

# BAKING INDUSTRY TRAINING COLLEGE

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## STUDENT'S HANDBOOK



**Professional Training Courses By The Professionals**

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## **Handbook**

The Student's Handbook is your guide to the support and services available to student of the Baking Industry Training 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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## Our Vision, Our Mission and Our Values

# Vision & Mission

Vision, Mission and Core Values Statement

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### OUR VISION

To be a premier institution for quality training and education in the baking 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 baking and related industries in Singapore and other parts of the world.

### OUR 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 for all.

## **Introduction**

This handbook contains the most current information available at the time of publication. The BITC Student's Handbook is an outline of the partnership shared by students, the training college, and staff at BITC.

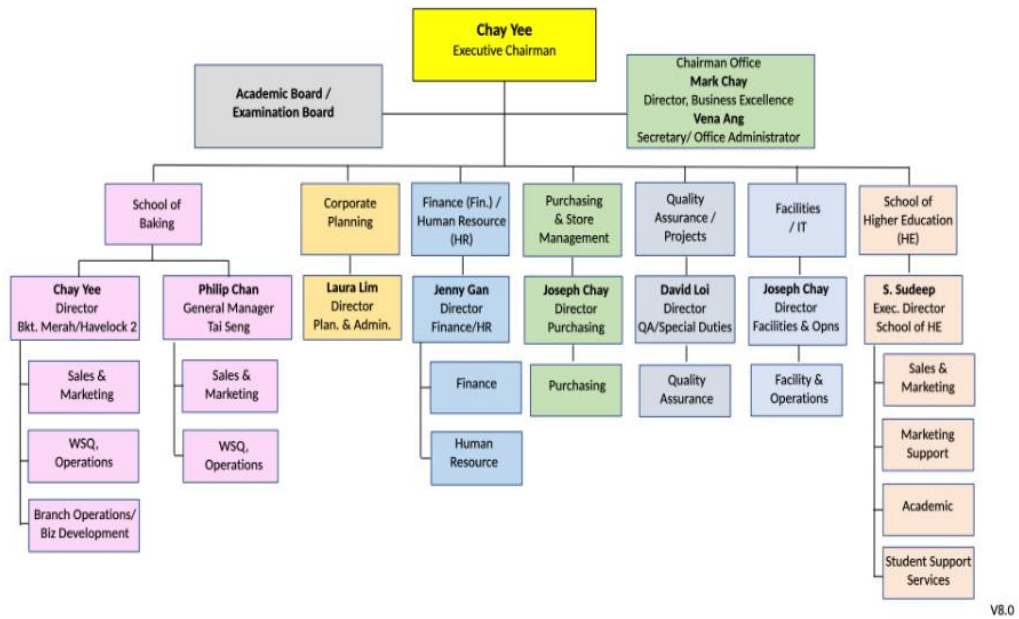
This partnership involves establishing, clear expectations for all involved in our core mission of bakery and food services career education.

The BITC student's handbook is not an irrevocable content between BITC and students, and we reserve the right to change any information in this handbook at any time without prior notice.

As you begin or continue at BITC, we encourage you to take ownership of your own success; we will be here to support you.

## BITC Organisational Chart

### Organizational Chart



### Our Lecturers & Trainers



## **1. About BITC**

### **1.1 Our 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. To ensure and maintain the quality of our teaching staff, we conduct an evaluation exercise on all our instructors and lecturers and review all feedback after the completion of every module. 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.

### **1.2. 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 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 are recognised qualifications that give our graduates the professional edge.

### **1.3 Credibility**

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

### **1.4 Our Student's**

BITC school of higher education provides, hospitality courses, courses as well as baking, confectionery, and pastry courses to both Local and International Students.

- Local Students comprise those who do not need to apply for a Student Pass from the ICA to study in Singapore.
- Conversely, International Students comprise those who require Student Pass from the Immigration and Checkpoints Authority (ICA) to study in Singapore.

### **1.5 Confidentiality and Security Policy**

Our commitment to towards Confidentiality and Security at BITC is inspired by below 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".

We will make sure all our students are aware of our “Confidentiality and Security statement” by transparently displaying our statement in our student’s forms, student’s related documents and in our websites.

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.

## 1.6 Useful Websites and Contact Information

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.

### Baking Industry Training 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](http://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)	- <a href="http://www.ica.gov.sg">http://www.ica.gov.sg</a>
The Singapore Mediation Centre (SMC)	- <a href="http://www.mediation.com.sg">http://www.mediation.com.sg</a>
The Singapore Institute of Arbitrators (SIArb)	- <a href="http://www.siarb.org.sg">http://www.siarb.org.sg</a>
Workforce Singapore (WSG)	- <a href="http://www.ssg-wsg.gov.sg">http://www.ssg-wsg.gov.sg</a>
Consumers Association of Singapore (CASE)	- <a href="http://www.case.org.sg">http://www.case.org.sg</a>
Ministry of Manpower (MOM)	- <a href="https://www.mom.gov.sg">https://www.mom.gov.sg</a>

## 1.7 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](mailto:chinaemb_sg@mfa.gov.cn)

[www.chinaembassy.org.sg](http://www.chinaembassy.org.sg)

### High Commission of India

Tel: 67376777 Fax: 67326909

Email: [info@blsindia.sg](mailto:info@blsindia.sg)

[www.hcisingapore.gov.in](http://www.hcisingapore.gov.in)

### High Commission of Sri Lanka

Tel: 62544595/6/7 Fax: 62507201 / 63534182

Email: [slhcs@lanka.com.sg](mailto:slhcs@lanka.com.sg)

[www.lanka.com.sg](http://www.lanka.com.sg)

### Embassy of the Socialist Republic of Vietnam

Tel: 64625938 Fax: 68689863

Email: [vnemb.sg@mofa.gov.sg](mailto:vnemb.sg@mofa.gov.sg)

[www.vnembassy-singapore.gov.vn](http://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](http://www.mfa.gov.sg/content/mfa/missions/foreign_mission/mission_locator.html)

