Raffles

STUDENT HANDBOOK

edutrust
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Raffles
College of **Higher Education**

JULY 2017

Contents

1   ABOUT US

1.1   Introduction

Raffles College of Higher Education (RCHE) is a subsidiary of Raffles Education, the leading education group in the Asia Pacific region and Europe. We have a network of 25 colleges across countries such as Australia, Cambodia, China, India, Indonesia, Italy, Malaysia, Mongolia, Saudi Arabia, Singapore, Switzerland, Sri Lanka, and Thailand.

RCHE delivers its programmes through the following institutions;

Raffles Design Institute (RDI) was established in 1990 as an educational institution dedicated to the professional design disciplines of Fashion Design, Jewellery Design, Interior Design, Digital Media Design, Animation Design, Video Games Design, Visual Communication Design and Product Design.

Raffles School of Business (RSB) was established in 1999. It is one of the leading business institutes in Singapore, offering undergraduate courses in Marketing, Banking and Finance, Tourism and Hospitality Management, Entrepreneurship and Small Business Operations, Supply Chain, and Logistics Operations and Management.

Raffles Merchandising Institute (RMI) was established in 2006 as an educational institution dedicated to the professional disciplines of Fashion Marketing and Management, Fashion Communication and Journalism, and Retail Management.

Raffles Academy of Continuing Education (RACE) Singapore was established in 2012 that strives to provide quality learning to adult learners aspiring towards continual upgrading of their existing skill sets and expanding their knowledge horizon. Our faculty consists of creative practitioners who are subject matter experts of the industry. Classes conducted include practical sessions so that participants can maximize their learning experience as they embark on this journey with RACE. RACE professional and vocational disciplines include Fashion Design, Fashion Marketing and Management, and Skilled-Short Courses.

Raffles School of Psychology (RSP) was established in 2014 as an educational institution offering undergraduate courses in Psychology. The programmes are designed to offer a modern approach to the wide range of Psychology issues, with a special focus on helping the communities, and to learn the collective ways in which Psychology is applied in all areas of life.

The curriculum of RCHE is designed to nurture creative professionals and entrepreneurs. State-of-the-art technology applications and opportunities to work with industry professionals provide our students with the current industry practices and international exposure.

All programmes follow a modern, international curriculum of the highest standard. A unique combination of academic theory and practical experience ensures all graduates possess the necessary skills and knowledge demanded by employers worldwide as well as sound foundation for advanced study.

RCHE prides itself in sending many award-winning students down the catwalk in international competitions. We continue to strive for excellence in delivering high quality education and providing an enriching learning experience for our students.

1   ABOUT US

1.1.1 **Our Vision**

Our vision is to be the premier education Group.

1.1.2 **Our Mission**

We are committed to provide quality education and related services through our network of institutions.

1.1.3 **Our Values and Culture**

We provide a learning environment that leads to successful careers through educational experiences that promote:

- **S**ocial responsibility
- **P**rofessional excellence for employability
- **A**nalytical thinking for problem solving
- **C**reativity to encourage innovation
- **E**ntrepreneurship

2   QUALITY ASSURANCE

Prior to the introduction of Enhanced Registration Framework (ERF) and EduTrust Certification Scheme administered by the Committee for Private Education (CPE), RCHE has been awarded the **Singapore Quality Class** (SQC) for Private Education Organisations (PEOs).

2.1   Enhanced Registration Framework (ERF)

The College's registration, (Registration Number: 201003698C) has been granted under Section 36 (1) of the Private Education Act for a period of four years, with effect 13/06/2015 to12/06/2019, after renewal of the first 4-year ERF in 2011.

2.2   EduTrust Certification Scheme

CPE has awarded RCHE a **4-year EduTrust Certification** (Certificate Number: EDU-2-2033), with effect 16/01/2016 to 15/01/2020, after renewal of the first 4-year EduTrust Certification in 2012. The prestigious award will enable the College to scale greater heights in its continuous delivery of its quality educational and skills training services and practices to both the local and international learners and industry partners.

2.3   Management Structure

Manager

Ms. Doris CHUNG Gim Lian

Management Representative & Manager

Mr. ONG Kai How

Academic Department

Principal

Mr. Giuseppe (Joe) SPINELLI

Sales & Marketing Department

Assistant Manager

Ms. Dhurga SITHAM

Senior Education Consultant

Ms. Nur Shahitha Bte MOHAMED NOOR

Admissions Department

Assistant Manager

Ms. Maricris Lacson TORRES

Student Administration & Services Department

Assistant Manager

Ms. FAM Hwei Yin (Vernice)

Centre of Professional Development Department

Career Executive

Ms. SEAH Wei Lian (Winnie)

Quality & Process Improvement Department

Covering Manager

Mr. ONG Kai How

Building Department

Assistant Manager

Mr. Rahidi Bin JAAPAR

IT Department

IT Engineer

Mr. Muhammad Hadirman Shah BIN MOHAMED

HR Department

HR Executive

Ms. CHAO Ying Ting (Rachael)

Finance Department

Finance Manager

Ms. TEO Lay Ying (Elaine)

2.4 Academic Board

1. **Prof. Graeme BRITTON (Chairman)**
   Vice President, Raffles University System

2. **Mr. Giuseppe (Joe) SPINELLI**
   Principal and Programme Director (Fashion Design, Fashion Marketing and Management, and Jewellery Design)

3. **Mr. Louis Albert DUBE**
   Programme Director (Interior Design)

4. **Ms. Queenie CHAN**
   Assistant Programme Director (English)

5. **Mr. Terrence CHONG**
   Assistant Programme Director (Interactive Media Design and Visual Communication)

6. **Mr. Hector SALAZAR**
   Assistant Programme Director (Product Design)

7. **Ms. Carolynne NG**
   Programme Coordinator (Business and Psychology)

8. **Mr. ONG Kai How**
   Management Representative

2.5 Examination Board

1. **Prof. Graeme BRITTON (Chairman)**
   Vice President, Raffles University System

2. **Mr. Giuseppe (Joe) SPINELLI**
   Principal and Programme Director (Fashion Design, Fashion Marketing and Management, and Jewellery Design)

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   Assistant Programme Director (Product Design)

7. **Ms. Carolynne NG**
   Programme Coordinator (Business and Psychology)

3 ACADEMIC MANAGEMENT POLICIES AND PROCEDURES

3.1 Academic Calendar and Start of Term

Before the commencement of each term, students will receive the schedule for all the modules that are assign for that term. In addition, students will also receive the following for each module:

- Course Objectives

- Course Syllabus

- Assessment Criteria

- Textbook and references* (if applicable)
  The course fees do not include provision of textbooks, tools, and materials required for the courses

The College has four intakes a year. This allows students to commence their studies at a time in the year that is convenient to them.

3.1.1 School Term Dates

Term 1: 1st Monday of January to end of March
Term 2: 1st Monday of April to end of June
Term 3: 1st Monday of July to end of September
Term 4: 1st Monday of October to end of December

The academic year consists of 11 weeks. Week 11 of each term is for examinations, followed by two weeks of break.

WEEK	IMPORTANT THINGS TO TAKE NOTE OF
1	• New term commences
2	• Register for additional or retaking of module • No deferment or withdrawal of module will be accepted
3	
4	
5	• Complete Online Teacher and Course Evaluation
6	
7	
8	• Release of previous term result
9	• Release of examination schedule
10	
11	• Examination week • Release of schedule for the next term • Payment invoice for Course Fee and Retaking Fees will be sent out to students via email
12	• Term break
13	• Term break • Orientation for new students

3.2   Raffles Email Account

Raffles Students
As a student of RCHE, you are automatically registered as*:*

- Raffles Designer for design programmes

- Raffles Marketer for merchandising programmes

- Raffles Entrepreneur for business programme

- Raffles Psych for psychology programme

You will also be given a unique **USER ID** (i.e.UserID@Raffles-Designer.com) and **PASSWORD** to enjoy the following privileges during your course of study:

- Complimentary lifelong Raffles Email Account

- Access to College notices and information

- Access to complete the Online Teacher and Course Evaluation

3.3   Raffles Student Portal and E-Notice Board

Students should regularly check the E-Notice Board located at the Student and Administration Services Counter for updates on changes in policy and class schedules. The College will not be held responsible for a student's failure to comply with updated policies. Information updates are also made available on the Raffles Student Portal.

3.4   Schedule

The schedule for the following term will be made available on the Students Portal in Week 11 of the current term.

To log in to the Students Portal, students are required to have their User ID and Password on hand.

Students are responsible for referring to the confirmed schedule after the term break. The College will not bear any responsibility for students missing classes because of their negligence.

Students who have special schedules should bring along their transcripts to see the Programme Director for confirmation of schedules.

3.5   Student Identification (Student ID) Card

The first Student ID card is issued free of charge. Subsequent Student ID cards would incur an administration fee of **S$50** (exclusive of GST) for each replacement. Students are required to carry their Student ID cards with them at all times whilst on the premises and produce it upon request.

3.6   Notebook Ownership Scheme

All Digital Media Design, Video Games Design, Animation Design, and Visual Communication Design students should be equipped with their personal notebooks during their course of study. Details are available in the Orientation Kit and also during first week of class.

3.7   Sale of Sewing Tools / Materials

The College sells basic materials needed for production and design classes. These items are available for sale at the Student and Administration Services Counter.

