

BITC INTERNATIONAL COLLEGE

STUDENT'S HANDBOOK



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The Student Handbook

The Student's Handbook is your guide to the support and services available to student of the BITC International College (BITC).

The handbook contains important policies and procedures that apply to you while you are enrolled here.

It is important that you familiarize yourself with all the information in this handbook.

The following listing will help locate the certain section that may interest you.

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About Us

BITC International College started as a partnership between Prima Limited and the Productivity and Standards Board (PSB), a government agency established for helping enterprises to grow and to build trust in the products and services of Singapore. BITC was charged with the mission to upgrade Singapore's baking industry into a modern regional center of excellence. The Centre was officially opened on 21st September 1993 by Mr. Lim Boon Heng, then Minister, Prime Minister's Office and Second Minister for Trade and Industry.

On 1st October 2010, the Baking Industry Training Centre Pte Ltd was incorporated as a private limited company. The company then changed its name to "Baking Industry Training College Pte Ltd" on 27 March 2014.

As a pioneer baking College, BITC has acquired a reputation for quality teaching by chef instructors who are expert practitioners dedicated to teaching. BITC continued with its mission to elevate itself as the leading training centre for the baking industry in Asia by providing a range of quality professional and short courses at diploma and certificate level to both local and international students.

BITC is registered with SkillsFuture Singapore (SSG) as a Private Education Institution (PEI). BITC has been awarded EduTrust (Provisional) certificate. With a fine teaching faculty and extensive resources and facilities, BITC's diplomas and certificates are qualifications that give our graduates the professional edge and prepare them for the international job market.

BITC prides itself on a student-centred approach to learning. Students' learning experience is of priority and we aim to create holistic programmes to allow our learners to appreciate, develop and hone their craft with love, dedication and passion.

Moving forward, BITC hopes to continue equipping the industry with professional training and learning opportunities for personal and career growth, development and enrichment. To this effect, BITC works hard to continuously bring in new and exciting programmes based on local and international market needs and demands.

Our Vision, Mission and Core Values

Our Vision

To be a premier institution for quality training and education in the banking and related industries in Singapore and the region.

Our Mission

To create opportunities for ALL learners to acquire knowledge, skills and competencies for home-based business and for employment in the banking and related industries in Singapore and other parts of the world.

Our Core Values

Boldness

We exhibit boldness and a strong will to win in every aspect of our business

Improvements

We continuously improve and innovate in pursuit of excellence

Teamwork

We put company interest before individual interests to work towards and accomplish the larger objectives of the company.

Commitment

We are committed to being the best and deliver superior results to all.

BITC Organisational Chart

Please refer to the college website for the latest.

BITC Faculty

Qualified, experienced, and committed professionals are employed to provide effective and efficient services and courses to our students. Our instructors and lecturers are highly dedicated to assist the students in learning and acquiring the baking and craftsman skills. All our teaching staff are registered with CPE. Our school also include excellent facilities in a conducive learning environment that meet the standards set by the governing authorities.

BITC Accreditation

BITC is an Approved Training Organisation (ATO) accredited by SkillsFuture Singapore (SSG) and is registered with the Committee for Private Education (CPE) as a Private Education Institution (PEI).

BITC has also attained the EduTrust Provisional Award which is a voluntary certification scheme that helps to distinguish higher quality players in Singapore's private education industry. With a fine teaching faculty and extensive resources and facilities, BITC's diplomas and certificates are recognised qualifications that give our graduates the professional edge.

BITC Credibility

All our course brochures, publicity materials and website (www.bitc.edu.sg) are regularly updated to reflect the most current, consistent, and accurate information.

BITC Students

BITC provides courses relating to hospitality, baking, confectionery, and pastry to both Local and International Students.

- Local Students comprise those who do not need to apply for a Student's Pass issue by the Immigration and Checkpoints Authority (ICA) to study in Singapore.

- International Students comprise those who require Student's Pass issue by ICA to study in Singapore.

BITC Confidentiality and Security Commitment

Our Confidentiality and Security Statement.

"BITC is committed to maintain the confidentiality of the applicant's personal information and undertakes not to divulge in any of the applicant's personal information to any third party without the prior written consent of the applicant".

All personal matters provided by the students shall be kept confidential and for internal use only. BITC stakeholder shall not divulge any of the student's personal details to any unauthorized third party, unless compelled to do so by laws or any courts of Singapore with respect and confidentiality.

However, there may be unanticipated occasions when it is necessary to contact or disclose to concerned parties such as families, parents, or education department such as ITE, Immigration and Checkpoint Authority (ICA) or the Ministry of Education (MOE).

Approved Recruitment Agents are required to abide by the "Code of Conduct for Recruitment Agent" to ensure applicants information collected as part of the application process are securely kept complying with BITC's Confidentiality and Security Policy.

Our Examination Board ensures the confidentiality and security of examination and answer scripts are addressed. In accepting a place at BITC, students have acknowledged that the responsible staff of BITC may discharge this right.

Useful Websites and Contacts

Contact numbers to take note. If you have questions or concerns in any of these areas, the following contacts can help you in the right direction.

BITC International College (BITC)

Tel 65- 6276 6337 (Mon – Fri: 9.00am - 5.00pm)
Hp: 65 8733 0173 (24 hours hotline)
Email info@bitc.edu.sg
Website www.bitc.edu.sg

Committee for Private Education (CPE)

Tel: SSG hotline at 6785 5785 (Mon – Fri: 9.00am - 5.00pm)
Email: <https://portal.ssg-wsg.gov.sg/feedback>

Website <https://www.ssg.gov.sg/cpe/student-services/student-resources.html>

Singapore – Statutory Board & Agencies

Immigration & Checkpoints Authority (ICA) - <http://www.ica.gov.sg>
The Singapore Mediation Centre (SMC) - <http://www.mediation.com.sg>
The Singapore Institute of Arbitrators (SIArb) - <http://www.siarb.org.sg>
Workforce Singapore (WSG) - <http://www.ssg-wsg.gov.sg>
Consumers Association of Singapore (CASE) - <http://www.case.org.sg>
Ministry of Manpower (MOM) - <https://www.mom.gov.sg>

Embassies and Consulates

Many countries are represented by their respective embassies and high commissions in Singapore. If you need consular advice or assistance, you should approach your embassy.

