from the College.

**Food Courts, NTUC (FairPrice) and Money Exchanger** are in the immediate vicinity of JE. (Ground Floor at Blk 134)

### **4.4 Updating information**

In the event where any information is changed regarding the changes of the course timetable, examination registration date, the College ensures that the students are promptly notified through available practical modes (phone, email, post) and sufficient time is given to students to prepare for these changes. The students need to notify the College without delay of any changes of address and telephone number.

### **4.5 Public Holidays**

There will be no lessons on Public Holidays. However, we will arrange to carry the lessons to earlier or later date if necessary.

#### **4.6 Lost and Found Services**

There is a Lost and Found Service in the College. Any articles found within the College can be referred to the Reception Counter Staff. Students can approach the staff to check for their lost articles. Lost articles not claimed within one month will be discarded.

#### **4.7 Academic Advising/ Counseling Program**

Students are encouraged to consult members with expertise in their area of interest as well as about academic choices or concerns.

#### **4.8 Orientation Programme**

An orientation programme is conducted for all international students and this includes campus tours, advice on practical issues such as banking, shopping, transport, cultural adjustment, meeting and introducing with responsible staff, and study skills advice on academic matters.

#### **4.9 Resolution of Complaints**

The College guarantees the quality customer service and the quality training. Any student who has grievance or complaint can lodge the matter to our administration office for proper attention. An immediate acknowledgement will be processed.

Students are advised to immediately contact the management and respective administrator who will listen, assist in making decisions, and help to facilitate a prudent and responsible course of action within 21 days. The management and administrative staff are available in such cases.

**For detail process for addressing student grievances, you can refer to Appendix.**

#### **4.10 Counseling advice**

Administrative staff can give students information, guidance and advice on going into work placement, further study and developing their skills. Staff can also provide confidential and professional support on issues such as personal, social or academic matters. The respective personnel offer a variety of services to assist students in coping with personal or emotional concerns so as to enhance their academic performance and improve their general well-being. Administrative staff with teaching

experience can help the students out with the academic matters and guidance for coping with lessons.

#### **4.11 Fee Protection Scheme**

JE confirms and undertakes to the Student that it has in place a Fee Protection Scheme as stipulated by the Council for Private Education (CPE) (the “FPS”) by way of an insurance facility with **LONPAC INSURANCE BHD**.

A copy of the insurance policy issued by Lonpac Insurance Bhd taken up by JE for the purpose of insuring the students is available.

JE hereby undertakes to procure that the cover under the Master Insurance Policy shall be extended to the Student. The student receives the certificate of insurance on the same day the student pays the fees and insurance is taken up. The insured period will commence from the fee payment date to at least the next payment date.

In line with the Private Education Act, JE Educational College has put in place the mandatory requirement of Fee Protection Scheme (FPS). This requirement is regulated by the Council for Private Education, by way of insurance coverage for all full-time and part-time students.

The Fee Protection Scheme (FPS) applies to ALL students (regardless of nationality and the type of passes or identification held, i.e. Student Pass, Work Pass, Dependent Pass etc.). Under this regulation, it is mandatory for all students’ fees to be protected and sign CPE Standard PEI-Student Contract when they enroll for courses with JE.

#### **4.12 Requests for Official Letters & Documents**

Requests for official letters and documents such as verification of student status, provisional transcripts and report cards from the College must be submitted at least 3 days in advance. Students are required to complete the **Student Request Form** and submit it to the Office for processing.

#### **4.13 Quality of course**

JE Educational College has put up a system that will maintain the quality of the course to ensure that learning experience gained from JE is always good and that the standards are always maintained. The total hours of teaching instruction shall adhere to the timetable provided to students on enrollment. JE will provide, to the best of the ability, the environment conducive to learning with the necessary support staff to enable the student’s full attention to their studies.