## 1.8 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.

## 1.9 Fire Emergency Evacuation Plan

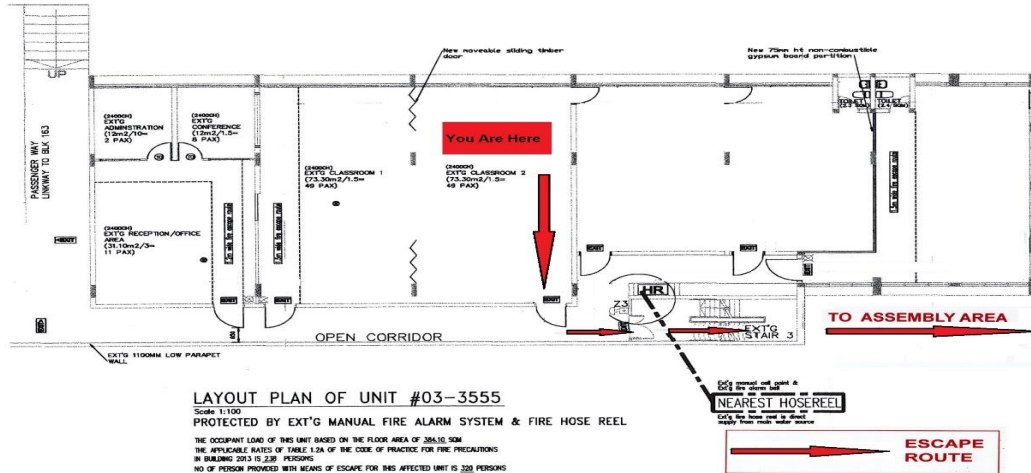
In the event of fire outbreak in the vicinity of the college or Building, all students are to evacuate out of the building in a safe, quick, and orderly manner to a designated Mustering Point. Fire Alarm will be activated for the evacuation of the Building. Students are to be familiarised with the emergency escape routes (exiting from room 1, 2, 3 and 4) shall any emergency arises. The emergency escape routes as stated in the floor plans is to be strictly followed:

### Fire Escape Plan Room 1



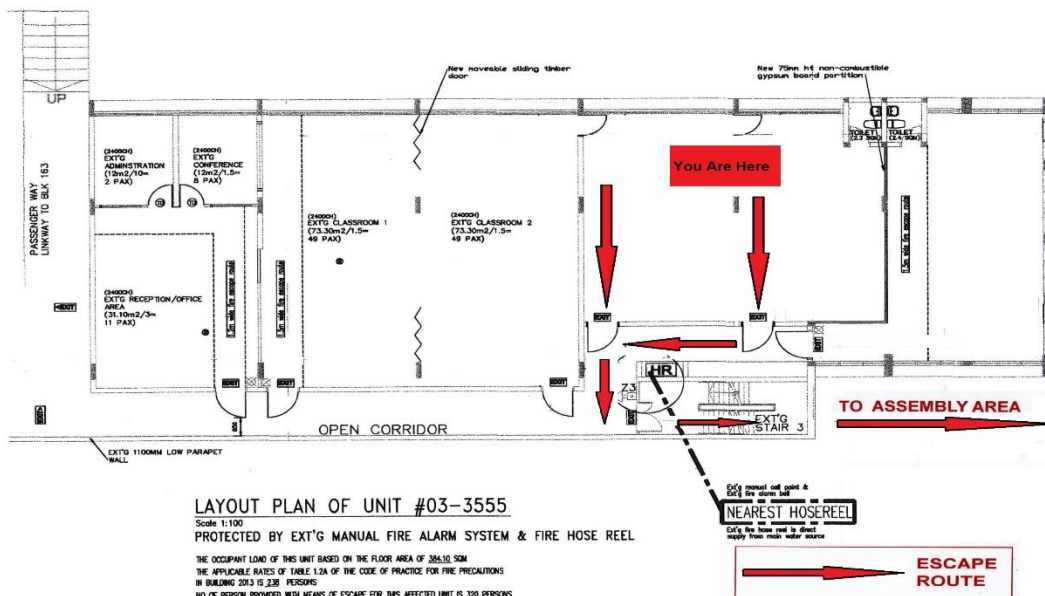
## Fire Escape Plan Room 2

# FIRE ESCAPE PLAN



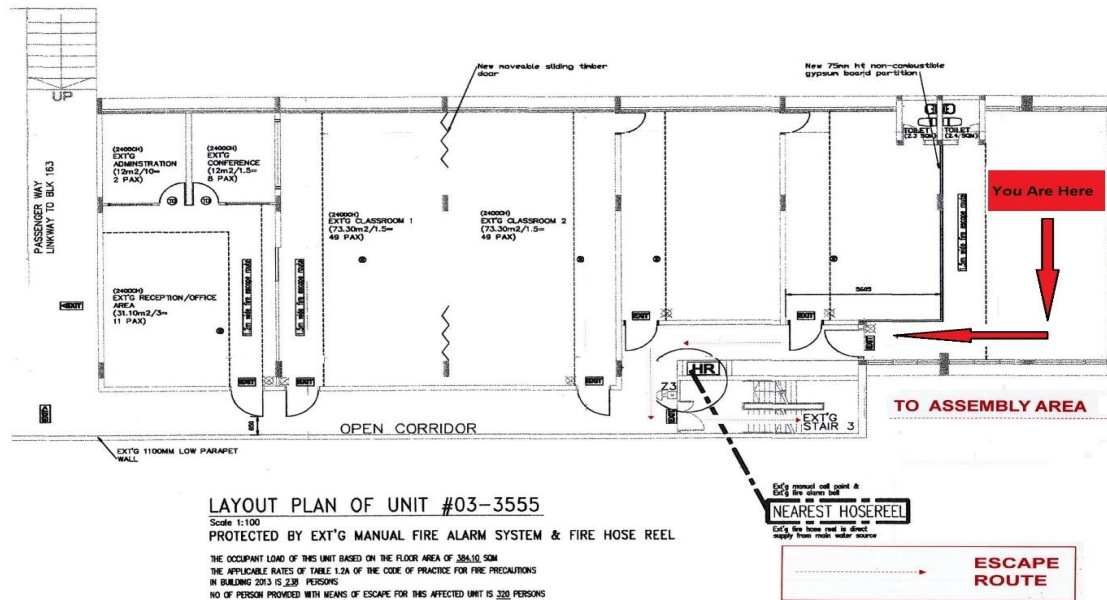
## Fire Escape Plan Room 3

# FIRE ESCAPE PLAN



## Fire Escape Plan Room 4

# FIRE ESCAPE PLAN



## 1.10 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

Item No.	Type of Facilities	Floor Area(Square Meters)
<b>Address: 162 Bukit Merah Central #03-3555, Singapore 150162</b>		
1.	Baking Workshop 1	72
2.	Baking Workshop 2	72
3.	Baking Workshop 3	72
4.	Baking Workshop 4	123
5.	Baking Workshop 6	66
<b>Address: 167 Bukit Merah Central #01-10, Singapore 150167</b>		
1.	Classroom 1	70
2.	Classroom 2	44
3.	Classroom 3	33
4.	Classroom 4	32
5.	Classroom 5	33
<b>Address: 3501 Jalan Bukit Merah, #01-02 Singapore 159460</b>		
1.	Baking Workshop Rubikon 1/2	135
<b>Address: 2 Havelock Road, #B1-15, Singapore 059763</b>		
1.	Baking Workshop A	70