The Embassy of People's Republic of China

Email: chinaemb_sg@mfa.gov.cn
www.chinaembassy.org.sg

High Commission of India

Tel: 67376777 Fax: 67326909
Email: info@blsindia.sg
www.hcisingapore.gov.in

High Commission of Sri Lanka

Tel: 62544595/6/7 Fax: 62507201 / 63534182
Email: slhcs@lanka.com.sg
www.lanka.com.sg

Embassy of the Socialist Republic of Vietnam

Tel: 64625938 Fax: 68689863
Email: vnemb.sg@mofa.gov.sg
www.vnembassy-singapore.gov.vn

NOTE: For a full list of the embassies, visit

http://www.mfa.gov.sg/content/mfa/missions/foreign_mission/mission_locator.html

Emergency Contacts

Ambulance and Fire Brigade	995
Non-Emergency Ambulance	1777
Police	999
Police Hotline	1800-255-0000
Samaritans of Singapore	1800-221-4444
Electricity Service Centre Hotline	1800-778-8888
24-hour Tourist line	1800-736-2000

For addresses and telephone numbers of other essential services, try Yellow Pages or City Search, 1900-777-7777.

BITC Resources and Facilities

BITC Bukit Merah Campus is located in a centralised area easily accessible by various means of transportation. BITC houses fully air-conditioned and well-equipped classrooms, workshops, and resource room. All our classrooms, workshops and resource room are wireless surf-zone, students can surf the internet through their own laptops or smart phone anywhere within the college's vicinity.

Our training bakery workshop is equipped with state-of-the-art convection, and smart combi ovens, as well as gas cooktop, and the latest in cooking equipment, appliances, and tools.

Our Facilities

Please refer to the college website for details on the rooms and capacity.

General Information

- **Wireless Connection**

Students may set wireless connection within BITC by following the set up below:

- Turn on Wireless and scan for wireless network
- Select Baking Industry Training College Network
- Key in the provided password, connect and wait for connection

- **Health Precaution**

Students shall seek medical attention if unwell such as coughing, flu, fever symptom and others.

- **International Student**

International students must abide by the rules and regulations set forth by Singapore Immigration Checkpoints and Authority (ICA) and BITC. International students are personally responsible for upholding as follows:

- a. The student shall comply with the provisions of the Immigration Act and any regulations made hereunder or any statutory modification or re-enactment thereof for the time being in force in Singapore.
- b. The purpose of stay in Singapore is solely for study only, and no other pass, extension of stay or permanent stay will be sought in Singapore.
- c. The student shall not be adopted by any Singapore citizen or Permanent Resident in Singapore.

- d. The student shall not indulge in any activities that are inconsistent with the purpose for which the Student's Pass has been issued.
- e. The student shall not be engaged in any form of employment paid or unpaid, or in any business, profession or occupation, or in any activity which, in the opinion of the Controller of Immigration, is detrimental to the security, reputation and well-being of Singapore.
- f. The student shall not smoke, administer to himself/herself or otherwise consume or be in anyway engaged in the trafficking of any controlled drug as defined in the Misuse of Drugs Act.
- g. The student shall not be involved in any criminal offences in Singapore.
- h. The student shall not remain in Singapore after the expiry of the Student's Pass.
- i. The student shall surrender the Student's Pass for cancellation within 7 days of the date of cessation or termination of studies.

Question concerning the above or any other international student issue may be directed to our BITC Student Support Services or by calling telephone number 65 6276 6337 and making an appointment.

- **Other Important General information for Students:**

- All registration fees paid are non-refundable
- Students, agents and parents should refer to Committee of Private Education website at www.ssg.gov.sg/cpe/pei.html if there are any doubts or queries that they may have regarding the college, EduTrust certification scheme or Fee Protection Scheme.
- Students are required to go for medical check-up upon arriving in Singapore. The details of the same will be provided by the Student Support Staff at BITC
- Prior to departure from Singapore to their home countries (After their completion of the course in BITC), Students are required to surrender their Student Pass for cancellation within 5 working days of the date of cessation or termination of studies.
- Upon cancellation, Students will be issued a social visit pass for 2 weeks to 4 weeks to settle outstanding issues before returning home.

Fee Protection Scheme (FPS)

The Fee Protection Scheme (FPS) serves to protect students' fees in an event where the education institution is unable to continue operating due to insolvency, and/or regulatory closure. The Fee Protection Scheme also protects if the private education institution fails to pay penalties or return fees to the students arising from judgment made against it by the Singapore courts.

The FPS is compulsory for all local and international students taking courses at PEIs.

We have in place the Fee Protection Scheme (FPS) to provide full protection to all fees* paid by students.

Medical Insurance Scheme

All students attending BITC courses are covered by Medical Insurance (i) Group Medical Insurance (Liberty Insurance Pte Ltd) and (ii) Group Hospitalization & Surgical (GHS) Insurance.

The medical insurance plan shall provide the following as required by CPE:

- annual coverage limit of not less than S\$20,000 per student;
- B1 wards / 4-bedder (all student)
- 24-hours coverage in Singapore and overseas (if student is involved in college-related activities) throughout the course duration

Students may refer to BITC's website at www.bitc.edu.sg for the appointed Medical Insurance service provider (Liberty Insurance Pte Ltd) and the validity period. Please note that all pre-existing illnesses are not covered.

Refund

- **Refund Policy**

BITC is committed to handle refund arising from the below situations in a timely manner as described in this policy:

- i. Refund for withdrawal due to Non-delivery of Course
BITC will notify the student within three (3) working days upon the knowledge of any of the following:
 - a. It does not commence the Course on the Course Commencement Date;
 - b. It terminates the Course before the Course Commencement Date;
 - c. It does not complete the Course by the Course Completion Date;
 - d. It terminates the Course before the Course Completion Date.
 - e. It has not ensured that the student meets the course entry or matriculation requirement as set by the organisation stated in Course Details within any stipulated timeline set by CPE; or
 - f. The Student's Pass application is rejected by the Immigration and Checkpoints Authority (ICA).