#### 4.14 Student feedback

In order to better serve the community, the management and the team look for opportunities to improve the programmes and service quality of JE. They have put in place an open communication system to collect the feedback from the students. The management and the administrator of each course are always available to discuss issues relating to the inconveniences, the service and the course. The students can make their views known to the management. All the feedback from the student is taken as positive step towards improving the quality of the service and maintaining and enhancing the quality of course delivery. The School value the students' feedback and will make every effort to look into their suggestions and complaints. Their input will be carefully considered and changes will be implemented to enhance the school's service level to meet the customers' expectations.

#### 4.15 Have your say

The College is committed to giving the students the opportunity to let the school know how things work and where they need improvement. The school runs a regular Student Evaluation which they are asked to complete; their responses inform future planning needs.

#### 4.16 Physical Resources

- Sufficient furniture and fittings (tables, chairs, white board, overhead projector, projection screens, etc)
- AV equipment for classrooms (audio and video facilities)
- Library facilities
- Computer and IT rooms with adequate number of workstations and practical facilities
- Amenities for student support services (Photocopy facilities, Lost-and-Found services with Lost-and-found lockers, Vending Machine, Water Dispenser & Suggestion/Feedback box)
- Availability of practical equipment
- Private room for Student Counseling service
- Study and Computer areas (for self-study and free computer practice)
- Classrooms are conducive to training purposes (i.e. air-conditioned, adequate light sources and electrical controls, sound-proof and odourless, easy access to emergency exits, availability of sanitary facilities)
- Spacious administrative areas, main office, welcoming and relaxing reception area for entertaining customers for enquiries and feedbacks
- Private Workplace for office staff with office supplies and resource materials (fax machines, photocopiers, PCs, paper shredder etc.)
- Safety measures (unobstructed emergency exits, visible emergency exit signs,

spacious corridor, fire extinguishers, water hose and sprinklers)

- Notice Boards (for effective communication to students)
- Security Alarm and CCTV Surveillance Systems
- Equipment Inspection and Maintenance system
- Total Floor Area is 588 sqm. Sufficient size of Classrooms / IT rooms

JE Educational College has sufficient and quality facilities necessary to ensure the effective delivery of student management and educational programmes. IT rooms, classrooms and the office have excellent student support service facilities and learning facilities, which are regularly maintained by our dedicated admin and IT staff. Our IT facilities include

- Network connected PCs and network facilities
- Microsoft Windows XP as standard
- Curriculum-specific software and standard software
- BenQ Projectors
- Lexmark, Dell and Epson Laser printers
- Datamini, NEC, IBM, HP and Dell Desktop PCs
- LCD monitors & TV
- Fax and Photocopier Machines

#### **4.17 Course Funding (Grants)**

Certain Courses are applicable for the following funding:

1. SDF Funding (WDA)
2. CDAC
3. NTUC-SEP/SRP Study Loan
  1. 0% interest installments applicable from Diners Clubs
  2. Study Loan available from banks

## **5. DISCIPLINE MATTERS**

Student discipline is an important part of providing the environment which is conducive to learning for all. Discipline policies set out a balanced approach recognizing student achievement and dealing with unacceptable behaviour. They are based on developing student responsibilities, encouraging respect and creating good conditions for effective teaching and learning. They also aim to be the foundation for a safe, happy and productive place. Every student has the right to a learning environment free from bullying and intimidation and to feel safe and happy at school. They have a right to be treated fairly and with dignity.

The following will be taken as violation or breach of the College and government agencies rules:

- i. Students with a monthly attendance record below 90% attendance

- ii. Students who are absent for seven consecutive school days
- iii. Student who takes home leave for more than seven consecutive school days without official approval from the College
- iv. Students who commit offences against the law of Singapore governing bodies and bring the College into dispute
- v. Students holding Student Pass seek employment in Singapore.
- vi. Students who persistently misbehave despite advice and warnings from College.

### 5.1. Expulsion of students from the College

- Student is subject to immediate expulsion for serious misconduct and/or any breach of the College's rules and regulations.
- The College is privileged to expel any student who has not made any payment or did not attend classes for two months without any valid reason. The expelled student has to pay the outstanding course fees.
- Foreign students holding the Student Pass must observe the rules and regulations set by ICA. Any breach of the rules may result in the rejection of Student Pass Application or cancellation of Student Pass.

