

BITC INTERNATIONAL COLLEGE

STUDENT'S HANDBOOK



Professional Training Courses By The Professionals

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.

Table of Contents

No.	Descriptions	Page No.
1	About Baking Industry Training College (BITC)	5
2	Our Vision, Mission and Core Values	6
3	BITC Organisation Chart	7
4	BITC Faculty	7
5	BITC Registration and EduTrust Certification	7
6	BITC Advertisement and Promotional Materials	8
7	BITC Students	8
8	BITC Confidential and Security Commitment	8
9	Useful Websites and Contacts	9
10	BITC Resources and Facilities	11
11	General Information	11
12	Fee Protection Schemes	12
13	Refund	13
14	Course Withdrawal	17
15	Course Transfer	18
16	Deferment	19
17	Student's Pass	20
18	Academic Related Information	22
19	Appeal of Assessment Results	24
20	Medical Certificate and Leave Application	24
21	Feedback/Complaint/Dispute/Grievance (Student Redress)	25
22	Student Code of Conduct	26
23	Disciplinary Actions	28
24	Appropriate Grooming Standard	29
25	Pastoral Counselling	30

26	Student Orientation	30
27	Service Quality	30
28	General Information about Singapore	31

1. About BITC International College

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 will continue 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 Private Education Institution (PEI) registered with SkillsFuture Singapore (SSG). BITC has also attained the 4-Year EduTrust 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 give our graduates the professional edge.

BITC prides itself on a student-centered 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 it's students 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.

2. Our Vision, Mission and Core Values

Our Vision

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

Our Mission

To create opportunities for ALL learners to acquire knowledge, skills and competencies for employment in the global market.

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

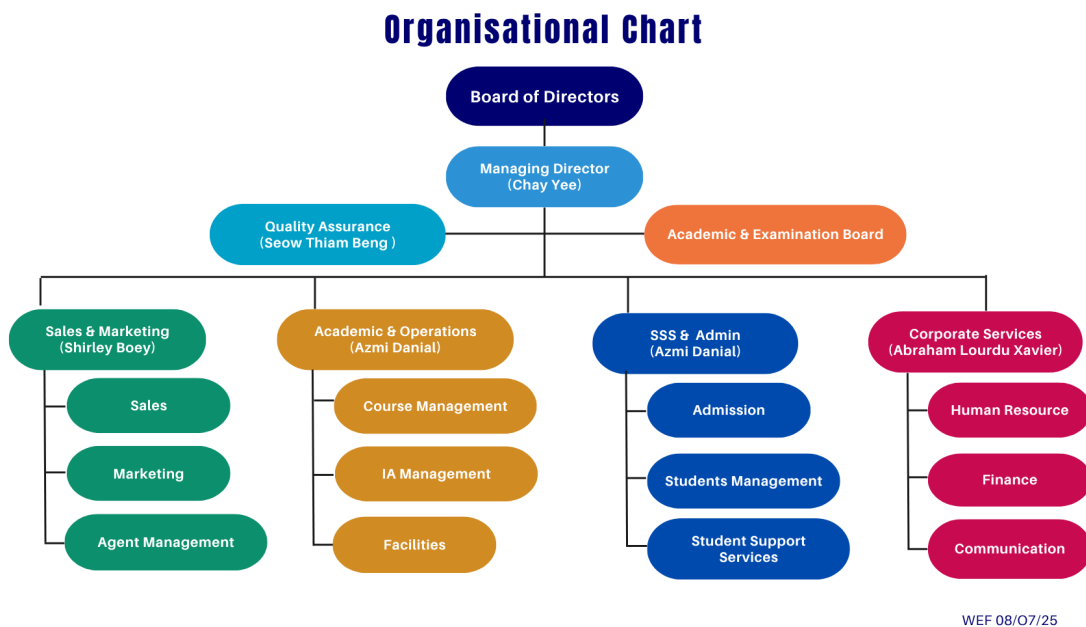
Teamwork

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.

3. BITC Organisational Chart



4. 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 SkillsFuture Singapore. Our school also include excellent facilities providing a conducive learning environment.

5. BITC Registration and EduTrust Certification

BITC is registered with SkillsFuture Singapore (SSG) as a Private Education Institution (PEI).