The student shall 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.

ii. Refund for Withdrawal Due to Other Reasons

If the student withdraws from the course for any reason other than those stated in Clause 4 (i), BITC will, within seven (7) working days of receiving the student's written notice of withdrawal, refund to the student an amount based on the refund table stated in Clause 4(iv).

iii. Refund During Cooling-Off Period:

BITC will provide the Students with a cooling-off period of seven (7) working days after the date that the BITC-Student Contract has been signed by both parties. The student will be refunded the highest percentage (stated in Refund Table indicated in Clause 4(iv)) of the fees already paid if the student submits a written notice of withdrawal to BITC within the cooling-off period, regardless of whether the student has started the course or not.

iv. Refund Table

The amount refundable when the students' written notice of withdrawal is received is indicated in the table below:

% of [the aggregate amount of the fees paid under Schedules B and C]	If student's written notice of withdrawal is received
80%	("Maximum Refund") More than 30 days before the Course Commencement Date
10%	Before, but not more than 30 days before the Course Commencement Date
0%	After, but not more than 10 days after the Course Commencement Date
0%	More than 10 days After the Course Commencement Date

v. Non-Refundable fees

Application fee, which the student pays to BITC for the sole purpose of processing the application form submitted so that the College can check if the student meets the course admission requirements is non-refundable.

- **Refund Procedure**

This procedure applies when a student submits a request for refund.

- The student will make the request for refund by completing the Refund Request Form and submit it to BITC Student Support Services. The student needs to provide supporting documents for the request (if applicable).
- Upon receipt of the Refund Request Form and all supporting documents, the Student Support Services will check and verify whether the request qualify for refund based on the BITC Refund Policy
- Provide breakdown of qualified refund and submit the request (together with all supporting documents) to the Executive Chairman for approval. Inform the student if the refund does not qualify for refund accordingly.
- If the refund request is approved, Student Support Services will pass the Refund Request Form to the Accounts Department for processing of the refund. If the refund request is rejected, BITC Student Support Services will inform the student in writing of the decision.
- Accounts Department processes the refund and passes a copy of the processed TT form payment to BITC Student Support Services for filing into P-file. If student is in Singapore and has a Singapore bank account, refund will be via cheque payment. Accounts Department passes the cheque to BITC Student Support Services so that students can be contacted, and arrangements can be made for cheque collection.
- All refunds are to be processed within 7 working days from the date of receipt of request and submission of all supporting documents.

Miscellaneous Fees

Miscellaneous Fees refer to any non-compulsory fees which the students pay only when applicable. Such fees are normally collected by the PEI when the need arises.

Miscellaneous Fees paid are not refundable.

MISCELLANEOUS FEES

Purpose of Fee	Amount (S\$)
Admin fee for Student Pass renewal	80
Late Payment fees	1% per week
Re-Assessment Fees (per module) 1st attempt	50
Re-Assessment Fees (per module) 2nd attempt	100

Re-Module Fees (per module)	785
Assessment Appeal Fee (per module)	100
Stay Home Notice (SHN) insurance charge	100
Comprehensive Medical Insurance	300
Re-Issue Uniform (1 top)	25
Chef Jacket (per piece)	25
Apron & Hat	21
Make-up Lesson (4 Hours) as per request	50
Student Pass Medical Check-up (Payable to Medical Clinic)	*60
(On Renewal) ICA Student Pass Issuance + ICA Processing Fee (Payable to ICA)	*(90 + 45)
Request Letter and Certifying Letter / Statement	25
Certified True Copy of Diploma Certificate/ Transcript	50

Note: Miscellaneous Fees refer to any non-compulsory fees which the students pay only when applicable. Such fees are normally collected by the PEI when the need arises.

Total Course Fees paid (except registration fee) by Students are protected under FPS.

* Refers to fee payable to third party, for example Medical Clinic or ICA

Course Withdrawal

- **Withdrawal Policy**

“Withdrawal” refers to the student leaves BITC and the Student Contract will be terminated. Refund policy (PM 4.3.1) may be applicable for withdrawal matters.

Circumstances for Withdrawal

- a. Due to BITC – These circumstances are eligible for refund (PM 4.3.1)
 - Failure, for any reason, to commence the Course on the Course Commencement Date;
 - Termination of the Course, for any reason, prior to the Course Commencement Date;
 - failure, for any reason, to complete the Course by the Course Completion Date;
 - termination of the Course, for any reason, prior to Course Completion Date;
 - Has not ensured that the Student meets the course entry or matriculation requirement as set by the organization stated in Schedule A within any stipulated timeline set by CPE; or
 - Rejection of the Student Pass by Immigration and Checkpoint Authority (ICA).
- b. Due to student – is eligible for refund as stated in the Refund Policy, if withdrawal is within the 7 working days cooling period of signing the Standard Student Contract, maximum refund as stated in Refund Policy apply. Course withdrawal can be resulted from any of the following :
 - Decision by student not to continue with the program and to leave BITC
 - Force to withdrawal due to violation of Singapore’s law by international student
 - Force to withdrawal due to termination because of not meeting attendance requirement.

If the student is below 18 years of age, the parent or guardian’s approval for the withdrawal will be required.

For withdrawals, the service target to complete the process is within 4 weeks and if the student is entitled to any refund in accordance with the Refund Policy, the College shall complete the refund within 7 working days from the date of the request.

Students are briefed on the Course Withdrawal Policy and Procedure during pre-course counselling and during student orientation. The course withdrawal policy and procedure is available in the College website and student handbook.

During orientation, students are informed on the implications to the status of the student pass for international students who withdraw from their course.