### 5.2. Attendance

#### For local students

- All students must attend the classes regularly. The minimum requirement of attendance for local is 75%.
- Those students attending SDF funding students must inform the College in case of absence from class. The College will contact the absentee and enquire about the cause of absence if the student is absent for 2 times. If the student is absent for the third time the College will notify the company that sponsors the student.
- The certificate of attendance will not be issued to those who haven't completed the minimum requirement of attendance. Documentary proof must be produced should there be a shortfall of attendance.

#### For international students

- The minimum requirement of attendance for the international student is **90%**. The College will inform ICA of the foreign/international students failing to attend classes for a continuous period of 7 days or more without any valid reason, or of those whose percentage of attendance is lower than 90% in any month of the course without any valid reason.
- The student has to apply leave of absence with the recognized Medical Leave Certificate for medical leave/sick leave.
- The foreign/international students holding the Student Pass are **not allowed to leave Singapore without prior written approval from the College.**

- The international students holding Student Pass needs to inform the College and submit the leave for going back to native country. If the students fail to do so, the College will consider as **'Absence' without permission and inform ICA for cancellation of Student Pass.**
- If the student is dismissed, the student needs to surrender the Student Pass for cancellation within **3 working days** after the student was notified of the decision for dismissal. If the student fails to do so, JE School will lodge a report to ICA and police station. The student will be **made to bear all consequences should any matter occur arising.**
- If the international student withdraws from the school, the school will login to the ICA system to cancel the student pass. Once cancelled, the student can get certain time frame to remain in Singapore.
- If the international student transfers to another course, the school would have to apply for a new Student Pass. They are warned that should ICA reject the new application and cancel the old one, the student will be forced to return home.

### 5.3 Home leave

Students are now allowed to take home-leave during an on-going semester. Official home-leave will only be granted on compassionate ground. Student must obtain approval from the College before going on home-leave.

Students must apply for official home leave before the issue of air-ticket. Students who failed to inform and obtain approval of the College will be construed as ABSENCE without leave. They will be treated as voluntary dropout if they are absent for more than 3 consecutive school days and will be liable for dismissal. They are required to write an appeal letter to show cause or reasons for a grant of acquittal from dismissal. The final decision rests with the management.

### 5.4 Manners and conduct

- Students need to be well-groomed.
- Students must be respectful to the teachers.
- Students should not make boisterous behavior that makes other people disturb on and off the premises.
- Food and drinks are not allowed in the classroom.
- Students are not allowed to enter the staff room without permission.
- An act of vandalism is strictly prohibited and the students have to pay for any willful damage to the College's equipment/properties and facilities.
- Smoking is strictly prohibited in the premises at all times.

- No littering, spitting or any form of vandalizing act is allowed in classrooms and public;
- Gambling or playing card game is strictly prohibited. Any student caught gambling or playing cards would face disciplinary action. Repeat gambling offenders may eventually face expulsion from our College.
- No fighting or acts of disturbance.
- Listening to audio devices (e.g. MP3 player) or viewing video devices (e.g. multimedia player) is not allowed in class.
- No unauthorized removal of books from the library.
- Do not damage the property of the College. Always report any damage of College property to the nearest instructor, lecturer or staff.
- Do not forge medical certificates or other official documents.
- The use of hand phones and pagers during lessons and assessments/tests is not allowed. All such equipment must be switched off.
- Students must maintain good conduct at all times and be well-informed about the following discipline regulations:
  - i. **Student Pass holders** who are caught working in Singapore will be reported to ICA and their Student Pass will be cancelled; Student's Pass holders are not allowed to be engaged in any form of employment, business, profession or occupation in Singapore whether paid or unpaid
  - ii. Any student found to be in **violation of any rules, regulations or law** will be subjected to appropriate disciplinary action by the relevant authorities;
  - iii. In severe cases, a student may be **expelled** from the course of study or even **deported** back to their home country.
  - iv. Foreign students are not allowed to enroll in any other institution than the stipulated institution (JE Educational College) on the Student's Pass;

