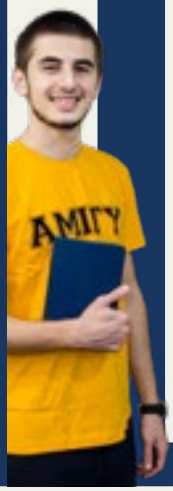
AMITY
GLOBAL INSTITUTE

STUDENT







HANDBOOK



AMITY GLOBAL INSTITUTE

CONTENTS

04 ■Welcome Message

05 ■Who We Are & Why Choose Us
About Amity Global Institute 05
Advantage Amity.....05

06 ■Our Identity and Academic Excellence
Vision.....06
Mission 06
Values & Culture.....06
Teaching Staff.....06
Visiting Faculty 06

07 ■Explore our campus

08 ■Learning Environment
Teaching Methodology.....08
Attendance Requirements.....08
Leave of Absence during Term 09
Attendance Procedures.....10

15 ■Enrolling and Learning in Amity Global Institute
Fee Protection Scheme (FPS).....15
Medical Insurance 16
Product Summary.....16
Standard Student Contract.....17

20 ■Refund Policy & Procedure

22 ■Transfer and Withdrawal Policy & Procedure

CONTENTS

24 ■Deferment Policy & procedure

26 ■Appeal Process

27 ■Feedback and Grievance Procedure

28 ■Dispute Resolution Policy

29 ■Student Services and Support Programmes

32 ■Travelling to Singapore and Arrival Processing for International Students

34 ■Do's and Don'ts While in Singapore

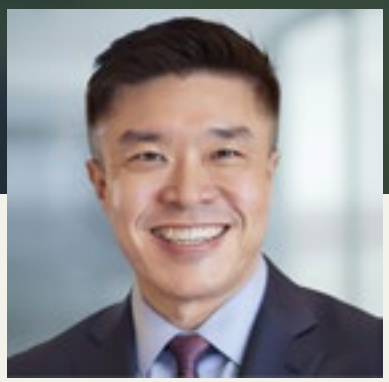
38 ■Student Code of Conduct, Academic Honesty Policy & Disciplinary Policy & Procedures

49 ■Student Responsibilities

50 ■Appeal Process

Message from

Regional CEO & Chief Academic Officer
Amity Global Institute



Professor Leon Choong

Greetings and Welcome!

It gives me great pleasure to warmly welcome you to Amity Global Institute as you begin an exciting new chapter in your academic journey. We are especially proud to present our state-of-the-art Orchard Road campus, purposefully designed to inspire learning, foster collaboration, and support your growth in a truly holistic environment. With our strong belief in education without borders, we are delighted to host students from over 25 countries, creating a vibrant, multicultural community that offers you rich global perspectives and opportunities.

As part of the Amity Education Group—one of the world's leading not-for-profit education foundations—we are connected to more than 250,000 students across 16 universities and over 175 international schools and higher education campuses worldwide. Our Singapore campus is dedicated to delivering globally recognised education with a distinctive edge. Here, you will be guided by faculty who combine deep academic knowledge with real-world industry expertise, helping you to develop the skills and confidence needed to excel in your chosen field.

We offer a wide range of programmes in collaboration with distinguished UK universities, including the University of London, the University of Northampton, Teesside University, and University of East Anglia. Beyond Singapore, our international exchange pathways open doors to transformative experiences at our campuses in New York (USA), Dubai (UAE), as well as Tashkent (Uzbekistan)—broadening horizons through invaluable cross-cultural learning.

At Amity Global Institute, education goes beyond the classroom. Our new campus has been designed to cultivate creativity, critical thinking, and collaboration. A vibrant student life awaits you through diverse clubs and societies—from photography, fitness, and performing arts to culture, conservation, and sports—allowing you to pursue your passions, showcase your talents, and build leadership skills that will serve you for life.

Our mission is clear: to provide quality education while shaping students into confident professionals and responsible global citizens. We are committed to equipping you with the knowledge, skills, and global mindset needed to succeed in your career and to make meaningful contributions to the world.

I wish you a safe, enriching, and fulfilling academic journey, and invite you to embrace the transformative experience that awaits you at Amity Global Institute.

Best Regards,

Professor Leon Choong
Regional CEO & Chief Academic Officer



WHO WE ARE & WHY CHOOSE US

About Amity Global Institute

Amity Global Institute, a key institution of the Amity Education Group, is one of the world's top five education groups and a leading global not-for-profit education foundation.

Amity Global Institute strives to be an institute of excellence that provides quality education and fosters life-long learning to nurture the next generation of global leaders. Amity offers globally recognized programmes in partnership with the University of London, the University of Northampton, Teesside University, and University of East Anglia to provide students with even more academic opportunities.

The campus is located at 228 Orchard Road, S(238853), with the newly opened campus extension at 218 Orchard Road (Level B1, L1 and L2). Strategically located within the Orchard Road precinct, the campus is directly across 313@Somerset, Orchard Gateway and Orchard Central, with many other malls and sights within walking distance.

Our institute enjoys close proximity (merely a 2-minute walk) to Somerset MRT station ensuring easy accessibility and convenience for your daily commute. It is one of the three stations located along the popular shopping belt, Orchard Road.

Amity Global Institute is registered with the Skills and Workforce Development Agency (SWDA).

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 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 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 Amity 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.



OUR IDENTITY AND ACADEMIC EXCELLENCE

Vision

To be an educational institution of excellence that advances knowledge and fosters life-long learning.

Mission

To be an institution that nurtures talent to serve business and society.

Values & Culture

Social Responsibility

Integrity

Innovation

Research Focus

Industry Relevance

For Organizational Chart, please refer to

https://www.amitysingapore.sg/discover-amity/organisation-chart/

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, the core faculty comprises of senior academicians in Singapore who have taught in reputed Singapore and foreign universities 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.

