EduTrust Certified Private Education Institution  
(EDU-3-3056)  
Registered with Council for Private Education, Singapore  
(Previously Registered with the Singapore Ministry of Education Since 1986)  
ISO 9001:2008 Certified College  

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

Updated: 15 April 2015
(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.)
MESSAGE FROM PRINCIPAL

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 you 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. 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

MS. BERNICE GAO
I. PRINCIPAL’S DECLARATION

This Student Handbook is constantly upgraded with the latest most accurate information. It serves to provide general guidelines, academic successes, procedures, etc. for our students as well as their parents and guardians.

All our policies & procedures are clearly spelt and you are encouraged to understand them. Do contact our Administrators should you require further information. As soon as practicable, the Handbook is upgraded and modified to keep it current for the benefits of our students and readers. 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!

We provide the following Service Assurance for all our students:

1) Our services and course delivery system is suitable, adequate and effective through continual improvement.

2) We have a total of 2 full time teachers and 56 contract teachers. Our teachers are well qualified and registered with and approved by MOE and recently registered with CPE (Council for Private Education). They are approved by our Academic Board as they have the competency to conduct courses.

3) The student – teacher ratio can be checked under the respective course.

   Capacity: 200 students

4) Our College total floor area is 315 sqm.

<table>
<thead>
<tr>
<th>No. of classrooms &amp; capacity</th>
<th>Capacity</th>
<th>Floor Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classrooms</td>
<td>4</td>
<td>8-15</td>
</tr>
<tr>
<td></td>
<td></td>
<td>12-22 sqm</td>
</tr>
<tr>
<td>IT rooms</td>
<td>1</td>
<td>24-28</td>
</tr>
<tr>
<td></td>
<td></td>
<td>36-42 sqm</td>
</tr>
<tr>
<td>IT rooms</td>
<td>1</td>
<td>8-10</td>
</tr>
<tr>
<td></td>
<td></td>
<td>38.55 sqm</td>
</tr>
</tbody>
</table>

5) Course fees and other fees are clearly stated in our communication materials.

6) We have in place, Student Complaint Resolution procedure to deal with students’ grievance and undertake to resolve all complaints at the maximum of 21 days.

7) We have in place a Fee Protection Scheme by way of a Master Insurance Policy with Lonpac Insurance Bhd.

8) We give appropriate refund of course fees depending on the student's circumstances and merit in accordance with the Standard Student Contract entered with the student.

9) We provide the most conducive environment to the best of our ability, in order that all students receive their utmost in their studies.

   PRINCIPAL
   BERNICE GAO
II. WHY CHOOSE JE?

COMPLIANCE WITH REGULATIONS: Registered with the Council for Private Education (CPE), a statutory board of Ministry of Education under the Enhanced Registration Framework (Registration 4 years in June 2010);

EDUTRUST – A QUALITY ASSURANCE MARK: JE, an EduTrust Certified College; With EduTrust, JE is able to recruit international students requiring a Student Pass from Immigration Checkpoint Authority (ICA) Singapore;

LONG HISTORY: A College with 28 years of Quality Education (Established since 1986);


PROTECTED FEES: Student course fees are protected by insurance. Therefore, students need not worry if the College would go into liquidation as their course fees are protected;

POLICIES: The College sets clear and fair refund policies;

FOLLOWING MANDATORY REQUIREMENTS: Students are protected through clear and transparent Standard Student Contract stipulated by the regulatory body;

ACADEMIC SUPPORT: Our academic staff are carefully-picked by the Principal, approved by the Academic Board and they are qualified and experienced and registered with CPE, the Authority. Our Academic staff are committed, dedicated and patience;

ACADEMIC AND EXAMINATION BOARDS: THE boards supervise the academic curriculum and ensuring the Quality the College delivered;

ACHIEVEMENTS OF STUDENTS: We produce World Medalist Winners in LCCI exams;

ACADEMIC SERVICES: Provide Mock Examinations for each examination series; Exam-oriented tuitions with many hands-on practices on past year exam papers; Online learning platforms for certain courses.

SPECIAL ARRANGEMENT: Students are allowed to attend more than one class for the same subject for their course of their studies;

SAFE AND HEALTHY ENVIRONMENT/ PREMISES: BizSAFE Certified school for students, staff and community;

FACILITIES AND INFRASTRUCTURE: Comprehensive facilities ensure an enriching teaching and learning environment;

ACHIEVEMENT OF CONCERTED EFFORT: Obtain Letters of Appreciation from the corporate clients for the customized training for our corporate clients and the optimum service of the school;

LOCATION: Situated in Jurong Regional District which will become a key commercial hub in the west region; easily accessible by the public transport such as buses and MRT; Bus-stops, MRT station and Interchange are in vicinity (5-minute walking distance);

FLEXIBLE FEES PAYMENT
III. ABOUT JE EDUCATIONAL COLLEGE

1. Contact Information

Phone: 6565 9786, 6560 5559
Fax: 6563 3286
JE Website: www.jegroup.edu.sg
Email (for enquiry and feedback/complaint): info@jegroup.edu.sg, feedback@jegroup.edu.sg
Council for Private Education: www.cpe.edu.sg

Operating Hours

Monday – Friday: 9.30 AM – 9:30 PM
Saturday: 9.30 AM – 6.00 PM
Sunday & Public Holidays: Closed

MAP

2. Mission

To provide quality training

3. Vision

To be an outstanding provider in the education industry

4. Value

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

5. Culture (REAP)

- Result-oriented
6. 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.

7. Management Team

**Top Management**

1. Principal: Ms. Bernice Gao
   Email: [Bernice@jegroup.edu.sg](mailto:Bernice@jegroup.edu.sg)

2. Vice Principal: Ms. Mar Lar
   Email: [Marlar@jegroup.edu.sg](mailto:Marlar@jegroup.edu.sg)

8. Academic Board

- **Mr. Lee Geok Lim (Chairperson)**
  Bachelor of Business (Business Management) Charles Sturt University, Australia

- **Ms. Bernice Gao (Member)**
  Masters of International Business, Monash University Australia
  Bachelor Degree in Business (Accounting), Monash University Australia

- **Mr. Ma Yanming (Member)**
  Master of Business Administration (University of Wales)
  Bachelor’s Degree in Economics (China)

**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;
- Facilitate the College to implement and comply with the policies and procedures developed;
- Review at least once a year, the academic policies and procedures;

9. Examination Board
• **Mr. Lee Geok Lim (Chairperson)**  
  Bachelor of Business (Business Management) Charles Sturt University, Australia

• **Ms. Bernice Gao (Member)**  
  Masters of International Business, Monash University Australia  
  Bachelor Degree in Business (Accounting), Monash University Australia

• **Mr. Ma Yanming (Member)**  
  Master of Business Administration (University of Wales)  
  Bachelor’s Degree in Economics (China)

**Responsibilities**

- Ensure the security of examination and answer scripts;
- Ensure the proper conduct of examinations & assessments;
- Define & ensure the proper discharge of duties and responsibilities of invigilators and markers
- Conduct moderation of marks
- Handle appeals from students for reviewing examination scripts

**10. Brief Profile**

- **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 programs 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 programs 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 programs

• 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 Case Trust 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 programs

• 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.