BITC has attained the 4-Year EduTrust 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 give our graduates the professional edge.

6. BITC Advertisement & Promotional Materials

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

7. BITC 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.

8. BITC Confidentiality and Security Commitment

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

All personal data 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).

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

Our Examination Board and staff of academic department ensure the confidentiality and security of examination and answer scripts.

In accepting a place at BITC, students have acknowledged that the responsible staff of BITC may discharge this right.

9. 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.

Tel 65- 6276 6337 (Mon – Fri: 9.00am - 5.00pm)

Email info@bitc.edu.sg

Website www.bitc.edu.sg

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

10. 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 and workshops. All our classrooms and workshops are wireless surf-zone, students can surf the internet through their own laptops or smart phone anywhere within the college's vicinity.

Our training workshops are 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

Total 2 workshops and 12 classrooms

No	Type of Facilities	Floor Area (Sq.m)	Max. Capacity (no)
Address: 162 Bukit Merah Central #03-3555, Singapore 150162			
1	Classroom 1	72	48
2	Baking Workshop 2	72	48
3	Baking Workshop 3	72	48

11. General Information

11.1 Wireless Connection

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

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

11.2 Health Precaution

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

11.3 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 Student Support Services or by calling telephone number 65 6276 6337 and making an appointment.

11.4 Other Important General information for Students:

- All application fees paid are non-refundable
- Students, agents and parents should refer to the SSGs' website at www.ssg.gov.sg if there are any doubts or queries that they may have regarding the college, EduTrust certification scheme or Fee Protection Scheme.
- Students may need to undergo a medical check-up prior to issuance of Student's Pass. The details of the same will be provided by our Student Support Service staff.
- 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 by ICA to settle outstanding issues before returning home.

12. Fee Protection Scheme (FPS)

The Fee Protection Scheme (FPS) serves to protect students' fees in an event where the PEI is unable to continue operating due to insolvency, and/or regulatory closure. The Fee Protection Scheme also protects if the PEI 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 students taking courses at PEIs.

BITC has appointed Liberty Insurance as the service provider of the Fee Protection Scheme – Group (FPS-G) to provide full protection to all fees* paid by students.

13. Refund

13.1 Refund Policy

BITC International College (BITC) is committed to handle refund of course fees arising from the below situations in a timely manner:

A. 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 (each a “Refund Event”):

- a. It cannot commence the provision of the Course on the Course Commencement Date;
- b. It cannot complete the provision of the course by the Course Completion Date;
- c. It terminated the Course before the Course Completion Date;
- d. The student does not meet the course entry or matriculation requirements as stated in Schedule A of the Student Contract.
- e. The Immigration & Checkpoints Authority of Singapore (the “ICA”) rejects the Student’s application for the Student Pass.

Where any of the Refund Events in Clause 14.1A a, b & c has occurred, upon termination of the Student Contract, BITC shall refund the student the following amount within 7 working days of the termination:

- a. For Clause 14.1Aa, refund all Course Fees and Miscellaneous Fees paid by the student;
- b. For Clause 14.1Ab, refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the course, whichever is higher.

- c. For Clause 14.1Ac, refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the course, whichever is higher.

For Clause 14.1A1d and Clause 14.1A1e, student does not pay any Course Fees nor Miscellaneous Fees as these fees are only paid after the Student Pass application is approved by ICA and the Student Contract has been signed by both BITC and the Student. Therefore, refund does not occur in BITC under Clause 14.1Ad and 14.1Ae.

B. Refund During Cooling-Off Period

BITC will provide the Student with a cooling-off period of ten (10) days after the date that the Student Contract has been signed by both the student and BITC. The student shall be entitled to, without any liability whatsoever to BITC, forthwith terminate the Student Contract at any time within the Cooling-Off Period, BITC shall refund to the student all Course Fees and miscellaneous Fees paid within seven (7) working days of the receipt of the written notice to terminate the Student Contract.

C. Refund for Withdrawal Outside the Cooling-Off Period

If the Student Contract is terminated at any time after the Cooling-Off Period and before the course completion Date, upon receipt of the termination notice, BITC shall refund the student within seven (7) working days the amount as determined in accordance with the Refund Table as listed under Schedule D of the Student Contract.