- BITC shall have a fair and reasonable withdrawal policy. The withdrawal policy shall be clearly communicated to all BITC students via the website and BITC Student's handbook.
- This policy applies when a student requests to stop his/her study and ceases to be a student of BITC. BITC will take no more than seven (7) working days to process any withdrawal application upon receiving the complete relevant written withdrawal application.
- BITC shall clearly explain the implication of the status of the Student's pass if international students withdraw from the College.
- BITC shall regularly review and update the withdrawal policy to ensure that it remains fair to the students.
- Students who wish to withdraw from the Course after commencement shall inform BITC in writing by filling up the relevant Course withdrawal form and state the reason(s) for withdrawal.
- All withdrawal applications are subject to Executive Chairman's approval.
- A student who has withdrawn is required to submit a new application, subject to the prevailing fees, in order to resume his/her studies, New application by international students is subject to ICA Approval.
- **Withdrawal Procedure**
 - Students shall submit their withdrawal request in writing by completing the course withdrawal (& refund) request form.
 - For students below the age of 18, the students' parents/guardians must approve and sign the course withdrawal (& refund) request form.
 - BITC will inform ICA of any change in students' status that may affect the Student's Pass issued and cancel the Student's Pass.
 - If the student is withdrawing to enrol in another PEI, BITC will provide student's information such as past attendance record and assessment marks to the PEI via ICA solar.
- BITC will charge a miscellaneous fee if the student requests for a certification letter. Such fees are set out in the detailed breakdown of fees in Schedule C of the BITC-Student contract.
- All withdrawal requests shall be approved by the Executive Chairman.
- Student Support Service shall determine if the student qualifies for any fees refund pertaining to the request for withdrawal.
- Student Support Service staff shall compute the refund amount in accordance to BITC refund policy. The fee refund shall be approved by Executive Chairman.

- Student Support Service shall complete the withdrawal process within 4 weeks from the date of student's withdrawal request to informing them of the outcome in writing.
- Student Support Service shall issue a formal letter to the student to reject or effect the withdrawal request.
- Student Support Service shall file a copy of the completed withdrawal request in the student P-file.

Course Transfer

Course Transfer Policy

"Course Transfer" refers to the student changes to another course of study within BITC. If the transfer is approved, the original Student Contract will be terminated and a new Student Contract will be undertaken. BITC's refund policy shall apply.

- The College allows student to transfer from a course X to another course Y within the college. This is treated as a withdrawal from course X (refund policy will apply) and a re-enrolment with the College into course Y.
- If the student is below 18 years of age, the parent or guardian's approval for the transfer will be required.
- A request to transfer to another course can be accepted if the student meets the admission requirements for the course he wants to transfer into, and there is available places in that course.
- For transfers, the service target is to complete the transfer process within 4 weeks for locally developed courses and within 8 weeks for courses collaborated with external partner.
- Students are briefed on the course transfer policy and procedure during pre-course counselling and also during orientation. Full details of the course transfer policy is available on the College website and in the student handbook.
- During orientation, students are informed on the implications of the status of the student pass for international students requesting a transfer which is as follow:
- if an international student requested for transfers to another course, the College is required to apply for a new Student's Pass for the student. The student will be briefed that should ICA reject the application for the new Student's Pass, the student requesting for the course transfer would have to return home.
- Pre-course Counselling shall be conducted to students for the new course.

Course Transfer Procedure

- Students shall submit their course transfer request in writing by completing the Course Transfer Request form.

- For students below the age of 18, the students' parents/guardians must also sign the Course Transfer Request form.
- All course transfer requests shall be accompanied with a valid reason and subject to approval by the principal.
- Student completes with withdrawal and refund (If applicable) procedure.
- BITC Course Counsellors conduct pre-course counselling to provide information on the new course.
- FPS provider is informed of change to status of the Student's status. For international students, BITC will inform ICA of any change in students' status that may affect the Student's Pass issued and cancel the Student's Pass. New student pass application shall be submitted to seek ICA's approval for the transfer.
- For student below the age of 18, the parent/legal guardian's consent shall be sought when they complete and sign the Course Transfer Request form.
- Students must meet the minimum entry requirements of the new course before any request is made.
- All course transfer requests shall be approved by the Executive Chairman.
- Student shall pay an administrative fee for the processing of transfer requests.
- Student Support Service shall determine if the student qualifies for any fees refund in accordance with the refund policy.
- Student Support Service shall compute the refund amount in accordance with BITC refund policy. The fee refund shall be approved by Principal.
- Student Support Service shall complete the transfer process within 4 weeks from the date of the student's transfer request to informing them of the outcome in writing.
- Student Support Service shall issue a formal letter to the student to reject or to affect the course transfer request.
- Student Support Service shall file a copy of the completed Transfer Request in the student P-file.

Course/Module Deferment

Deferment Policy

"Deferment of Course" refers to the student will postpone the current course they are attending to a later date for the same course.

"Deferment of Module(s)" refers to the student will postpone the completion of the remaining modules of the course they are attending to a later date for the same course.

There is a need to sign a new contract and/or an addendum to the existing contract. Students are allowed to defer only once up to a maximum of 12 months.

- All students shall be briefed on the Deferment Policy and Procedure during:

- a. Pre-course Counselling by Course Counsellors
- b. New student orientation by Student Support Staff

The Deferment Policy and Deferment Procedure can also be found in the following communication channels:

- a. Student Handbook
 - b. BITC Website and
 - c. Notice Boards
- The Student Support Services clearly explains the following to the student upon management approval of the course deferment request:
 - a. The implication on the status of the Student's Pass;
 - b. The need to sign a new Student Contract or an addendum to the existing Student Contact
 - Circumstances in which a deferment application will be granted:

A. Deferment of Course

- A.1 Student request with reason to defer his/her course commencement date to a later intake shall submit the Deferment Request Form (FRM 066) to the Student Support Service Department;
 - a. Parent / Legal guardian's written consent is required if the student is under 18 years of age;
 - b. The maximum allowable period for deferment is 6 months;
 - c. Make known to the student that he/she is required to submit a new request if there is a further need to defer the course commencement date.
 - d. Request for deferment must be approved by the Executive Chairman.

B. Deferment of module(s)

- B.1 Student fill-up and submit the Deferment Request Form (FRM 066) to request to defer a module or the remaining yet to complete modules of the course he/she is currently studying.
- B.2 Parent / Legal guardian's written consent is required if the student is under 18 years of age
- B.3 The maximum allowable period for the deferment shall be not more than 6 months or the allowable date to complete the course whichever is earlier;
- B.4 Request for deferment must be approved by the Head, Academic and then the Executive Chairman.

B.5 Time Frame for processing a deferment case

BITC shall complete the processing of deferment request within 4 weeks from the date of submission of the request by student.