• JE Educational College is ISO 9001:2008 Certified College.

• JE Educational College is EduTrust certified College.
- **2014 June**: Renewed Registration of Private Education Institution under ERF for a period of 4 years from 3/6/2014 to 2/6/2018.

11. Our Achievement Certificates
   A. EduTrust Provisional Certification

![EduTrust Provisional Certification](image)

This is to certify that

JE Educational College

with registered address at

134 Jurong Gateway Road #04-307L
Singapore 600134

has fulfilled the requirements under the EduTrust Terms and Conditions

Certificate no. EDU-3-3056

Mr Lin Cheng Tun
Chairman

Mr Brandon Lee
Chief Executive Officer

07/09/2014
Date of issue

06/09/2015
Date of expiry
B. 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 (Chapter 247A)
in Singapore

The registration period is valid for 4 years from
03 June 2014 to 02 June 2018.

Registration number: 200300756Z

Mr Lin Cheng Ton
Chairman

Mr Brandon Lee
Chief Executive Officer

CPE 4-year Registration
UEN: 200300756Z
Expire: 02 June 2018
C. ISO 9001: 2008

QA INTERNATIONAL

UKAS QUALITY MANAGEMENT

ACCRREDITED COMPANY

BS EN ISO 9001: 2008

Registration Number
046

QAIC / SG / 382

Certificate of Registration

The Governing Board of
Q.A. International Certification Limited
hereby grants to:

JE EDUCATIONAL COLLEGE PTE LTD
Registration No.: QAIC / SG / 382 - A

(hereinafter called the Registered Company) the right to be listed in the Directory of Registered Companies in respect of the services listed below. These services shall be offered by the Registered Company at or from only the address given below in accordance with the quality management system in compliance with ISO 9001: 2008.

Address to which this Certificate refers:
Block 134, Jurong Gateway Road #04-307L, Singapore 600134

Approved Scope to which this Certificate refers.

Provision of Language Courses, Business Courses, Infocomm Skills Training and Education Programme at Certificate, Diploma and Undergraduate Level
(Further clarification regarding the Scope of this Certificate and the applicability of ISO 9001:2008 requirements may be obtained by contacting the organisation)

CHIEF EXECUTIVE

SCHEME MANAGER

Certificate Issue Date: 20th August 2014  -  Certificate Expiry Date: 19th September 2017
Date of Initial Registration: 1st September 2008  -  Re-assessment Date: 19th September 2017
This Certificate of Registration is granted subject to the Regulations approved by the Board.
13. Our Registrations

Registered Training Centre for LCCI (London Chamber of Commerce & Industry)

This is to certify that

JE Educational College Pte Ltd

is approved to offer

LCCI International Qualifications

Valid until: 31 December 2015

Centre code: ASIN385

Rod Bristow
Chief Executive
14. Students’ Achievements

A. LCCI Examinations

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

2010 LCCI Exam Results

- 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

LCCI Exam Results

Series 3 2010 Level 3 Public Relations 100%
Series 2 2010 Level 2 English for Business 83%
January 2010 On-demand Level 3 Accounting 100%
Series 4 2010 English for Business 100%
July 2010 MYOB 89%

B. ITE Examinations

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

<table>
<thead>
<tr>
<th>Module</th>
<th>JE’s Pass Rate %</th>
<th>Singapore’s Pass Rate %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounting I</td>
<td>76%</td>
<td>62%</td>
</tr>
<tr>
<td>Accounting II</td>
<td>41%</td>
<td>36%</td>
</tr>
<tr>
<td>Accounting III</td>
<td>43%</td>
<td>26%</td>
</tr>
<tr>
<td>Accounting IV</td>
<td>61%</td>
<td>27%</td>
</tr>
<tr>
<td>Auditing I</td>
<td>66%</td>
<td>47%</td>
</tr>
<tr>
<td>Auditing II</td>
<td>60%</td>
<td>29%</td>
</tr>
<tr>
<td>Business Communication I</td>
<td>84%</td>
<td>83%</td>
</tr>
</tbody>
</table>
Business Communication II  90%  86%
Costing I  58%  37%
Costing II  23%  21%
Information Technology I  81%  80%
Information Technology II  88%  91%

2010 March Result
Nitec in Service Skills

<table>
<thead>
<tr>
<th>Module</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Communication</td>
<td>100%</td>
</tr>
<tr>
<td>Business Event Organization</td>
<td>100%</td>
</tr>
<tr>
<td>Business Etiquette &amp; Grooming</td>
<td>80%</td>
</tr>
<tr>
<td>Basics of Personal Finance</td>
<td>87%</td>
</tr>
</tbody>
</table>

Higher Nitec in Business Studies (Administration)

<table>
<thead>
<tr>
<th>Module</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Communication</td>
<td>90%</td>
</tr>
<tr>
<td>Business Fundamentals</td>
<td>100%</td>
</tr>
<tr>
<td>Human Resource Administration</td>
<td>89%</td>
</tr>
</tbody>
</table>

Higher Nitec in Accounting

<table>
<thead>
<tr>
<th>Module</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Communication</td>
<td>83%</td>
</tr>
<tr>
<td>Office Applications</td>
<td>81%</td>
</tr>
<tr>
<td>Intermediate Accounting</td>
<td>100%</td>
</tr>
<tr>
<td>Human Resource Administration</td>
<td>92%</td>
</tr>
</tbody>
</table>

2010 September Results
National ITE Certificate in Service Skills (Office)

<table>
<thead>
<tr>
<th>Module</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Communication</td>
<td>100%</td>
</tr>
<tr>
<td>Principles of Office Administration</td>
<td>100%</td>
</tr>
<tr>
<td>Business Event Organization</td>
<td>85%</td>
</tr>
<tr>
<td>Business Etiquette and Grooming</td>
<td>80%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Module</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Applications</td>
<td>87%</td>
</tr>
<tr>
<td>Business Statistics</td>
<td>79%</td>
</tr>
<tr>
<td>Office Applications</td>
<td>80%</td>
</tr>
<tr>
<td>Business Fundamentals</td>
<td>75%</td>
</tr>
<tr>
<td>Intermediate Accounting</td>
<td>83%</td>
</tr>
<tr>
<td>Advanced Accounting</td>
<td>79%</td>
</tr>
<tr>
<td>Accounting Fundamentals</td>
<td>87%</td>
</tr>
</tbody>
</table>
IV. RIGHTS AND RESPONSIBILITIES

RIGHTS

Students of JE can enjoy the following rights:

- Best possible education the College can provide
- Expect courtesy, fairness, and respect from staff and other students
- Freedom of Inquiry and Expression to address policies publicly, privately, in writing, in visual form, or orally
- Fair Course fees to all students
- Right to Appeal and Complain
- Non-discrimination Policy (free from racial, sexual and religious discrimination)
- Student Records Confidentiality Policy
- Student Grievances
- have the guidelines and rules explained to them and the opportunity to present their side of the story in cases involving reward and disciplinary action

RESPONSIBILITIES

Each student is expected to

- Abiding at all times by the laws of regulatory bodies
- Conformance to College rules
- Conscientious Efforts in Studies
- Conduct and Self Discipline (No disruptive or Inappropriate Behaviour)
- Cheating and Plagiarism Policies
- ‘No Drug, Alcohol, and Tobacco’ and ‘No Gambling’ Policies
- Academic Discipline
- Non-Academic Discipline
- Regularity and Punctuality
- Decent Dress & Grooming
- Maintaining & Promoting mutual respects
- Property and Weapon Violation
- Compliance with legal obligations of copyrights
- Respect for the rights and authority of school officials
  - Alteration, fabrication, or misuse of, or obtaining unauthorized access to school confidential information/data in hard or soft copies or computer systems.
- Respect the rights of individuals and groups and treat others in a fair and considerate way.
- Show respect and courtesy to staff and peers.
- Be responsible for their own self-discipline whilst on school property, school buses, and during out of school activities that are part of the school program.
- Adhere to school policies regarding harassment, violence, drugs, alcohol, tobacco, school uniforms, academic conduct and gambling.
V. POLICIES & PROCEDURES

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 that 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.