WELCOME TO

AMITY GLOBAL INSTITUTE

Amity Global Institute strives to be an institute of excellence that provides quality education and fosters life-long learning to nurture the next generation of global leaders. Amity offers globally recognised programmes in partnership with University of London, Teesside University, the University of Northampton and University of East Anglia to provide students with even more academic opportunities.

The campus is located at 228 Orchard Road, S(238853), with the newly opened campus extension at 218 Orchard Road (Level B1, L1 and L2). Strategically located within the Orchard Road precinct, the campus is directly across 313@Somerset, Orchard Gateway and Orchard Central, with many other malls and sights within walking distance.

Our institute enjoys close proximity (merely a 2-minute walk) to Somerset MRT station ensuring easy accessibility and convenience for your daily commute. It is one of the three stations located along the popular shopping belt, Orchard Road.

Amity Global Institute is registered with the Skills and Workforce Development Agency (SWDA).

A KEY INSTITUTION OF THE AMITY EDUCATION GROUP, A LEADING WORLDWIDE NOT FOR PROFIT EDUCATION FOUNDATION.

EXPLORE OUR CAMPUS













LEARNING ENVIRONMENT

Teaching Methodology

Courses are conducted via 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 is dedicated to ensure that every student who participates in the course will understand, interact and enjoy the learning.



Attendance Requirements

Attendance Requirement for Full-Time Students (Non-STP Holders)

- All students must maintain at least 75% of classroom attendance.
- Any student who has not achieved the attendance requirement may be barred from the examinations/assessments of the module concerned. Further, the Student needs to repeat the entire module with attendance and payment of the relevant fees.
- For students studying External Degree Partners' courses, rules specified by the Partners will be applicable.

Attendance Requirement for Full-Time Students (STP Holders)

Amity is obliged to report to the Immigration & Checkpoints Authority (ICA) on international students who have failed to meet ICA requirement on attendance.

I. The Student should not fail to attend classes for a continuous period of days or without a valid reason.

II. The Student should not have a percentage of attendance of less than 90% in any month of the Course without any valid reason.

III. All the International students will spend at least 3 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).

a) If the student fails to meet any of the above requirements, the Student Pass may be cancelled and renewal will be granted to the Student on case to case basis and is subject to the Immigration Checkpoints Authority's approval.

b) International students who have not achieved the attendance requirement of 90% may also be barred from the examinations/assessments of the module concerned. Further, the Student needs to repeat the entire module with attendance and payment of the relevant fees. For students studying External Degree Partners' courses, rules specified by the Partners will be applicable.

Note: For Full-Time STP holders, any attendance taken during a period where the student does not hold a valid Student's Pass shall not be recognised as the official attendance record.

Attendance Requirement for Part-Time Students and Students enrolled for E-learning Courses

- Part-time students and Students enrolled for E-learning Courses are encouraged to achieve an attendance of 75%.

Leave of Absence during Term



a) Leave is not permitted after the commencement of the Course unless for students with valid reasons.

b) Applications must be submitted online through leave application form with supporting documents.

c) The teachers and the Student will work together to minimize the impact of leave of absence on the students' studies and resolve any academic issues.

d) Students must complete the Leave Application form online.

e) International students have been briefed by the Student Services Department and should refer to the relevant rules and regulations set by the Immigration and Checkpoint Authority (ICA) governing leave of absence for student pass/visa holders; and may only be permitted to take a leave of absence (and return home) in the case of bereavement, medical reasons or circumstances beyond their control.

f) Students who take medical leave must submit the copy of the medical leave attached to the Leave Application form within the next three working day from when the medical leave ends.

g) Students are advised that their attendance or certification for examinations (where relevant) may be affected even where leave is granted. Students who take leave without notifying the School will be considered as 'absent without valid reason'.

h) Student Pass holders who are absent without reason for 7 consecutive days is liable to have their student pass cancelled.

Attendance Procedures

Attendance Taking via Biometric System is applicable to the following attendance types:

a) Full-Time Student (Non-STP Holders) – Refer to Table A
b) Full-Time Student (STP Holders) – Refer to Table B
c) Part-Time Local Student

i. Students shall follow according to their class timetable to scan their registered fingerprint using biometric system that is installed inside their classroom, upon start and end of class.
ii. Students are required to have their fingerprint captured within 15 minutes from the start of the lesson, to have their attendance captured. They also need to 'scan out' their fingerprint in order for the biometric system to record their attendance as present.
iii. The biometric system will serve to monitor Student's class attendance daily and issue necessary interventions (e.g. reminders, warning and counselling emails / letters).
iv. For students who are below 18, the parent/guardian is to be informed if any intervention is taken.
v. If there is any inaccurate Attendance Records as stated below, students may rectify with the Course Advisors / Student Services Department on the following with evidence:
    - *Scanner malfunction; or*
    - *Poor fingerprint quality; or*
    - *Physical injury affecting fingerprints; or*
    - *System synchronization or network issues; or*
    - *Any other issues.*

Attendance for Full-Time Student (Non-STP Holders)

This attendance monitoring is applicable to all full-time local students or local pass holders, who do not hold any Student Pass (STP). Students will refer to Table A below according to the category, where the trigger of the number of days absence, and early intervention will be taken by the Student Services Department, to ensure that students attend classes regularly and to meet the minimum attendance requirement of 75%.

Students will be monitored regularly on monthly basis, based on Table A category and requirements on the triggers and interventions, such as reminders and/or warning emails.

Table A – Full-Time Students (Non-STP Holders)

Category	Trigger	Intervention
In a Month	Absent for 3 days and onwards	System will send a reminder for 3 days of absence
	Absent for 5 days	System will send the 1st warning email
	Absent for 7 days	System will send the 2nd warning email with scheduled counselling
	Absent for 9 days	System will send the 3rd warning email with scheduled counselling

Attendance for Full-Time International Student (STP Holders)

This attendance monitoring is applicable to all full-time international students holding student passes (STP). Students will refer to Table B below according to the category, where the trigger of the number of days absence, and early intervention will be taken by the Student Services Department, to ensure that students attend classes regularly and to meet the minimum attendance requirement of 90%.

