

## student handbook

Degree from  
Anglia Ruskin  
University



Anglia Ruskin  
University

Accredited by  
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## 1.0 MESSAGE FROM THE SUPERVISOR

Amity Global Business School is part of the Amity Education Group which has over two decades of experience in the field of education with over 80,000 students currently studying. The Amity Global Business School offers Industry Oriented Management Programmes designed by leading academicians and corporate world members. Benchmarking with the latest content and teaching methodologies across the world, the Programmes are an ideal platform for the launch of ones career or getting on to the Fast-Track. Backed by professionals with decades of experience in the corporate world and in the education field, Amity Global Business School provides the best mix of practice and theory to ensure your success.

We are passionate of providing the best to our Students and our Mission, Vision and Values provide the foundation for Amity Global Business School to extend exceptional value in our teaching services. At Amity we have been teaching management for the last 14 years and are continuously ranked top for our practical and industry-oriented teaching.

Our teaching faculty is well qualified and experienced. At Amity, we pride ourselves in having some of the most talented and dedicated thought leaders in the country who come from the best institutions around the world. The faculty is ably guided by a senior team of leading scientists and scholars. In addition to permanent faculty, leading professionals from the Corporate World interact regularly with the students.

In Amity Global Business School, we have a highly conducive Learning Environment to conduct our classes. Students are given necessary Support Services to ensure that their needs and concerns are looked into.

We are committed to meet the requirements and expectations of our Students. We are confident that our Students will achieve their goals of learning at Amity Global Business School.

We welcome you as our Student and look forward to be of service to you.

With Best Wishes!



Mr. Prabhakaran S/o Narayanan Nair  
Supervisor

## **2.0 ABOUT AMITY GLOBAL BUSINESS SCHOOL**

**Amity Global Business School** is part of a leading world-wide Education Group which has over two decades of experience in the field of education.

The Amity Singapore offers Industry Oriented Management Programmes designed by leading academicians and corporate world members. Benchmarking with the latest content and teaching methodologies across the world, the Programmes are an ideal platform for the launch of ones career or getting on to the Fast-Track.

Backed by professionals with decades of experience in the corporate world and in the education field, Amity Global Business School provides the best mix of practice and theory to ensure your success.

### **Advantage Amity**

#### *Rich Intellectual Capital*

The distinguished faculty comprises of experienced academicians from leading institutions and corporate leaders with rich industry experience.

#### *Practical and Rigorous Curriculum*

The curriculum at Amity Education Group is highly industry-oriented with emphasis on all round personality enhancement and is geared towards making students ready for the corporate world even before they step into it.

#### *Maximum Corporate Interaction*

Amity Education Group organizes a series of events like CEO Dinner Series, CEO's Forum, Guest Lectures etc to assist students to regularly interact with Corporate Houses and renowned Management Gurus.

#### *Campus Life*

The students at the Amity Education Group are made to work really hard at learning the nuances of the corporate world, but there are lots of opportunities for having fun too. The students are endeavoring to make their mark in a highly creative field and it is vital for them to be able to hone their skills and showcase their talents.

## **3.0 AMITY GLOBAL BUSINESS SCHOOL MISSION, VISION AND VALUES**

### **Mission**

The mission is to lay supreme emphasis by providing the most modern and sophisticated learning environment and value system. The academic activities at Amity Global Business School provides a platform where all students come together to explore the individual, group talents as well as resources. Faculty and management all possess a high degree of integrity and knowledge that churns the students into efficient and effective human beings. Hence we say: "We nurture talent".