2. Non-discrimination Policy

The Principal and CEO of JE Educational College declares it to be the policy of the College to provide an equal opportunity for all students to achieve their maximum potential through the courses, programs and activities offered in the College regardless of race, colour, age, creed, religion, gender, sex, ancestry, national origin, or handicap/disability.

   Environment Policy

   ‘Play your part in making your College healthy, clean and green’

3. Workplace Health and Safety

JE has fulfilled the requirements to attain BizSAFE Level 3.

4. Student Advisory Notes

Student will be advised to read the Advisory Notes prior to signing the Standard Student Contract. The Advisory Notes highlight the key areas of information in the Student Contract. Students need to sign the Advisory Notes to acknowledge that they understand the contents of the Contract. If student is below 18 years of age, the Advisory Notes will be signed by parent or guardian.

5. 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 request 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 contracts in Chinese and Vietnamese at CPE website: www.cpe.gov.sg. Students are advised to keep a copy of the Contract as it can be presented as a legal document in the event of disagreement.
6. Refund/ Withdrawal/ Deferment/ Transfer Policies

A. 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 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.

B. Refund Policy

The refund policy of JE aims to manage refunds for students under various conditions in a fair and reasonable manner for any payment made. It encompasses the timeframe 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.

C. Withdrawal for Cause

Subject to Force Majeure, the Student shall be entitled to immediately withdraw from the Course by giving 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.

D. 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 (Less admin fees payable to 3rd party);
- The Miscellaneous fees

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

E. Refund for Withdrawal without Cause

Where the Student withdraws from the Course for any reason other than those set out in Clause (ii) or Force Majure, JE shall, as soon as practicable after receiving the Student’s 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):

- A. 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.

- B. 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.

- C. 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 College 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 Administrative staff) with relevant supporting documentary proof.
- Approvals for change of course will be granted on a case by case basis and subject to meeting each individual course’s admission requirements.

F. Refund Conditions

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

G. Non-refundable Terms and conditions

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 student breaches the terms and conditions of Student Pass and so ICA cancel his/ her 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;

H. Requirements for Refund:

- No refund will be given for modules that have already started.
- 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 by JE and that shall be final. Upon which, the student concerned shall be informed of the School’s decision.

I. 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 notice of withdrawal to JE and receive the “Maximum Refund” amount stipulated by JE (less any fees paid to third parties).

J. 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 initially.

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.
A fresh JE-Student Contract shall be executed between JE and the student for any change of course.

**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 College will take the maximum **7 working days** for assessing and notifying to student.

**K. 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.

**L. Deferment Policy**

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

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.

For **approved deferment**, an administrative charge applies. After enrolment, any request for transfer from one course to another (transfer) or from one intake to another (deferment) is subject to the approval of the management of the College and by paying an administrative fee each time, (Check the admin fees for transfer and deferment request under Miscellaneous fee in the CPE standard PEI – Student Contract).

**7. Refund/ Withdrawal/ Deferment/ Transfer Procedures**

**A. Refund procedure**

**The procedure for a school-initiated refund is as follows:** (Due to the school not being able to start course)

- In the event that after 3 months of student registration, the school is unable to commence the class due to lack of sufficient number of students recruited, a full refund will be made to the student. (However, in this circumstance, if student withdraws within 3 months, normal refund policy applies.). For the conditions under ‘**Withdrawal for Cause**’, the school will refund the full course fees collected to the students according to the refund procedure. (excluding application fee)

- The staff from the respective department calculates the amount of refund due to the students and obtains approval from the management team (Principal/ Vice Principal) to give the refund.

- Upon the management approval for refund, the form is passed to the Finance Department to prepare the cheque. Refund is only by cheque. The staff from the respective department will explain to the student the breakdown of the refund. The student then signs an acknowledgement form.

**The procedure for student-initiated refund** is as follows:

- All requests for refunds arising from withdrawals must be accompanied with original fully completed hardcopy Withdrawal Form (available from Administrative staff) with relevant supporting documentary proof.
The administrative staff of the respective department looks into the student’s eligibility for a refund. The staff calculates the amount of refund and submits the form to the management for approval.

Approvals for refund will be granted on a case by case basis and it is at the discretion of the management.

Upon the management approval for refund, the form is passed to the Finance Department to prepare the cheque. Refund is only by cheque.

The staff from the respective department will explain to the student the breakdown of the refund. The student then signs an acknowledgement form.

B. Transfer and Deferment Procedure

After enrolment, any request for transfer from one course to another or from one intake to another (deferment) is subject to the approval of the management of the College and by paying an administrative fee each time (Please refer to the miscellaneous fee in the CPE Standard PEI – Student Contract). Transfer Form and Deferment Form can be downloaded from the College’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.

8. Fee Payment Policies

A. Fees and Application Fees

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

B. 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)

C. 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.

D. Payment methods and channels

Payment of the fees is to JE Educational College Pte Ltd in the form of cash, NETS or Cheque/ Cashier’s Order in Singapore dollar, Credit Card and Telegraphic Transfer for international students. 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) (subject to change) 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, Medical Check-up, Lab fees) unless otherwise stated. All the fees to be paid/ collected are clearly stated in the Standard Student Contract.

Fees payable

a) Fees payable by students (No GST payable)

**International students**

i) Upon application of Student Pass
   - Application Fee*

ii) Upon Student Pass Approval
   - Course Fees (subject to CPE requirement)
   - Materials and Assessment Fees (100% refund if student has not received any course materials and 0% refund if student has received the course materials; non-refundable when the College has already purchased or ordered from the external parties)
   - Fee Protection & Medical Insurance Fees* (non-refundable)
   - Practical Science Laboratory fee (if applicable)
   - International Student Support Fee

Please refer to the standard student contract for the fee details including the miscellaneous fees.

**Non-International Students**

i) Upon application of course
   Application fee* (The student may also choose to make payment for Application fee and course fees (full or installment)

ii) Upon Course Commencement
   - Course fee (Subject to CPE requirement)
   - 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; non-refundable when the College has already ordered or purchased from the external parties)
   - Insurance for Fee Protection if applicable* (non-refundable)
   - Medical insurance fee if applicable* (non-refundable)
   - Practical Science Laboratory fee (if applicable)

Please refer to the standard student contract for fee details including Miscellaneous Fees.