Failure to abide by these rules may render you liable for disciplinary action. Any form of vandalism will not be tolerated. Students found guilty of vandalism will be severely dealt with. The College has the right to expel the students under the following circumstances:

- i. Intentional **damage** to the College property;
- ii. **Aggressive or rude** towards other students and staff and
- iii. **Disruptive behavior** during classes

## 5.5 Use of IT facilities

Access to the College's computer systems and network facilities requires students to accept certain responsibilities and obligations. In particular students must accept their responsibility to use the facilities only for appropriate authorized purposes. The College reserves the right to intercept and examine all network communications

where this is necessary to ensure the effective running of systems, and to ensure compliance with these regulations.

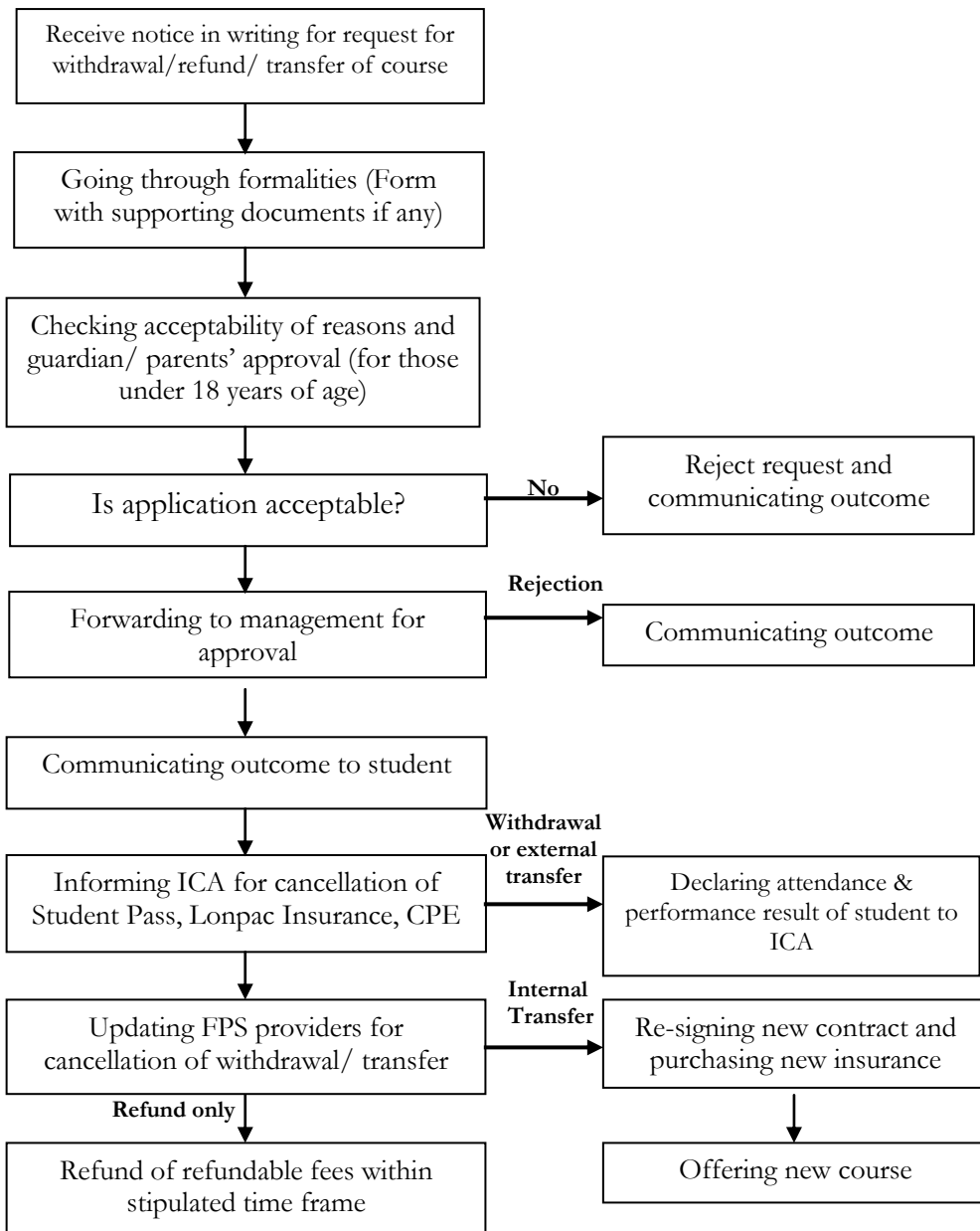
Students are expected to comply with all legal obligations concerning copyrights, and shall not install any software or data into the College's computers or copy any software or data from the College computers. Students caught infringing the Copyrights Act by the authorities will be personally liable. Student must save all their data into their own floppy disk/ thumb drive at the end of each lesson. The College will not be responsible for any data lost, and any data saved in the local hard disk drive will be at their own risk.