Item No.	Type of Facilities	Floor Area(Square Meters)
2.	Baking Workshop B	64
3.	Baking Workshop C	84
4.	Baking Workshop B1-19-1	54
5.	Baking Workshop B1-19-2	54
6.	Baking Workshop B1-19-3	54
7.	Baking Workshop B1-19-4	24
<b>Address:3 Irving Road #02-01/02, Tai Seng Centre, Singapore 369522</b>		
1.	Baking Workshop 1	88.86
2.	Baking Workshop 2	76.61

## **2. BITC at a glance**

### **2.1 Our History**

In 1993, SPRING Singapore (then known as the Singapore Productivity & Standards Board) approached Prima Limited to partner them in a mission to upgrade the local baking industry, as there was a need for local bakeries to progress and be competitive against overseas players.

The Baking Industry Training Centre (BITC) was officially opened on 21st September 1993 by Mr Lim Boon Heng, Minister, Prime Minister Office & Second Minister for Trade and Industry, marking a milestone for Singapore's baking industry. BITC is Singapore's first and only full-fledged baking training centre.

Today, BITC's original mission has expanded. BITC now offers higher learning with a wide range of professional programmes including the Diploma in Baking & Pastry Arts. With a fine teaching faculty and extensive resources and facilities, BITC has also successfully marketed itself regionally and is helping Singapore establish herself as a training hub for the region's baking industry.

On 1<sup>st</sup> October 2010, BITC was incorporated as Baking Industry Training Centre Pte Ltd. Throughout the years of hard work and dedication, BITC has decided to take a step further to change its name.

On 27<sup>th</sup> March 2014, BITC has officially changed its name to Baking Industry Training College Pte Ltd.

BITC is now located at Block 162 Bukit Merah Central, #03-3545, Singapore 150162.

### **3. BITC Student's Handbook**

By attending BITC course program, you have agreed to conform to the rules and regulations as outlined in this publication and brochures including any amendments.

You have demonstrated your commitment to development and enhancing your professional career choice as well as your personal life.

You must also demonstrate acceptance of your responsibilities.

It is expected that you will conduct yourself in a professional and courteous manner in and out of the classroom.

You are encouraged to familiarize yourself thoroughly with the contents of this Handbook.

You are required to abide by all the rules and regulations established by BITC. Please be reminded these rules apply to all students and must be strictly followed within the compound facilities and common areas of BITC.

#### **Amendments**

*BITC reserves the right to amend this Handbook, and change or delete any existing rule, policy or procedure or add new rules, policies and procedure at any time and without prior notice.*

## **4. General Policies**

### **4.1. Wireless Connection**

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

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

### **4.2 Environment**

At BITC, food and beverage consumption are limited to designated eating areas only. Under no circumstances are food and beverages to be consumed in corridor areas or specific areas of the training college without prior approval from the lecturer/instructor. Food containing lard/alcohol should not be brought or consumed in the practical workshops.

### **4.3 Health Precaution**

For the well-being of all clients, students are requested to seek medical advice if unwell on the day of training (e.g. Coughing, Flu, Fever symptom).

### **4.4 Fee Protection Scheme (FPS)**

The Fee Protection Scheme (FPS) serves to protect students' fees in the event 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 seeking Edu Trust certification. Students enrolled in these courses will be required to pay a fee for FPS which varies depending on the fees of the courses insured.

We have in place the Fee Protection Scheme (FPS) to provide full protection to all fees\* paid by all students as stipulated by the CPE. The FPS facilities available at BITC are as follows:

### **4.5 Medical Insurance Scheme**

All registered 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](http://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.

#### **4.6 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.

#### **4.7 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](http://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.

## **5. BITC Student Refund Policy**

- BITC is committed towards maintaining good business and customer practice. We assure current and prospective Students get the best of customer service systems and practices to look after the welfare of both our local and international Students.
- The Refund Policy stated below is applicable to BITC's Full-Time or Part-Time Proprietary Courses.
- All Students must pay their fees due as set out in the respective Standard PEI - Student Contract and by the date(s) stipulated in the Standard PEI - Student Contract and payment reminders.
- The complete Refund Policy relating to both Withdrawals for Cause and Withdrawals without Cause is governed by the Standard PEI - Student Contract entered into between the college and the student.
- Students/Participants are required to abide by the refund policy specified on the application form, website and Standard PEI - Student Contract.

### **Notification and Arrangement from BITC:**

#### **Refund for Withdrawal Due to Non-Delivery of Course:**

BITC will notify the Student within three (3) working days upon knowledge of any of the following:

- (i) It does not commence the Course on the Course Commencement Date;
- (ii) It terminates the Course before the Course Commencement Date;
- (iii) It does not complete the Course by the Course Completion Date;
- (iv) It terminates the Course before the Course Completion Date;
- (v) It 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
- (vi) The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

The Student will 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.

## Refunds for Withdrawal for Cause

Student shall be entitled to immediately withdraw from the Course by giving written notice to BITC of his/her intention to do so if BITC fails to perform its obligation(s) under the circumstances above covering (i) to (v).

- BITC will refund the Students within 7 working days.
- BITC will refund the entire amount of the Fees paid under Schedules B and C of Standard PEI - Student Contract to Student
- BITC reserve the rights to cancel the class if due to unforeseen circumstances such as not meeting the minimum student numbers

## Refunds for Withdrawal due to other Reasons

- If the Student withdraws from the Course for any reason other than those under the circumstances above covering (i) to (vi)., 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 table in Refund Table.

Refund Table- "Schedule D" of Standard PEI - Student Contract (w.e.f. 1 Nov 2019)

% of [the amount of 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%]	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

## Refund During Cooling-Off Period:

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

The Student will be refunded the highest percentage as stated in Refund Table as above (stated in "Schedule D" of Standard PEI - Student Contract) 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.

No refund of the course fees will be made for Students who have breached the Termination and Expulsion Policy.