Students will be monitored regularly by Consecutive Days (priority) and by Monthly Basis (secondary), based on Table B categories and requirements on the triggers and interventions, such as reminder and/or warning emails.

Table B – Full-Time International Students (STP Holders)

Category	Trigger	Intervention
By Consecutive Days (priority)	Absent for 1 day	System will send a reminder
	Absent for 3 consecutive school days	System will send the 1st warning email
	Absent for 5 consecutive school days	System will send the 2nd warning email with scheduled counselling
	Absent for 7 consecutive school days	System will send a final warning letter
	8th day of absence	Course Advisor – STP Cancellation + Termination Process
	Monthly attendance rate below 90%	System will send a reminder
In a Month (secondary)	Absent for 7 days	System will send the warning email with scheduled counselling
	Monthly attendance rate below 90%	System will send a reminder

**All reminders or warnings will be sent on the following working day.*

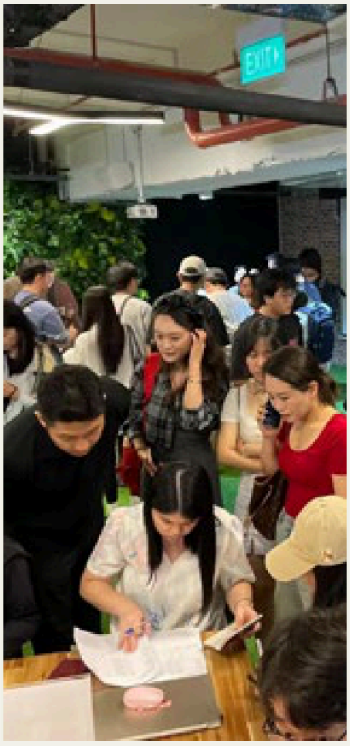
Attendance for Part-Time Student and Student enrolled for e-learning Courses

i. The student is informed by the Student Services Staff on attendance policies and procedures and reminded to attend classes regularly. The information will be made known to the students during Student Orientation.

ii. Part-time students are mature adults and expected to plan their schedule to attend classes.

iii. Student Services Staff monitors the individual class attendance.

iv. Part-time students/Student enrolled for e-learning Courses are encouraged to achieve an attendance of 75%.



Synchronous E-learning

Attendance will be taken by lecturers at the start and end of the class.

Asynchronous E-Learning

If on the university partner's LMS, records are kept with the university. Attendance is taken through the time spent on the LMS completing tasks. Should students not meet the requirement, the partner will inform the institute. If on Amity's LMS, attendance is taken through the duration of the logged on status.

Attendance for Full-Time College Student

i. All College students (International / Local Students) are informed by the Student Services Staff on the attendance policies and procedures and are reminded to attend classes regularly. Information has been made known to students through pre-course counselling, student handbook (via website) and orientation.

ii. Lecturer will receive the electronic class attendance from Student Services before the commencement of intakes.

iii. Lecturer marks the attendance, 'P' for present and 'Abs' for absent, within 15 minutes from the start of the lesson and at the end of lesson to record their attendance.

iv. Lecturer signs digitally to confirm the attendance taken and share the class attendance with Student Services.

v. Student Services Staff will monitor Student's class attendance on a 2-weekly basis and warnings or / and counselling emails will be issued for necessary interventions, where applicable. For students who are below 18, the parent/guardian is to be informed if any intervention is taken.

a. If there is any inaccurate Attendance Records, students may rectify with the Course Advisor (CA) / Student Services Staff immediately.

Table C – Full-Time College International Students (STP Holders) or Non-STP Holders

Category		Trigger for STP Holders	Trigger for Non-STP Holders	Intervention
By Consecutive Days (priority)		Absent for 1 day		CA will send a reminder email
		Absent for 3 consecutive school days		CA will send a warning email
		Absent for 5 consecutive school days		CA will send a warning email
		Absent for 7 consecutive school days		CA will send a warning email
In a month	Mid-month	Below 85% attendance	Below 75% attendance	CA will send a warning email
	End-month	Below 90% attendance	Below 75% attendance	CA will send a warning email

*Warning emails are issued cumulatively in the following sequence: First (1st) Warning, Second (2nd) Warning and Third (3rd) Warning.
*Within one week of the issuance of the Third (3rd) Warning, the Course Advisor shall initiate the Termination Process and proceed with the cancellation of the student's Student's Pass (STP).
* First (1st) Warning will be without counselling, Second (2nd) Warning and Third (3rd) Warning will include counselling.

vi. Student's class attendance will be collated and monitored twice a month; mid-month and end of the month, by the Student Services Staff through the Attendance Sheet.

a. For mid-month monitoring

i. Warning email / letter is to be sent to students whose attendance rate tabulated from the start of the month to the middle of the month falls below 85% (for STP Holders) or 75% (for Non-STP Holders).

ii. Students who attended counselling as part of mid-month monitoring, will not be issued a warning letter at the end of that month, provided they maintain 90% (for STP Holders) or 75% (for Non-STP Holders) attendance rate for all remaining lessons in that month following the counselling session.

b. For end of month monitoring

i. Warning email / letter is to be sent to students when attendance rate tabulated from the start of the month to the end of the month falls below 90% (for STP Holders) or 75% (for Non-STP Holders).

ii. Students who attended counselling as part of previous month's end of month monitoring, will not be issued a warning letter for the current month's mid-month and end of the month monitoring, provided they maintain 90% (for STP Holders) or 75% (for Non-STP Holders) attendance rate for all remaining lessons in the month following the counselling session.

c. Student Services Staff is to send the 1st warning email / letter (without counselling session arrangement) to students whose attendance fall below the mid-month or end of month minimum attendance rate after tabulation.

d. Should student clarify with Student Services Staff on this 1st warning email / letter, student may submit Leave Application for those absent days.

e. Student Services Staff is to send a 2nd warning email / letter (with counselling session arrangement) to students whose attendance fall below the mid-month and end of month attendance rate after tabulation the second time.