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%	More than 30 days before the Course Commencement Date
10%	On or before, but not more than 30 days before the Course Commencement Date
0%	After, but not more than 7 days after the Course Commencement Date
0%	More than 7 days After the Course Commencement Date

Definition of Fees

Fees refer to all monies paid to BITC by the student to be enrolled into a course provided by BITC. Fees are categorized as:

- a. Application Fee (Non-Refundable)
- b. Course Fees
- c. Miscellaneous Fee

a. Application Fee

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.

b. Course Fees

Course fee refer to the fees that student pays to BITC for enrolling into a course offered by BITC.

c. Miscellaneous Fees

Miscellaneous fees refer to any non-compulsory fees potentially chargeable by BITC on account of, or arising from, the Student undertaking of the course, and as described in Schedule C of the Student Contract.

The Miscellaneous Fees is also available in the Website or Student Contract.

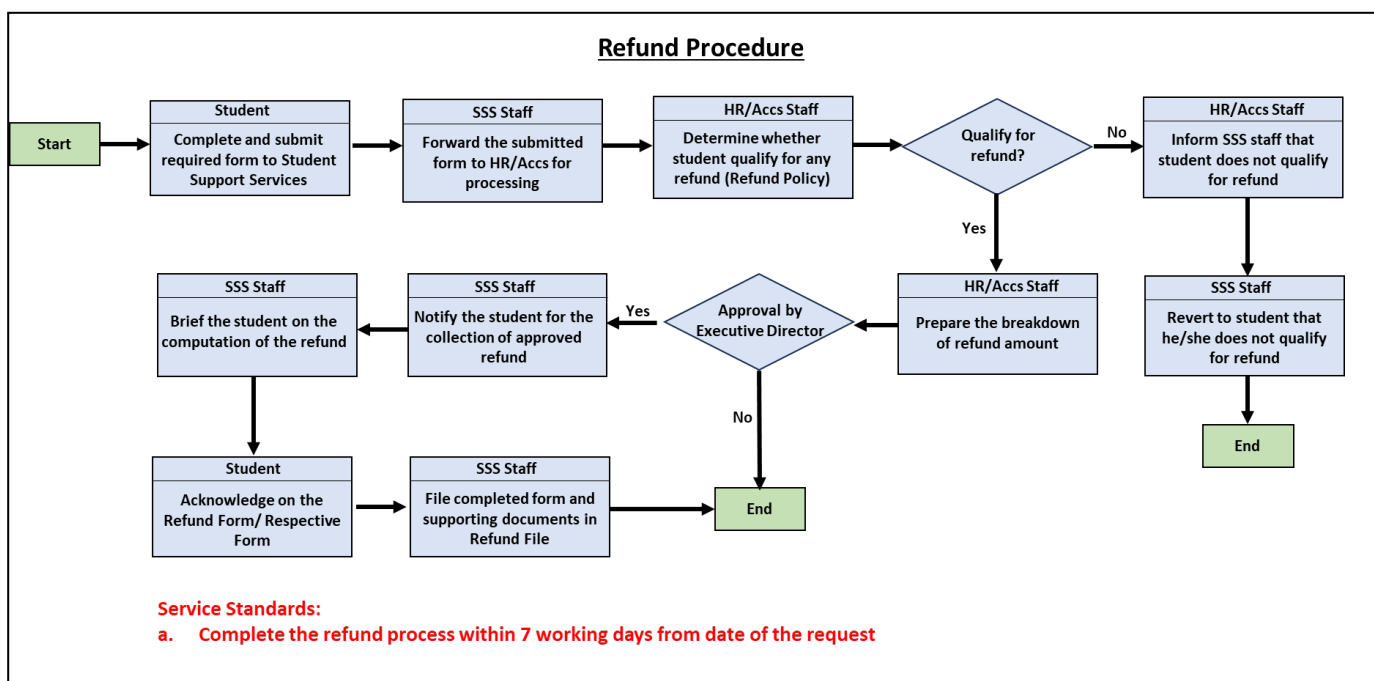
Miscellaneous Fees paid are not refundable if services are rendered.