3.8 Exemptions

Exemptions are only applicable for students (from other institutions) who attended a module with the exact or similar curriculum. All exemptions are subjected to the approval of the respective Programme Director and the Course Fee will be adjusted accordingly. The formula below will be used for deduction of Course Fee:

No. of learning hours for exempted module(s) X fee per hour X 65%+ GST

Applications must be submitted **before** enrolment. Upon graduation, the exempted modules will be reflected in the final transcript.

3.9 English Language Entry Requirements

Student who enrol into RCHE programmes are required to meet the minimum 'English Language Entry Requirement' by the College and its partnering External Qualification Awarding Bodies.

Students who do not meet the entry requirement are required to undertake the Oxford Online Placement Test and will be required to complete the Certificate of Achievement in English Language - Advanced programme before commencing to the programme they have enrolled into.

Minimum English competency requirement to commence Raffles College of Higher Education Advanced Diploma Programmes

- GCE "O" Level English Language Examination of C6.

- IELTS (International English Language Testing System) score of 5.5 or equivalent, taken during the last two years.

- TOEFL (Test of English as a Foreign Language) score of 525 (paper-based) or 70 (internet-based), taken during the last two years.

- TOEIC (Test of English for International Communication) score of 620, taken during the last two years.

- Completion of Certificate of Achievement in English Language - Advanced programme.

Certificate of Achievement in English Language

The Certificate of Achievement in English Language programme is offered at **2-levels:** Foundation and Advanced Level. Attendance is compulsory if a student is scheduled for this programme. Students attending the Certificate of Achievement in English Language programme is required to pay the Course Fees for this programme.

Placement into a specific level is determined by the student's performance on the Oxford Online Placement Test.

Retaking Fee applies if the student fails any level of the programme.

Students who have successfully completed the Certificate of Achievement in English Language programme at the Advanced Level may be selected to sit for the IELTS examination at authorized testing centres as the College's continual curriculum review purposes.

4   ACADEMIC INFORMATION

4.1   Grading System

Grade	Mark Range	Performance
A	80 - 100	An exceptional performance in all criteria of studies assessment
B	70 - 79	A very good average performance in most areas
C	60 - 69	A good performance in most areas
D	50 - 59	An average in many criteria
Q	48 - 49	Conceded pass
F	Below 48 and/or attendance <75%	A clearly unsatisfactory/unacceptable performance
Other Grade Notations		
W	-	Withdrawn. No academic credit
I	-	In Progress. No academic credit

Computation of GPA:

Under the above grading system, GPA for a student who has taken N modules (NGPA) will be computed by the Student Management system based on the following formula:

$$GPA_N = \sum_{i=1,2,..,N} \left(\frac{W_i}{\sum_{j=1,2,..,N} W_j} \right) * G_i$$

where W_i or W_j is the credit points of the "i or j" module, and G_i is the achieved grade points of the "i" module. i and j are indices used to track specific modules. The computation will include the modules which the student failed.

4.1.1   **By Grades**

Students' performance is assessed throughout the course of study. There are examinations and assignments for most programmes. For details, please refer to the grading system in point **4.1**.

4.1.2   **Failure by Attendance**

The College maintains a very strict standard of performance and attendance for its courses. **Students who miss an accumulative 25% of course time will automatically fail the course by attendance (with grade "F")**. Therefore, for a typical 11-week term, students cannot miss more than 2 full lessons (or 4 sessions). For extenuating circumstances, the College will assess on a case-to-case basis.

4.2   Academic Progression

The Examination Board monitors the academic performance and progression of students. In each term, the Board reviews the performance of all students and assesses their academic standing. Sanctions may be rendered against students whose performances are deemed to be 'at risk' of not making satisfactory progress.

Students are responsible for successful completion of all programme requirements and are expected to work with their appointed Academic Advisor to ensure that satisfactory progress is being made throughout their academic career.

4.2.1   Addition of Module

Students who wish to take additional module(s) on top of the existing schedule must complete the **Application for Additional Module(s)** form, obtainable from the Student and Administration Services Department, **no later than Week 2 of the New Term**. After successful addition of module(s), if the student decides to withdraw, the rules on withdrawal of module(s) apply.

Approval from the Programme Director must be granted before the student can attend the class. An administration fee of **S$100** (exclusive of GST) is payable on approval of the application.

4.2.2   Retaking of Module

Students are responsible for monitoring their own retaking modules. The schedule for the following term will be made available on the Students Portal in Week 11. Students should check their transcripts and the available retaking modules, and register with the Student and Administration Services Department by completing the **Application for Retaking Modules** form. The form must be submitted **no later than Week 2 of the New Term**. The application is approved based on the following conditions:

- Availability of vacancy

- Approval by the Programme Director

- Payment of retaking fee

The calculation is as below:

S$25.00 X (no. of learning hours for the module) + (GST)

Retaking Fee shall be paid on the 1st of the following months: January, April, July and October.

4.2.3   **Withdrawal from Module**

If student wishes to withdraw from a particular module for a term, he/she must complete the **Application for Module Withdrawal** form, obtainable from the Student and Administration Services Department. There is no refund of Course Fees. An administration fee of **S$100** (exclusive of GST) is payable on approval of the application.

Week	Remarks
1 to 2	This module will not be indicated on the transcript
3 to 6	A "W" for Withdrawn will be reflected
7 to 13	Will not be accepted

For withdrawals after Week 2, students will have to pay a retaking fee. Please refer to point 4.2.2 for the details of retaking fee.

Programme Transfer/Withdrawal Flowchart

1 • Intention to Transfer/Withdraw from Programme/School

2 • Submission of 'Application for Transfer' Form to the Student Administration and Services (SAS) Department

3 • Acceptance of Form by the Student Administration and Services (SAS) Department

4 • Consultation carried out with the Student Administration and Services (SAS) Manager and Programme Director

5 • Student Administration and Services (SAS) Department will inform the applicant of the outcome of the request within 14 working days. The entire process will not take more than 4 weeks

*Students below 18 years old will require parents' or guardians' approval and signature on the application form.

4.2.4   **Transfer of Programme**

Students who wish to transfer to another programme (in Singapore campus) must complete the **Request for Transfer of Programme** form, obtainable from the Student and Administration Services Department, **30 days prior to the commencement of the New Term**. An administration fee of **S$200** (exclusive of GST) will be levied. A student is allowed to transfer between programmes within the Singapore campus **only once** with the approval of both Programme Directors. The College will issue a Standard PEI-Student Contract before the commencement of the New term.

Course Fees will be re-calculated based on the new programme from the effective month of transfer, taking into consideration any exemptions from the previous programme. The new Course Fees will be paid according to the new payment schedule. No refund will be made for discontinuation of studies in the former programme before the transfer.

Continuation in the new programme is also subjected to:

- The module(s) being offered in the term

- Availability of vacancy

- Whether outstanding term/retake fees due have been paid in full

As a result of this transfer, student may require more than three years to complete their studies. For Student's Pass holders, any extension required is subjected solely to the approval of the Immigration and Checkpoints Authority (ICA).

If the renewal application is not approved, the College will submit an appeal for the first instance. If this is not approved, students may have to discontinue their studies, and may be expected to leave Singapore at short notices. In such an event, students may approach the Student and Services Department for advice.

4.2.5   **Withdrawal from Programme**

Please consult your Programme Director regarding your intention to withdraw from the programme. If the decision is still to withdraw, the student will complete the **Intention to Withdraw from Programme** form, obtainable from the Student and Administration Services Department, and an exit interview will be conducted by the Student and Administration Services Manager.

The College will consider each application on a case-by-case basis. An administration fee of **S$200** (exclusive of GST) will be payable. Due date is as per "Course Fee Payment Schedule". Refund of miscellaneous fees may be considered on a case-by-case basis.

Upon approval of the withdrawal, student must return the following items to the Student and Administration Services Department:

- Student ID card
- Any borrowed materials from the College
- Locker key

The College will issue a **Letter of Withdrawal** within 14 working days, and international students have to surrender their Student's Pass to ICA.

Any outstanding payments and Course Fees owing to the College must be settled in full. The College will not issue any transcripts and/or certificates to students who have outstanding payments with the College.

4.2.6 **Transfer of School**

Students who wish to transfer to another Associate College must complete the **Application for Transfer of School** form, obtainable from the Student and Administration Services Department, **3 months before the commencement of the New Term**. An administration fee of **S$300** (exclusive of GST) will be levied.

Transferring students will have to pay the remaining Course Fees instalments of the new school. No refund will be made for discontinuation of studies in RCHE before the transfer.

As a result of this transfer, the student may require more than three years to complete their studies. If the student is on Student's Pass, any extension required is subjected solely to the approval of the Immigration and Checkpoint Authority (ICA).

Continuation in the new programme is also subject to:

- The module(s) being offered in the term

- Availability of vacancy

- Whether outstanding term/retake fees due are paid in full

The transfer is subject to the approval of the Programme Directors from both Associate Colleges.

4.2.7 **Deferment**

Students are not allowed to defer their studies when the term has commenced. Students who wish to defer their studies have to complete the **Application for Deferment and Resume of Studies** form, obtainable from the Student and Administration Services Department, at least **30 days before commencement of the New Term**. The decision to grant the student deferment will be considered on a case-to-case basis and at the discretion of the College.