Student Deferment Procedure

- **For deferment of course:**
 - a. Students shall submit the completed deferment request form to Student Support Service staff.
 - b. For student below the age of 18, the parent/legal guardian's written consent is required.
 - c. Student Support Service staff clearly explains the implication on the status of the Student's Pass to the international students if they request to defer from the BITC course.
 - d. The maximum allowable period for deferment is 12 months.
 - e. Student shall be informed that he/she is only allowed a one-time deferment of the course commencement date.
 - f. For approved deferment requests, Student Support Service staff shall issue a new Letter of Offer to the student to effect the deferment of course stating the new course intake date.
 - g. Student Support Service shall file a copy of the new Letter of Offer in the student P-file.
- **For deferment of module(s):**
 - a. Student shall submit their deferment request in writing to Student Support Service by completing the Course/Exam Deferment Request form accompanied with a valid reason and supporting documents.
 - b. For student below the age of 18, the parent/legal guardian's written consent is required.
 - c. Student will be counselled to access and verify the information before proceeding to process the request.
 - d. The maximum allowable period for the deferment or the allowable date to complete the course shall be not more than 12 months, whichever is earlier.
 - e. All requests for deferment of module(s) are subject to approval from Head, Academic.
 - f. Student Support Service shall follow up with the following processes:
 - i. Student Selection and Admission Process (EP-C5.3.2) for actions pertaining to application/renewal of Student's Pass;
 - ii. Student Contract Management (EP-C4.2.1) for actions pertaining to student contract.
 - g. Student Support Service shall file a copy of the approved deferment request in the student P-file.
 - h. International students will be required to cancel their Student's Pass as required by the ICA if their course deferment request is approved. Student Pass is subject to ICA's approval.
- Student shall pay an administrative fee for the processing of deferment requests.

- BITC shall complete the deferment process within 4 weeks from the date of the student's deferment request to informing them of the outcome in writing.

Student's Pass

All international students are required to hold a valid Student's Pass issued by Immigration & Checkpoint Authority (ICA) of Singapore in order to pursue full time study in Singapore.

Rules and Regulations concerning Student's Pass

Student's Pass is issued under the strict conditions set by ICA. International students must abide by these rules and regulations at all times:

- The Student's Pass is issued to the students for the purpose of studying in a particular course with BITC.
- International Students are required by ICA to maintain a class attendance of at least 90% throughout their period of study here.
- Students must always carry their Student Pass.
- BITC is obliged to inform ICA if student fail to attend classes for a continuous period of seven (7) days or more without valid reason, where the student's attendance in any month falls below 90% without valid reason. ICA may withdraw the student pass under any of the above-mentioned circumstances.
- Student's Pass holders who have been caught working in Singapore may lead to expulsion and deportation.
- Students must observe all laws, rules & regulations of Singapore.
- Students are not allowed to overstay in Singapore after the Student's Pass has expired, unless with written approval from the ICA.
- Students are to surrender the Student's Pass to Immigration & Checkpoints Authority (ICA) for cancellation within 5 days of the date of cessation or termination of studies.

Student Addresses

It is BITC student's responsibility to routinely update address information to reflect his/her most current residence or domicile. A copy of the Student's Particulars Update form is available from student support service dept.

Student Pass Renewal

Renewal of student pass applies to international students whose:

- Student pass expires before the end of their course of study with BITC.
- Student who are progressing their study with BITC and have fulfilled the requirements of continuing enrolment.

Students has the responsibility to inform the college and ensure that their student pass is valid and renewed on time. BITC will not be held responsible if your student pass has expired due to late renewal or the renewal application was rejected by the ICA.

Loss of Student Pass and Passport

It is the students' responsibility to ensure that their student pass and passport are safely kept. Should these documents be misplaced or stolen, you must immediately have them replaced.

If you lose your Student's Pass / or passport:

- Contact the police immediately to make a police report
- You should approach the Student Support Department immediately with the original police report to complete formalities with the college for application for replacement of student pass (with ICA).
- A replacement fee is payable to ICA for the replacement of student pass.
- For loss of passport, you should also approach the respective Embassy of your home country immediately with a copy of the police report to arrange for a replacement for your passport.

Cancellation of Student Pass

Your student pass will be cancelled under the following circumstances:

- Completion of course or withdrawal from the course with BITC
- Violation of regulations stipulated by ICA for the Student's Pass holder.
- You have been expelled from BITC

It is the students' responsibility to inform the college at least 30 days before the expiry of their Student's Pass.

International students returning to their home country permanently must inform BITC Student Support Department, to cancel the student pass, student will exchange their student pass for the Social Visit Letter issued by ICA.

The student will then be informed by the ICA of his / her social visit pass status. Students should note the expiry date of their social visit pass. Staying in Singapore without a valid social visit pass is an immigration offence.

Academic Related Information

Courses and Admission Criteria

Students may wish to view the BITC website (www.bitc.edu.sg) on the courses the institute offer and its admission criteria.

Course and Assessment Schedule

The course and assessment schedule can be found on the institute notice board and BITC website. Students are required to fulfil the assessment criteria stipulated in the module outline in order to complete the modules in their course (s).

Deferred Assessment

Students who are unable to be present for an examination or submit an assignment by the due date must obtain prior written approval from the college to defer the assessment. The student must submit a letter with supporting documentary evidence to the Student Support Services department at least 7 working days (depending on reasons for absence) before the scheduled examination date or assignment due date. An alternative exam date or assignment due date is normally granted, without penalty, for valid reasons such as:

- a. Military service;
- b. Certified medical conditions acceptable by the College;
- c. Bereavement of family members, parents, spouse or children;
- d. Official overseas assignment; and
- e. Religious observance

The prerogative to defer the assessment rests solely with the college whose decision remains final. A student who fails to turn up for an examination or fail to submit an assignment by the due date without prior approval shall be deemed to have attempted and failed the examination or assignment.

Referred Assessment (Re-sit)

Referred assessment (Referral) refers to a further attempt ('reassessment', 'resit' or 'repeat') at a module assessment without the need to repeat any attendance. Referral occurs when a student fails to meet the pass criteria for a module. A student who has a referral needs to sit for the referred examination or resubmit an assignment which would be scheduled two weeks after the release of the results. Students are only required to undertake re-assessment for the component that has been failed. The grade for the referred component is capped at the minimum pass grade. A re-assessment fee will be imposed.