## **5.6 Student Responsibilities**

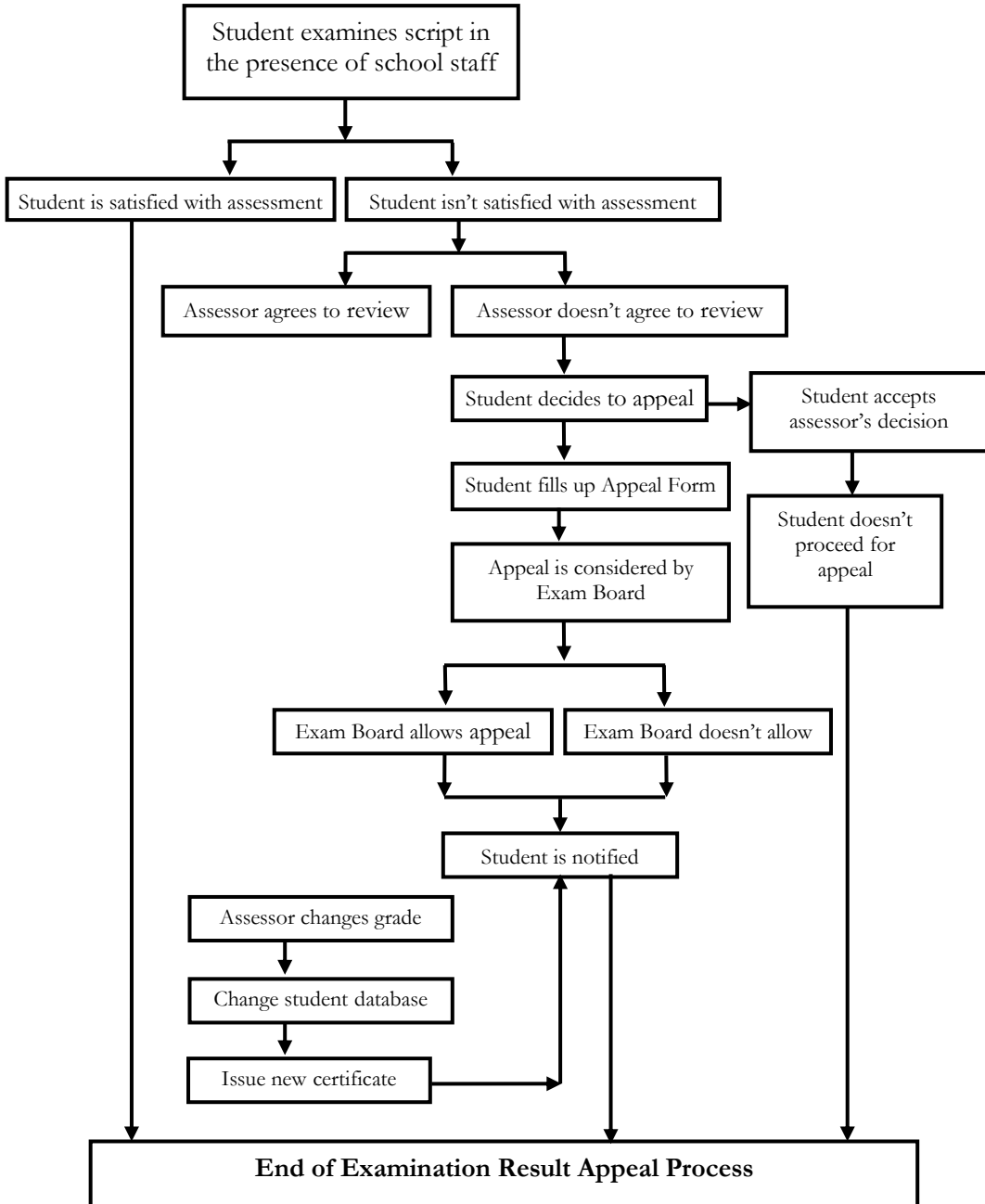
Students are obliged to bear certain responsibilities, that is, they are required to comply with all the laws, policies and procedures of regulatory bodies as well as JE Educational College. All the students are hoped to participate constructively within the JE learning environment and act at all times honestly and responsibly in relation to academic matters, exploiting the facilities provided by JE. They are also expected to behave in a manner showing respect to the management, the staff and other students, be sensitive to JE College's management, staff and students' rights and responsibilities. Loyalty, integrity and honesty are qualities expected of all students. All students should be courteous, polite and well-behaved at all times. Orderliness must be observed at all times.