To resume studies with the College, the student has to submit the **Application for Deferment and Resume of Studies** form to the College **30 days before commencement of the New Term**. Students who wish to re-enrol after deferment will have to pay an administration fee of **S$200** (exclusive of GST) and the Course Fees in effect at the time of their re-enrolment.

No deferment is allowed for the RCHE English Language Programme and Foundation Studies Programme.

4.3 Academic Probation

Students who have a Fail "F" grade are deemed to be 'at risk' of not making satisfactory progress and shall be placed on academic probation by the Examination Board. Students on academic probation will be issued a Warning Letter by the Student and Administration Services Manager and their parents or guardians shall also be notified. International students will be required to meet with the Student and Administration Services Manager for counselling and be advised on the implication on their Student's Pass.

Students on academic probation are required to attend academic support meetings with their Academic Advisor. The purposes of these meetings are to:

- Help the students identify difficulties affecting their academic progress, whether academic or otherwise.

- Inform the student of support services available and who they could turn to for further advice.

- Refer the student to specific service or professional for further support or advice.

- Warn international students of the requirements of the Singapore Immigration and Checkpoints Authority (ICA) and the implications on their Student's Pass.

Students who have previously been placed on probation and fall below the standard for satisfactory progress in a subsequent term will be subject to more serious sanctions and assistance than students who are facing academic difficulties for the first time.

4.4 Enrolment Termination

Students who continue to earn failing grades or otherwise perform very poorly, showing no significant improvement, may have their enrolment at RCHE terminated by the Examination Board. Upon the termination, student will not be able to enroll into the same programme but may choose to enroll into other programmes offered by RCHE.

If re-admitted, students must maintain good academic standing through to graduation. If this condition is not met, their enrolment may be terminated by RCHE without further warning, with no opportunity for re-admission. Such a decision is permanent and irrevocable.

Students who feel that extenuating circumstances warrant continued enrolment may submit an appeal to the Examination Board to rescind its decision and permit them to continue their course of study without interruption.

A student may be subjected to enrolment termination by the College for any of the following reasons:

- Poor academic performance

- Student has failed the same module three (3) times and is deemed to be de-registered

- Default of Course Fee payment

- Prolonged absenteeism of more than 2 weeks

- Criminal offences

- Misconduct in the College (e.g. bullying, extortion, theft, or police cases)

- Course duration lasting more than 4 years

Students terminated by the College will receive a refund of Course Fee proportional to the number of course modules paid for but have not commenced.

5   ATTENDANCE FOR RAFFLES STUDENTS

5.1   Attendance

At the discretion of the Examination Board, students may be immediately placed on academic probation or enrolment termination because of particularly poor attendance performance.

5.1.1   All Students

The College maintains a very strict standard of performance and attendance for its programmes. All students are required to attend **at least 75% of the course time**. **Students missing more than an accumulative 25% of attendance for whatever reasons** will automatically **fail the course by attendance (with grade "F")**. For Medical Certificate, please refer to Point 5.1.5.

5.1.2   Student's Pass Holders

The purpose of stay in Singapore for international students on Student's Pass is solely for pursuing a course of study on a full time basis. Students are required to comply with all the Rules and Regulations of the Immigration and Checkpoints Authority (ICA) and not indulge in activities which are inconsistent with the purpose for which the Student's Pass has been issued.

On renewal of the Student's Pass, the student must approach the Student and Administration Services Department **30 days prior to the expiry date** of the Student's Pass. In the event the collection of the Student's Pass at ICA is after the expiry date, the student must report to the Student and Administration Service Department 7 working days prior to the Student's Pass expiry date so that the Student and Administration Service Manager can update ICA accordingly.

If, for some reason, the renewal is not approved, the College will appeal on behalf of the student in the first instance. However, the student must be prepared that repatriation may be necessary at short notice.

Only valid Student's Pass holders are allowed to attend classes at the College and take the programme of study as indicated on their Student's Pass. International students must maintain a **minimum 90% of attendance**. The College will inform ICA of students who fail to attend class for a continuous/collective period of seven (7) days, or when attendance falls below 90%. International students must personally produce relevant proof of absence for all lessons missed to the Student and Administration Services Department.

5.1.3   Punctuality

Students are reminded to be punctual for class. The lecturer may refuse the student's admission to the classroom if the student arrives **10 minutes late**. In this case, attendance will be recorded only for the second half of the lesson (next session).

5.1.4   Warning Letters for Attendance

All warning letters will be sent to students who are above 18 years old. For students who are below 18 years old, the warning letter will be sent to the guardian or parents. Students are responsible for their own attendance. For modules with 11 lessons per term, warning letters will be sent as scheduled below:

- 1st warning letter will be sent once the student has missed 1 lesson (or 2 sessions).

- 2nd warning letter will be sent once the student has missed 2 lessons (or 4 sessions).

- The final warning letter will be sent once the student has missed 3 lessons (6 sessions) i.e. has missed more than an accumulative 25% of their attendance. Students are then deemed to have failed the module by attendance (with grade "F") and will have to retake the module when it is offered again. Please refer to Point 3.2.5 for more details on retaking of module(s).

A consultation will be arranged to meet with the student with regard to his/her attendance issue. Overseas postage fee will be borne by the students and payment will be collected together with the next instalment.

5.1.5 **Medical Certificate**

If a student is absent for medical reasons, he or she should submit an original and valid medical certificate to the Student and Administration Services Department on the day he or she resumes study. The College will only accept medical certificates issued by Singapore Registered Medical Practitioners. The College reserves the right to reject the medical certificate on the following conditions:

- Late submission of medical certificate (it should be **no later than 5 days** from the end of the period the medical certificate was issued for)

- Submission of forged medical certificate

- Traditional Chinese medical certificate is strictly not acceptable

- Medical certificates issued by Non-Singapore Registered Medical Practitioners

It is a crime in Singapore to forge a medical certificate and the concerned Medical Practitioner (clinic/hospital) may pursue criminal charges against any student who forges a certificate. It is also a serious offence and forging of medical certificate can lead to the lodging of a police report followed by expulsion from the College.

5.2 Student's Pass

5.2.1 **Eligibility for Student's Pass Application**

All international applicants must apply for Student's Pass from the **Immigration and Checkpoints Authority (ICA)** except for dependant pass holders and permanent residents. Social Visit Pass holders are not eligible to study at the College.

Please note that ICA will not issue Student's Pass to international students who are registering for part-time courses. Students are not required to be present in Singapore while their applications are being considered. With effect from 1 June 2007, new applications are to be submitted via the **S**tudent's **P**ass **O**nline **A**pplication and **R**egistration+ (SOLAR+) system at the Immigration and Checkpoint Authority (ICA) website. The College will assist students in the new application of Student's Pass.

The Immigration and Checkpoints Authority (ICA) holds the final decision on the approval of Student's Pass.

5.2.2 **Student's Pass Application**

Student's Pass application is handled by the **Admissions Department** before applicants are enrolled into the College. Student's Pass holders are allowed to study only in the specific school with the specific course indicated in the Student's Pass. Student's Pass is only for study purposes and not for other purposes.

5.2.3 **Renewal of Student's Pass**

Student's Pass is valid for only the specific duration stated on the pass. With effect from 1 June 2007, applications to renew Student's Passes are to be submitted via the **S**tudent's **P**ass **O**nline **A**pplication and **R**egistration+ (SOLAR+) system at the Immigration and Checkpoint Authority (ICA) website.

Renewal of Student's Pass must be submitted to the **Student and Administration Services Department 30 days** before the expiry date of the current Student's Pass. ICA maintains very strict rules for renewal of Student's Pass. **A minimum of 90%** in class attendance must be achieved to qualify for renewal.

Renewal of Student's Pass is subjected to ICA's approval. Application Guideline can be found on the ICA website (www.ica.gov.sg).

The following are the required documents and information for renewal of Student's Pass application:

- Application for Renewal of Student's Pass Form.

- A photocopy of Passport.

- A photocopy of Student's Pass.

5.2.3.1 Immigration and Checkpoints Authority

Immigration and Checkpoints Authority
10 Kallang Road, #04-00
Singapore208718 (exit at Lavender MRT Station)

Office hour:	Mondays to Fridays	8:30 am to 5.00 pm
	Saturday	8:30 am to 1:00 pm
Contacts:	Phone	(65) 6391 6100
Email:	ica_feedback@ica.gov.sg	
Website:	www.ica.gov.sg	

5.2.4 Cancellation of Student's Pass

With effect from 3 November 2008, if students have completed their studies or decide to defer or withdraw from their programme, they must inform the College at least **7 days before** they leave Singapore, and bring the following documents to the Student and Administration Services Department for e-cancellation of their Student's Pass:

- A photocopy of Passport

- A photocopy of Student's Pass

- Student's Pass Cancellation Form - obtainable from Student and Administration Services Department (SAS) counter.

ICA will issue a cancellation notification which also serves as a Social Visit Pass and Embarkation form for the student.

Students must prepare to leave Singapore **within 14 days from the date of cessation** or **termination of their studies**.

1
- Student has to approach the Student and Administration Services Department to submit your Student Pass Cancellation Form with a copy of Student Pass, and Passport Seven (7) working days before leaving Singapore.

2
- The College will take three (3) working days to process the application with ICA.

3
- The College will email the student on the Notification of Student's Pass Cancellation upon receipt of ICA Approval, or the student may choose to self-collect at the College.