   i. *Subsequent reminders (3 in total) should be given with 2 to 3 working days apart for those students who missed counselling session. These three reminders should be sent within 2 weeks.*

   ii. *Should student attend the counselling session, student may write reflection letter and submit to Student Services Staff. If student does not have any supporting documentation for his/her absence, student may appeal to school to allow the continuation of his/her studies.*

f. Student Services Staff is to send a final warning email / letter (with counselling session arrangement) to students whose attendance fall below the mid-month or end of month minimum attendance rate after tabulation the third time. Student Services Staff is to communicate with sales team to find out the actions taken.

   i. *Subsequent reminders (3 in total) should be given with 2 to 3 working days apart for those students who missed counselling session. These three reminders should be sent within 2 weeks.*

   ii. *Should student attend the counselling session, student must write reflection letter and submit to Student Services Staff. If student does not have any supporting documentation for his/her absence, student may appeal to school to allow the continuation of his/her studies.*

g. Should student miss / not attend the counselling session arranged after 3 reminders, termination procedure may be raised to Head - Student Services which includes the feedback from sales team and any actions taken. Department Head is to follow up on the matter and when necessary, make a report to police and ICA.

General Conditions

1. Counselling sessions will be conducted with the Student to ensure that attendance requirements are achieved. Details are documented in the Student Attendance Counselling Form.
2. Student Services Staff follows up with the Student when the attendance did not improve in the following (where applicable):

   I. Implementation of timely intervention measures to help students with poor conduct or attendance in the form of counselling.



Leave of Absence

All students must apply for Leave of Absence (LOA) through the Student Portal.

Accepted Types of Leaves, Qualifying Circumstances and Evidences

Except as provided under the Exceptional Approval of Leave of Absence section, Course Administrators / Student Services may only approve LOA applications that are supported by the required documentary evidence and fall within the allowable limits as follows:

Type of Leave	Qualifying Circumstances	Required Supporting Document(s)
Medical Leave	Student is medically unfit for classes	Medical Certificate issued by registered medical practitioners in Singapore (including TCM practitioners). The MC must clearly state the dates and/or duration of leave.
Hospitalization Leave	Student is hospitalized	Hospital discharge summary stating the dates and/or duration of hospitalization.
Compassionate Leave	Death of immediate family member (parents, siblings, grandparents, spouse, children)	Death Certificate
Compassionate Leave (End-of-Life)	Immediate family member (parents, siblings, grandparents, spouse, children) in the final stage of life	Doctor's letter stating the patient is in the final stage of life
Leave (Work-Related Leave)	Official work commitment	Company letter (on company letterhead with company stamp) specifying leave duration
Leave (NS Reservist Leave)	ICT / National Service call-up	ICT Call-up / SAF100 notice letter
Any other reasons – will be subjected to approval (Refer to Exceptional Approval of Leave of Absence section below)	Any leave request not in the outlined table above, will need to submit with relevant documents. Such LOA will be reviewed and subjected to approval by Senior Manager and above of Student Services.	All relevant documents

Note: Supporting documents other than those listed above will not be accepted, unless approved as per Exceptional Approval of Leave of Absence section. Submission of forged or fake documents (including MCs) will result in immediate expulsion.

Duration Limits

- Each student is allowed a maximum of five (5) days of approved LOA per calendar month (except for NS Reservist leave, and unless exceptional approval).
- Each individual application may be approved for a maximum of three (3) consecutive days of LOA (except for NS Reservist leave, and unless exceptional approval).

Application and Approval Procedure

- Applications must be submitted via the Student Portal.
- Normal cases: Submit at least 5 days in advance.
- Emergency cases: Submit within 3 working days after the absence.

Exceptional Approval of Leave of Absence

In exceptional cases, an LOA application submitted through the Student Portal that does not meet the requirements above (including type of leave and duration limit) may be granted as an exceptional approval. Exceptional approval shall only be granted where all the conditions below are met.

1. Eligibility Criteria
   All of the following must be met:
   a. The circumstances are valid and genuine, beyond the student's reasonable control, and could not reasonably have been avoided or rescheduled; and
   b. The application is supported by credible and verifiable documentary evidence
2. Exclusions
   Exceptional approval shall not be granted for:
   a. Holidays, personal travel, social events or other non-urgent personal matters; and
   b. Any absence related to employment for STP Holders



ENROLLING AND LEARNING IN AMITY GLOBAL INSTITUTE

Fee Protection Scheme (FPS)

The Fee Protection Scheme serves to protect the students' fees in the event a Private Education Institution (PEI) is unable to continue operations due to insolvency, and/or regulatory closure. Furthermore, the FPS protects the student if the PEI fails to pay penalties or return fees to the student arising from judgments made against it by the Singapore courts.

The FPS is applicable to ALL students* (regardless of nationality and the type of passes, i.e. dependent's pass, student's pass, work permit etc) taking courses in PEIs with EduTrust certification. It applies to all courses with course duration of more than 1 month or 50 hours.

Amity Global Institute has put in place the FPS Insurance Scheme arrangements to ensure that fees paid by students to the school are insured by SWDA-appointed service providers. Course fees paid would be protected under the FPS Group Insurance by Liberty Insurance Pte Ltd (Liberty).

Bank Name:	DBS Bank Ltd
Account Name:	Amity Global Institute Pte Ltd
Account Number:	003-923926-2
Bank Code:	7171
Branch Code:	003
Swift Address:	DBSSSGSG
Bank Address:	DBS Shenton Way Branch, 6 Shenton Way DBS Building Tower 2, Singapore 068809

FPS insurance premiums are paid by Amity Global Institute, unless otherwise stated in the Student Contract as payable separately by the student. The insurance coverages shall commence from the fee payment date and cover the course duration the fee is paid for or till the course end date, whichever is earlier.

Student who seek Transfer (within Amity) or Deferment, student may be required to pay the relevant FPS charges as stated in the Miscellaneous Fees.