E. **Miscellaneous Fees**: (non-compulsory and non-standard fees which student will pay only when necessary or applicable. Such fees are normally collected on an ad-hoc basis by the College when the needs arises)
   - Admin fees for course transfer/ deferment, Appeal for academic result, external exam registration;
• FPS insurance fees for the transfer/ deferment and extension of course – subject to FPS insurance fees of the new course;

• Late payment fees, external examination fees, remittance of TT transfer, ICA Student Pass Issuance, ICA Security Bond and Banker's Guarantee, Medical Examination, Admin charge for Credit Card payment

*Non-refundable fees

F. 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 reflected in the Standard Student Contract, Payment Schedules, official receipt, and communication materials.

G. 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 Check-up fees 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 LCCI, AEIS, GCE O Level, GCE A Level, GCE N Level, etc.

H. Mode of Payment

• Cash

• Nets

• Cheque/Cashier's Order in Singapore Dollars

• Credit Cards (Diners Club)

• Telegraphic Transfer (For International Students)

For TT remittance, add $30.00 per transaction for bank charges.

I. 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 College insures all the fees upon collection from students.

Fees to be insured: Course fees, Material fees, Medical Insurance fee, Fee Protection Scheme fee, International Student Support Fee

J. 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. The medical insurance benefits schedule is available on the College website and on the noticeboard. The students are advised to check for Group Hospital and Surgical Claim procedure on the College website.

9. Outstanding Payments

The College reserves the rights to withhold the Course Completion Certificate or the result of the test/examination

- If the student has not paid in full fees payable to the College;
- If the student has not complied fully with the conditions under which an instalment payment has been granted to him/her.

10. Procedure for handling Student Appeal

For the courses internally developed, the students are supposed to obtain the ‘Appeal for Academic Result Form’ from the administrative staff and submit within the timeframe together with the admin fees and supporting documents.

For detailed information on the ‘Procedure for handling Appeal of Student’s Assessment Result’, please refer to ‘Appendix’.

Exams externally developed

(i) For LCCI exams results, the appeal must be submitted within (6) weeks after the release of the results online. If the candidate wishes to appeal or enquire about their results for re-marking may download the EAR form to fill in and submit it to LCCI. Please refer to procedures on the form to enclose cheque payment and copies of relevant certificates for validation follow-up.

(ii) For GCE ‘O-Level examinations, the appeal must be submitted to Singapore Examinations and Assessment Board within (7) days after the release of the results online. Refer to www.seab.gov.sg

The changes in the appeal fee are subject to the external examination bodies.

11. Attendance

Students must attend all scheduled classes with the attendance taken. Students are not allowed to sign 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. Students are expected to attend school at all times unless excused by their parents or guardians. Students or parents are expected to contact the office if a Student has reason to be absent from school.

A. International students

- The minimum attendance requirement for international students is 90%.
- All the students attending have to apply leave to be 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 student’s attendance is at risk of falling below 90% the College will give a second (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, the College will inform ICA and seek advice to cancel 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.

- 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.

12. **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 on the Examination Notice Board (beside Vending Machine). 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.

13. **Confidentiality of Student Data**

JE College has had a confidentiality and security policy on all data kept by the College, including course assessment materials and results. Student’s particulars are stored in respective student’s personal files and selective personal data are captured in the computer database. All personal data and information provided by the student to the College shall be kept strictly confidential and used solely for communicating with the student. JE undertakes not to divulge any of the Student’s personal information to any third party. In the event that JE College intends to use data provided for other purposes beyond the original intent of data collection, it shall seek consent from the students before using the data unless requested by government agencies.

Policy on confidentiality and security:

- Information is protected against unauthorised access by physical control and password control;
- Information is not disclosed to unauthorised persons through deliberate or careless action;
- Integrity of information through protection from unauthorised modification;
- Availability of information to authorised users when needed;
- Information security briefing is given to all staff; All staff are required to sign a letter of undertaking to comply with the requirements of confidentiality of student’s and corporate data;
- All breaches of information security and suspected weaknesses taken it as serious and immediate actions are taken;
- The confidentiality and security policy shall be clearly communicated to all its students via the website and student handbook;
- The word ‘private and confidential’ shall be printed on all relevant forms (e.g. application forms) whenever students and staff provide personal data or information to JE College;
• 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.
• All staff members have the sense of responsibility towards ensuring the confidentiality and security of students’ data.
• JE College shall regularly review its confidentiality and security policy and procedures, for continual improvement, at least once a year review.

14. Student Pass Renewal (For only international students)
JE undertakes to use their best efforts to assist the Student if he/she requires a Student’s Pass from the ICA. This includes, without limitation, providing the Student with advice on obtaining such pass, verifying the Student’s enrolment and immigration status, and doing all such things as may be necessary to procure the Student’s Pass on behalf of the Student. 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 (if attendance is lower than 90%, management will consider on a case by case basis such as their performance, academic results and conduct etc.). 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.

15. 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, for cancellation of the Student Pass.

16. 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 Examination Notice Board (beside the Vending Machine).

<table>
<thead>
<tr>
<th>Exams</th>
<th>Expected Months</th>
<th>Expected registration opening time (subject to change by the external exam bodies)</th>
</tr>
</thead>
</table>
| LCCI                   | S2 April/ S3 June/ S4 November (each year)  
                        | January/ September/ December (On demand)                            | 3 – 4 months ahead (series exams) (subject to change)  
                                                                 | 1 – 2 months ahead (On-demand exams)   |
| AEIS                   | AEIS – September/October        | August                                                                            |
|                        | S-AEIS – February               | January                                                                           |
| Normal (N/T & N/A) Level | Listening – August/ September  
                        | Oral – July/ August                                                             | March                                                                            |
|                        | Written – September/ October    |                                                                                  |
### O Level
- Mid-term Mother Tongue – May
- Listening & Oral English & Chinese – July
- Practical – October
- Written Papers – October/ November

### A Level
- Listening – July & November
- Oral – July/ September/ October
- Practical – October/ November
- Written – November/ December

### TOEFL (TOEFL iBT) (Singapore)
- Please refer to yearly schedule of the exam online. Check [www.ets.org](http://www.ets.org)
- Registration closes seven days before test date (not including the day of the test).