4
- 4.
- Student will be required to leave Singapore Fourteen (14) days from the date of approval reflected on the Notification Letter from ICA.

6   RAFFLES PEDAGOGY

6.1   Module Load

Students in a full-time programme of study should normally enrol in a minimum of three modules or equivalent credits in each term unless they are approved to take a reduced load. Part-time students should normally take up to two modules or equivalent credits per term.

In the final term of study, graduating students in the full-time programme will still be considered as full-time students if their enrolment in the remaining modules is less than three modules or the equivalent credits.

6.2   Term Assignments

Coursework assignments should be submitted by the stipulated date. The penalties for handing in late submissions are:

Late Submission of Assignment after Deadline	Deadline falls on Monday	Deadline falls on Friday	Deadline falls on Eve of Public Holiday	Original Marks	Deduction of Marks
1st day	Tuesday	Saturday	Public Holiday	100/100	90/100
2nd day	Wednesday	Sunday	1st School Day	100/100	80/100
3rd day	Thursday	Monday	2nd School Day	100/100	70/100
4th day	Friday	Tuesday	3rd School Day	Assignment will not be accepted	

No extension of assignment submission will be given to the student if the due date falls on weekends/public holiday.

The stipulated date for submission may be extended after the assessment has been issued to students, under extenuating circumstances. A lecturer must seek permission from the Programme Director to extend deadlines.

Grades are reported for each module at the end of the term. Students must attempt **ALL** assessments for a module (assessments are listed under Assessment Framework in the Module Outline of each module). If a student misses any assessment without a valid reason, it may lead to failing the module. Students must obtain a grade of 'Q' or better to pass the module.

6.3   Final Examinations

The examination schedule will be confirmed during Week 9 of each term. If a student is not able to take any of the examinations, the student must write in to the College to seek for approval for a replacement examination. If the replacement is approved, a replacement examination will be arranged for the student but at a time convenient to the College.

Students who are unable to take the examination on the actual day due to valid medical reasons and/or any other reasons are required to approach the Student and Administration Services Department **within 3 days from the examination** to justify their absence. The student is also responsible to apply/appeal for a replacement examination, with the Student and Administration Services Department, **no later than Week 2 of the New Term,** with all the supporting documents. An administrative fee of **S$150.00** (exclusive of GST) has to be paid for every module. All fees must be paid upon approval, which is subject to the Programme Director's decision.

6.3.1   **Rules and Regulations**

Preliminary Information

- Students presenting themselves for examination must comply fully to the College's requirements in general, including the payment of fees and completion of the 'Teacher and Course Evaluation'.

- Students are warned that any breach of examination rules will result in severe penalties, including the risk of expulsion from the College, and/or that the Academic Board may deem the candidate to have failed an assessment or series of assessments.

Before the Examination

- Students must arrive at the examination room 10 minutes before the examination starts. Within 10 minutes after the start of the examination, students will still be allowed to enter if they have a valid reason for lateness – the validity of the reason will be investigated after the examination and if it is found to be invalid or untrue, the student's examination will not be marked. Students who are more than 10 minutes late for the examination will not be allowed to enter the examination room.

- Students must bring along their **Student Identification cards**. Students may be asked to present the Student ID card during the examination.

- Students shall not enter the examination room until instructed to do so by the invigilator(s).

- Any coat, mobile phones, electronic gadgets, bag, or other item brought into the examination room shall be deposited as directed by the invigilator(s).

- It is strictly forbidden to bring into the examination room any books, dictionaries, notes, writing paper, blotting paper, mathematical tables or devices capable of storing electronic data, other than those specifically allowed for the examination. Any such item must be handed to the invigilator(s) before the examination begins.

- If a student has unwittingly brought any unauthorized paper or item into the examination room, this shall be handed to the invigilator(s) before the examination commences.

- Students shall not eat, drink, or smoke in the examination room.

During the Examination

- Students shall not commence writing until the start of the examination is announced by the invigilator(s).

- Students may use only the approved examination stationery. All rough work must be completed on the approved stationery and handed in with the worked scripts.

- Students who wish to attract the attention of the invigilator(s) during the examination shall do so by raising their hands.

- Students shall not leave the examination room temporarily during the period of the examination unless given express permission by the invigilator(s). If such permission is given, students shall not attempt to contact any other person or consultancy material relating to the examination whilst outside the examination room.

- Students who leave the examination room during the period of the examination without the express permission of the invigilator(s) shall be considered to have completed their work and shall not be permitted to re-enter the examination room.

- Students **may not leave the examination room** during the **first 30 minutes** or **last ten minutes** of the examination period.

- Students who complete their work after the **first thirty minutes** and before the **last ten minutes** of the examination period and wish to leave the examination room should notify the invigilator(s) and **hand in their examination scripts and unused answer/worksheets**. Under no circumstances will they be permitted to re-enter the examination room.

The following practices are strictly prohibited:

- Being in possession of any unauthorized information, either written or printed or electronically stored.

- Borrowing instruments or materials from another candidate except by permission of the invigilator(s).

- Attempting to read the work of another student or communicating, or attempting to communicate, with another student by any means whatsoever.

- Causing a disturbance in the examination room.

After the Examination

- Students should stop writing when instructed to do so by the invigilator(s), and remain in their seats in silence whilst scripts, empty answer books, continuation sheets or other papers are collected.

- Students should not remove any papers from the examination room without the express permission of the invigilator(s).

- When authorized to do so by the invigilator(s), students shall leave the examination room in an orderly manner.

6.4   Incomplete/Failing Grades

Under extenuating circumstances, students may be granted an extension of time by the Examination Board to complete the remaining module requirements including taking a replacement examination. In this case, the 'In Progress' grade of "I" is recorded. The outstanding work must be completed for the module within the next term, or the "I" grade will be automatically converted to an "F" grade for the module.

An "F" grade in a module will permanently remain on the academic transcript and will be factored in when evaluating the student's academic progression. When the module is retaken, the new grade will not replace the original "F"; however, the student can receive the actual 'passing grade' obtained for the repeated module at his/her next examination re-sit. When a student receives an "F" in a required module, the module must be retaken.

6.5   Repeating Modules

Students are not permitted to repeat for credit in any modules which they have already passed with a grade of "Q" or better.

6.6   Assignments

All assignments must be submitted **before** the due date. Late submissions will not be marked. Details of deadlines for term assignments are stated in Point **6.2**.

6.7   Appeals

Students may appeal to the College for their final results to be reviewed only under genuine circumstances where factors beyond their control have affected their academic performance.

The **Request for Justification of Marks** form, obtainable from the Student and Administration Services Department**,** must be submitted **within one week of the release of the results.**

Late appeals will not be entertained.

Appeals that involve Justification of Marks will incur an administration fee of **S$50** (exclusive of GST)**.**

Students should consult the Student and Administration Services Department for appeal.

6.8 Plagiarism, Collusion and Cheating

6.8.1 Plagiarism

This is a serious academic offence that will lead to a penalty. It is deemed as cheating, and involve presenting another person's work, idea or creation as one's own. Students who need to refer to the work of another person must acknowledge the original source.

6.8.2 Collusion

Collusion is when two or more pieces of work are similar in presentation, content, and structure due to unauthorised sharing of work. Collusion is deemed as cheating and all parties involved in collusion will be dealt with equally. A student caught cheating, attempting to cheat, or helping someone to cheat in a final examination, a test, or an assignment will receive a zero (0) mark for that assessment.

6.8.3 Cheating

This is a serious academic offence that will lead to a penalty. Cheating is defined as fraud in relation to any form of assessment. It includes:

- The use, during tests or examinations, of materials, electronic devices or notes written on the person's body or clothing which could provide an aid to that person in obtaining a higher score and which are not expressly permitted in the instructions for the examination or test.

- False excuses for absences or the falsification of medical certificates that enable students to not be penalised for absences from classes or tests.

- Looking at the work of another student during a test or examination.

6.9 General Programme Aims

- To encourage and foster the requisite inherent sense of intellectual curiosity.

- To facilitate appropriate methods of gaining access to, and use of, sources of information.

- To develop suitable analytical and organizational skills.

- To impart appropriate methods of solving design problems.

- To encourage and develop innovation, imagination, and creativity.

- To foster a sense of identity, individuality, and independence in ideas, avenues of expression, and means of autonomous learning.

- To encourage informed critical debate and evaluation.

- To develop appropriate fluency in verbal and written linguistic skills for interpersonal and professional communication.

- To nourish a broad appreciation of the purpose and practice of Design in a societal, cultural and historical matrix.

- To develop and refine aesthetic sensibilities in both criticism and practice.

- To develop and apply sophisticated manipulative skills which draw upon the requisite technical knowledge of materials and methods.

- To inculcate appropriate professional awareness in terms of responsibilities, procedures and ethical codes of practice.

6.10 Teaching and Learning Strategies

Whilst the traditional forms of lecturing, seminars, and workshops contribute to an awareness of the respective academic programmes, the principle modus operandi, particularly in practical project work, is through independent study by the student, with tutorial guidance and advice.

A major concern is to develop powers of discrimination and judgment, to discourage reliance on the formulaic, and to nourish individuality. The process of dialogue between staff and student is therefore much less formal than in many other disciplines.