List of Miscellaneous Fees

Type and Purpose of Fees	Amount (with GST, if any) (S\$)
Admin. Fee for Student's Pass Renewal	87.20
Late Payment Fees	1% per week
Re-assessment Fees (per module) 1 st Attempt	54.50
Re-assessment Fees (per module) 2 nd Attempt	109.00
Re-module Fees (per module)	856.40
Assessment Appeal Fee (per module)	109.00
Comprehensive Medical Insurance	327.00
Re-issue Uniform (1 top)	27.25

Chef Jacket (per piece)	27.25
Apron & Hat	23.20
Make-up Lesson (4 hours) as per request	54.50
Student's Pass Medical Check-up (payable to Medical Clinic)	*60.00
(On renewal) ICA Student's Pass Issuance + ICA Processing Fee (Payable to ICA)	*(90.00 + 30.00)
Request Letter and Certifying Letter / Statement	27.25
Certified True Copy of Diploma Certificate / Transcript	54.50

13.2 Refund Procedure



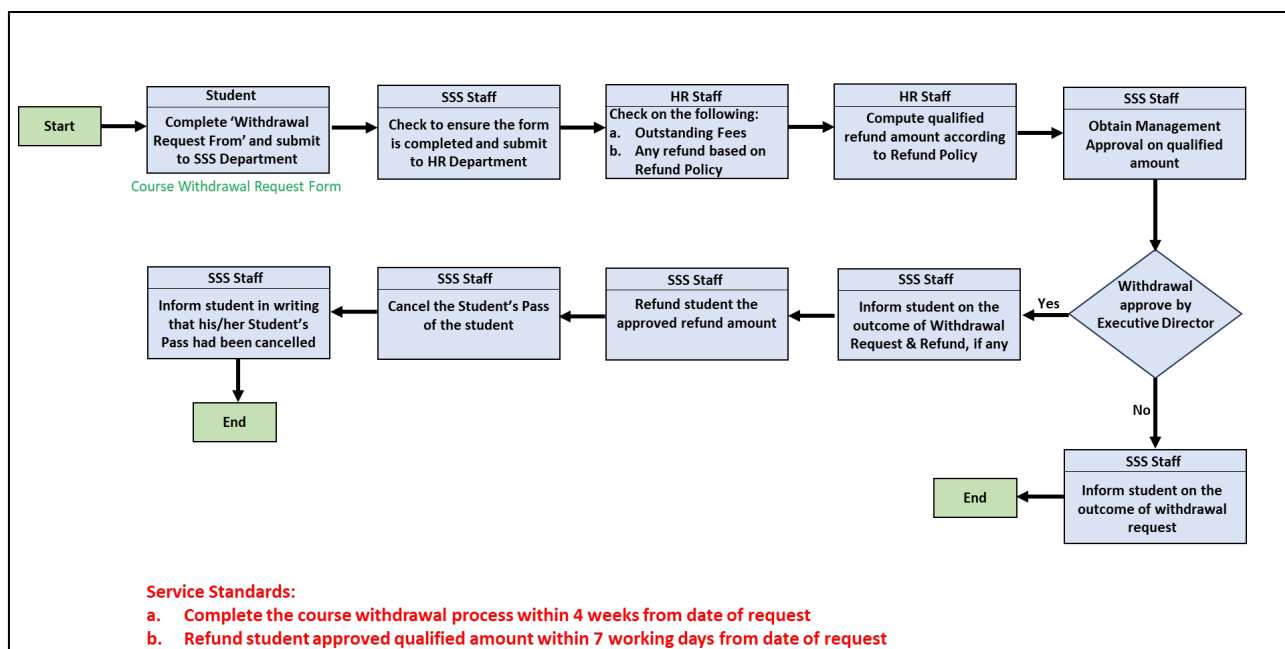
14 Course Withdrawal

14.1 Withdrawal Policy

BITC is committed:

- a. To communicate BITC's Course Withdrawal Policy and Procedure to all students.
- b. To process the 'Request for Withdrawal' only if the student submits a duly completed 'Request for Withdrawal' form with valid reason(s) and if the student is below 18 years of age, the parent or guardian's approval for the transfer request will be required.
- c. To brief the student on the implication of his/her Student's Pass.
- d. To ensure any refund entitlement (based on BITC's Refund Policy) resulted from the withdrawal request is calculated based on the Refund Policy. All qualified refund shall be approved by the Executive Director, School of Higher Education. All refund shall be completed within 7 working days from the date of withdrawal request.
- e. BITC shall complete the withdrawal request within 4 weeks from the date of the withdrawal request.