## **5.1 Miscellaneous Fee Refund Policy**

Miscellaneous fees, comprising Registration fees, Re-examination Fee, Rental of Locker, Replacement of BITC Student ID Fee and Make-up Lesson Fee are not refundable once service is rendered. There will be no refund of miscellaneous fees for the current month or part thereof that has already been utilized.

In addition, Students may be liable to pay (where outstanding applicable) fees through BITC to government authorities or other external parties. Any refund on these fees should be resolved between the relevant parties concerned.

A student seeking a review of a decision regarding an application for a fee refund should apply in writing to the principal and submit to the Student Support Services. Students dissatisfied with the outcome of the review may appeal to the principal for consideration.

All requests pertaining to fee refund are subjected to the college Principal's final approval. In accordance with the Student Contract, it takes approximately seven (7) working days for the refund process to be completed.



## 5.2 Schedule C - Miscellaneous Fees<sup>^</sup>

### MISCELLANEOUS FEES<sup>3</sup>

Purpose of Fee	Amount (with GST, if any) (S\$)
Admin fee for Student Pass renewal	85.60
Late Payment fees	1% per week
Re-Assessment Fees (per module) 1 <sup>st</sup> attempt	53.50
Re-Assessment Fees (per module) 2 <sup>nd</sup> attempt	107.00
Re-Module Fees (per module)	840.70
Assessment Appeal Fee (per module)	107.00
Stay Home Notice (SHN) insurance charge	107.00
Comprehensive Medical Insurance	300.00
Re-Issue Uniform (1 top)	27.50
Chef Jacket (per piece)	27.50
Apron & Hat	22.50
Make-up Lesson (4 Hours) as per request	53.50
Student Pass Medical Check-up (Payable to Medical Clinic)	*60.00
Request Letter and Certifying Letter / Statement	26.75
Certified True Copy of Diploma Certificate/ Transcript	53.50

3. 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.

**Note:** All costs are inclusive of the prevailing Goods & Service Tax (GST)

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

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

### 5.3 Student 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 the student's record.
- Upon confirmation of the details, the request (together with all the supporting documents) will be submitted to the principal for approval.
- 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.

## **6. Student Withdrawal Policy**

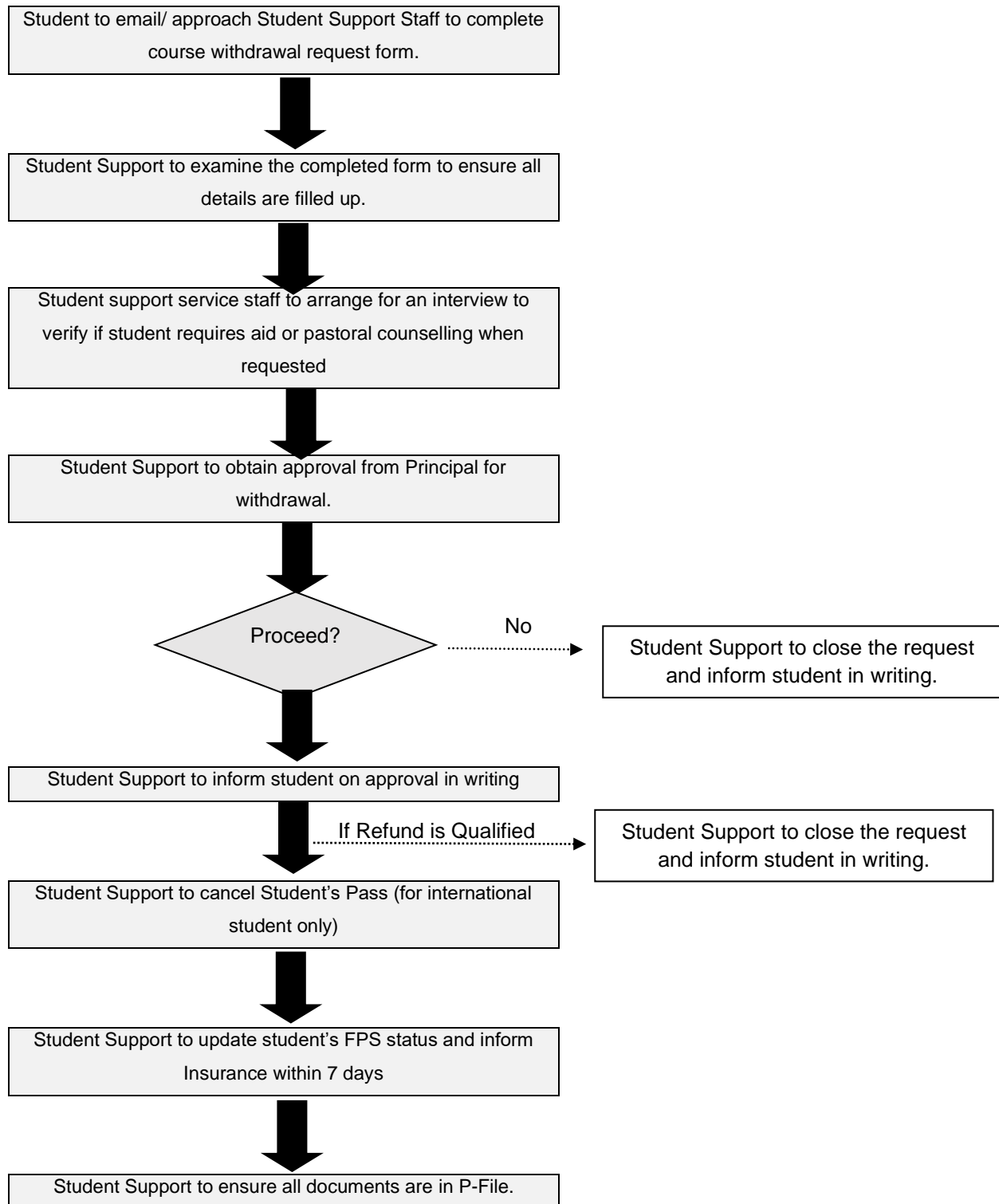
- BITC shall have a fair and reasonable withdrawal policy. The withdrawal policy shall be clearly communicated to all BITC students via the website and BITC Student's handbook.
- This policy applies when a student requests to stop his/her study and ceases to be a student of BITC. BITC will take no more 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 Principal'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.

### **6.2 Student 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.
- BITC will coordinate with FPS providers for any fees refund. Management shall approve the refund and the amount shall be refunded to the student within seven (7) working days.
- If the student is withdrawing to enrol in another PEI, BITC will provide student's information such as past attendance record and 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 principal.
- No administrative fee is charged for processing withdrawal requests.
- 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 Principal.
- 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.