## **Vision**

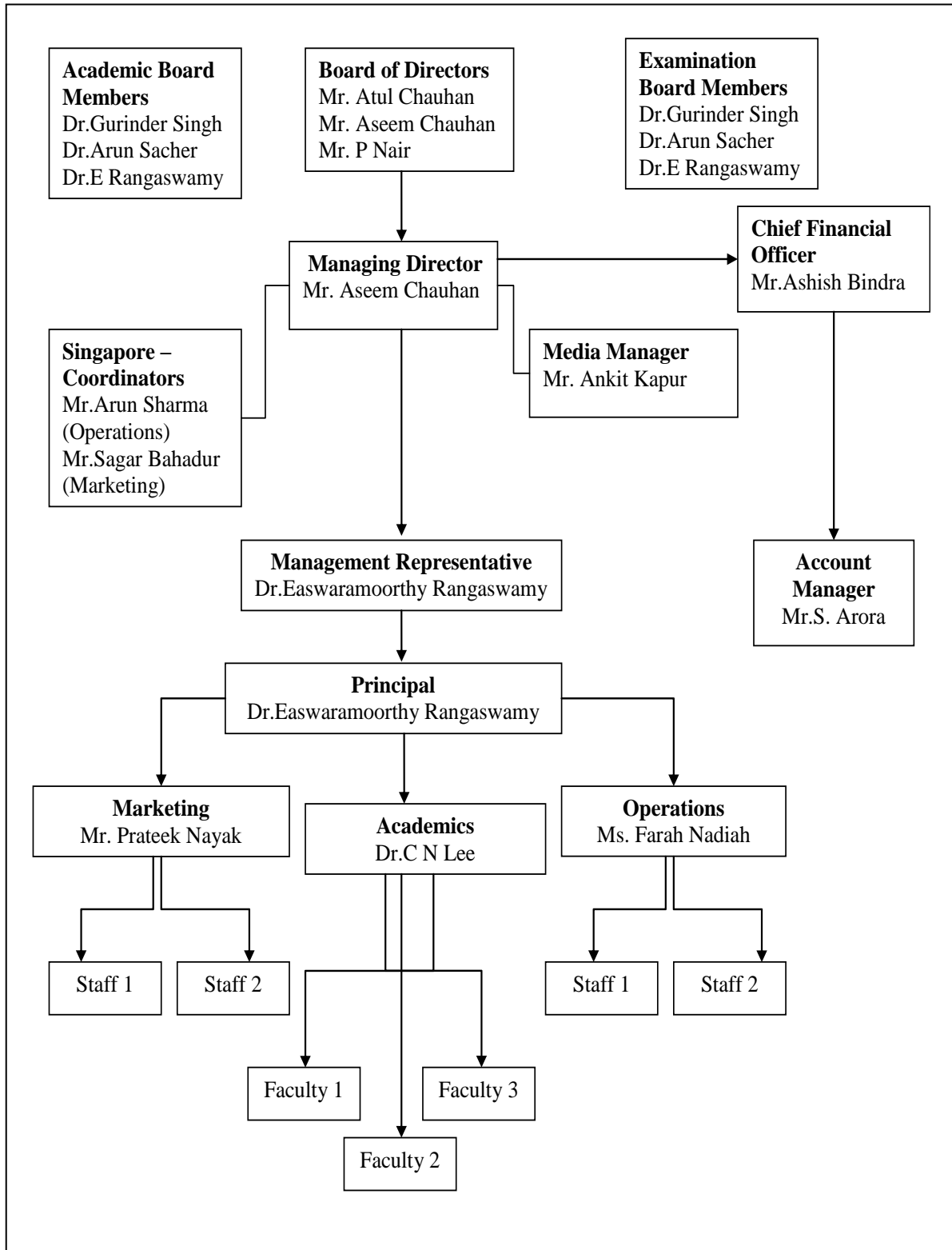
Our vision is to be a private education school which is credible, delivering quality and value based education to fulfill the aspirations of students who are seeking to upgrade themselves.

## **Values and Culture**

AGBS understands that the values and culture will form the foundation and set the direction in which the institution designs its various programmes or initiatives. We provide a holistic education experience for the students and ensure a conducive working environment for the staff to deliver quality services. Amity has always endeavoured to improve on its existing standards of quality. Hence, the shared values of AGBS is as follows,

- A - ACHIEVING ACADEMIC EXCELLENCE
- M - MOTIVATING TOMORROW'S LEADERS
- I - INTEREST IN STUDY TO BE CREATED THROUGH INNOVATIVE TEACHING  
METHODOLOGY
- T - TRANSFORMING LIVES THROUGH EDUCATION
- Y - YES TO BEST PRACTICES

#### 4.0 ORGANIZATION CHART



## 5.0 LEARNING ENVIRONMENT

### Our Facilities

Amity Global Business School is housed on Level 10 of 1 Finlayson Green, Raffles Place which is the heart of Central Business District in Singapore.

Our Campus offers the following classroom facilities:-

Class Room	Approximate Floor Area	Capacity
Class Room No 1	91.05 Sq M	Can accommodate 54 students at any one time
Class Room No 2	89.09 Sq M	Can accommodate 54 students at any one time
Computer Lab	57.74 Sq M	Can accommodate 32 students at any one time
Meeting Room	7.91 Sq M	
Conference Room	25.40 Sq M	
Mini Library	Students also have access to the Amizone.net – Portal where students get access to the digital library	

### Teaching Staff

We believe that in any academic institution, the quality of faculty is of utmost importance. At Amity, we pride ourselves in having some of the most talented and dedicated thought leaders in the country who come from the best institutions around the world. Not only are they academically and professionally amongst the best, but have high standards of moral and ethical values, so that they can be true role models.