14.2 Withdrawal Procedure



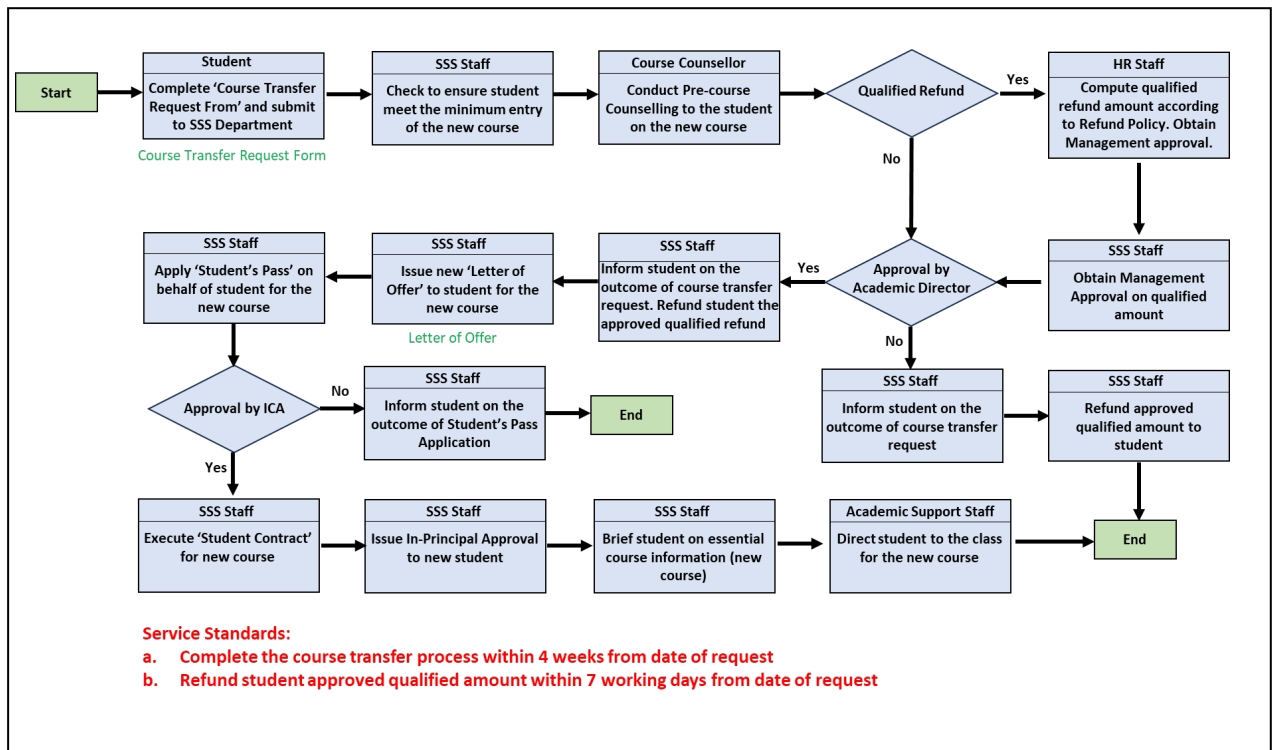
15. Course Transfer

15.1 Course Transfer Policy

BITC International College (BITC) is committed:

- f. To communicate BITC's Course Transfer Policy and Procedure to all students.
- g. To process the 'Request for Transfer' only if:
 - h. The student submit a duly completed 'Request for Transfer' form with valid reason(s) and if the student is below 18 years of age, the parent or guardian's approval for the transfer request will be required.
 - i. The student meets the admission requirements for the course he wants to transfer into
 - j. There is available place in that course.
- f. To perform Pre-course Counselling to student on the new course.
- g. To brief the student on the implication of his/her Student's Pass.
- h. To complete the processing of 'Request for Transfer' within 4 weeks for locally developed courses and within 8 weeks for courses collaborated with external partner.