## Withdrawal & Refund Procedure Flowchart



## **7. Student Transfer Policy**

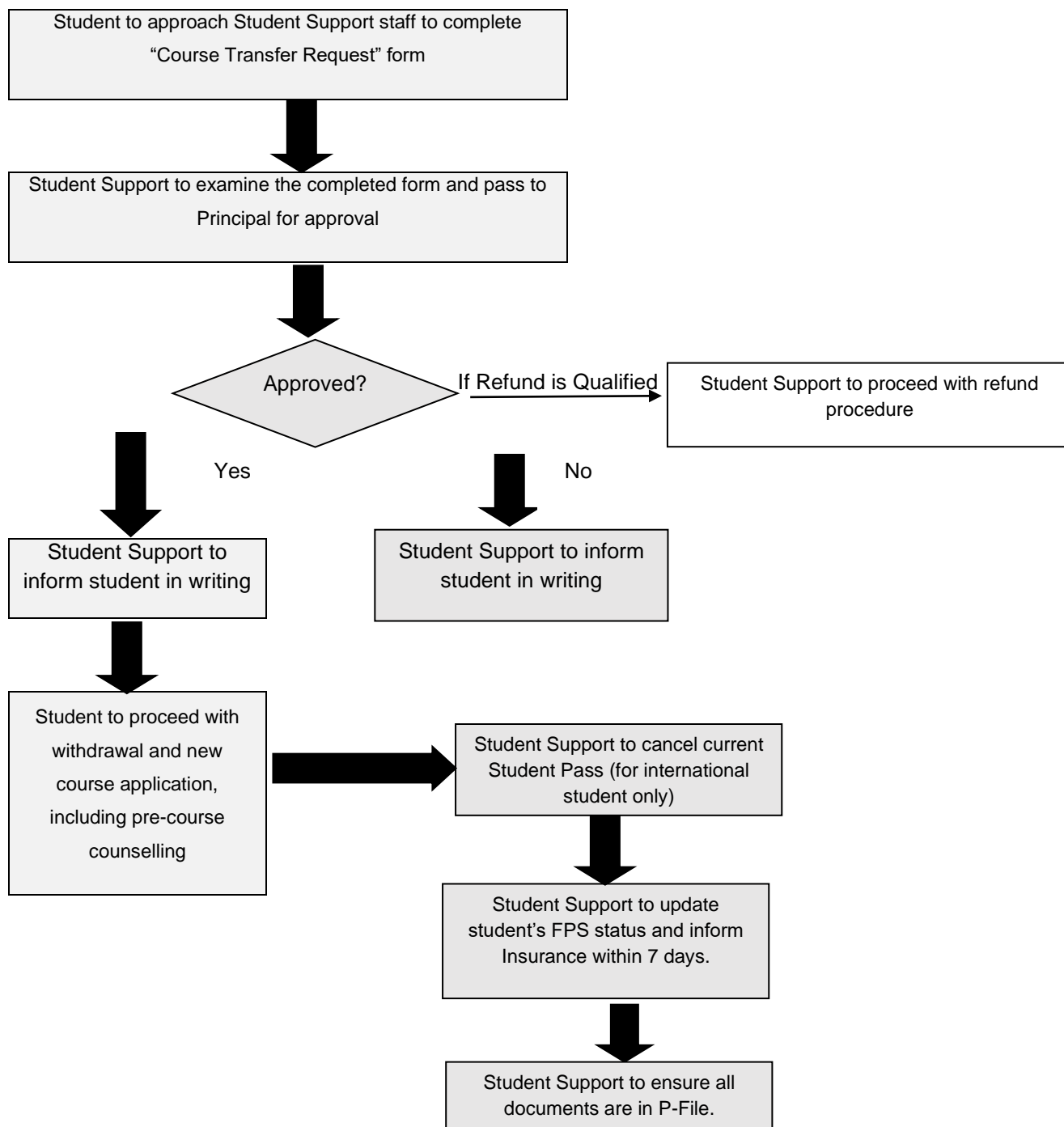
- Transfer would mean that the student changes to another course of study in BITC.
- If the transfer is approved, the original Student Contract will be terminated, and a new Student Contract will be undertaken. BITC's refund policy shall apply, unless as otherwise agreed between BITC and the student.
- Student must fulfil all the admission criteria of the new course.
- Student understands the implication on their existing Student's Pass, if applicable.
- Parent/legal guardian's written consent is obtained for students under 18 years of age.
- 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.

### **7.1 Student 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 principal.
- 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.