The primary objective is for each student, through advice and negotiation, to discover and develop the motivational forces, the interests, and the aptitudes that suit the individual for a professional role in what is a very broad professional arena, which in turn will utilize talent which may be highly specialized, or very general.

It is therefore essential that a student is exposed to a broad range of views and experiences in order that the learning process may elicit, sometimes over a prolonged period, appropriate routes for a person to take, particularly in the later stages of the Programme.

The major methods utilized in this process are summarized below:

6.10.1 Practical projects

Practical problem-solving projects constitute a large proportion of the time in the Programme. Each project is designed with specific (and stated) learning objectives which determine the eventual criteria of assessment.

During the first two years of study, group projects are the norm, with project briefs devised by the staff and delivered, in a written form, to the students. These group projects, however, are formulated to encourage and facilitate individuality.

At the third year of study, students are required to formulate briefs, through negotiation with tutors. These are very much geared to the individual and designed to develop the personal abilities discovered in the first two years of studies (equivalent to Advanced Diploma level).

6.10.2 Critiques

At interim periods, and at the end of each project, critiques are conducted.

These are designed to facilitate discussion and qualitative evaluations of each individual's approach and achievement in the context of pre-determined objectives.

6.10.3 Seminars

These enable students to publicly air views and address issues embraced in the concomitant theoretical, practical, historical, societal, and cultural aspects of the type of study covered by the Programme.

6.10.4 Tutorials

With its emphasis on individuality, both formal and ad-hoc tutorial discussions are used extensively.

The close rapport between staff and students, achieved through an ongoing relationship developed over the duration of the Programme, facilitates trust, confidence, and discussion that embraces both academic and pastoral guidance.

In less formal situations, outside of any specific project or other aspect of study, the student and staff member are able to discuss personal aspirations and aptitudes, thus directing the student through the formal framework of the curriculum.

This close relationship enables staff to deal with student problems of a personal nature. However, reference to a professional counsellor is made, if necessary, to develop the insight appropriate to career advice and professional contacts.

6.10.5 **Lectures**

Administered by full-time and adjunct lecturers and guest speakers, lectures are given to larger groups of students. Whilst most lectures will relate to the formal Programme curriculum, eminent visiting speakers will deliver topics of general or specific areas of interest.

6.10.6 **Workshops**

This is a component designed to provide hands-on experience of technical processes, rather than the longer problem-solving nature of projects.

6.10.7 **Local/Overseas Field Trip and Industry Visits**

Visits to exhibitions, industrial organizations, and professional studios are designed to extend students' knowledge and appreciation of the principles, procedures, and practices of the relevant industry.

Local/Overseas field trips are also arranged by academic staff to enhance students' learning. Several skills, including practical and social skills, can be learned during field trips.

6.10.8 **Industrial Attachment**

Certain students are exposed to the professional work space for a period of six to ten weeks. This exposure enables the student to identify future areas of employment interests, and to prepare for the realities, in a professional context, in the marketplace.

6.10.9 **Competition / Industry Collaboration**

Participating in competitions is a valuable learning experience for students to benchmark their own standards against other students from other institutions.

Industry collaboration is to develop and expand a framework of Industrial Partnership between the College and the Company to collaborate on mutually beneficial projects and events. This is a valuable experience for students to showcase their project creativity and innovation.

7   ASSESSMENT

7.1   Rationale and Principles

The assessment scheme is designed and structured to be an integral part of the curricula of the Programmes in order to review and evaluate student development, direction, and attainment in terms of the stated aims and objectives of the Programmes.

In addition, the scheme is designed to inform and assist students with regard to their academic development.

These principles and concerns that underpin the Programmes are explained below, together with the general features of the Assessment Scheme to which they give rise.

The students will learn the fundamentals of how to approach and develop the design processes in a systematic way through assessments and projects.

The College has in place mechanisms to ensure that standards of Programmes/Courses match international standards. This includes internal moderation, examination board, academic board, dissertation advisory panel and reviews by external examiners.

7.2   Criteria of Assessment

In reviewing student performance at the end of each semester, the assessors will naturally refer to the aims and objectives of specific projects and/or other assignments.

The general framework for assessment criteria is derived from the general schemes of aims and objectives of the Programmes as a whole.

The general criteria of assessment at all stages of the Programmes in all their design and theoretical aspects are as follows:

7.2.1   Problem Solving

The extent to which the solution for a given problem has been resolved by due investigation, analysis, selection, and synthesis of relevant material.

7.2.2   Creativity

The extent to which imagination, creativity, and lateral thinking have been brought to bear upon given design problems.

7.2.3   Aesthetic Awareness

The extent to which aesthetic sensitivity and judgment is apparent in the work.

7.2.4   Individuality and Originality

The extent to which students have utilized personal interests, aptitudes, and abilities that reflect individual personality characteristics and initiative.

7.2.5   Critical Awareness

The extent to which students have demonstrated, through expression in visual, verbal, and/or written language, a mature and critical awareness of the work done.

7.2.6   Development

The extent to which students, through consistent application, have extended their perceptions of, and abilities in, their chosen specialization, and to which they can initiate research, develop hypotheses, and draw conclusions.

7.2.7 **Communication**

The extent to which students have been able to articulate clearly in verbal and written forms, ideas, feelings, and responses about design.

7.2.8 **Programme Knowledge and Society**

The extent to which students have the capacity to comprehend theories and concepts of the respective Programmes, and to which they understand the role of the designer in society at large.

7.2.9 **Professionalism**

The extent to which students demonstrate professional awareness in terms of social and legal responsibilities, procedures, and ethical codes in the practice of design.

The extent to which they demonstrate the expertise to practise as designers through the study of professional practice, office management, and the organization of work and finance.

7.2.10 **Technical Skills**

The extent to which students demonstrate technical awareness through knowledge of, and facility with, materials and processes, and through expertise in recognised conventions.

All the above criteria will be taken into account, particularly at the final project assessment. Within specific projects or assignments undertaken, specific criteria may be selected, or given more weight, according to the project's pre-stated objectives.

These will be made clear to students in advance as part of the written project briefing.

8   TRANSCRIPT/CERTIFICATE

8.1   Term Results and Transcripts

The current term results will be released in Week 8 of the following term after the compulsory 'Online Teacher and Course Evaluation' is completed by the student.

Term Result will be sent to students via email after Week 8 of the following term. Students will receive an email to his/her Raffles' email account to notify them about the term result collection. It is the student's responsibility to collect the result slip from the Student and Administration Services Department.

Transcripts will be issued to graduates who have completed all required modules with no outstanding payment and also completed his/her 'Online Teacher and Course Evaluation'. Transcripts will be available for collection in Week 8 before the issuance of the certificate.

8.2   Certificates

Students who have met graduating requirements shall be awarded their certificates upon completion of their studies provided that there is no outstanding payment to the College.

8.2.1   Delivery of Transcript / Certificate

For delivery of transcripts or certificates to the assigned address, please complete the **Letter of Authorization for Delivery** form obtainable from the Student and Administration Services Department. Any courier fee shall be borne by the student and the College will not bear any responsibility for any damage or loss of transcripts or certificates via courier.

8.2.2   Authorization for Collection of Transcript/Certificate

Students who want to authorize other personnel to collect the transcripts or certificates on their behalf must complete the **Letter of Authorization for Collection** form, obtainable from the Student and Administration Services Department.

8.2.3   Re-issue of Transcript

Students can request for re-issue of transcript.

Requests for re-issue of transcript will incur an administration fee of **S$50** (exclusive of GST)**.**

Students must complete the **Re-issue of Transcript** form**,** obtainable from the Student and Administration Services Department.

8.2.4   Request for Certificate Replacement

Certificates will be issued only **once**. However, students can request for certificate replacement. Requests for replacement of certificate will incur an administration fee of **S$150** (exclusive of GST).

Students must complete the **Request for Certificate Replacement** form, obtainable from the Student and Administration Services Department.

8.3   Graduation

Graduation shows are held each year in **June** and **December**. It is a platform for graduating students to exhibit their works to industry partners and potential employers. The College will provide basic infrastructure and guidelines for showcasing graduating students' work. The Centre of Professional Development (CPD) Department will provide more information on the graduation shows in due course.

Student assignments, projects and other school related work may be retained by the School or project sponsors for a period of up to 6 months after completion of study for marketing and promotional purposes.

9   STUDENT AND ADMINISTRATION SERVICES

9.1   Operating Hours

The Student and Administration Services Department is open for student services, enquiries, and administrative support during the following office hours:

Office hour:	Mondays to Fridays	9:00 am to 5.30 pm
	Saturday	9:00 am to 1:00 pm
Contacts:	Phone	(65)63385288
	Fax:	(65)63380306
	Email:	feedback@Raffles-College.edu.sg

9.2   Raffles Centre of Professional Development (CPD)

The Centre of Professional Development (CPD) provides a seamless interface between Raffles students and the industry, at all levels of the students' studies, and open up a whole world of career opportunities.

Services provided at the Raffles Centre of Professional Development include:

- Industrial Attachment placement.

- Career Advice and Counselling.

- Industrial Collaborative Projects.

- Competition Information.

For more details, please email to RafflesCPD@Raffles-Colloge.edu.sg

9.3   Raffles College Counselling Service (RCCS)

The Counselling Service is here to help you address personal or emotional problems that get in the way of your learning experience at the College. This is a free service provided by professional counsellors where sessions are treated in the strictest confidentiality.