15.2 Course Transfer Procedure



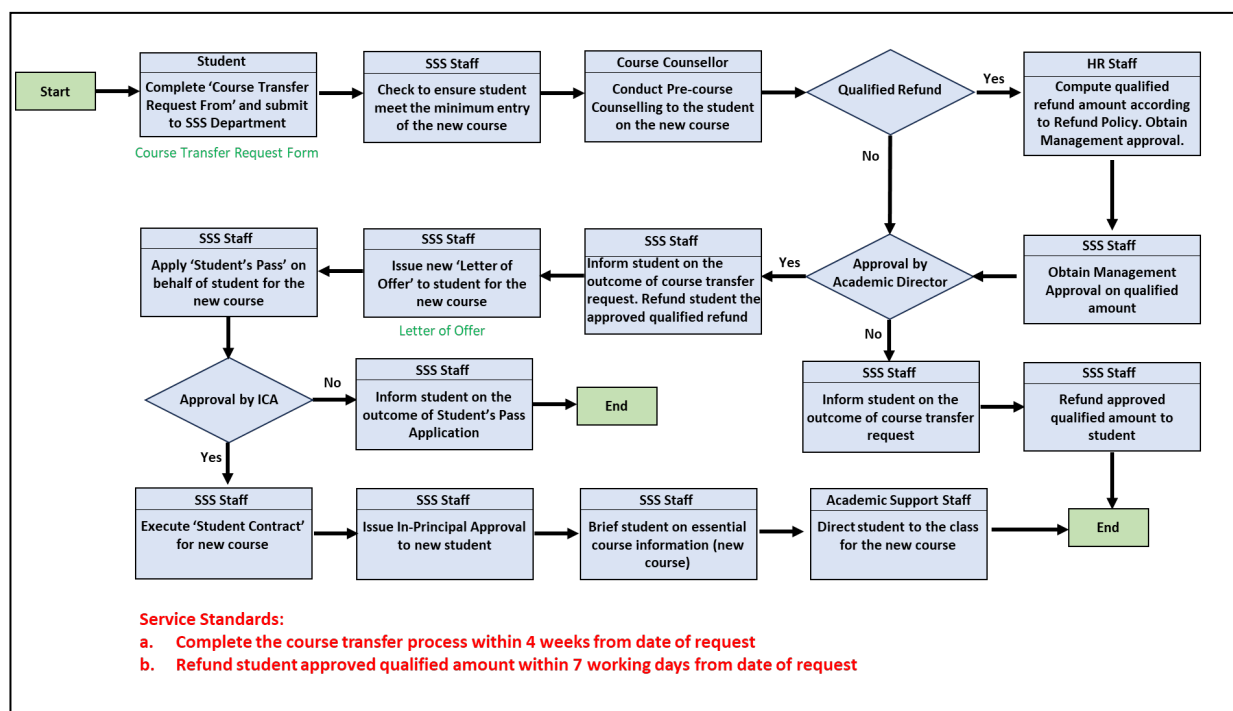
16 Deferment

16.1 Deferment Policy

BITC International College (BITC) is committed to:

1. Not accept any request for 'Deferment of Course'. Any prospective student who had enrolled into a course offered by BITC but unable to start on the course commencement date is deemed to have withdrawn the enrollment.
2. Communicate BITC's Deferment Policy and Procedure to all students.
3. Process the request for Deferment, the student is required to submit a duly completed 'Deferment Request form' with valid reason(s) and if the student is below 18 years of age, the parent or guardian's approval for the deferment request will be required.
4. To communicate the maximum allowable duration of 12 months for deferment of modules.
5. To brief the student on the implication of his/her Student's Pass.
6. To complete the processing of deferment request within 4 weeks for locally developed courses and within 8 weeks for courses collaborated with external partner.

16.2 Deferment Procedure



17 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.

17.1 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.

17.2 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.

17.3 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.

17.4 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 Service 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.

17.5 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 Service 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.

18 Academic Related Information

18.1 Courses and Admission Criteria

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

18.2 Course timetable and Assessment Schedule

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

18.3 18.4Deferred 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 Service department at least 7 working days 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.

18.4 Referred Assessment (Re-sit)

Referred assessment (Re-sit) 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.

18.5 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.

18.6 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.

18.7 Academic Misconduct

If you are found guilty such as 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.