## Student Transfer Procedure Flowchart





## **8. Student Deferment Policy**

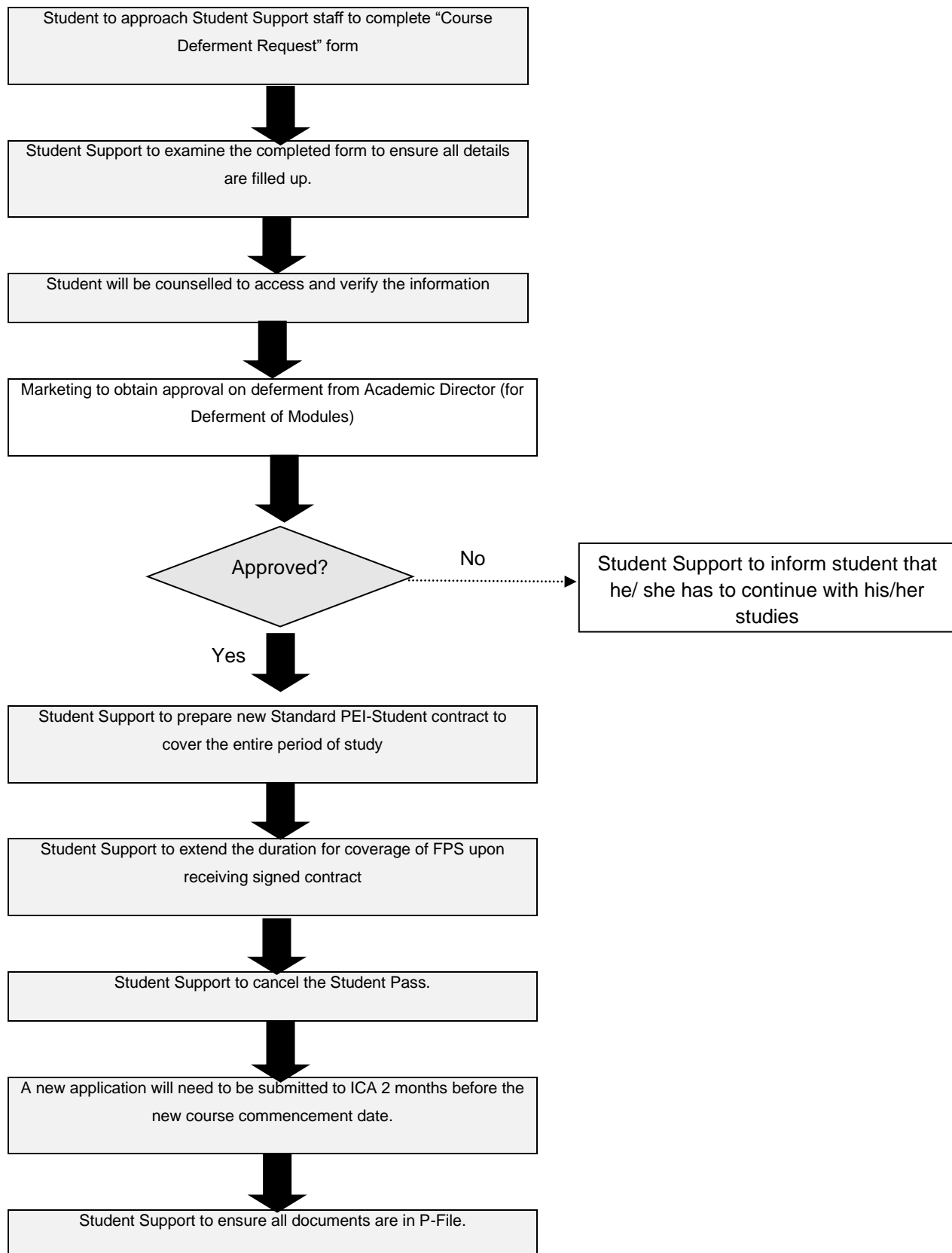
- Deferment would mean that the student will postpone the current course they are attending to a later date for the same course.
- All requests for course deferment must be made in writing to BITC. Deferment through any other means including email and telephone will not be entertained. All requests must be supported with documentary evidence.
- BITC will complete course Deferment application process within 1 month, student will need to complete the Deferment Request Form, obtainable from BITC Student Support Services.
- Students are allowed to defer only once up to the maximum period of twelve (12) months, failing which he/she will be deemed to have withdrawn from the course and would have to re-apply as a new applicant if he/she wishes to register on the course again.
- Refund is not applicable for this case.
- Outstanding amount must be paid by students, if any.
- All necessary documents (with Substantial Evidence) must be attached together with the Deferment Request Form. Approval for deferment is at the sole discretion of BITC.
- BITC Student Support Services will inform the student on the student's Deferment Request with a "Letter of Deferment" within three (3) working days from the date the outcome is available.

### **8.1 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 6 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 6 months, whichever is earlier.
  - e. All requests for deferment of module(s) are subject to approval from Academic Director.
  - 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.

## Deferment Procedure flowchart



## **9. Student Pass**

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

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

1. The student pass is issued to the students for the purpose of studying in a particular course with BITC.
2. International Students are required by ICA to maintain a class attendance of at least 90% throughout their period of study here.
3. Students must always carry their Student Pass.
4. BITC will 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 will withdraw the student pass under any of the above-mentioned circumstances.
5. Student's Pass holders who have been caught working in Singapore will lead to expulsion and deportation.
6. Students must observe all laws, rules & regulations of Singapore.
7. Students are not allowed to overstay in Singapore after the student pass has expired, unless with written approval from the ICA.
8. Students are to surrender the Student Pass to Immigration & Checkpoints Authority (ICA) for cancellation within 5 days of the date of cessation or termination of studies.

### **9.1 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.

## **9.2 Student Pass Renewal**

Renewal of student pass applies to international students whose:

1. Student pass expires before the end of their course of study with BITC.
2. 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.

## **9.3 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 pass / or passport:

1. Contact the police immediately to make a police report
2. 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).
3. A replacement fee is payable to ICA for the replacement of student pass.
4. 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.

## **9.4 Cancellation of Student Pass**

Your student pass will be cancelled under the following circumstances:

1. Completion of course or withdrawal from the course with BITC
2. Violation of regulations stipulated by ICA for the student pass holder.
3. 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 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.

## **10. Academic Policies**

### **10.1 Courses and Admission Criteria**

Students may wish to view the institute's website ([www.bitc.edu.sg](http://www.bitc.edu.sg)) on the courses the institute offer and its admission criteria.

### **10.2 Course Schedule and Module Outline**

The course schedule can be found on the institute notice board and on 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).

### **10.3 Deferred Assessment**

Students who are unable to be present 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

A student who is absent from an examination due to extenuating circumstances (i.e., unwell) must submit the leave application with supporting documents on the same day as the examination for the review and approval of the Head (Academic). 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 submit an assignment by the due date without prior approval shall be deemed to have attempted and failed the examination or assignment.

### **10.4 Reassessment**

Reassessment occurs when a student fails to meet the pass criteria for a module and is given another attempt at the assessment without the need to repeat any attendance. The reassessments shall be conducted within 14 (fourteen) working days from the date of results release. The grade for the reassessment is capped at the minimum pass grade. A re-assessment fee will be imposed.

### **10.5 Re-module**

A student who fails the reassessment 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 reassessment. A student who is not granted a second reassessment will have to re-module. Similarly, a student who fails the second reassessment has to re-module. A student who is required to re-module must 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.

### **10.6 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 meet 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.

### **10.7 Academic Misconduct**

If a student is found guilty of for any form of cheating/plagiarism or in any way compromising the integrity of the exams (academic), the student may 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.

### **Tardiness**

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 without valid reasons shall be subjected to the disciplinary action according to BITC policy and procedure.

### **Class Projects**

Students are responsible for any class project or work missed. Students will be marked absent for classes missed and should discuss with the lecturer/instructor the effect this absence will have on their overall class attendance record.

Class/student activity trips representing BITC, arrangement must be made for a member of BITC to accompany the group. Student who drives vehicles on field trips should discuss all liabilities with the staff member or college.