### IELTS
- Every month

### 17. Award Criteria for External Examinations

**A. LCCI**
- Grading Result
- 50% - 60% Pass
- 60% - 75% Pass with Credit
- <75% Distinction

**B. GCE O Level Grading System**

<table>
<thead>
<tr>
<th>Grade</th>
<th>Marks</th>
<th>A1</th>
<th>A2</th>
<th>B3</th>
<th>B4</th>
<th>C5</th>
<th>C6</th>
<th>D7</th>
<th>E8</th>
<th>F9</th>
</tr>
</thead>
<tbody>
<tr>
<td>Marks</td>
<td></td>
<td>70-74</td>
<td>65-69</td>
<td>60-64</td>
<td>55-59</td>
<td>50-54</td>
<td>45-49</td>
<td>40-44</td>
<td>&gt;40</td>
<td></td>
</tr>
</tbody>
</table>

**C. GCE A and AO Level Grading System**

<table>
<thead>
<tr>
<th>Grade</th>
<th>Marks</th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>S</th>
<th>U</th>
</tr>
</thead>
<tbody>
<tr>
<td>Marks</td>
<td></td>
<td>70% &amp; above</td>
<td>60% - 69%</td>
<td>55% - 59%</td>
<td>50% - 54%</td>
<td>45% - 49%</td>
<td>40% - 44%</td>
<td>Below 39%</td>
</tr>
</tbody>
</table>

**D. GCE NA Level Grading System**

<table>
<thead>
<tr>
<th>Grade</th>
<th>Marks</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>U</th>
</tr>
</thead>
<tbody>
<tr>
<td>Marks</td>
<td></td>
<td>75% and above</td>
<td>70% - 74%</td>
<td>65% - 69%</td>
<td>60% - 64%</td>
<td>50% - 59%</td>
<td>Below 50%</td>
</tr>
</tbody>
</table>

**E. GCE NT Level Grading System**

<table>
<thead>
<tr>
<th>Grade</th>
<th>Marks</th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>U</th>
</tr>
</thead>
<tbody>
<tr>
<td>Marks</td>
<td></td>
<td>75% and above</td>
<td>70% - 74%</td>
<td>60% - 69%</td>
<td>50% - 59%</td>
<td>Below 50%</td>
</tr>
</tbody>
</table>
F. IELTS Band scale

The nine bands are described as follows:

<table>
<thead>
<tr>
<th>Band Score</th>
<th>9.0</th>
<th>8.5</th>
<th>8.0</th>
<th>7.5</th>
<th>7.0</th>
<th>6.5</th>
<th>6.0</th>
<th>5.5</th>
<th>5.0</th>
<th>4.5</th>
<th>4.0</th>
<th>3.5</th>
<th>3.0</th>
<th>2.5</th>
</tr>
</thead>
</table>

18. Award Criteria for courses internally developed

At the end of the course, students will have to sit for the completion test. They can check with the administrative staff for assessment details.

i. Language courses/ Preparatory course for Admission to Government Schools/ IELTS/ TOEFL (English Language Achievement Test)
   • Pass – 50 and above
   • Pass with credit – 65 and above
   • Pass with distinction – 75 and above

ii. Special Courses (No formal tests)
   • Minimum 75% attendance

iii. IT Courses (No formal test except for Speed Typing course)
   • Minimum 75% attendance

iv. Certificate/ Diploma/Advanced Diploma/ Post Graduate Diploma in Business Management

v. Diploma/ Advanced Diploma in Travel, Tourism & Hospitality Management

vi. Diploma/ Advanced Diploma in Business Studies
   • High Distinction (HD) – 80 Marks and Above
   • Distinction (D) – 70 to 79
   • Credit (C) – 60 to 69
   • Pass (P) – 50 to 59
   • Fail (F) – 49 Marks and below

Certificate of Attendance: Minimum 90% (for international students with STP) / 75% (for Non-STP students) attendance is required and must pass in all modules Examination;

Progression to higher level: To progress to higher level, the student must meet the progression criteria before they are allowed to proceed to the next level/ course. For the progression test, the pass mark is 50%.

19. Release of Exam results (External Exam bodies)

<table>
<thead>
<tr>
<th>Exams</th>
<th>Expected/ estimated exam result release time (subject to change by the external exam bodies)</th>
</tr>
</thead>
<tbody>
<tr>
<td>LCCI</td>
<td>Online result: 9 working weeks from timetabled exam Result Cert: 12 working weeks</td>
</tr>
<tr>
<td>AEIS</td>
<td>AEIS: December S-AEIS: April/ May</td>
</tr>
<tr>
<td>Normal (N/T &amp; N/A) Level</td>
<td>N Level: December of the examination year</td>
</tr>
<tr>
<td>-------------------------</td>
<td>------------------------------------------</td>
</tr>
<tr>
<td>O Level</td>
<td>O Level: January of the following year</td>
</tr>
<tr>
<td>A Level</td>
<td>A Level: March of the following year</td>
</tr>
<tr>
<td>TOEFL (TOEFL iBT) (Singapore)</td>
<td>10 days after test date (via internet)</td>
</tr>
<tr>
<td>IELTS</td>
<td>13 days after the test</td>
</tr>
<tr>
<td>All internal exam results</td>
<td>Within 2 weeks after the test</td>
</tr>
</tbody>
</table>

20. Grant Application

- Sponsoring Company/ Students are fully responsible for timely submission of relevant documents required for grant application.
- For grants that are claimed directly by the College from the funding Authority, if the student failed to meet the requirements/terms and conditions of the grant, the sponsoring company/student must undertake to fully pay the unsuccessful grant amount to the College.
- Sponsoring company/ Students on grants must undertake to fully understand and fully meet the requirements/terms and conditions of any grant they applied for. The College is not responsible for the approval of the application by the granting authorities.

21. News Update

For all important news from the College, memos and notices will be put up on the College’s noticeboard as well as published via the website at www.jegroup.edu.sg. Students must take note of all memos on the noticeboard/website and act accordingly where applicable.

22. 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. Only medical certificates issued by registered clinic, polyclinics, or hospitals will be accepted.

VI. STUDENT SUPPORT SERVICES

1. Service Assurance

We assure 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 program - 80%
- Effectiveness of trainer - 80%
- Effectiveness of facilities - 80%
- Student support & services - 80%
- Student Retention Rate - 90%
Trainers in JE 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 can be checked under the respective course.

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 (upon request)
- Free Pastoral 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
- 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

2. Access to Resources

JE has a full furnished Library 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 are advised to read the Library policy prior to using the library.

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

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 contact 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.
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.

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.

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.

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.

7. **Academic and Pastoral Counseling Program**

The College provides comprehensive pre-course and pastoral counseling services for all students.

Course outline and module synopsis are clearly stated on the brochures of the respective course and students are provided with the course brochures upon enquiry of the course to enable them to make informed choices before application.

The College Course Consultant gives **pre-course counseling services** which includes

- Individual assessment of the prospective student’s needs and capabilities and providing tailored solutions to ensure effective learning experience;
- Providing marketing collaterals and schedules so that the student can make informed choices;
- Providing appropriate guidance and advice on the suitability of the courses available;
- Providing career guidance relating to the courses available;
- **Academic care for weak students and providing extra English classes for students to improve their better academic results in the exams that they are sitting for**

Course consultants and administrative staff of the respective department are provided with trainings to ensure that they provide the respective students with good guidance.

The College has engaged 3 part-time staff with professional qualification as a Counselor to provide adequate formal training to students. **The Part-time Counselor Staff** can give advice to students with stress and serious emotional concerns or problems ranging from academic difficulties to personal or social issues and with difficulties such as adjustment problem, relationship problems etc. The student can approach the Administrative Staff of the respective department for appointment with the Counselors.

The Pastoral Counseling program of JE includes

- Providing emotional support for students to help them cope with mental stress relating to a new environment or course demands;
- Implementing programs to create a culture and climate of care, trust and friendliness that encourage student attendance and involvement
In case of needs, students are encouraged to get the professional help from the following Voluntary Free Counseling Services in Singapore:

- SOS (Samaritans of Singapore) - 1800 221 4444
- The Counseling Place - 6887 3695
- CareCorner Singapore - 1800 3535800
- Family Life Society - 6488 0278
- ComCare Hotline - 1800 2220000 (24 Hours daily service)

8. Orientation Programme

An orientation program 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.