18.8 Punctuality for Lesson

All students are expected to be punctual and attend classes as per their respective course timetables. Student who are late for class at or more than 15 minutes will be marked as late. Student who are consistently late and without valid reason shall be subjected to the disciplinary action.

18.9 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.

18.10 Copyright Law

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

19 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.

20 Medical Certificate and Leave Application

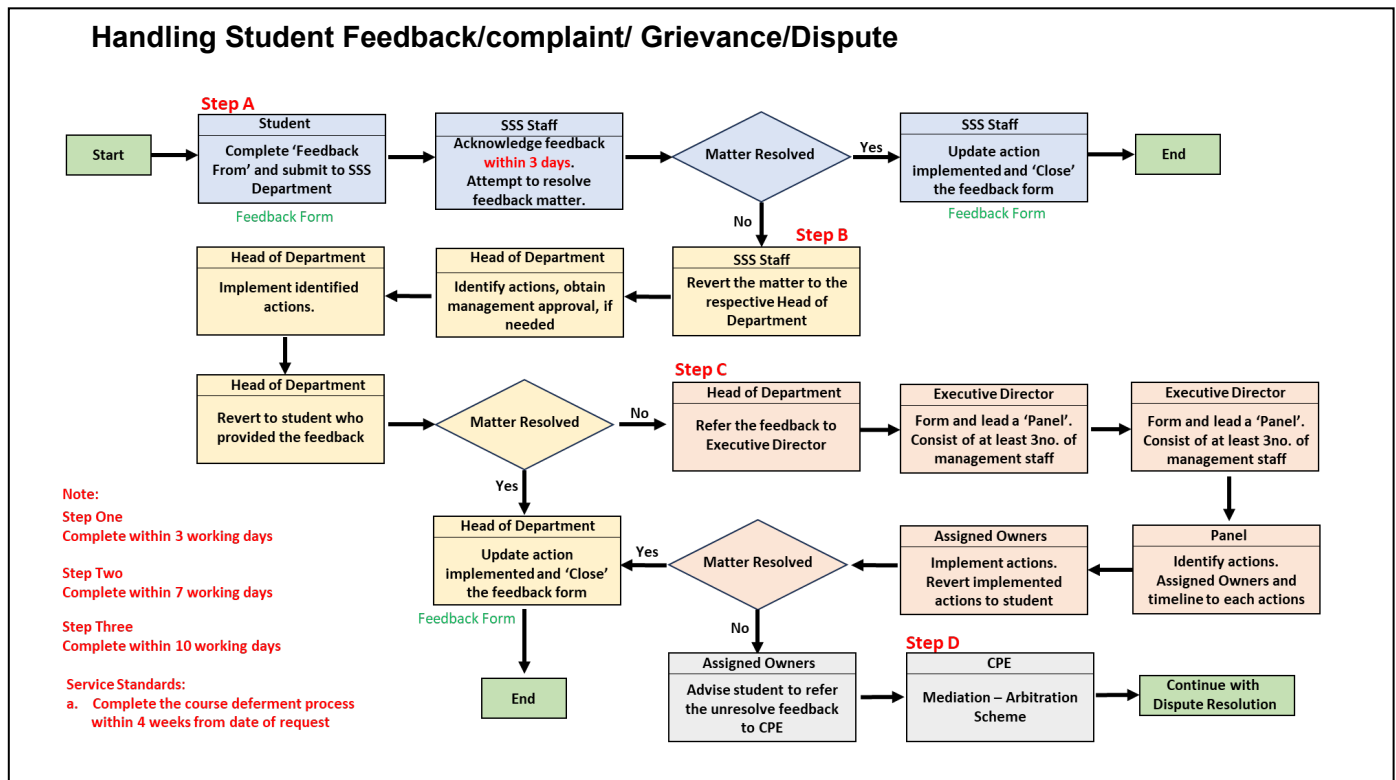
- Students who are sick shall contact the Student Support Services (SSS) staff immediately and inform them of the number of days of medical leave he/she had been given by the doctor.
- Upon return to College, the student shall submit his/her medical certificate to SSS staff for verification and recording purpose.
- Students who wish to apply for leave must submit his/her application to the SSS staff. The application will be approved by the Director (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 Director (Academic)
 - The SSS staff will inform the student of his/ her leave application outcome.