#### *Core Faculty*

At Amity Global Business School, the core faculty comprises of senior academicians in Singapore who have taught in reputed Singapore and foreign universities including Singapore Management University and have vast industrial experience to add value to the curriculum.

#### *Visiting Faculty*

In addition to the permanent faculty, leading professionals from the corporate world interact regularly with the students in the classroom as well as their workplaces. The students get a different insight into the subject with the rich industry experience the faculty shares with each of them. They encourage the students to look beyond the books and explore the subject with experiential learning.

The present panel of Core Faculty and Visiting Faculty facilitates a staff student ratio of 1:20

### Teaching Methodology

The conduct of the courses uses a combination of lectures and tutorials. The lessons are supported through audio-visual media, quizzes, discussions, case studies, case analysis, team project, student presentation, role plays, simulation games, seminar and exercises to allow for an overall teaching and learning approach. Amity Global Business School is

dedicated to ensure that every student who participates in the course will understand, interact and enjoy the learning.

### **Attendance**

International Students are required to have 90% attendance to ensure that their attendance fulfil ICA's requirements for issuing the students' passes.

For all other students who do not require ICA's student's pass, course attendance must be at least 75%.

Amity Global Business School has a strict attendance monitoring system that includes:

- collecting medical certificates for any absenteeism;
- cancelling student's pass with ICA when international students' attendance does not meet ICA's requirement;
- taking appropriate and timely interventions for absenteeism without valid reasons (including issue of warning letters); and
- informing parents/guardians of regular absenteeism (for international students).
- For international students, Amity Global Business School only accepts medical certificates as proof for absenteeism. Any other documents should only be accepted on a case-by-case basis with full justification and be acceptable by ICA.

International students will spend atleast 5 hours per day (5 days a week) within the school premise engaging in academic studies or meaningful activities (for example classes, tutorials, project work, enrichment activities or co-curricular activities).

## **6.0 ENROLLING AND LEARNING IN AMITY GLOBAL BUSINESS SCHOOL**

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

Student joining Amity Global Business School shall participate in the FPS which serves to protect the Student's fees in the event that Amity Global Business School is unable to fulfil its obligations of conducting and completing the course that the student is enrolled. FPS is applicable to all students. (regardless of nationality and the type of passes held by students, i.e. dependent's pass, student's pass, work permit etc.)

All fees refer to all monies that are paid by the student to be enrolled in the AMITY GLOBAL BUSINESS SCHOOL except for course application fee, miscellaneous fees and agent commission fee (if applicable). GST is not inclusive as part of fees to be protected.

Amity Global Business School has chosen the escrow scheme with The Hongkong and Shanghai Banking Corporation Limited for FPS.

Bank Name : The Hongkong and Shanghai Banking Corporation Limited  
Account Name : Amity Global Business School Pte Ltd – FPS Escrow Account  
Account Number : 147-810444-003

Prospective Students are advised to visit CPE's website ([www.cpe.gov.sg](http://www.cpe.gov.sg)) for more details of the FPS.

### **Standard Student Contract**

The Standard Student Contract is a legal document that ensures rights and conditions between the Student and Amity Global Business School and it covers the following requirements:

1. Course details – including course title, pre-requisites, qualification awarded, course duration
2. Full details of all fees
3. Participation in the Student Protection Scheme
4. Refund policies
5. Dispute resolution

All Students must enter into the Student Contract.

Amity Global Business School executes the student contract for every enrolment. The contract is a critical document that helps to minimise future disputes and hence it has to be completely understood by the student prior to enrolment.

Amity Global Business School signs a student contract (with a unique no.) with the student during admission. Contract indicates the detailed breakdown of total fee payable by the student together with payment schedule (i.e. exact date due). Contract also indicates any special conditions or agreements that the Amity Global Business School has mutually agreed with the students at the point of recruitment. This shall include any fee that may or may not be refunded when the contract is terminated.

Amity Global Business School follows the "Standard Student Contract" as advised by Council for Private Education, Singapore. Please visit [www.cpe.gov.sg](http://www.cpe.gov.sg) for the copy of standard CPE's student contract.

## **7.0 HOW TO APPLY**

### **Step 1: Admission Requirements**

Ensure that you have met the admission requirements for the programme that you are interested in.