## APPENDIXES

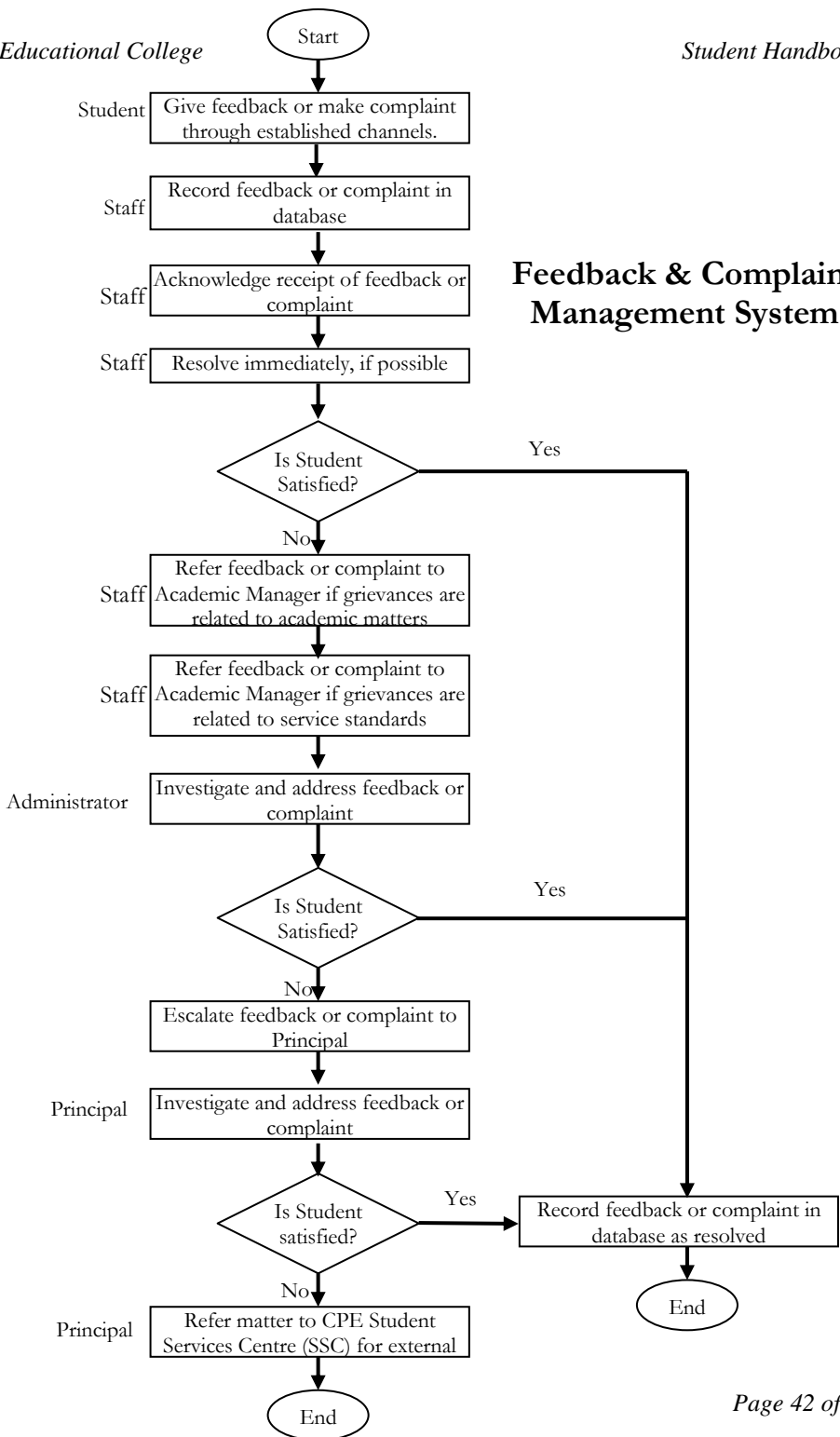
### TRANSFER/ WITHDRAWAL AND REFUND PROCEDURES