9. Resolution of Complaints

The College assures 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, students can refer to Appendix.

10. 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 Private Education Act has been put in place the mandatory requirement of Fee Protection Scheme (FPS). This requirement is regulated by the Council of 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. dependent's pass, student's pass, work permit etc). Under this regulation, it is mandatory for all students to apply for FPS and sign CPE PEI-Student Contract when they enroll for courses with JE.

Upon application of EduTrust, JE undertakes that:

(i) The cover under the Master Insurance Agreement shall be extended to the Student;

(ii) The Student will receive the certificate of insurance on the same day the Student pays the fees; and

(iii) The insured period will commence from the fee payment date to at least the next payment date.

11. How to Check Fee Protection Status

Students can check the status of their FPS insurance directly on the CPE website at www.cpe.gov.sg. Once they go to this page, they have to enter the ID number of the Student (either their NRIC or FIN) and select JE Educational College Pte Ltd from the drop down list, and click the “Check Fee Protection Status” button. For more information on the Private Education Act, the Council for Private Education (CPE) or EduTrust please visit the following website: www.cpe.gov.sg.

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.

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.

14. **Student feedbacks**

In order to better serve the community, the management and the team look for opportunities to improve the programs 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 College values 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.

15. **Have your say**

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

16. **Physical Resources**

- Sufficient furniture and fittings (tables, chairs, white board, overhead projector, projection screens, visualiser 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, Water Dispenser & Suggestion/Feedback box)
- Availability of practical equipment
- Private room for Student Counseling service
- Study areas (for self-study)
- Classrooms are conducive to training purposes (i.e. air-conditioned, adequate light sources and electrical controls, sound-proof and odorless, 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 315 sqm. Sufficient size of Classrooms / IT room

JE Educational College has sufficient and quality facilities necessary to ensure the effective delivery of student management and educational programs. 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, 7 & 8
• Curriculum-specific software and standard software
• Projectors and Visualiser
• Lexmark, Dell and Epson Laser printers
• HP, Dell, Compaq Desktop PCs
• LCD monitors & TV
• Fax and Photocopier Machines
• Acer All-in-one desktop PCs
• Asus Laptops

17. Course Funding (Grants)

Certain Courses are applicable for the following funding:
1. SDF, WTS Funding (WDA)
2. CDAC/CDC
3. 0% interest installments applicable from Diners Clubs
4. Study Loan available from banks

VII. 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 conducive 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.

Violation or breach of rules

- Students (International Students with STP) with a monthly attendance record below 90% attendance or Singaporean, PR or Non-STP international students below 75%
- Students who are absent for seven consecutive school days
- Student (STP) who takes home leave for more than seven consecutive school days without official approval from the College
- Students who commit offences against the law of Singapore governing bodies and bring the College into dispute
International students holding Student Pass seek employment in Singapore. (\textbf{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.)

Students who persistently misbehave despite advice and warnings from College.

\textbf{ICA Rules and regulations}

- The student shall not be adopted by any Singapore Citizen or Permanent Resident in Singapore.
- The student shall not indulge in any activities that are inconsistent with the purpose for which the Student’s Pass has been issued.
- Foreign students are not allowed to enroll in any other institution than the stipulated institution (JE Educational College) on the Student’s Pass;
- The student shall not be involved in any criminal offences in Singapore.
- The student shall not remain in Singapore after the expiry of the Student’s Pass.

\textbf{Student Pass requirements}

They are as stated by the In Principle Approval letter from the Immigration and Checkpoints Authority (ICA):

- He/ She is only permitted to attend the course at the College as stated in this In-Principle Approval letter;
- He/ She shall attend the class regularly; and
- He/ She shall surrender the Student’s Pass for cancellation within seven (7) days of the date of cessation or termination of studies.

\textbf{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 reserves the rights 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 my result in the rejection of Student Pass Application or cancellation of Student Pass.

\textbf{Attendance}

\textbf{For local students}

- All students must attend the classes regularly. The minimum requirement of attendance for local is 75%.
- Those students attending under SDF funding 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 do not fulfil the minimum requirement of attendance. Documentary proof must be produced should there be a shortfall of attendance.

\textbf{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 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 seek ICA’s advice regarding the cancellation of STP.**

- 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 College will lodge a report to ICA. 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 timeframe to remain in Singapore.

- If the international student transfers to another course, the school would have to apply for a new Student Pass. Students are made known that the approval of Student Pass is subject to ICA and that should ICA reject the new application, the student will be compelled to return home.

**Home leave**

Students are not 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 7 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.

**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:

Any student found to be in violation of any rules, regulations or law will be subjected to appropriate disciplinary action by the relevant authorities; in severe cases, a student may be expelled from the course of study or even deported back to their home country.

Failure to abide by these rules may render students 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:

· Intentional damage to the College property;
· Aggressive or rude towards other students and staff and
· Disruptive behavior during classes

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.

Telephone Use

Student phone calls are limited to emergencies. Students must have permission from the administrative staff in the office with supervision by the staff for calls made during school hours.

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

Code of Conduct

The College aims to provide a safe and conducive environment for all our students and staff. We expect everyone to observe proper conduct and exercise certain duties and obligations within the premises.

We take a serious view towards the following matters and will not tolerate such ‘Misconduct’ in our College:

a) Vulgar language
b) Harassment/ intimidation or discrimination
c) Fighting or quarreling
d) Rudeness, defiance or violence towards teachers and staff
e) Littering and smoking in the classroom and office
f) Downloading illegal software or visiting pornographic websites
g) Illegal acts which violate Singapore law
h) Weapon possession; sale, possession & distribution of any illegal substance, drugs, materials, theft or vandalism

Such misconduct will result in immediate termination and possible prosecution. Student will be immediately expelled from the College.
Timeframe for refund process: 7 working days

**Withdrawal with Cause**

- Full Refund less applicable bank administrative charges payable/paid

**Withdrawal without Cause**

- Is withdrawal during or after Cooling-off period?
  - **During Cooling-off Period**
    - Seek JE’s management’s approval
    - Maximum Refund
  - **After Cooling-off Period**
    - Refund as per Policy

**JE is unable to meet its obligation**

- College-initiated refund

**JE is to**
- Inform ICA on cancellation of STP (if international student with STP)
- Cancel STP (if applicable)
- Calculate refund amount
- JE Accounts Department prepares cheque
- Communication of outcome to the respective student within the stipulated timeframe
- Cancellation of JE-Student Contract
- Update to FPS provider (Within the stipulated timeframe – 3 days)
- Update JE Student Register/JE Database
- Update Status of student with CPE
- Filing of Withdrawal/Refund form and the copy of refund cheque issued in the JE Withdrawal/Refund File

**Student is to**
- Acknowledge the receipt of result and/or refund
- Submit STP cancellation form (if applicable)

**In case of Student below 18 or no bank account**

- Fill up Authorization Form for Refund of Course Fee’

**Submit to the College for Approval**

- Collect and acknowledge receipt of Cheque

**Prepare Cheque payable to Authorized person/Account Holder**

**Is the Copy of IC/Passport attached?**
- Yes
  - Student is to
  - Submit to the College for Approval

**Does the Management approve for request?**
- Yes
  - College-initiated refund
  - Prepare Cheque payable to Authorized person/Account Holder
  - Collect and acknowledge receipt of Cheque

**JE is to**
- Complete Withdrawal/Refund Form and submit supporting documents

**STUDENT’S REQUEST FOR WITHDRAWAL**

- JE Administrative staff interviews student

- Is withdrawal with or without cause?
  - Withdrawal without Cause
  - Maximum Refund
  - Refund as per Policy

**College-initiated refund**

**JE WITHDRAWAL/REFUND PROCEDURE**
JE Educational College

JE EDUCATIONAL COLLEGE
TRANSFER PROCEDURE

Student fills up JE’s Transfer Form

Submit the Completed Form

Does student meet the entry requirement of the course?