To book an appointment, students may:

- Approach Student and Administration Services Department personally to make a formal request to arrange a counselling session.

- Alternatively, students may send an email to talk2me@Raffles-College.edu.sg to make a formal request to arrange a counselling session.

What happens in counselling?

Counselling is a process that seeks to help you focus on, and understand more clearly, the issues that concern or trouble you. The Counsellor's role is to offer support and understanding, and to listen and respond in a non-judgmental way. Our Counsellors will respect your values, choices, and lifestyle.

Counselling can help you explore your feelings and discover what lies behind whatever seems troubling or confusing. Counselling can also help with making decisions, choices, or changes that are right for you.

Counselling provided follows the brief focal model which normally involves up to 6 sessions. The counsellor will advise on alternative sources of support on case-by-case basis.

9.4 Chaplaincy

The College believes and values in the well-being of every student and wish that in their stay journey in Raffles Singapore, they will discover and live life to the fullest.

The College has a Chaplain or Pastor to provide students and staff the following services:

Pastoral Care and Counselling: Tuesday, Thursday, and Friday   10.00am to 11.00am (1st Session)
14.00pm to 15.00pm (2nd Session)

Pray and Intercession: Tuesday   11.30am – 12.30pm

Bible Study: Thursday   11.40am – 12.20pm

Weekly Devotion: Friday   12.00pm – 1.00pm

9.5 Comments and Suggestions

Comments and Suggestions forms are obtainable from the Student and Administration Services Counter where students can give their opinion on the learning journey in the College.

The feedback should be filled in with the student's name so that the Programme Directors and the Student and Administration Services Department can follow up accordingly. Apart from that, the feedback should be constructive and professional towards the teaching methods, staff, or the College.

The comments and suggestions received will be tabled for discussion internally for prompt action(s) to be taken (if deemed appropriate) within **twenty-one (21) working days**.

9.6 Student Complaints and Grievances Procedure

These procedures seek to ensure that complaints made by students against the College are treated seriously and, if found to be valid, are acted upon to ensure that the students' interests are protected as far as it is possible for the College to do so.

The procedures detailed below are designed for all forms of student complaint.

It should be noted that these complaint procedures are not designed to deal with problems such as missing coursework, unexplained absence of a lecturer, late return of work, etc, unless such concerns are not resolved through simpler procedures or are persistent.

Any dispute in respect of how much Course Fees have been consumed pursuant to this clause shall be referred to mediation at the Singapore Mediation Centre (SMC) of Singapore Institute of Arbitrators (SIArb) through the CPE Student Services Centre pursuant to Clause 5.4 (refer to Standard Student Contract), and only in respect of such decision, the decision of the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) shall be final and binding on all parties.

9.6.1 Guiding Principles

The guiding principles applied in management of students:

- Treated seriously and with fairness.

- Dealt with quickly, simply, and at the level of the College/ Student/ Administration Department as far as is possible.

- Treated consistently across the College.

- Subject to the principles of natural justice.

- Progressed through two stages–an informal stage and, if necessary, a formal stage.

- Dealt with and resolved wherever possible, at the informal stage, and shall be without prejudice to a student's or group of students' rights to pursue legal remedies outside the College having exhausted the College's complaint procedure.

9.6.2 **Procedures**

1	• Student approaches the Student and Administration Services (SAS) counter to lodge complaint(s).
2	• Student has to submit complaint(s) to Student and Administration Services (SAS) counter.
3	• Acknowledgement of complaints(s) by Student and Administration Services (SAS) department.
4	• Consultation/Investigation by Student and Administration Services (SAS) Manager and/or Programme Director and/or College Director/Academic Director
5	• Student and Administration Services (SAS) Department to get back to student with resolution **within 21 working days**. Student not satisfied with the resolution must appeal **within 10 days** and a second consultation has to be done.
6	• If student is still not satisfied with the new resolution(s), he/she may approach the Committee of Private Education and/or Singapore mediation Centre and/or Singapore Institute of Arbitrators for resolution(s).

9.7 Online Teacher and Course Evaluation

The Online Teacher and Course Evaluation will be conducted in Week 5 of the term for all classes and it is compulsory to complete the Online Teacher and Course Evaluation for all the modules they are taking in the current term in order to aid the College in assessing and providing continual improvement to student's learning experiences.

Failure to complete the entire evaluation, or incomplete submission, will cause a delay in students receiving their Term Results.

Students can approach Student and Administration Services Department if they have any queries related to the surveys.

9.8 Absence / Late Arrival of Lecturer

Students are required to wait no longer than **10 minutes** for the lecturer, unless a notice on the delay of the lesson has been posted via email or message. If the lecturer does not arrive after the required waiting time, students should inform the Student and Administration Services Department immediately.

9.9 Rescheduling of Cancelled Classes

The College reserves the rights to cancel or reschedule a class before the date of its commencement. Every effort will be made to inform the students via Raffles email account and other channels.

10 COLLEGE FACLITIES

10.1 Library and Online Resources

The opening hours for the Raffles library are as follows:

Week 1 to 11:	Monday to Friday	9.00am – 6.00pm
	Saturday	9.00am – 1.00pm
Week 12 to 13:	Closed	

Whilst every attempt is made to stock the library with an extensive collection of reference texts and periodicals for students, the College encourages students to also visit the National Library Board (NLB) libraries for an extensive collection of titles for your studies. The books in our library are **for reference only**.

The College has also subscribed to online databases like:

- Moodle

- WGSN

- GALE

10.1.1 **Moodle**

Moodle is a platform that has been put in place by the College to better facilitate the student's learning experience.

Students will be given a username and password by the College, with which the students will be able to log in to Moodle.

With Moodle, students are able to:

- Access all various learning materials online whether by downloading the materials or just simply viewing it online.

- Students will be able to submit their assignments in any digital content, including, word-processed documents, spreadsheets, images, audio and video clips via Moodle.

- Communicate with the lecturers via a messaging function within Moodle.

10.1.2 **WGSN**

The College is pleased and excited to announce that we had subscribed to WGSN! WGSN is the world's number 1 and most trusted online fashion forecasting and trend service.

The forecasting and trend predictions include colours, fabrics, textures, materials, prints, graphics, beauty/grooming, accessories, footwear, street style, and other styles that will be presented on the runway and in the stores for the upcoming seasons. WGSN's trend forecasting also focuses on other industries such as interiors, literature, automobiles, medicine, food and beverages.

With the introduction of this new digital platform introduction, staffs and students are able to navigate between information on future consumer trends that will enables them to be immerse with limitless information that can enhance their skill set and knowledge.

WGSN is only accessible within Raffles College. To access:

- Step 1 - Login to Raffles Campus WIFI

- Step 2 - Visit https://www.wgsn.com/fashion/.

WGSN's new digital platform houses:

- WGSN Fashion - Trend service for the fashion market

- WGSN Lifestyle and Interiors - Dedicated trend service serving the lifestyle and interiors sector

- WGSN Instock - Newly enhanced version of its retail analytics website

- WGSN Styletrial - Crowd-sourced trend validation product

- WGSN Mindset - Strategic advisory service

For more information on WGSN, please kindly visit the following website for their "cheat sheet" and videos!

- http://www.wgsn.com/content/help#/cheatsheets

- http://www.wgsn.com/content/help#/how-to

10.1.3 GALE

GALE is a global leader in education, learning and research resources online.

For more than 60 years, GALE has partnered with libraries around the world to empower the discovery of knowledge and insights by all people, for all purposes.

Through the use of GALE, Raffles students will be able to make use of these digital archives for their learning.

GALE is only accessible within Raffles College. To access:

- Step 1 - Login to Raffles Campus WIFI

- Step 2 - Visit http://infotrac.galegroup.com/itweb/sgrcedu

Students may also make use of the computer terminals and photocopying services. Charges apply for copying of materials and students should not infringe on the copyrights of these reference materials.

10.2 Production Workshops

The College provides free usage of computer and production facilities. The usage of these facilities is conducted in the form of workshops.

Please approach your lecturer for the reservation of these equipment. A time sheet is available inside each production room indicating the time for students' usage.

10.3 Computer Labs

There are 2 Computer Labs with Macintosh and PC available for students to use after class. Please see the Student and Administration Services Department for usage of computer labs.

Students who wish to use the computer labs (Monday- Friday) are required to sign in at Student and Administration Services with a **valid Student ID Card**. It is subject to availability.

No eating or drinking is allowed in the Computer Labs at all times.

10.4 Lockers

Students are able to rent lockers from the College. The rental fee is as follows:

Deposit: **S$20 (refundable upon return of key)**
Rental Fee: **S$50 yearly (exclusive of GST)**

Please register with the Student and Administration Services Department. Upon completion of studies, the student must return the key **within two weeks** to qualify for the refund.

All lockers are property of the College. The College reserves the right to open a locker and dispose of its contents **30 days after** students have finished their studies. Lockers are subjected to availability, under the following conditions:

- Only one locker per student

- Lockers will be allocated by the College

Please also note that:

- Lockers must be cleared out and the key returned if the student ceases study with the College.

- Transferring and exchanging of lockers is strictly prohibited.

- Any cost of repair to lockers arising from damage will be borne by the student.

- No pasting of personal sticker tags inside or outside the lockers.