Re-module

A student who fails the referred assessment may be given a final chance at the discretion of the college. The onus lies with the student to prove that he or she deserves a second referral. A student who is not granted a second referral will have to re-module. Similarly, a student who fails the second referral has to re-module. A student who is required to re-module has to sign a student contract, pay re-module fees and attend lessons. For international students, re-module is also dependent on whether the student is able to obtain a valid student pass from ICA.

Criteria for Course Award – Awarding of Certificates

The College has set criteria for grading and awards for each of the programs that the College delivers. Only Students who meets the following criteria will be awarded the course certificate.

- a. Completed and passed all required assessments, exams, assignments, presentations, and Industrial Attachment or Project Work in lieu of Industrial Attachment.
- b. No certificate will be awarded if students do not successfully complete the Industrial Attachment module, if applicable.
- c. All students must attain the required minimum attendance to be eligible for course award.
 - i) 90% attendance rate for International Students issued with Student Pass to comply with Immigration & Checkpoints Authority (ICA) Regulations and 75% for students who do not require ICA pass.
- d. Industrial Attachment is a compulsory module for some of our courses. In the event that a student is unable to participate in the Industrial Attachment module due to circumstances beyond the control of BITC; the student will be provided as a last resort, to successfully complete the Project Work to be considered for graduation from course and be eligible for the course award. Such events consist of but not limited to are as follows:
 - 1) TWP not approved by MOM.
 - 2) Failed in all Industrial Attachment Interviews.
 - 3) Medical Conditions.

Academic Misconduct

If you are found guilty of for any form of cheating/plagiarism or in any way compromising your exams (academic) integrity, you will be subjected to disciplinary action which includes warning, expulsion and cancellation of Student's Pass. Students will be advised in the module outline on all forms of cheating/plagiarism.

Punctuality for Lesson

All students are expected to be punctual and attend class during the entire schedule period. Student attending class after 15 minutes of the stipulated time class time will be marked as late. Student who are consistently late and without valid reason shall be subjected to the disciplinary action according to BITC policy and procedure.

Student Attendance

You will be marked absent for classes missed and should discuss with your lecturer/instructor the effect this absence will have on your overall class attendance record.

Copyright Law

Students are to observe the Copyright law on intellectual properties such as course syllabus and library materials.

Appeal of Assessment Results

- a. Students who wish to appeal against their final results shall write to the Student Support Services staff within 7 working days (as required by CPE) from the date of releasing the final

results. The letter of appeal must state detailed reasons for the appeal. Student will not be allowed to view his/ her examination scripts.

- b. Students will be informed in writing on the decision of BITC Examination Board pertaining to the appeal. The decision of the BITC Examination Board is final.
- c. The appeal results will be released within 4 weeks for in-house courses and 8 weeks for external courses. All appeal results are final.
- d. BITC reserves the right to reject applications which are incomplete or late; and the registration fees collected at the point of registration will be refunded to students whose applications are rejected.
- e. Only one appeal per Assessment / Examination is allowed. No re-appeals are permitted.

Medical Certificate and Leave Application

- In line with the Immigration and Checkpoint Authority of Singapore (ICA) and the College's academic requirements, students who do not meet the attendance requirement as follows may result in termination or expulsion.
 - International Students on Student Pass $\geq 90\%$
 - Local Student or Non-Student Pass Holders $\geq 75\%$
- Students who are sick shall contact the Student Support Services (SSS) staff immediately and inform them of the number of days of medical leave he/she had been given by the doctor.
- Upon return to College, the student shall submit his/her medical certificate to SSS staff for verification and recording purpose.
- Students who wish to apply for leave must submit his/her application to the SSS staff. The application will be approved by the Head, Academic or programme leader on a case-by-case basis with justifications that are acceptable by ICA.

Students with valid reasons are permitted to apply for leave through an official leave form, and must furnish:

- **For medical reasons** – A Medical Certificate or appointment letter for medical treatment.
- **For compassionate leave** – A copy of the return ticket and death certificate/notification (if applicable).
 - Any other reasons other than medical and compassionate mentioned above must be approved by the Head, Academic.
 - The SSS staff will inform the student of his/ her leave application outcome.

Feedback/Complaint/Dispute/Grievance (Student Redress)

Student Feedback & Complaints Procedure

At BITC, we value feedback from our students and feedbacks are welcome. We continuously seek opportunities to improve our processes and procedures so that we can continue to serve our students better.

Students may obtain and fill up the Feedback Form from our Student Services (SS) at the front desk and forward their feedback via email to: enquiry@bitc.edu.sg

We give top priority to student's well-being and satisfaction and welcome your feedback. Please contact us immediately if you have any feedback, complaints, or suggestions. We will investigate and resolve complaints within twenty-one (21) working days, depending on the complexity of each case.

If the college is unable to resolve the complaint amicably, students and BITC can refer the matter to Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through mediation. All evaluations and feedback will be treated in strictest confidence.

Student Suggestion Scheme

BITC has a suggestion scheme which encourages students to suggest improvement ideas which may be helpful in solving issues or improving learning process or learning environment. Through the suggestion scheme, students can participate directly in the improvement of college.

Students are encouraged to provide suggestions and/or ideas on the possible improvement that can be made to the procedures and processes, whether directly relating to the individual's work or not.

The suggestion form is easily available at the reception area; students are encouraged to actively participate in the suggestion scheme. Students can pass the suggestion forms to the Student Support Services.

Student Code of Conduct

BITC requires all students to conduct themselves in accordance with the standards of their future professions. They must abide by the laws of Singapore and the regulations of BITC. All students must not commit any of the following:

- Violation of ICA rules & regulations (Student's Pass holders who have been caught working in Singapore will be expelled and have their student's pass cancelled).
- Failure to maintain minimum attendance requirements as follows (may result in expulsion and cancellation of student's pass):