- Please refer to Admission Requirements

### **Step 2: Fill up all the forms**

- AMITY GLOBAL BUSINESS SCHOOL Student Application form (click here to download)
- One Original set of ICA form 16 and New V36 – to be completed in English and duly signed by applicant (click here to download)

### **Step 3: Provide the following supporting documents**

- 4 passport-size photographs with white background
- 1 photocopy of applicant's original passport (Please photocopy the page showing applicant's personal particulars and the expiry date of the passport)
- 1 photocopy of original birth certificate
- Notarised copies of your highest educational certificates and transcripts
- Proof of English Proficiency; either IELTS/TOEFL scoresheet or a letter from institution certifying English is medium of instruction
- Letter of employers certifying period of employment (If applicant has left school for work after completion of last qualification)
- Documentary proof of financial ability and parent's monthly income statement (for visa-required countries) (i.e. PRC; India; Myanmar and etc)
- Bank statement / Fixed Deposit accounts/ Saving accounts indicating deposit of USD \$18,000 equivalent or more
- Legal Guardian's NRIC (as applicant's sponsor)
- A bank draft of Course Application fees (non-transferable and non-refundable) payable to "AMITY GLOBAL BUSINESS SCHOOL". (Masters Programmes – S\$150, B.A Hons – S\$100, Diploma for Business Management - S\$100 & Post Graduate Diploma in Management - S\$150).

**Note:** Additional supporting documents may be required on a case-to-case basis, which our staff will advise the applicant accordingly

Only duplicate copies of these documents (except photographs) should be submitted to the School. Original copies of the documents may be required by the ICA upon approval of the Student's Pass application.

Applicant **MUST** bring along original copies of these supporting documents when entering Singapore to complete formalities for Student's Pass application at the ICA.

Documents in foreign languages **MUST** be translated into English language and legally certified.

More Information on Student's Pass application is available on the Immigration & Checkpoints Authority's website at [www.ica.gov.sg](http://www.ica.gov.sg).

*Types of payment Modes: Cheques/Demand Draft/Banker's Draft only. Payment is accepted only in S\$.*

### **Step 4: Send us your application**

You are required to mail all application forms and required documents to AMITY GLOBAL BUSINESS SCHOOL at the following address:

AMITY GLOBAL BUSINESS SCHOOL  
1, Finlayson Green  
#10-00  
Singapore 049246  
Phone: +65 6602 9500  
**Fax** : +65 6602 9509  
**E-mail** : [info@singapore.amity.edu](mailto:info@singapore.amity.edu)

### **Step 5: Acceptance by the School**

Processing time of completed application will take approximately 5 working days. A telephonic interview may also be conducted if required. Applicants who have been offered a place at AMITY GLOBAL BUSINESS SCHOOL will receive the following via email:

- A letter of offer
- An Acceptance form. In order to accept our offer, you are to sign and fax the acceptance form to the AMITY GLOBAL BUSINESS SCHOOL. Fax number is (65) 6602 9509.
- Fees to be payable; refund and withdrawal policy; award criteria, attendance requirements,
- Standard Student Contract (2 copies). You are required to sign on both copies of the contract and return both copies to AMITY GLOBAL BUSINESS SCHOOL Admission Department. Once the School signs the contract, one copy will be returned to you.
- Information on accommodation matters, student services and compulsory medical insurance.
- A SOLAR+ Application No. will be emailed to you so that you can also check your Student's Pass Application Status online.
- Once student pass is approved, applicants will receive the in principle approval letter / entry permit (if applicable) and also copy of the Student Contract.

### **Step 6: Fee Payment**

- Upon receiving the letter of acceptance from the student, the Amity Global Business School shall also ensure that the following are adhered to:
- Prepare the *Student Escrow Confirmation* (SEC) and send it to the bank;
- The bank will send an Acknowledge Slip (AS) to the Amity Global Business School upon the confirmation of the successful opening of the Student Escrow account;
- Upon receipt of the AS, the Amity Global Business School will prepare the *payment Voucher* (PV) and send both the SEC and PV to inform the student of the successful opening of the escrow account as well as the payment schedule;
- The Student will pay to the bank directly according to the Payment voucher issued by the Amity Global Business School;
- The Bank will issue an AS upon receiving the Student's scheduled payments.

## **8.0 REFUND POLICY**

The school's refund policy is as follows:

### ***Refund for Withdrawal for Cause***

- AGBS fails for any reason to start the Course on the Course Commencement Date;
- AGBS terminates the Course for any reason prior to the Course Commencement Date;
- AGBS fails, for any reason, to complete the Course by the Course Completion Date;
- AGBS terminates the Course, for any reason, prior to Course Completion Date; or
- The Student's Pass application is rejected by Immigration and Checkpoint Authority (ICA).