For more details on Fee Protection Scheme, click to
https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-(peis)/protection-of-course-fees
Click here to download a copy of the Liberty Insurance FPS Certificate
https://www.amitysingapore.sg/wp-content/uploads/2025/12/Amity-Master-Cert-till-2026.pdf
*except for students on 100% Scholarship (waiver granted by SWDA)

Medical Insurance

All students need to purchase medical insurance throughout their course of studies with Amity. A SC/PR or a non-Student's Pass international student who is protected by his/her own medical insurance in Singapore can opt out from the medical insurance scheme arranged for by the Amity.

This medical insurance scheme shall minimally provide for an annual coverage limit of not less than S$20,000 per student; with B1 / B2 / C ward in government and restructured hospitals and 24 hours coverage in Singapore and overseas (if student is involved in school related activities) throughout the course duration, and the Student is encouraged to seek advice on whether more comprehensive insurance cover is required or desired. Students need to submit documentary evidence together with the Claim Form to Liberty Insurance Pte Ltd.

Product Summary

Coverage

- Necessary and reasonable medical charges incurred as a result of hospitalization and/or injury 24 hours coverage in Singapore and overseas (if student is involved in school-related activities).

SCHEDULE OF BENEFITS	PLAN 1 (S$)
1. a) Daily Room & Board[1] b) Intensive Care Unit[2] c) High Dependency Ward[3]	As charged in C / B2 / B1 ward in Singapore Government / Singapore Government Restructured Hospitals
2. Hospital Miscellaneous Services	
3. Surgical Fees (Subject to MOH Table of Surgical Procedure)	
4. In-Hospital Physician's Visit (Subject to maximum 90 days)	
5. Pre-Hospitalisation Specialist Consultation Fees[4]	
6. Pre-Hospitalisation Diagnostic X-Ray & Laboratory Test[4]	
7. Emergency Outpatient Treatment Due To Accident[5]	
8. Emergency Dental Treatment / Registered Traditional Chinese Physician (TCM) Treatment Due To Accident[5]	1,000
9. Post-Hospitalisation Treatment[6]	As Charged
10. Ambulance Fee	150
11. Medical Report Fee	100
12.Hospitalization Expenses Arising From Infectious Diseases Including Covid-19	As Charged
13. Pro-Ration Factor[7]	65%
Overall Maximum Limit Per Policy Period (S$) (Item 1 to 13)	S$20,000

SCHEDULE OF BENEFITS	PLAN 1 (S$)
Additional Benefit (S$)	
14. Outpatient Kidney Dialysis and Cancer Treatment	S$3,000
15. Inpatient Psychiatric Treatment (admission to Institute of Mental Health only)	S$1,000
16. Special Grant	S$5,000
17. Personal Accident (Death/Permanent Disablement Scale II)	S$20,000

Notes:

1. Based on 4 to 6 Bed (B1/B2/C Ward) in Singapore Government / Restructured Hospital
2. Subject to overall maximum limit of 120 days including R&B and HDW
3. Subject to overall maximum limit of 120 days including R&D and ICU
4. Within 120 days before hospitalisation or day surgery
5. Within 24 hours from time of Accident
6. Within 120 days following discharge from hospital
7. The Policy will pay the stated percentage if the Insured Person is admitted to a higher ward in Singapore Government/Restructured Hospital OR in a private hospital in Singapore OR in an overseas hospital during school-related activities

Standard Student Contract

Private Education Institution-Student Contract

SWDA, in aiming to enhance the confidence of students and their parents in the quality of education in Singapore, has stipulated that all Private Education Institutions must sign a Private Education Institution-Student Contract with students. The contract sets out the terms and conditions governing the relationship between the student and Private Education Institution. Amity will honour all terms and conditions in the contract and in all communication materials. Students may request for a copy of the Private Education Institution- Student Contract from Amity or view it on the SWDA website https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-(peis)/edutrust-certification-scheme/where-can-i-get-more-information

Cooling-Off Period

There will be a cooling-off period of 10 calendar days commencing from and including the date the Private Education Institution - Student Contract is signed by both parties. Students have the right to cancel the contract within the 10 calendar days and be refunded all course fees and miscellaneous fees already paid if the students submit written notice of withdrawal to Amity within the cooling off period (refer to Private Education Institution-Student Contract). After the cooling-off period, Amity refund policy will apply.

Award Criteria

To qualify for the award, students must meet the following result criteria:

Course	Criteria
Certificate/Diploma/Advanced Diploma /Post Graduate Diploma	Student must pass all prescribed modules (with the exception of exempted modules)
Degree/Masters/Doctorate	Student must pass all prescribed modules (with the exception of exempted modules)*

*As per the External Degree Partner's Academic Regulations

Please visit https://www.amitysingapore.sg/contact-us/medical-insurance/ to access more information regarding the following.
Certificate for Group Medical Insurance
Group Student Medical Insurance Policy
Student Claim Form
Product Summary – Group Hospital & Surgical Insurance

Step 1: Admission Requirements

Ensure that you have met the entry requirements for the course that you are interested in.

- Please refer to Entry Requirements in the Website (www.amitysingapore.sg)

Step 2: Fill up all the forms

- Pre-course counselling checklist (in the Student Application Form)
- Student Application Form
- ICA form 16 & V36 (for international student)

Step 3: Provide the following supporting documents

- 4 recent passport size photographs of the student
- Copies of educational certificates and transcripts
- Copy of NRIC or passport
- Letter from employer certifying period of employment / Resume / CV (if applicable)
- Proof of English Proficiency; either IELTS/TOEFL scoresheet or a letter from institution certifying English is medium of instruction, or English Placement Test (if applicable)
- Birth certificate with English translation (if applicant's below 18 years old)
- Legal Guardian's NRIC (as applicant's sponsor – if applicable)
- Course Application Fee
- Reference Letter (if applicable)
- Personal Statement (if applicable)
- Research Proposal / Informal Admissions Interview (for Doctorate course)
- Company letter of consent for full-time study for Local Pass applications

  The Course Application fees is non-transferable and non-refundable* & payable to "AMITY GLOBAL INSTITUTE PTE LTD"

Step 4: Send us your application

You may mail the application form and all required documents to AMITY GLOBAL INSTITUTE at the following address:

AMITY GLOBAL INSTITUTE

228 Orchard Road, Singapore 238853

Phone: + 65 6602 9500 (9 lines) I Fax: + 65 6602 9509

E-mail: info@singapore.amity.edu

NOTE:

Please make sure that your application forms and documents reach us at least 3 weeks before course commencement.