21 Feedback/Complaint/Dispute/Grievance (Student Redress)

21.1 Student Feedback & Complaints Procedure



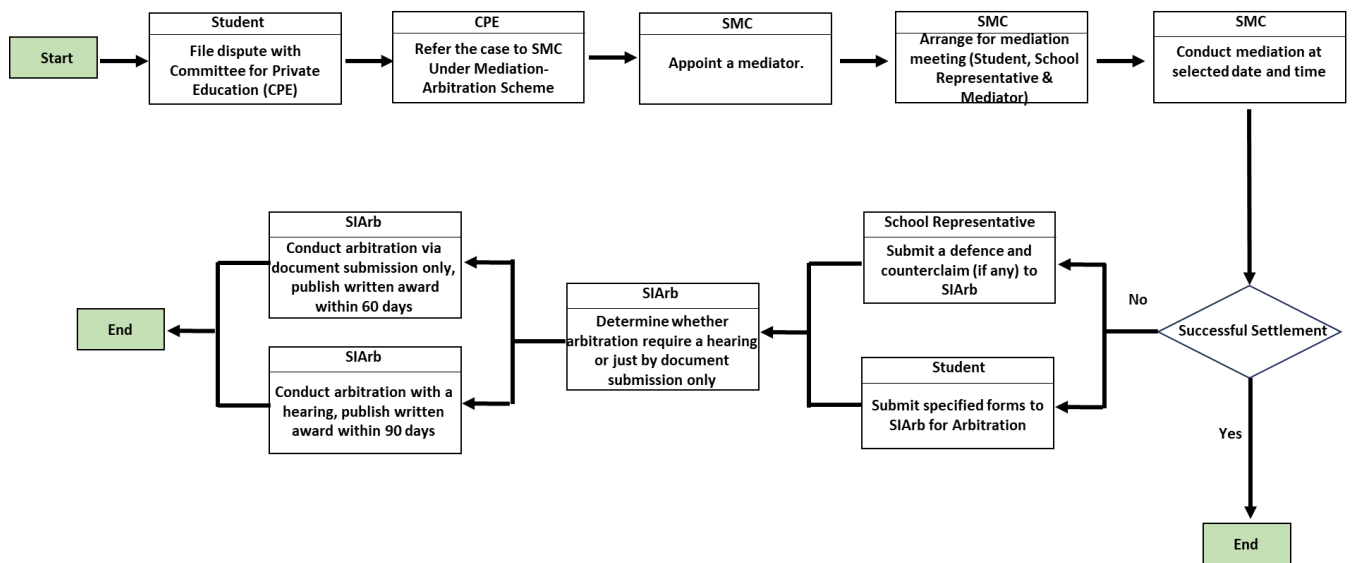
21.2 Dispute Resolution Policy & Procedure

1. A dispute could arise from any of the following:
 - a. Complaint resolution that is unacceptable to the complainant
 - b. Complaints that are unresolved after 21 working days
 - c. Appeals submitted for suspensions and expulsion.
2. BITC International College (BITC) is committed to resolve dispute matter regardless of whichever dispute resolution channel the student had chosen such as:
 - a. SSG/CPE Mediation-Arbitration Scheme; or
 - b. Small Claims Tribunal (SCT), for clear cut refund issues of equivalent or less than S\$20,000; or

Note: For amount that exceed SGD\$20,000 but is below SGD\$30,000, the claim can still proceed with SCT if both parties consent to it in writing

 - c. Students' own legal counsel.

Dispute Resolution Procedure



21.3 Student Suggestion Scheme

BITC has a suggestion scheme which encourages students to suggest improvement ideas which may be helpful in solving issues or improving the 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.

22 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.

23 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 appropriate intervention measure or disciplinary action.

23.1 Poor Conduct and Attendance

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 & Final Warning Letter
- d. 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.

23.2 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, could result in an 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 considered as a disciplinary 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 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.

24. 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.

25 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 or approach our Student Support Service staff.

26. Student’s Orientation

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

27 .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
New Student Orientation	Not later than 1 week after course commencement

Resolve complaints	Within <u>21 working 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

28 . General Information About Singapore

28.1 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.

28.2 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

28.3 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

28.4 Bank Account

Students who wish to may open a bank account with any of the banks in Singapore can approach our Student Support Services for help.

28.5 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.