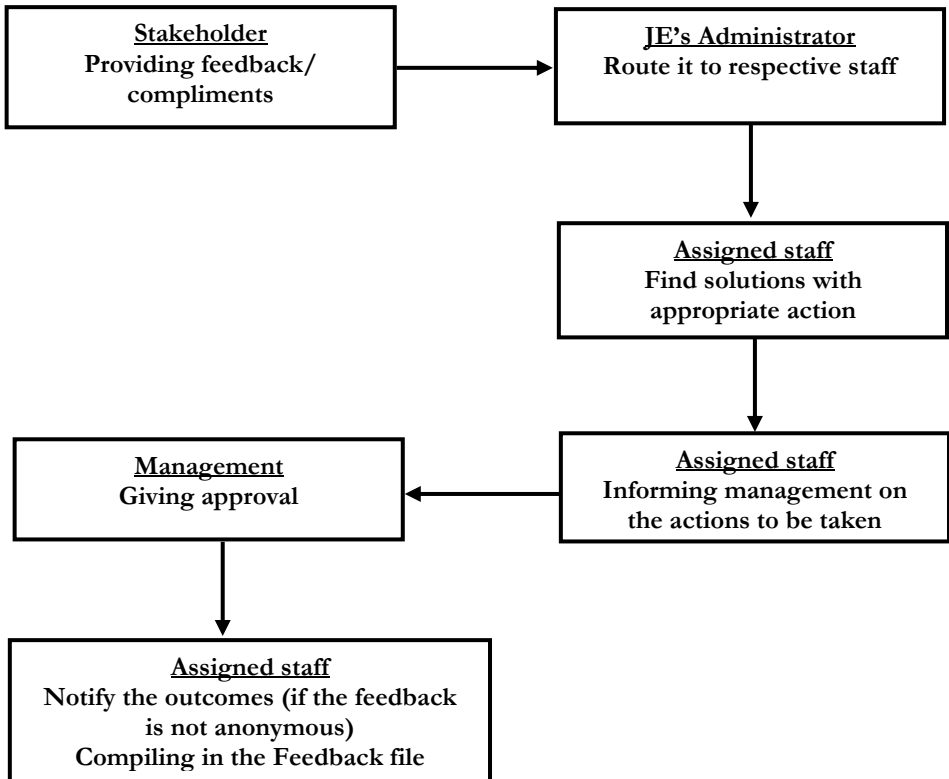
### HANDLING EXAM RESULT APPEAL PROCEDURE



## Feedback & Complaint Management System



### HANDLING FEEDBACK/ COMPLIMENT PROCEDURE



**Organization chart of JE Educational College Pte Ltd**