**Amount:** Entire amount of the Course Fees and any Miscellaneous Fees paid, less 3rd party

charges (e.g. ICA application fee, insurance or escrow charges, bank charges for sending money back to students)

**Time Frame for Refund: Within 7 working days with necessary documentation**

**Refund for Withdrawal without Cause**

Where the Student withdraws from the Course for any reason other than those set out in 'Withdrawal for Cause' above or 'Force Majeure' conditions described in Clause 9 of the Standard Student Contract

**Amount:** The amount refunded is based on when the student's written notice of withdrawal is received, as indicated below, less any 3rd party charges

% of [the aggregate amount of the Course Fees and Miscellaneous Fees paid]	If Student's written notice of withdrawal is received
[100%]	("Maximum Refund") More than [60] days before the Course Commencement Date
[25%]	Before, but not more than [60] days before the Course Commencement Date
[10%]	After, but not more than [7] days after the Course Commencement Date
[5%]	More than [7] days after the Course Commencement Date, but not more than [14] days after the Course Commencement Date
[0%]	More than [14] days after the Course Commencement Date

**Time Frame for Refund:** Refund made within 7 working days from effective date of withdrawal (if this is different from date of receipt of notice). Students have a 7 day cooling off period after signing the contract, during which they are entitled to get the maximum refund, less any Course Fees consumed by the Student if the withdrawal date is later than the Course Commencement Date and the Student has started the Course, any AGBS administrative charges which are stipulated in the Miscellaneous Fees and any applicable bank administrative charges properly paid/payable.

Course deferments (e.g. the student is in China and requests to defer his admission) are only allowed for those who have not collected their student pass. A deferment fee will apply. Deferments are not allowed once the student pass has been collected, as there will be a need to cancel the pass. Once the student has applied for a deferment, it is deemed that the course has already commenced for more than 7 days, and there will be no refund of the fees.

Prospective students are briefed on the Refund Policy during pre-course counselling (by the agent / by the Student Support Officers / Marketing Executives) and later again during the orientation program.

Full details of the policy are also available on the school web site and student contract. The school targets students with a minimum of level of proficiency in English, so that they should have sufficient language ability to understand the policy in English.

### **Refund Procedure**

The school's refund procedure covers the following commonly occurring situations:

- a. School's non-performance
- b. ICA not approving the student pass
- c. Student changes his mind during the 7 day cooling off period
- d. Student's withdrawal
- e. Course deferment
- f. Student going to a Government school for further studies

The procedure for student initiated refund (due to Student's withdrawal / change of mind during 7 day cooling period, etc) is as follows:

- a. The student gives a written letter to the school requesting a refund with the reasons.
- b. The counter staff / Student Support Officer give this letter to the Marketing Manager for processing.
- c. Marketing Manager looks into the student's eligibility for a refund. He / She calculates the amount of refund and talks to the student showing the breakdown of the refund. The student then signs an acknowledgement form.
- d. Marketing Manager presents the case to Principal for approval.
- e. Upon approval Principal writes to the escrow account provider (if the student is on this scheme) to return money to students. The school will then email a copy of the acknowledgment given by the escrow account provider to the school. The escrow account provider will refund the money direct to the student.

The procedure for a school initiated refund (due to the school not performing / ICA not approving the student pass, etc) is as follows:

- a. Principal in consultation with the Management Team decides not to run the course.
- b. Upon receipt of written confirmation that the course will not run, Marketing Manager calculates the amount of refund due to the students and obtains approval from Principal to give the refund.
- c. Upon approval Principal writes to the escrow account provider (if the student is on this scheme) to return money to students. The school will then email a copy of the acknowledgment given by the escrow account provider to the school. The escrow account provider will refund the money direct to the student.

## 9.0 TRANSFER AND WITHDRAWAL POLICY

The school allows students to transfer from a course X to another course Y within the school.

The school allows students to withdraw from a course in accordance with the fee refund policy. A transfer to another private school is regarded as a withdrawal from AGBS. If the student is below 18 years of age, the parent or guardian's approval for the transfer / withdrawal will be required.

The table below summarises the key aspects of the transfer and withdrawal policies.

Details	Transfer	Withdrawal
Circumstances in which request will be granted	The (new) course is being run and has vacancies.	Principal to interview first
Additional fee payable	Nil	Nil
Status of student pass	Cancel existing and apply a new student pass for student	Cancel the existing student pass.
Condition for refund	As per refund policy	As per refund policy
Time frame for processing	4 weeks	4 weeks

### Transfer / Withdrawal Procedures

The school's procedure for withdrawal/transfer to another school is as follows:

The school allows students to transfer from a course X to another course Y within the school. This is treated as a withdrawal from course X (refund policy will apply) and a re-enrolment with the school into course Y. The school may at its discretion give the re-enrolled student a discount on the course fee for Y. The discount may be up to the un-used portion of the course fee for X.