- International Students on Student Pass $\geq 90\%$
- Local Student or Non-Student Pass Holders $\geq 75\%$
- Violation of Singapore laws (may result in imprisonment, fine, caning or death penalty) such as:
 - Rape, including acquaintance rape and/or sexual assault, in any form.
 - Any kind of physical abuse, verbal abuse, intimidation, harassment, coercion, stalking, and/or any conduct that threatens or endangers the physical or psychological health/safety of another person.
 - Vandalism, Mischief and/or theft and all forms of gambling.
 - Drink driving
 - Misuse of Drugs
 - Murder
 - Robbery
 - Cheating and forgery
 - Breach of intellectual property rights
 - Falsification, alteration, or misuse of BITC documents.
 - Theft, deliberate destruction, damage, misuse, or abuse of BITC property or the property of private individuals associated with BITC.
 - Failure to comply with all emergency evacuation procedures, disregarding safety practices, tampering with fire protection equipment, or violation of any other health and safety rules or regulations.
 - Failure to keep electronic devices in the “off/ silent” mode while in the classroom.
 - Defamation - spreading untruth and damaging remarks about the College, its staff, or fellow students which are deemed to be detrimental to the good name and reputation of the College.
 - Participation in any wilful or negligent acts that result in damage, loss, theft or activities not befitting the good name of the College.
 - Inappropriate or profane behaviour that causes a disruption of teaching, administration, disciplinary proceedings, or other activities.
 - Failure to be properly attired and to observe a sense of decorum when within BITC premises.
 - Filming and Video Recording in BITC without permission from authorised staff.
 - The use of alcoholic beverages or controlled substances in BITC premises, including the purchase, consumption, possession, being under the influence of, or sale of such items.
 - The use of any tobacco products in BITC premises.
 - Eating or drinking in the classrooms or any location other than designated areas.

- Bringing children into the BITC teaching areas. BITC does not provide childcare services and cannot assume responsibility for their health and safety.
- Bringing dangerous items such as explosives, firearms, or other weapons, either concealed or exposed, onto BITC property.
- Unauthorized presence in, or forcible entry into, a BITC facility or BITC related premises is not allowed.
- Academic misconduct - Cheating in examinations / tests - Any form of plagiarism or cheating in tests and examinations may result in disciplinary action, not excluding expulsion from the course.
- Failure to comply with all BITC regulations, whether contained in official BITC publications or announced as administrative policy by a BITC official or other person authorized by the Principal/Management of BITC.
- Failure to obey instructions of staff acting within the scope of their employment responsibilities.

Disciplinary Policy

1. Abide by Singapore Laws and Student Code of Conduct

At BITC, students are expected to maintain and uphold the highest standards of integrity and honesty in line with respect of self, respect of others, and abide by the Singapore laws and the BITC's Student Code of Conduct.

2. Disciplinary Measures

The Disciplinary Policy sets out the disciplinary measures that BITC will take against the student when he/she had committed an offence. The disciplinary measures shall be implemented in the form of intervention measures (except, Expulsion/Termination of study) in the following order:

- 1st Counselling
- 1st Warning
- 2nd Warning (Final Warning)
- Expulsion/Termination of Study

3. For Serious/Major Offence

The order of implementing disciplinary measures will be determined by the seriousness of the offence. Student may be subjected to the most serious disciplinary measure 'Expulsion/Termination of Study' for major offences but not limited to the following:

1. Breaking any Singapore law (e.g., theft, fighting, possession of dangerous weapons).
2. Illegal employment while holding a Student's Pass.
3. Assault or acts of violence
4. Drug related offences
5. Sexual misconduct such as sexual assault, outrage of modesty and voyeuristic act
6. Bullying, harassment, or intimidation.
7. Non-compliance to Student Code of Conduct
8. Student's Pass holders absent for more than seven (7) continuous days without approval.

9. Any other serious act of misconduct that threatens the safety, welfare, or reputation of the College community.

4. **For Minor Offences**

Student who had committed a minor offence shall be subjected to the disciplinary measures as mentioned under the disciplinary policy.

Examples of minor offences:

1. Failure to achieve minimum attendance rate
2. Late for attending lessons
3. Untidy dressing or inappropriate dressing
4. Any other behaviour that disrupts teaching, learning, or administrative activities, or that is deemed unprofessional

5. **Effectiveness of Disciplinary Measures**

BITC shall evaluate the effectiveness of disciplinary measures in January of each year for the previous year.

Student Attendance Policy

1. Attendance Requirements

- **Local Students**

Students are required to maintain a minimum of 75% attendance per month. This is the course attendance requirement and also serves as the eligibility criterion for the respective module assessment.

- **International Students (Student's Pass Holders)**

Students holding a Student's Pass must maintain a minimum of 90% attendance per month, as required by the Immigration & Checkpoints Authority (ICA). Attendance is monitored on a cumulative basis.

- Any Student's Pass Holder whose attendance falls below 90% will be subject to disciplinary action.
- Students who are absent for 7 or more consecutive days without valid reason shall have their Student's Pass cancelled as per ICA regulations.

2. Attendance Requirement to Qualify for Assessment

All students must attain a minimum of 75% attendance in each respective module in order to qualify for its assessment. Failure to meet this requirement will result in ineligibility for the assessment, and the module will be considered failed. Students who fail on this basis will be required to re-module.

3. Intervention Measures

Students who do not meet the stipulated attendance requirements will be subject to the College's intervention and disciplinary measures.

4. Evaluation for Effectiveness of Intervention Measures

BITC shall evaluate the effectiveness of the intervention measures in January of each year for the previous year.

Disciplinary Actions

Any student who has poor attendance or suspected to have violated the student code of conduct shall be referred to the Director (Student Support Services) for appropriate intervention measures.

A counsellor will be assigned to speak to the student. Based on the counsellor's report, the college will decide on the penalties and/or intervention measures.

Poor Conduct and Attendance Penalties

Students who violate any of the offences listed in the student code of conduct will be subjected to disciplinary sanctions commensurate with the seriousness of the offences. Such disciplinary actions include:

- a. 1st Counselling (Verbal Warning)
- b. 1st Warning Letter
- c. 2nd Warning Letter
- d. Final Warning Letter
- e. Expulsion (and cancellation Student's Pass for international students)

The college may expel students and cancel their Student's Pass under any of the following conditions:

- a. Students who have been absent for more than 7 consecutive working days without valid reasons.
- b. Students who have received more than 3 warning letters for poor attendance.
- c. Students who fail to maintain the minimum attendance requirement of $\geq 90\%$ for International Students on Student Pass and $\geq 75\%$ for Local Student or Non-Student Pass Holders
- d. Students who have been found guilty of academic misconduct such as cheating in an examination or assignment plagiarism.
- e. Students who committed an offence in Singapore resulting in the cancellation of Student's Pass by the authorities.