### **Copyright Law**

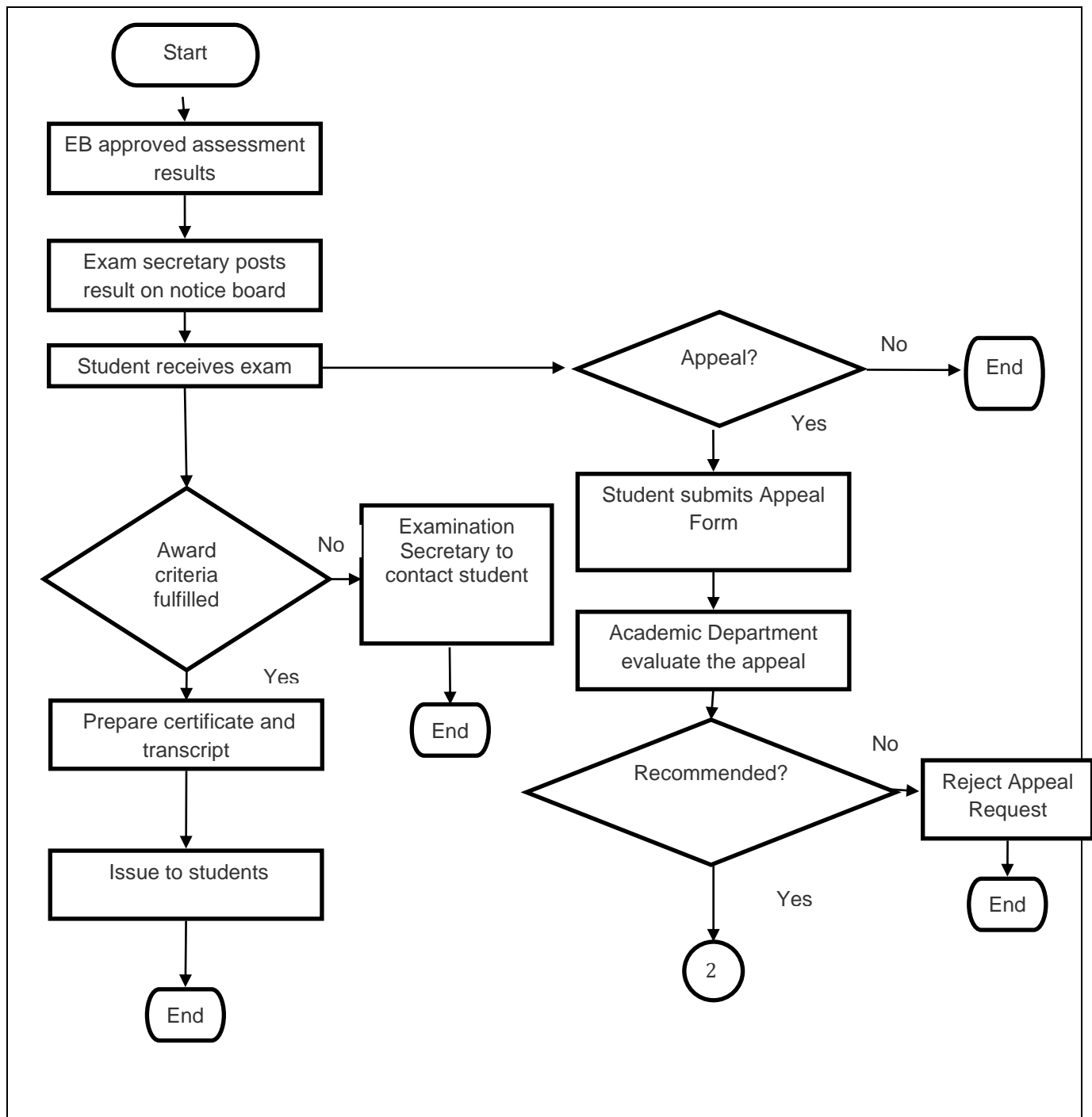
Students are to observe the Copyright law on intellectual properties such as course syllabus and library materials.

### **11. Appeal of Assessment Results Procedure**

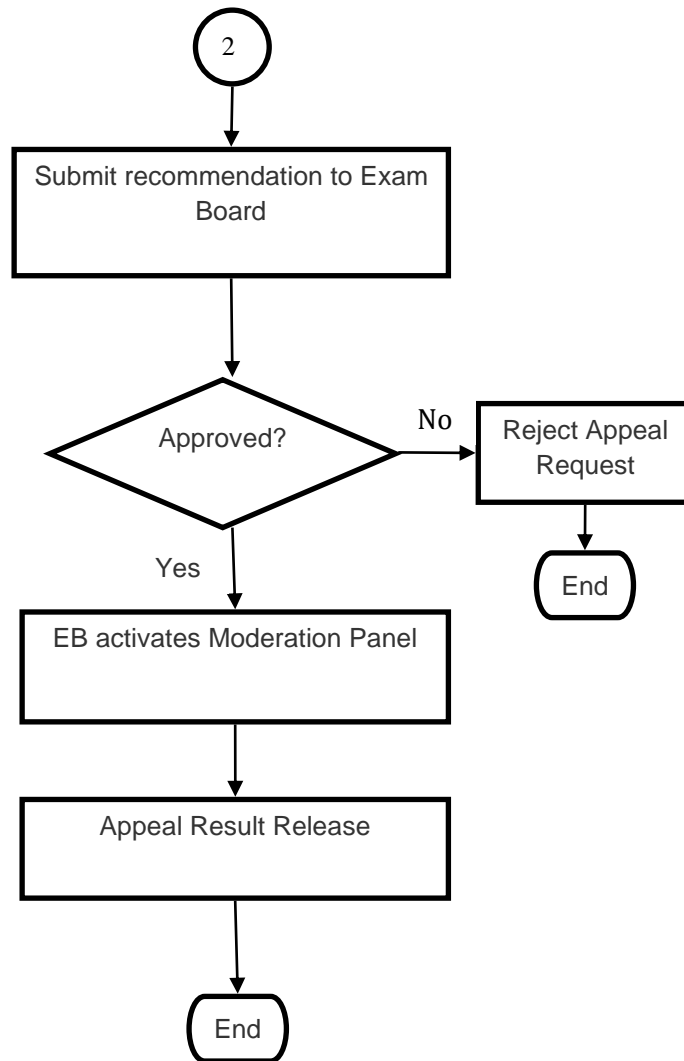
- a. Students who wish to appeal against their final results shall write to the Student Support Services staff within 7 working days (as required by CPE) from the date of releasing the final results. The letter of appeal must state detailed reasons for the appeal. Student will not be allowed to view his/ her examination scripts.
- b. Students will be informed in writing of the decision of BITC Examination Board on the appeal. The decision of the BITC Examination Board is final.
- c. Student will be informed in writing of the decision on the appeal. 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.