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.
- Only payment in S$ is accepted.

*except when a course is cancelled by Amity or the application is rejected by the University

Step 5: Acceptance by the School

When the student meets the entry requirement and application is accepted, the following "Enrolment Documentation" are provided to the student:

- Offer Letter (signed by the Head – Admissions / Designated Staff) as proof of Acceptance
- Form 12 Advisory Note with Student Contract (2 hardcopies/ a digital copy, signed by Head – Admissions / Designated Staff)
- Details for Fee Protection Scheme
- Student Handbook
- ICA form 16 & V36 (for international student)
- Students' acknowledgement on joining the course after the commencement date (if applicable)
- Course Schedule or reference under Schedule A

Once the above documents are received, student will provide the school with the following.

- Copy of Offer Letter duly signed as Accepted
- Form 12 Advisory Note with Student Contract, signed by the student or parent/guardian (for student age below 18 years old)
- Student's acknowledgement on joining the course after the commencement date (if applicable)

Amity will assist students if they are not clear on form filling. Incomplete applications or applications not fulfilling the required details are kept in view for further processing.

Note: For International Students

Once the Offer Letter is accepted, Amity will process Student's Pass Online Application and Registration (SOLAR) portal of Immigration and Checkpoints Authority, Singapore. Following which the Registration Acknowledgement is given to the student to complete the student pass application. Amity will assist students if they are not clear on form filling. Further, assistance will be provided as below:

- Using the SOLAR+ Application No. in the Registration Acknowledgement document the student can check Student's Pass Application Status online.
- Once student pass is approved, applicants will receive the In Principle Approval letter (if applicable).
- Information on accommodation matters, student services and compulsory medical insurance.

Step 6: Fee Payment

Upon receiving the letter of acceptance from the student, Amity shall also ensure that the following are adhered to: All fees refer to all monies that are paid by the student to be enrolled in the Amity except for Course Application Fee and Miscellaneous Fees.

Payment Mode

With effect from 1 Jan 2022, course fees paid would be protected under the FPS Group Insurance by Liberty Insurance Pte Ltd (Liberty).

- WeChat Pay
- Telegraphic Transfer (TT)
- Flywire
- Credit Card
- Cheque
  (Payable to: Amity Global Institute Pte Ltd.)
- Cash
- NETS
- AXS service
- PayNow
- Internet banking
- Internet Banking and Telegraphic Transfer (TT) directly to:

Bank Name:	DBS Bank Ltd.
Account Name:	Amity Global Institute Pte Ltd
Account Number:	003-923926-2
Bank Code:	7171
Branch Code:	003
Swift Address:	DBSSSGSG
Bank Address:	DBS Shenton Way Branch, 6 Shenton Way DBS Building Tower 2, Singapore 068809

Students should email at: accounts1@singapore.amity.edu and notify Amity immediately of any payment made by any payment mode.



REFUND POLICY & PROCEDURE

The school's refund policy is as follows:

1. Amity Global Institute ("AGI") will notify the Student in writing within three (3) working days upon discovering any of the following situations,
   a. *The Course cannot begin on the scheduled Commencement Date.*
   b. *The Course cannot be completed by the stated Completion Date.*
   c. *The course will be terminated before the Course Completion Date*
   d. *The Student does not meet the course entry or matriculation requirements as stated in Schedule A of the Student Contract.*
   e. *The Student's Pass application is rejected by the Immigration and Checkpoints Authority (ICA).*
2. AGI will notify the Contracting Party in writing of any alternative study options, if available, within ten (10) working days of informing the Contracting Party of the Refund Event.
3. If the Contracting Party agrees to the alternative arrangements for Refund Events (a) to (c):
   - *For event (a): The existing contract will be automatically terminated, and a full refund of Course and Miscellaneous Fees will be issued. A new contract must be signed for the alternative arrangement.*
   - *For events (b) and (c): The contract will be automatically terminated, and AGI will refund Course and Miscellaneous Fees based on the uncompleted portion or duration of the Course whichever is greater within seven (7) working days.*
4. If AGI is unable to recommend alternative study arrangements or the Contracting Party declines the alternative arrangements for Refund Events (a) to (c):
   - *For event (a): AGI will refund all Course and Miscellaneous Fees paid within seven (7) working days of contract termination.*
   - *For events (b) and (c): The contract will be automatically terminated, and AGI will refund Course and Miscellaneous Fees proportionate to the uncompleted portion or duration of the Course, whichever is higher, within seven (7) working days.*
5. For events (d) and (e): The contract will be immediately terminated and a full refund of all Course Fees and Miscellaneous fees paid within seven (7) working days of the termination.

% of [the amount of Course Fees and Miscellaneous Fees paid under Schedules B and C]	If Student's written notice of withdrawal is received:
[100%]	more than [60] working days before the Course Commencement Date
[25%]	On or before, but not more than [60] working days before the Course Commencement Date
[10%]	after, but not more than [7] working days after the Course Commencement Date
[5%]	More than [7] working days after the Course Commencement Date, but not more than [14] days after the Course Commencement Date
[0%]	more than [14] working days after the Course Commencement Date

As the Refund Table can differ based on which periods that they are signed, and that each Student Contract is a legally binding document, reference should be made to each Student Contract that is signed with the School with regards to the % of refunds as stated in the Refund Table (Schedule D of the Student Contract).