Yes

JE’s Administrative staff submits to management for approval

No

Inform student rejection of request

Does management approve for request?

Yes

Inform ICA for transfer of course

No

Case Closed.

Update FPS within 3 days

Is application approved?

Yes

Inform Student the outcome

Prepare new contract for the new course

No

Inform student new class schedule and venue

Update JE Student Database

Purchase new insurance policy
JE Educational College

**JE EDUCATIONAL COLLEGE**

**DEFERMENT PROCEDURE**

Student completes and submits Course Deferment Form

Admin Staff: Ensure the form duly completed and relevant documents

Submit to JE’s management for approval

Is the request approved?

No

Notify student of the outcome of the request

Yes

Notify Student of the outcome of request & commencement and completion date of new course

Withdrawal

Update FPS Service Provider and purchase the new insurance policy

Update Student Register/Student database

Does student wish to appeal or withdrawal from the course?

Withdrawal

Student to fill up JE’s Withdrawal/Refund Request Form

Refer to JE’s Withdrawal Procedure

Filing JE Student Deferment Request Form together with the Enrolment Form

Update in the Index of the Course offered
**Release of examination results**

Who is the examination body?

- **External exam body**
  - Can result be checked online?
    - Yes
      - Checked online
        - Inform students
          - JE Collects Certs from Exam body
            - Inform students to collect
              - Yes
                - Collected by the student?
                  - Yes
                    - Produce IC/ Passport
                      - Produce Authorization Form JEFRM 039
                        - Within 2 days
                          - Within 14 days after exam
                            - Is it necessary to take test?
                              - Yes
                                - Has he/she taken test?
                                  - Yes
                                    - Has he/she passed test?
                                      - Yes
                                        - Seeking approval from Management & Exam Board
                                          - Approved?
                                            - Yes
                                              - Issue certificate
                                                - Inform student to collect
                                                  - Collection by student
                                                    - Acknowledge in the collection of certificate file
                                                      - END OF RELEASE OF EXAM RESULTS
                                                    - No
                                                      - NO CERTIFICATE
                                                    - ATTESTANCE CERT ONLY
                                                  - No
                                                    - NO CERTIFICATE
                                  - No
                                    - NO CERTIFICATE
                              - No
                                - NO CERTIFICATE
                          - No
                            - NO CERTIFICATE
                      - No
                        - NO CERTIFICATE
                - No
                  - NO CERTIFICATE
              - No
                - NO CERTIFICATE
          - No
            - NO CERTIFICATE
    - No
      - NO CERTIFICATE
  - No
    - NO CERTIFICATE

- **Internal exam**
  - Any outstanding fee?
    - Yes
      - Pending for Certificate
        - Settle outstanding payment?
          - Yes
            - NO CERTIFICATE
          - No
            - NO CERTIFICATE
    - No
      - NO CERTIFICATE

- **Has he/she taken Evaluation?**
  - Yes
    - Is it necessary to take test?
      - Yes
        - Has he/she taken test?
          - Yes
            - Has he/she passed test?
              - Yes
                - Seeking approval from Management & Exam Board
                  - Approved?
                    - Yes
                      - Issue certificate
                        - Inform student to collect
                          - Collection by student
                            - Acknowledge in the collection of certificate file
                              - END OF RELEASE OF EXAM RESULTS
                          - No
                            - NO CERTIFICATE
                      - No
                        - NO CERTIFICATE
                    - No
                      - NO CERTIFICATE
                  - No
                    - NO CERTIFICATE
              - No
                - NO CERTIFICATE
          - No
            - NO CERTIFICATE
      - No
        - NO CERTIFICATE
    - No
      - NO CERTIFICATE

- **Within 2 days**
  - NO CERTIFICATE
  - NO CERTIFICATE

* Evaluation/ Student satisfaction survey is one of the requirements to issue certificates to students upon completion of their course. The aim is to retrieve their opinions, comments and suggestions. (Amended JEFRM STF015: APPROVAL FOR CERTIFICATE)
Appeal process settled by Tutor/Marker

Student examines script in the presence of staff

Is student satisfied with grade?

Yes

Student informal discussion with marker

Does the Marker correct the grade?

Yes

Does Marker agree to review?

Yes

Does the Marker correct the grade?

Yes

Correct the grade on the exam script

No

Did student accept Marker’s decision?

No

Student needs to fill up and submit Appeal Form.

No

PROCEED TO FORMAL APPEAL

Is it final exam/completion test?

No

Marker submits the re-graded script to Principal.

Principal directs Manager to edit with revised grade

Manager issues corrected course certificate (within 7 days of student’s request for review)

Yes

Is it the internal tutorial or mid-term test?

Yes

END OF APPEAL PROCESS

No

END OF LODGING APPEAL PROCESS

Student decides not to proceed

Yes

Student informal discussion with marker

Does Marker agree to review?

Yes

Does the Marker correct the grade?

Yes

Correct the grade on the exam script

No

Student needs to fill up and submit Appeal Form.

The College has considered for the case in which the test result has affected the admission to higher/next level. In that case, if the revised grade/result can meet the progression criteria, the appellant will allow to proceed to the next available intake, not to interrupt in pursuing his/her studies.
JE Educational College

JE EDUCATIONAL COLLEGE FEEDBACK & COMPLAINT MANAGEMENT SYSTEM & PROCEDURE

Start

Student
Give verbal feedback/complaint to JE College

JE Staff
Resolve immediately

Student
Is student satisfied?

No
Give formal feedback/complaint to JE

JE Admin Staff
Assigned to look into the matter and to report back to Management

JE Admin Staff
Acknowledge receipt and investigate feedback and report back to management

JE Admin Staff
Address resolution to complainant upon approval by management

JE Mgmt
Is student satisfied?

No
Review feedback and resolution for final decision

JE Admin Staff
Notify final decision

Is student satisfied?

Yes

Within 1 day

Within 21 days altogether

Within 3 days

Within 7 days

Within 7 days

Within 1 day

Yes

Record feedback/complaint as resolved

Refer matter to CPE Student Services Centre (SSC) for external mediation or Arbitration

Yes

Within 3 days

Within 3 days

Within 1 day

Within 3 days

Within 7 days

Within 3 days
Dispute Resolution Mechanism

Student files complaints to the relevant authorities in the PEI

Resolved?