Suspension / Termination & Expulsion

Suspension occurs when a student is barred from attending lessons for a specific period due to misconduct. Suspension, when imposed on the international student, would result in a

necessary extension of the Student's Pass duration (subjected to ICA approval) which will affect the student's learning journey, and also an increase on living expenses for the students due to their extended stay in Singapore. As such, suspension will not be a disciplinary penalty or action taken against student.

All Students will only be subjected to Termination & Expulsion in the event that sufficient evidence shows that the student in question has wilfully and knowingly breach the "BITC Student Code of Conduct" and/or refused to attain requirements stated in the handbook under section (14) of the "BITC Student Code of Conduct". Student may be terminated or expelled from BITC under this circumstance subjected to Principal's approval.

- Upon Student's expulsion / termination, Student Contract will be terminated, the Fee Protection Scheme account will be terminated, and International Students must surrender the student pass immediately upon receiving the Course Termination and Expulsion letter. For international students, the student pass will be cancelled.
- No refund of the course fees will be made for students who have breached the Termination / Expulsion Policy.

Uniform and Dress Code

Students are required to maintain a clean, neat, and smart appearance always. Students in school uniform must always adhere to proper dress code whether within or outside of school premises. You are advised strictly against changing in the Lecture Rooms, Workshops or along corridors.

Appropriate Grooming Standards

Hair Style - For Male Students

- Hair must be neatly trimmed. Highlighting and streaking are not permitted. If hair colouring is required, it is limited to shades of dark brown, black or natural birth colour.
- Hair should be above the neckline and face must be clean-shaven unless for religious reason.

Hair Style - For Female Students

- Hair must be neatly trimmed. Highlighting and streaking are not permitted. If hair colouring is required, it is limited to shades of dark brown, black or natural birth colour.
- Female students with long hair should bun up their hair during training restaurant-based learning.
- Light make up is acceptable (except for students during kitchen practical).
- Female students should have their hair tucked into hair nets under their caps during kitchen-based learning.

Accessories: For Male and Female Students

- Facial and visible body piercings of any kind are not allowed.
- Small studded and non-dangling earrings are allowed for female students during classroom-based and training café-based learning. Male students are not allowed to put on any type of earrings.
- For safety reasons, strictly no accessories and contact lenses are allowed during kitchen-based learning.
- Fingernails must always be kept short and clean. Nail polishes are not allowed.
- Cut, wounds, scratches or skin “breaks” from fingertips to the beginning of the forearm must be protected by soft, white cotton gloves or surgical rubber gloves.

Dress Code for Kitchen / Training Cafe-Based Learning

(For Male and Female Students)

Attire Training Cafe-Based Learning

- Male: Long sleeved white top and black long pants. Shirt to be tucked in.
- Male: Plain black business shoes with dark coloured socks.
- Female: Plain black full-covered flat or low heel shoes (not more than 2 inches).
- Female: Long sleeved white top with long black pants or black knee-length skirt (within 1 inch above the knees). Blouse to be tucked in at all times.
- Standard BITC issued apron should be worn during barista training.

Attire Kitchen-based Learning

- BITC black/white polo T-shirt with black pants. Shirt to be tucked in at all times.
- Plain black non-slip full-covered shoes with dark coloured socks.
- Standard BITC issued apron should be worn during kitchen training.
- Your hat must completely cover your hair. If this is not possible, you must first cover your hair with a hair net before wearing your hat.
- Hair net and chef hat should be worn during kitchen training at all times.

Pastoral Counselling

BITC have dedicated Student Pastoral Counsellors to provide personal and emotional support to our students, especially to help them cope with stress relating to a new environment in Singapore, local culture, or academic matters.

Students who wish to talk to our pastoral counsellors may contact the college at Tel: (65) 6276 6337 or email enquiry@bitc.edu.sg in case of emergency you may contact +65 8733 0173 (24/7)

Student's Orientation

All new students are required to attend the Student's Orientation scheduled on or before the start of your first class. The orientation is for you to get acquainted with BITC's policies and essential information.

Service Quality

BITC's brand name is recognised for its commitment to service quality.

Some of BITC service quality deliveries are as follows:

Type of Request / Services	Response Time
Resolve complaints	Within <u>21 days</u>
Course transfer / Withdrawal / Deferment	Complete processing within 4 weeks
Process refund for course withdrawal (if qualified)	Within 7 working days from date of request
Release of Examination results	Within 3 months from the assessment date
Appeal on Examination Results	Release appeal results within 4 weeks for in-house courses and 8 weeks for external courses

General Information About Singapore

Transportation

Transport via bus services and / or the Mass Rapid Transit (MRT) system are easy and convenient. The EZ-Link fare card which used to pay for bus and MRT rides can be purchased from all MRT stations and bus terminals.

Postal Services & Telephones

Post Offices are available within walking distance from our campus. Mailboxes can be found in most places and at almost every MRT stations.

The main mobile operators in Singapore are SINGTEL, M1, Circles and STARHUB. Students who wish to may purchase a mobile phone fixed plan, prepaid sim cards are also available for purchase at any of these mobile operators

Estimated Cost of Living

The table below provides guidance to international students on the expected estimated cost of living in Singapore

Item	Estimated Cost Per Month	Remarks
Accommodation	S\$350 – S\$1,500	Rental varies geographical area, type of accommodation, facilities provided and number of people sharing
Utilities	S\$50 – S\$80	Not applicable for hostels
Food	S\$300 – S\$450	
Public Transport	S\$50 – S\$100	Depends on mode of transport and distance of commute
Telecommunications	>S\$30	Varies with usage and promotional package subscribed
Books & Stationery	S\$30 – S\$100	Varies with course enrolled

Bank Account

Students who wish to may open a bank account with any of the banks in Singapore. A Nets or debit card (“ATM card”), together with your Personal Identification Number (PIN) will be given to students when you open a bank account.

Automated Teller Machines (ATM) are easily available around Singapore and you can withdraw money from your saving accounts through these machines anytime of the day.

Smoke-Free

BITC is a smoke-free college. In compliance with safety measures and BITC policy, smoking is permitted only in specifically designated areas located outside the building.

Any individual found smoking in a prohibited place is liable on conviction to a fine S\$200. If convicted in the Court, the offender will be liable to a fine up to S\$1,000.