The College **will not be responsible** for any loss of valuables in the lockers and no valuable(s) should be placed inside the lockers at all time other than course-related materials. All item(s) placed inside the locker is stored at the student's own risk.

10.5 Lost and Found

Students with any lost and found items could approach the Student and Administration Services Department for assistance.

10.6 National Service / Reservist

Please bring along the letter issued by the Ministry of Defence (MINDEF) and allow **at least three to five working days** for the processing of your letter. Students have to make sure that they receive the Letter of Confirmation from the Ministry of Defence (MINDEF). The College will not assist in deferment of Individual Physical Proficiency Test (IPPT).

11 COURSE RELATED FEES

11.1 Course Fee, Fee Protection Scheme (FPS) and Hospitalization Surgery Personal Accident (HSPA)

The College has opted for a Fee Protection Scheme (FPS), administered by Lonpac Insurance Bhd through its administration agency: AEGIS Insurance Services Pte Ltd.

Only Course Fees and Hospitalization Surgery Personal Accident (HSPA) premium will be protected under the FPS administered by the above-mentioned insurance company.

The payment schedule for the Course Fees is outlined in the:

- Application for Admission Form

- Letter of Acceptance

- Standard Student Contract

- Payment Invoices

In general, for a three-year programme leading to a Degree qualification, the payment schedule is as follows:

Term	Payment	Payment Due Date
Term 1 (e.g. 1st Monday of January)	1st instalment	1 month before the course commencement date (e.g. commencing on 1 December)
Term 2 (e.g. 1st Monday of April)		
Term 3 (e.g. 1st Monday of July)	2nd instalment	1 week before the start of Term3 (e.g. commencing on 1 July)
Term 4 (e.g. 1st Monday of October)		

No extension of payment will be given to the student if the due date falls on Sunday/Public Holiday.

Invoices for subsequent terms will be issued to students and it is the student's responsibility to check their raffles email account for invoices from the Student and Administration Services Department. Failure to pay on time will result in being subjected to a late payment charge and/or expulsion from the College.

The College will cancel the student's registration and student will be withdrawn from the programme if the College does not receive the payment by the start of the term. Student has to re-register if he/she wishes to resume his/her studies.

The College reserves the right to withhold certificates and/or transcripts from a student who has outstanding payment to the College. Students are liable to pay any late payment charge payments after the due date stipulated in the Letter of Acceptance and Invoices.

It is the student's responsibility to ensure that all outstanding payment and Course Fees are settled promptly to avoid inconvenience to the student as well as the College. The College reserves the right to revise its fees at a time deemed appropriate. Students will be duly informed of any changes.

Course Fees are inclusive of services provided to students leading to enrolment, student services, and Graduation Fee (where applicable). The Course Fees do not include provision of textbooks, tools, and materials required for the courses.

11.1.1 **Fee Protection Scheme (FPS)**

All international and local students will be insured under the **Fee Protection Scheme** implemented by the Singapore government to safeguard the Course Fees paid by the students.

The College opted for a **Fee Protection Scheme**, administered by Lonpac Insurance Bhd through its administration agency – AEGIS Insurance Services Pte Ltd.

Raffles College of Higher Education Pte Ltd
Policy No.: Z/17/BM00/000606
Validity Period: 26/03/2017 to 16/12/2019

The Fee Protection Scheme indemnifies students for their Course Fees paid in advance to the College in the event that:

- The College is unable to continue operations due to insolvency and/or regulatory closure.

- The College fails to pay penalties.

- The College is unable to return fees to students arising from judgments made against it by the Singapore courts.

- Death or total permanent disability befalls the student.

11.1.2 **Hospitalization Surgery Personal Accident (HSPA)**

All international students are covered with Medical Insurance - Hospitalisation and Surgical (HS) and Personal Accident (PA) coverage, with AXA Insurance throughout their studies with the College. The benefits include:

- Annual Limit of S$20,000 per student

- B1 Ward Entitlement (in government and restructured hospitals)

- 24 hours coverage in Singapore and overseas (if student is involved in school-related activities)

- Death or Permanent Disablement coverage of S$20,000

Students can refer to the College's website on the FAQ and Product Summary, stating clearly the policy's terms and conditions, the claim procedure, any exclusion etc.
Source: http://www.studyatraffles.com/admission-policy

11.2 Late Payment Charge

A late payment charge of **S$50** (exclusive of GST) **per week** will be imposed after the due date for the following situations:

- Late payment

- Cheques are not honoured by the bank

- Extension of due date is not approved

However, the imposition and quantum of the Late Payment Charge is at the sole discretion of the College.

Student who need more time to arrange for payment must complete the **Extension of Payment Due Date** form, obtainable from the Student and Administration Services Department, and provide all the supporting documents **before** the due date. Approval for granting an extension of the due date for Course Fees payment is decided strictly on a case-to-case basis.

The College will not be able to consider the request in the absence of compelling reasons. If the request is approved, the student may then attend class as scheduled. However ,the Student and Administration Services Department reserves the right to remove the student from class if payment is not received by the extended due date.

As a result of delayed payment, the continuation in a student's studies is also subject to:

- The module(s) being offered in the term

- Availability of vacancy

- Whether outstanding term/retake fees due are paid in full

- No further issues arising from the above

All the approval for late payment or waiver of late payment charge must be approved by the College Director.

11.3 Cash Handling Fee

With effect from 1 July 2014, a cash handling fee of **S$50** (exclusive of GST) per transaction will be levied to students who make cash payment of Course Fees and/or retaking fee.

Students are strongly encouraged to use other modes of payment such as PayPal, NETS, Cheque, Telegraphic Transfer, GIRO, or Credit Card to avoid the cash handling fee.

11.4 Refunds

11.4.1 Application Fee

S$500 is payable upon submission of the Application for Admission form.

It is non-refundable and non-transferable.

It is valid for one year for students who defer.

In the event that the Student's Pass application is rejected by the Immigration and Checkpoints Authority (ICA), the S$500 will not be refunded.

11.4.2 Course Fee

All Course Fees, retaking fees, registration and examination fees are strictly non-refundable and non-transferable once the course has commenced.

11.4.2.1 Notification and Arrangement

The College shall inform the student immediately **within three (3) working days** if:

- It does not commence the Course on the Course Commencement Date

- It terminates the Course before the Course Commencement Date

- It does not complete the Course by the Course Completion Date

- It terminates the Course before the Course Completion Date

- It has not ensured that the Student meets the course entry or matriculation requirement as set by the College stated in Schedule A (as per on Student Contract) within any stipulated timeline set by CPE; or

- The Student's Pass Application is rejected by Immigration and Checkpoints Authority (ICA)

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

11.4.2.2   Refund for Withdrawal Due to Other Reasons

If the student withdraws from the Course for any reason other than those stated in Clause 2.1 of the Private Education Institution (PEI) Student Contract, the College will, within seven (7) working days of receiving the student's written notice of withdrawal, refund to the Student an amount based on the table in Schedule D (as per PEI Student Contract).
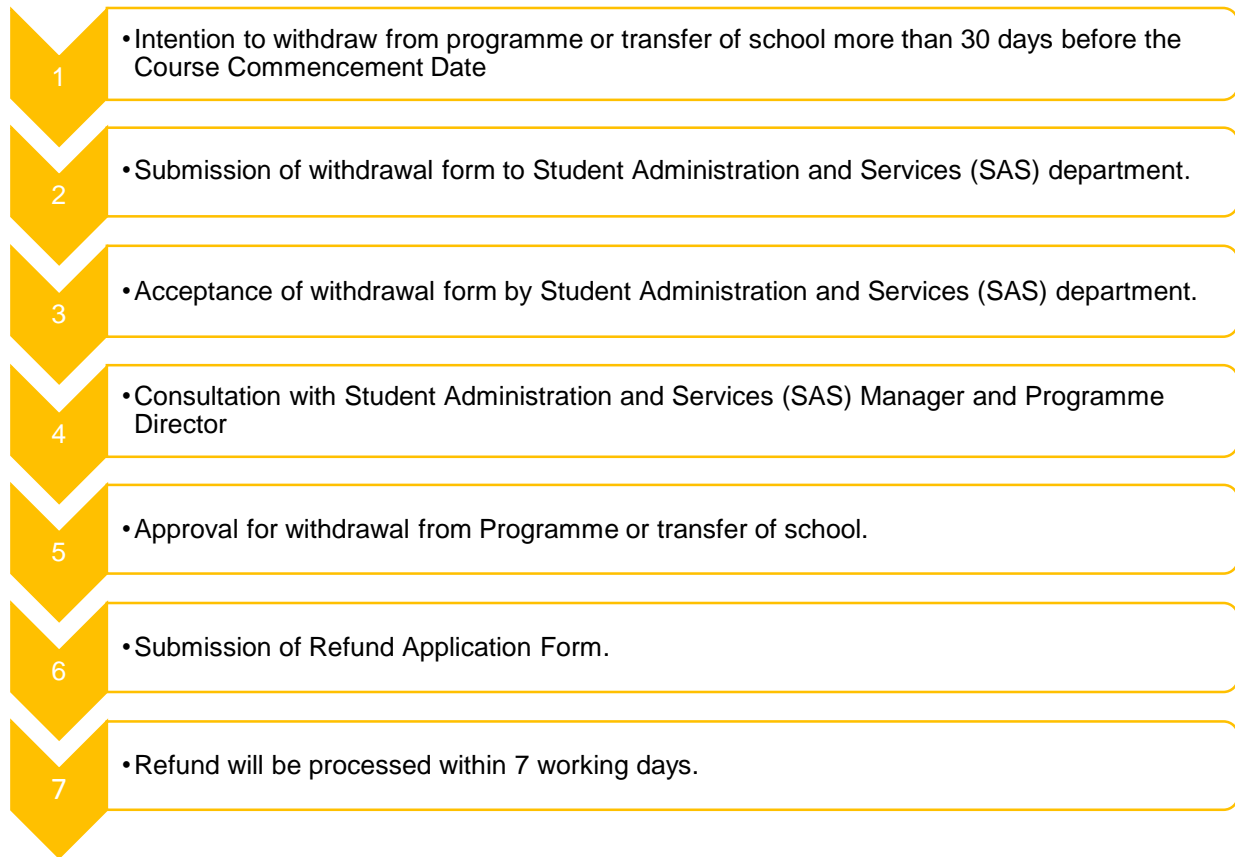
11.4.2.3   Refund During Cooling-Off Period

The College will provide the Student with a cooling-off period of seven (7) working days after the date that the Contract has been signed by both parties.