Yes

Student files complaints to the Student Services Centre

Fee Refunds

Unsatisfactory Services

PEE: Volate Conditions of Registration

Investigation by CPE Inspectors

Investigation will be carried out in a separate process

Small Claim Tribunal

Resolved?

Yes

Stage 1: Mediation
(Singapore Mediation Centre)

Resolved?

Yes

Stage 2: Arbitration
(Singapore Institute of Arbitrators)

End

No
JE EDUCATIONAL COLLEGE
HANDLING FEEDBACK/ COMPLIMENT PROCEDURE

TIMEFRAME: MAXIMUM 21 DAYS

**Stakeholder**
Providing feedback/ compliments

**JE’s Administrator**
Route it to respective staff

**Assigned staff**
Find solutions with appropriate action

**Management**
Giving approval

**Assigned staff**
Informing management on the actions to be taken

**Assigned staff**
Notify the outcomes (if the feedback is not anonymous)
Compiling in the Feedback file
Progression Path

Singapore’s Education System
Important Contact No. for Students

Emergency/Important Phone Numbers are pasted on the Notice boards:

- **JE’s Office Phone No:** 6565 9786/ 6560 5559
  - (Operating hours 9:30 AM – 9:30 PM (Monday – Friday) and (Saturday: 09:30 AM – 6:00 PM)
  - Closed on Sundays and Public Holidays

- **Police:** 999 (toll-free)
- **Emergencies/Ambulance/Fire Brigade:** 995 (toll-free)
- **Non-emergency ambulance:** 1777
- **Council for Private Education:** 6592 2108 (Operating hours: 9:30 AM – 6:00 PM  (Monday – Friday) (Closed on Saturday, Sunday, and Public Holidays)

- **Immigration and Checkpoints Authority (ICA) Hotline:** (65) 6391 6100 (24-hour automated hotline for information on their services and procedures. Customer service officers are available from 8am - 5pm, Mon to Fri and 8am- 1pm, Sat)
- **Samaritans of Singapore (SOS)**
  - 1800-221-4444 (24hours Emergency Counselling)

- **Embassies in Singapore**
  - People’s Republic of Bangladesh: 6255 0075
  - Brunei Darussalam: 6733 9055
  - Cambodia: 6732 4764
  - China: 6418 0252
  - French: 6880 7800
  - India: 6737 6777
  - Indonesia: 6737 7422
  - Lao: 6250 6044
  - Malaysia: 02 6235 0111
  - Myanmar: 0065 7350209
  - Pakistan: 6737 6988
  - Philippine: 6737 3977
  - Republic of Korea: 6256 1188
  - Sri Lanka: 6254 4595
  - Taiwanese: 00265 6278 6511
  - Thailand: 65 6737 2158
  - UK: 6424 4200
  - USA: 6476 9100
  - Socialist Republic of Vietnam: 6462 5938
COURSES AT JE EDUCATIONAL COLLEGE

ENGLISH FOR INTERNATIONAL STUDENTS
- Certificate in English for Foreign Students - Elementary
- Certificate in English for Foreign Students - Intermediate
- Certificate in English for Foreign Students - Advanced

GOVERNMENT SCHOOL PREPARATORY PROGRAMME
- Primary 2 - 5
- Secondary 1 - 3

GCE (FULL-TIME)
- Preparatory Course for General Certificate of Education (GCE) N Level
- Preparatory Course for General Certificate of Education (GCE) O Level
- Preparatory Course for General Certificate of Education (GCE) A Level

PREPARATORY COURSE FOR EXTERNAL EXAM
- Preparatory Course for IELTS

BUSINESS MANAGEMENT COURSE
- Certificate in Business Management
- Certificate in Business Management (Mandarin)
- Diploma in Business Management
- Advanced Diploma in Business Management
- Post Graduate Diploma in Business Management

BUSINESS STUDIES COURSE
- Diploma in Business Studies
- Diploma in Business Studies (Mandarin)
- Advanced Diploma in Business Studies
- Advanced Diploma in Business Studies (Mandarin)

TRAVEL, TOURISM & HOSPITALITY MANAGEMENT COURSE
- Diploma in Travel, Tourism & Hospitality Management
- Advanced Diploma in Travel, Tourism & Hospitality Management

TUITION FOR ALL LEVELS
- Primary 1 - 6
- Secondary 1 - 4
- JC/ 'A' Levels

PEARSON LCCI COURSES (PREPARATORY COURSE FOR LONDON CHAMBER OF COMMERCE AND INDUSTRY (LCCI))
- Level 1 Certificate in Book-keeping
- Level 2 Certificate in Book-Keeping & Accounts
Level 3 Group Diploma in Accounting
Level 3 Diploma in Business Administration
Level 2 Diploma in Marketing
Level 3 Diploma in Marketing
Level 3 Private Secretary's Diploma
Level 3 Diploma in Computerised Accounting
Level 2 Certificate in Computerised Accounting
Level 3 Certificate in Computerised Accounting
Level 2 Certificate in English for Business
Level 3 Certificate in English for Business
Level 2 Certificate in Customer Service
Level 3 Certificate in Customer Service
Level 3 Certificate in Practical ICT Skills
Level 4 Diploma in Accounting and Finance

LOGISTICS COURSES
Certificate in Global Import & Export Procedures and Documentation
Certificate in International Trade Interface with Logistics and Warehousing
Certificate in IncoTerms
Certificate in Letters of Credit

ACCA/CAT PREPARATORY COURSES
Preparatory Course for Certified Accounting Technician (CAT) Examination
Preparatory Course for ACCA Examination (Association of Chartered Certified Accountants)

LANGUAGES
Certificate in English for Foreign Students - Elementary
Certificate in English for Foreign Students - Intermediate
Certificate in English for Foreign Students - Advanced
Certificate in Engineering Communication Skills
Certificate in Leadership and Business Communications
Preparatory Course for JLPT (Japanese Language Proficiency Test)
Preparatory Course for IELTS
English Conversation and Writing Skills Elementary Level 1 & 2
English Conversation and Writing Skills Intermediate Level 1 & 2
English Conversation and Writing Skills Advanced Level 1 & 2
Test-taking Skills for IELTS
Mandarin Conversation
INFORMATION TECHNOLOGY

- Diploma in Information Technology
- Advanced Diploma in Information Technology
- Certificate in Advanced IT Office Professional Package
- Basic IT Literacy
- IT Office Professional Package
- Microsoft Word, Excel, PowerPoint & Access
- MYOB Computerised Accounting
- Children Creative Innovation Workshop
- Speed Typing Course
- Photoshop, Flash, HTML & DreamWeaver
- PC Hardware Training Course
- Basic PC Networking (LAN) Course
Organization chart of JE Educational College Pte Ltd

Board of Directors

Principal

Vice Principal

Academic & Examination Boards

Company Secretary / Accountant

Academic
- Academic Department Manager
- Teaching Staff
- Business Department Manager (Recruiting)
- IT Department Manager
- International Students Department Officer

Finance
- Accountant
- Account Assistant

Marketing
- Senior Marketing Manager
- Marketing Staff (Recruiting)

Administrator

Customer & Student Support Service
- International / Full-Time Student
- Local / Part-Time Student