The school allows students to withdraw from a course in accordance with the fee refund policy.

A transfer to another private school is regarded as a withdrawal from AGBS.

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

The table below summarises the key aspects of the transfer and withdrawal policies.

Details	Transfer	Withdrawal
Circumstances in which request will be granted	The (new) course is being run and has vacancies.	Principal to interview first
Additional fee payable	Nil	Nil
Status of student pass	Cancel existing and apply a new student pass for student	Cancel the existing student pass.
Condition for refund	As per refund policy	As per refund policy
Time frame for processing	4 weeks	4 weeks

Students are to submit the Transfer Request Form for transferring from Course X to Course Y within the school.

For withdrawal the students are to submit the Withdrawal request Form.

Prospective students are briefed on the Transfer / Withdrawal Policy during pre-course counselling session (by the agent/ Student Support Officers or Marketing Executive) and later again during the orientation program.

Full details of the policy are also available on the school web site, student contract and student handbook. The school targets students with a minimum of level of proficiency in English, so that they should have sufficient language ability to understand the policy in English.

During the orientation the Transfer / Withdrawal Policy has been explained to the students.

During the orientation, students are informed:

- if the international student withdraws from the school, the school would login to the ICA system to cancel the student pass. When cancelled the student would have 30 days to remain in Singapore or otherwise advised by ICA.
- if the international student transfers to another course, the school would have to apply for a new student pass. They are warned that should ICA reject the application for new pass the international student would be forced to return home.

## **10.0 TRAVELLING TO SINGAPORE AND ARRIVAL PROCESSING FOR FOREIGN STUDENTS**

### **❖ Flight Arrangements**

- Student makes flight arrangements to Singapore upon receiving the Conditional Letter of Offer. Ensure status of Student Pass before confirming departure.

### ❖ Money

- Foreign Students should travel to Singapore with about US\$1,000 (S\$1,700). This will help in the payment of down payment for accommodation and living expenses for about 2 weeks.
- Money-changing services are available at the Airport and at other approved moneychangers in the city.
- Foreign Student should also have the means to pay for the first payment of the Course Fees according to the Payment Voucher.

### ❖ Relevant original documents for Immigration at Changi Airport, Singapore

- Documents to be produced include
  - ✓ Valid passport for minimum of 6 months
  - ✓ Conditional Letter of Offer from AMITY GLOBAL BUSINESS SCHOOL
  - ✓ Copy of Approved-in-Principle Letter from ICA

### ❖ Arrival Processing by Amity Global Business School

- Amity Global Business School will process the Foreign Student for admission and payments – including verifying all original documents
- Payment should be paid according to the Schedule of Payment for the Course as stipulated in the Student Contract.
- Student will proceed to ICA for completion of student pass processing formalities.

### ❖ Student Pass processing at ICA

- Documents to be produced include
  - ✓ Valid passport for minimum of 6 months
  - ✓ Birth Certificate
  - ✓ Educational Certificates and Result Transcripts
  - ✓ Conditional Letter of Offer from AMITY BUSINESS SCHOOL
  - ✓ Copy of Approved-in-Principle Letter from ICA
  - ✓ Proof of Fixed Deposit
  - ✓ Proof of Parents' Occupations
  - ✓ Other Documents as advised in the In Principle Approval of Student Pass

### ❖ Medical Screening

- Foreign Students receive the Approved-in-Principle Letter from ICA and proceed for Medical Screening at a clinic. Estimated cost of S\$50 to be paid by the Foreign Student.
- Obtain the Medical Report and submit to ICA to exchange for the Student Pass.
- Requires about 3 working days for the whole process.

## **11.0 STUDENT SERVICES AND SUPPORT PROGRAMMES**

### **❖ Student Pass Application**

- Assistance will be given to Foreign Students to apply for the Student Pass with ICA.

### **❖ Accommodation assistance**

- Assistance will be provided to Foreign Students with contacts to housing agents and hostels.
- Foreign Students will take up direct dealings with the housing agents and hostels to find suitable accommodation.

### **❖ Setting up of Bank Account**

- Different requirements by the banks
- Provide passport and Student Pass for identification
- Passport needed to cash Travellers' Cheque.
- Receive money from Parents in terms of bank drafts and these can be deposited in the Student's Account and drawn in 1 to 2 working days.