## Results Appeal Flowchart



## Results Appeal Flowchart (Continued)



## 12. 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 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.

## 13. Feedback/Complaint/Dispute/Grievance (Student Redress)

### Student Feedback & Complaints Procedure

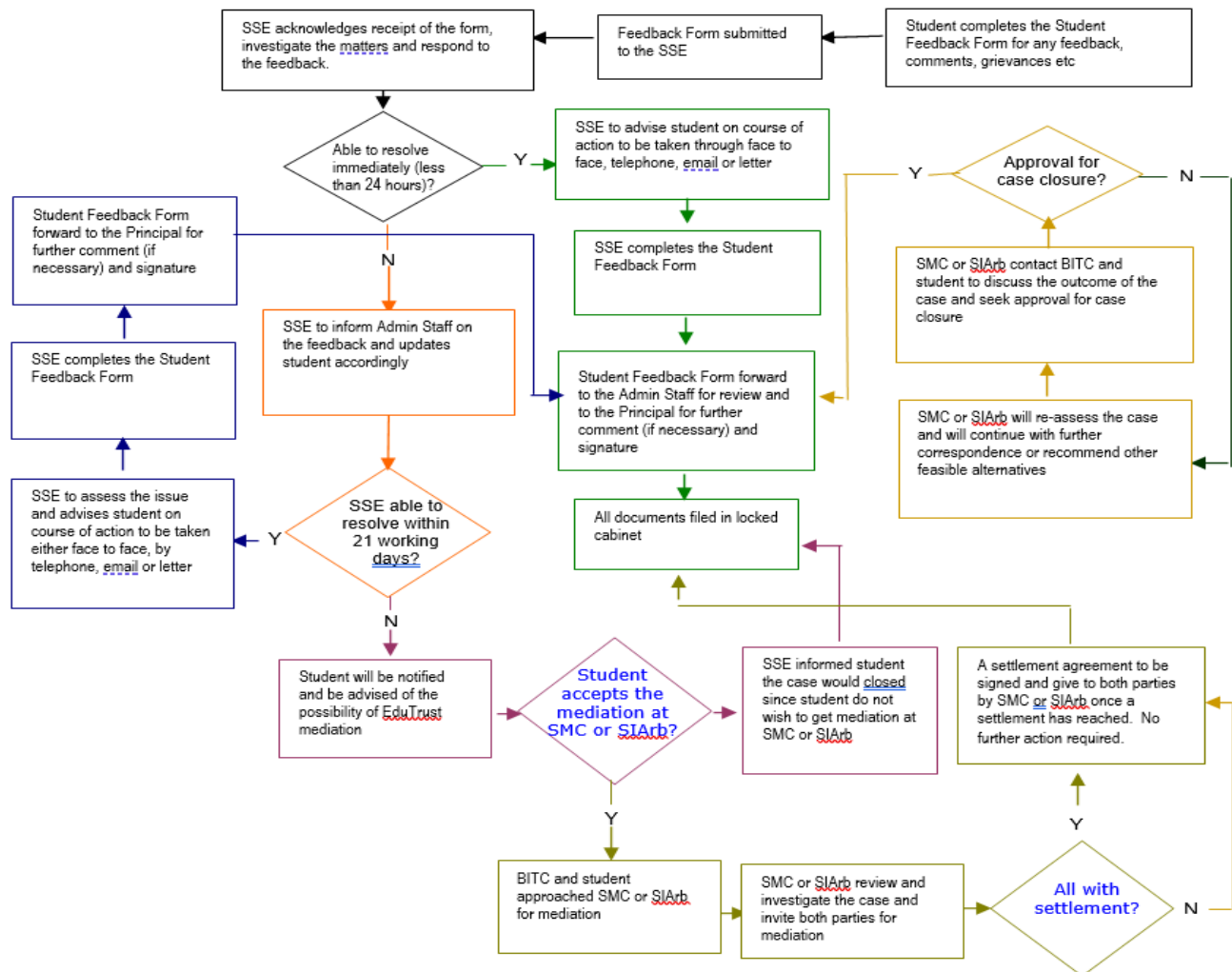
At BITC, we value feedback from our students and feedbacks are welcome. We continuously seek opportunities to improve our processes and procedures so that we can continue to serve our students better.

Students may obtain and fill up the feedback form Feedback Form from our Student Services (SS) in the front desk and forward their feedback to our Pastoral Counsellors or sent via email to: [bakingskills@bitc.edu.sg](mailto:bakingskills@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 either immediately or 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 (SI Arb) through CPE Student Services Centre for mediation. All evaluations and feedback will be treated in strictest confidence.

## Student Feedback & Complaints Procedure Flowchart



### **13.1 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.

### **14. BITC 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.

## **14.1 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. 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.

## **14.2 Disciplinary Procedure**

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.

## **14.3 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.

A 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.

## **15. 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.

### **15.1 Dress Code and appropriate grooming standards.**

#### **BITC Male/Female Attire**

- BITC black/white polo T-shirt with black pants. Shirt must always be tucked in.
- Plain black full-covered shoes with dark coloured socks.

#### **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.

## **15.2 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.

## **16. 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 / 6276 6608 or email [bakingskills@bitc.edu.sg](mailto:bakingskills@bitc.edu.sg), in case of emergency you may contact +65 8733 0173 (24/7)

### **16.1 Student’s Orientation**

All new students are required to attend Student’s Orientation scheduled on before the start of your first class. The orientation is for you to get acquainted with BITC’s policies and pertinent information and to meet the lecturers/instructors and your classmates.

Opportunities to meet other new students are provided through workshop activities and to prepare new students emotionally.

## 16.2 Service Quality

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

BITC service quality deliveries are as follows:

Type of Request / Services	Response Time
To serve customers, with appointments	Within 5 minutes
To serve walk in customers	Within 10 minutes
Resolve all feedbacks and complaints	Within <u>21 days</u>
On Course transfer	BITC will take no more than <u>1 month</u> to process any application for transfer of course
On Course/Module Deferment	BITC will take no more than <u>1 month</u> to process any application for transfer of course
Process refund for course withdrawal (if qualified)	Within 7 working days
Release of Examination results	Not more than 10 weeks from the date of exam results
Appeal on Examination Results	Within 4 weeks for in-house courses and 8 weeks for external courses

## 17. 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.