% of [the amount of fee paid under Schedule B and C as per in Standard PEI-Student Contract]	If Student's written notice of withdrawal is received
[100% less Administration Fee]	More than [30] days before the Course Commencement Date
[No Refund]	Before, but not more than [30] days before the Course Commencement Date
[No Refund]	After, but not more than [7] days after the Course Commencement Date
[No Refund]	More than [14] days after the Course Commencement Date

The student will be refunded the highest percentage (stated in Schedule D as per in Standard PEI-Student Contract) of the fees already paid if the student submits a written notice of withdrawal to the College within the cooling-off period, regardless of whether the Student has started the course or not.

11.5 7-Steps Refund Procedure

1 • Intention to withdraw from programme or transfer of school more than 30 days before the Course Commencement Date

2 • Submission of withdrawal form to Student Administration and Services (SAS) department.

3 • Acceptance of withdrawal form by Student Administration and Services (SAS) department.

4 • Consultation with Student Administration and Services (SAS) Manager and Programme Director

5 • Approval for withdrawal from Programme or transfer of school.

6 • Submission of Refund Application Form.

7 • Refund will be processed within 7 working days.

The 7-steps Refund Procedure is applicable for the following conditions:

- Withdrawal With Cause
- Withdrawal Without Cause
- Deferment
- Transfer School
- Termination
- Excess payment

12 COLLEGE RULES AND REGULATIONS

12.1 Non-Smoking Policy

The College is a **non-smoking** campus. Under the Singapore's law, **smoking is strictly prohibited in school, indoor/enclosed premises, and specific public places** e.g. within 5 metres from an entrance to a mall.

12.2 Update of Personal Particulars

It is important, and the responsibility of the students, to keep the College updated of any changes to their personal particulars, including both Singapore and home (for international students) mailing addresses, telephone numbers, and email addresses by completing the **Updates of Personal Particulars** form, obtainable from the Student and Administration Services Department. The College will not be able to transmit information pertinent to the student's progress if the College does not have the latest information.

12.3 Decorum

12.3.1 Conduct and Behaviour

Abusive, rude, or inconsiderate behaviour within and outside of College premises, during or after lesson hours, that will distract, annoy, or cause harm to others will not be tolerated.

Such forms of behaviour are unacceptable, and the College will not hesitate to take the necessary actions.

12.3.2 College Property

Vandalism (e.g. damaging furniture and lockers, defacing walls and notices) is a serious offence. Students must not tamper with equipment or fittings in any part of the College premises without proper supervision.

Any student found guilty of vandalism will be expelled and be held accountable for damages caused. The cost of the repair and/or replacement of damaged properties will be borne by the student.

12.3.3 Gambling / Drugs

Any form of gambling, use of illegal drugs, or consumption of alcohol within the College's premises is strictly forbidden. Anyone caught doing so will be handed to the Authorities.

In Singapore, the manufacturing, trafficking, importing or exporting of drugs carries a death penalty.

12.3.4 Environment

It is the duty of everyone in the College to help maintain the cleanliness of the premises.

We are proud of our clean premises and we count on your help and cooperation in maintaining a clean and conducive environment by treating with care for the rooms, furniture, and materials in the College. Littering, spitting, and vandalism in public areas are chargeable offences.

12.3.5 Consumption of Food and Drinks

Food and/or drinks are **NOT** allowed in the College's classrooms, library, computer labs, Raffles Connexion and the Raffles Concierge.

12.3.6 **Driving**

To drive a vehicle in Singapore, you must possess a valid Singapore driving licence for the class of vehicle that you want to drive.

This requirement applies to all citizens and permanent residents of Singapore and also foreigners who are residing in Singapore for more than twelve (12) months. Foreigners who reside here for less than twelve (12) months must possess a valid foreign licence and International Driving Permit (IDP) issued by an authorised body in their country of origin e.g. the Automobile Association (AA).

If an International Driving Permit is not available, an official translation of your foreign licence in English is required. Drivers from ASEAN member countries only need to possess a valid driving licence issued by the relevant driving licence Authority, without IDP, in order to drive in Singapore. For more information, please visit the Singapore Police Force website.

12.3.7 **Fire Drill**

The College will conduct two fire drill / fire evacuation exercises every year to ensure all students are well prepared in the event of an actual fire.

Students are to proceed to the following location in the event of a fire drill / fire evacuation exercise:
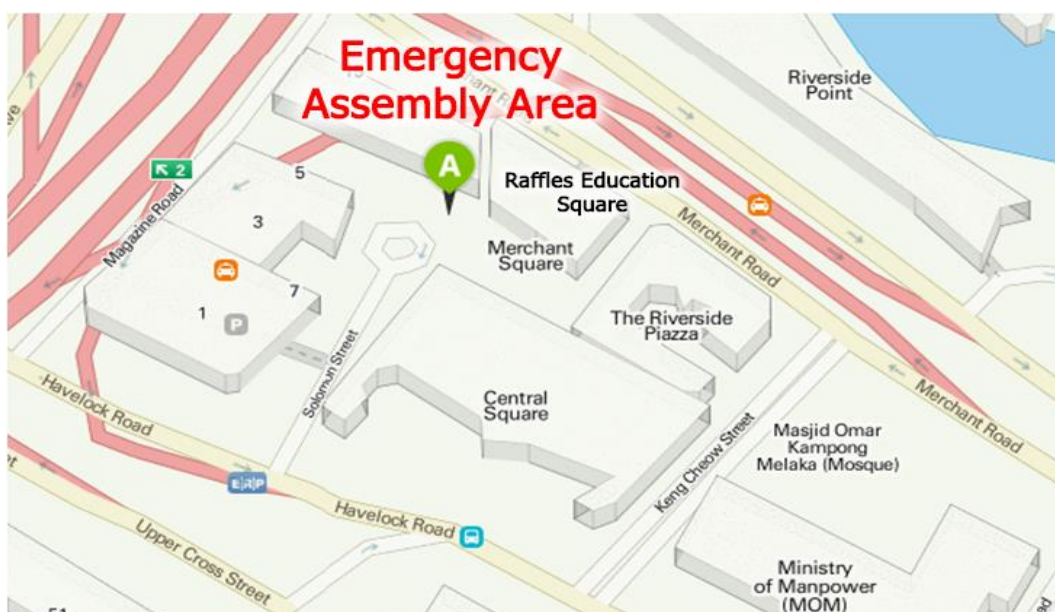
13 FORMS OBTAINABLE FROM STUDENT AND ADMINISTRATION SERVICES (SAS) DEPARTMENT

For General Use

Authorization of Attendance
Application for Additional Module(s)
Application for Retaking Modules
Application for Re-sit of Test/Re-submission
Application for (A) Deferment/ (B) Resume Studies
Application for Cancellation of Student Pass
Application for Student Pass Renewal and Transfer of Programme Student
Pass Application for Inter-School transfer
Application for Refund
Application for Module Withdrawal
Application for Transfer of Programme
Absence Justification
Comments and Suggestions
Intention to Withdraw from Programme
Locker Issue Form
Lost and Found Record
Letter of Verification
List of Sewing Tools
Letter of Authorization– Collection of Transcripts or Certificate
Letter of Authorization– Delivery of Transcripts or Certificate
Personal Particulars Update Form
Request for Extension of Payment Due Date
Re-issue of Transcript/ Letter of Certification
Request for Justification of Marks
Students Portal Password Reset Form
List of Interior Design Materials
Assignment and Assessment Submission
Request for Certificate Replacement

For International Students

Student's Pass Application Form (Form16, Form V36A, New V36,V-39S)

Raffles College of Higher Education reserves the right to require a student to leave at any stage if the student does not adhere to the above conditions or if a student's presence would, in the opinion of the College, be detrimental to the well-being of staff, other students, or the College.

The College reserves the right to regularly review and make changes to the course curriculum and fees without prior notice.

Please note that the prevailing GST (Goods and Services Tax) is imposed by the Singapore Government. All fees mentioned above do not include the GST unless indicated. All administrative fees are strictly non-refundable and non-transferable.

All information is correct at time of printing and the most updated Student Handbook is made available on the Raffles Students Portal.