### **❖ Orientation for all Students**

- A comprehensive Orientation Programme will be conducted to introduce all Students of Amity Global Business School to the Course and the administration facilities
- The Orientation Programme will cover:
  - ✓ Amity Global Business School Mission, Vision and Values
  - ✓ Student Protection Scheme
  - ✓ Student Contract
  - ✓ Student Handbook details
  - ✓ Students' Code of Conduct – including dress code, class attendance, behaviour, leave of absence, restrictions of working under the Student Pass
  - ✓ Grievance Procedure
  - ✓ The requirements of the Course – course work, assignments, projects etc.
  - ✓ Examinations regulations
  - ✓ Library and study facilities
  - ✓ Student Services – including welfare and counselling services
  - ✓ Amity Global Business School Policies on Payment – refund, transfer, withdrawal
  - ✓ Accommodation and Transportation
  - ✓ Contact Numbers of Key Staff, useful contact details, feedback channel and reference to official website of Council for Private Education.

## **12.0 FEEDBACK AND GRIEVANCE PROCEDURE**

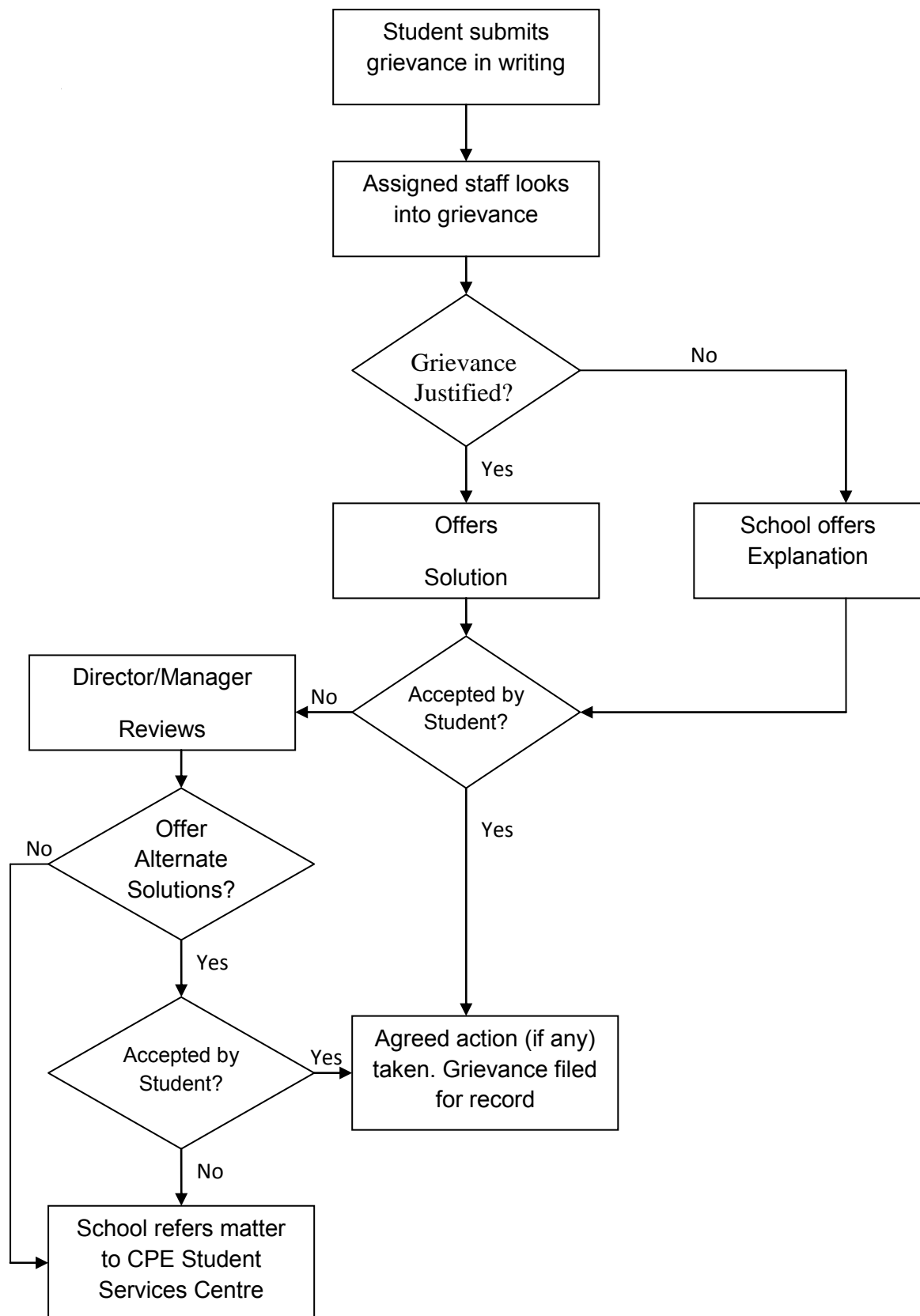
The school accepts feedback / complaints in hard copy (e.g. letter or fax) or soft copy (e.g. email) from the public, staff or students. Upon receipt of the feedback / complaint, Principal will direct the relevant manager or staff to look into the matter and to report back to him.