Refund for Withdrawal During the Cooling-Off Period

Notwithstanding anything herein contained, the Contracting Party shall be entitled to, without any liability whatsoever to Amity, forthwith terminate the Contract at any time within the Cooling-Off Period (i.e. ten (10) calendar days commencing from and including the date of the Student Contract) by way of a written notice to Amity. Amity shall return all Course Fees and Miscellaneous Fees paid to it within seven (7) working days of the receipt of the written notice.

Refund for Withdrawal Outside the Cooling-Off Period

Without prejudice to Clauses 3.1 to 3.8 of the Standard Student Contract, the Contracting Party may terminate the Contract at any time before the Course Completion Date by providing a written notice to AGI. Upon receipt of such notice, AGI shall within seven (7) working days, refund to the Contracting Party such amount (if any) as determined in accordance with Schedule D of the Standard Student Contract.

Refund Procedures:

1. Application fee for courses is non-refundable and non-transferable.
2. Requests for refunds arising from withdrawal must be accompanied with an original fully completed hardcopy Withdrawal Request Form and supported with relevant documentary proof, where applicable.

Student-Initiated Refund

- The student completes and submits the “Withdrawal Request Form” to Amity requesting a refund with the reasons.
- The CA discuss with Department Head – SS/Designate on student’s eligibility for a refund. If eligible, the amount to be refunded is calculated and gets approval from the Principal / Provost / Vice Provost. Thereafter the CA explains to the student showing the breakdown of the refund.
- The approved duly completed form is handed over to the Finance Staff to process the refund to the student within 7 working days from the date of request.
- Upon completion of the request, CA will inform the student of the completion along with the computation of the refund amount.
- CA will prepare the letter of notification or email with the computation of the refund amount. This will either be emailed to the student or handed to the student directly.

Amity-Initiated Refund

- If Amity is unable to run the course / if the Principal / Provost / Vice Provost in consultation with the Management Team decides not to run the course, upon receipt of written confirmation that the course will not run, the Department Head – SS/Designate will provide alternative study arrangements to the student. If the student does not accept, CA calculates the amount of refund due to the students and obtains approval from the Principal / Provost / Vice Provost to give the refund.
- In other cases, like ICA student pass rejection, excess payment by student, etc, the Finance Staff, after being notified by the respective department, prepares the necessary documents for the refund and gets approval from the Principal / Provost / Vice Provost / COO. At the same time, CA will request for bank account details from the student.

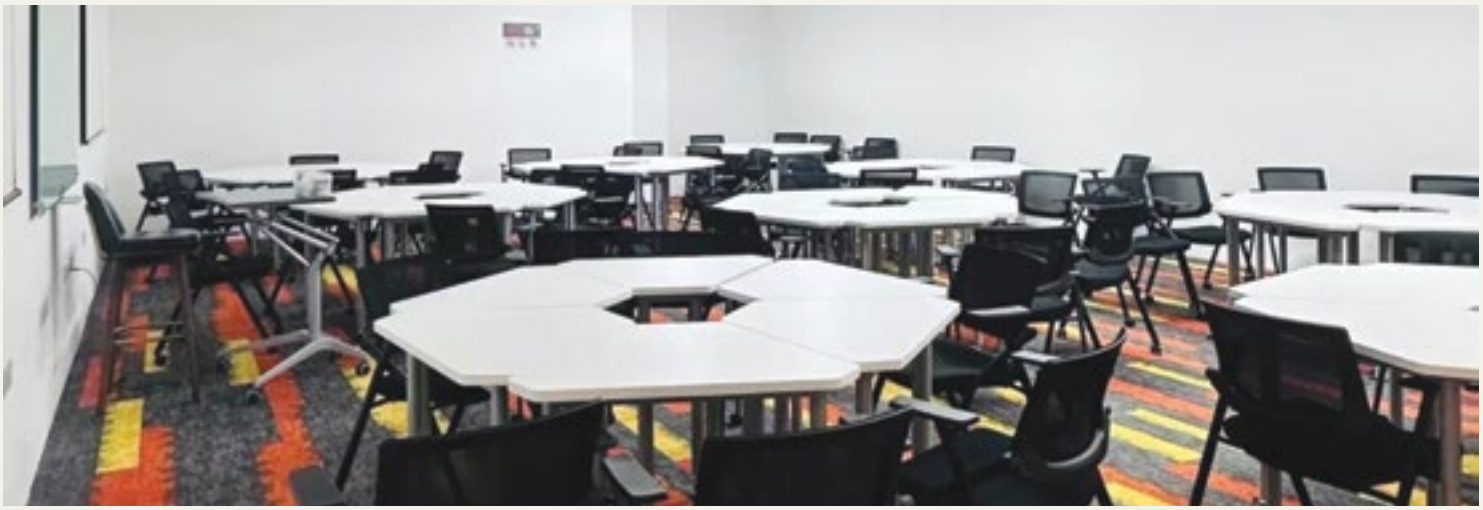


- Refund to the Student is processed within 7 working days from the date of request. Should the bank account details not be available, a cheque / cash may be prepared instead for the student to collect. Student will be informed once the refund has been processed.

Refund Appeal

For student who is not eligible for refund according to the Refund Policy, student may send a written appeal to the Management if he/she has a valid reason. Decision and approval are based on a case-to-case basis.

The student will be informed of the outcome within 7 working days from the date of appeal made. If approved, the student is required to submit the essential information to the CA. The refund is processed within 7 working days upon receiving the request and essential information.