Where necessary, Principal discusses the feedback / complaint with the Management Team to draw learning points. The relevant manager then follows up with appropriate actions to improve the school's operations. The school gives an acknowledgement or initial response to the feedback / complaint within 3 days. The school targets to resolve feedback / complaints within 14 working days.

All feedback / complaints (including disputes) and the actions taken to resolve them are filed in the school's Complaint Log that also provides information on nature of complaint / grievance and the time taken to resolve. The school seeks feedback formally from staff and students.

The school uses the feedback/complaints received as one of the inputs for the internal review process.

## Grievance Procedure



### **13.0 APPEAL PROCESS**

Students who have not passed their modules may submit an appeal for review of results using Results Appeal Form through the Student Service Officer giving their reasons. This appeal must be submitted within 1 week of the release of exam results, together with payment of the required fee. (if applicable – see the standard student contract Schedule 2)

The Student Service Officer passes the Appeal Form to the Principal, who obtains the response from the teacher/marker on the merit of the appeal. He / She then submits the appeals with the teacher's response to the Exam Board for decision.

The Principal communicates the decisions of the Exam Board to the students of the outcome of their appeal and the same is updated in the results. (subject to any changes in the results)

AGBS works within the following timelines for processing and release of the final exam results and appeal results.

- a) Release of final exam results – within 4 weeks after completion of the final paper of the examination
- b) Release of appeal results – within 4 weeks from the official date of release of the exam results (or 3 weeks from the close of the appeal period)

AGBS returns the exam scripts to students after 4 weeks or more from the official date of release of the exam results. Assignments are normally returned within 20 working days for the official submission date.

A student whose appeal is unsuccessful may apply to AGBS to take a re-test with payment of a re-test fee. This application must be submitted within 1 week of the release of the appeal results. If the student fails the re-test, he must either repeat the module or take a new module in order to accumulate the required number of passed modules for graduation.

A student who chooses not to appeal may apply to AGBS to take a re-test, with payment of a re-test fee, within 1 week of the release of the exam results.

The students studying in the partner university's programmes (Eg. Anglia Ruskin University) are also required to adhere the university's refund policies.

### **14.0 DISPUTE RESOLUTION POLICY**

On disputes, it is the school's policy is to try to reach a fair and amicable solution (that is, a solution is found to address the grievance that is fair and acceptable to both parties, the student and the school).

The aggrieved party, the student, must submit the grievance in writing to the school.

Principal will assign the relevant manager to establish the facts of the case and complete the necessary investigation within 7 working days.

The manager will decide whether the complaint/grievance is justified, and if so, offer a solution to the student.

If the student accepts the solution, no further action will be pursued except to record and file the grievance and solution.

If the student declines the solution, the grievance will be referred to the Principal who will review the case and offer a second solution. All these proceedings would be completed within 14 days and complainants are kept informed of the status.

If the student still refuses to accept the second solution and before the maximum of 21 days, the school will propose that the matter be resolved through the Dispute Resolution Scheme of the Council for Private Education. At the Student Services Centre of CPE, officers review the complaints and provide the appropriate advice. Depending on complaints, the resolution procedures are recommended as follows:

<b>Complaint</b>	<b>Recommended Course of Action</b>
Private education institutions which have violated conditions of registration (e.g. misrepresentation or failure to honour contract terms)	Official investigation of the private education institution by an inspectorate team from the Council for Private Education
Unsatisfactory services (e.g. poor teaching quality, changes to the curriculum, and delays in awarding certificates)	Stage 1: Mediation Stage 2: Arbitration
Fee refunds	Small Claims Tribunal (For amounts less than SGD\$10, 000)

### **Dispute Resolution Mechanism**

For clear-cut fee refund issues of less than \$10,000, students can lodge their case with the Small Claims Tribunal.

For complaints of other nature, students can choose to participate in the Council for Private Education's (CPE's) appointed Dispute Resolution Scheme.