TRANSFER AND WITHDRAWAL POLICY & PROCEDURE

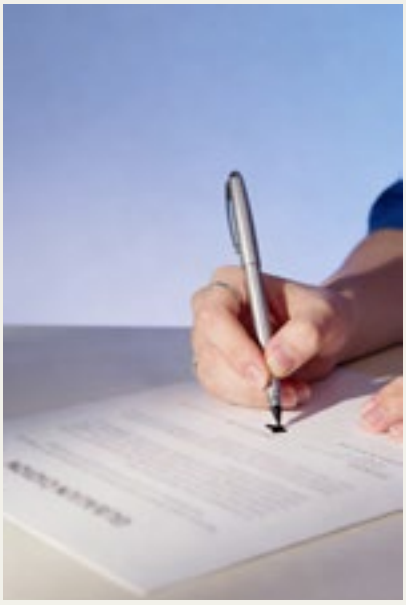
Policy for Transfer / Withdrawal

The school's Transfer / Withdrawal policy is as follows:

- Amity 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 Amity into Course Y. Amity may at its discretion give the re-enrolled student a discount on the course fee for Y. The discount may be up to the unused portion of the course fee for X. If the student is below 18 years of age, the parent or guardian's approval for the transfer / withdrawal will be required.
- Amity allows students to withdraw from a course in accordance with the refund policy.
- A transfer to another private school is regarded as a withdrawal from Amity. 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 / Provost / Vice Provost to approve first
Additional Fee Payable	Refer to Contract	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

- Amity briefs prospective students on the Transfer / Withdrawal Policy during pre-course counselling session (by the Agent/ Course Counsellors and later again during the orientation programme (by Course Administrator).
- Full details of the policy are also available on the school website 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.
- Depending on the circumstance, the student will have to sign a new contract or be issued an addendum to the existing contract when a course transfer request has been approved.
- The process will take a maximum of 4 weeks from point of request to informing the student of the outcome in writing.



Transfer / Withdrawal Procedure

Procedure to withdrawal/transfer to another school

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

1. The student gives written notice of his/her intention to withdraw using Withdrawal Request Form to the Head - Student Services/designate who will talk to the student to find out why he/she wants to withdraw. If the student is below 18 years of age, the parent or guardian's approval for the transfer / withdrawal will be required.
2. If student does not change his/her intention, the Head - Student Services / Designated Staff will inform Principal / Provost / Vice Provost.
3. When the Withdrawal has been approved by the Principal / Provost / Vice Provost, The Head - Student Services / Designated Staff proceed with the following matters including
   - *Issuance of a letter to student effecting the withdrawal.*
   - *Cancellation of the student pass (if applicable).*
   - *Termination of the contract.*
   - *Refunding the student as per refund procedure.*
   - *Updating of FPS Year End Adjustment Report*
   - *Issuing the attendance record, if applicable.*

Note: Students who transfer to another School in Singapore will be requested to attend an exit interview to confirm their intentions and whether there is any possibility to continue their studies in Amity. Thereafter, the school will issue the attendance records within 7 days.

Procedure to Transfer to another course within the school

1. The student gives written notice of his/her intention to Transfer course using Transfer Request Form. Head - Student Services/designate will talk to the student to find out why he/she wants to transfer and inform student of the implications. If the student is below 18 years of age, the parent or guardian's approval for the transfer will be required.
2. Head - Student Services/designate checks that the student satisfies the Entry Requirements / Pre-requisite of the requested course.
3. The school will cancel the current student pass and apply for a new student pass for the new course. Students should not hold the school liable should Singapore ICA reject the application of student's pass.
4. The student is informed of the school's transfer policy and procedure.
5. Once the student understood and confirms by the transfer by signing the Transfer Request Form. This will be handed to the Principal / Provost / Vice Provost for approval. Student will be notified of the new course fee and/or non-tuition fees, where applicable.
6. Upon approval, the Head - Student Services / Designated Staff follow up with
   - *Issuance of a letter to student effecting the transfer*
   - *Cancellation of the existing student pass and application for a new pass*
   - *Termination of the existing contract and signing of the new contract / issuance of an addendum depending on the circumstance*
   - *Updating of FPS Year End Adjustment Report.*
   - *Transferring the student's account to the new course in accordance with the transfer policy*
7. Students will be notified of the outcome within 4 weeks from the receipt of the Transfer request. International students will be notified of the outcome of student's pass application upon approval by Immigration and Checkpoints Authority, Singapore.





DEFERMENT POLICY & PROCEDURE

Policy

a. Any student wishing to defer his/her studies must submit a fully completed Deferment Request Form indicating the reasons for deferment together with all supporting documents. Deferments are considered only on exceptional circumstances.

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

c. Upon receipt of the student request, the Student Services Staff will process the application. For straight forward cases with complete supporting documents, the decision may be communicated in writing to the student concerned within 7 working days.

d. If the documents submitted are incomplete and/or in situations where further clarifications are required in order for a fair decision to be made, the process may take longer.

e. If the request for deferment is approved, the student will be required to make a deferment fee payment for the period requested (maximum: within 6 academic months from the date of request for deferment). Students are obligated under the terms and conditions of enrolments and would be required to make their course fee payment in addition to the deferment fee charge.

f. The student is further obliged to commence / continue the course within the stipulated recommencement date. If the student does not return by the end of the 6-month deferment period, their enrolment will be terminated, and the course fees will be forfeited. Further requests for deferments from the same student will not be entertained, unless special approval is obtained.

g. Depending on the circumstance, the student will have to sign a new contract or be issued an addendum to the existing contract after a course deferment request has been approved, prior or on the first day of their return to school.

h. The process will take a maximum of 4 weeks from point of request to informing the student of the outcome in writing.



Procedure

Any student wishing to defer his/her studies must submit a fully completed Deferment Request Form indicating the reasons for deferment together with all supporting documents. If the student is below 18 years of age, the parent or guardian's approval for the deferment will be required.

Upon receipt of the student request, the Head - Student Services / Designated Staff will process the application. The designated Student Services staff will check on the academic progress with Central Planning, Exams Unit and Agent Management department, to provide the information on module(s) (passed / failed / outstanding modules) and the period that the module(s) start, end and to be completed.

The Principal / Provost / Vice Provost decides on the outcome for Amity programmes / Others – as per partner institutions guidelines. For straight forward cases with complete supporting documents, the decision may be communicated in writing to the student concerned within 7 working days. If the documents submitted are incomplete and/or in situations where further clarifications are required in order for a fair decision to be made, the process may take longer. The process will take a maximum of 4 weeks from point of request to informing the student of the outcome in writing.

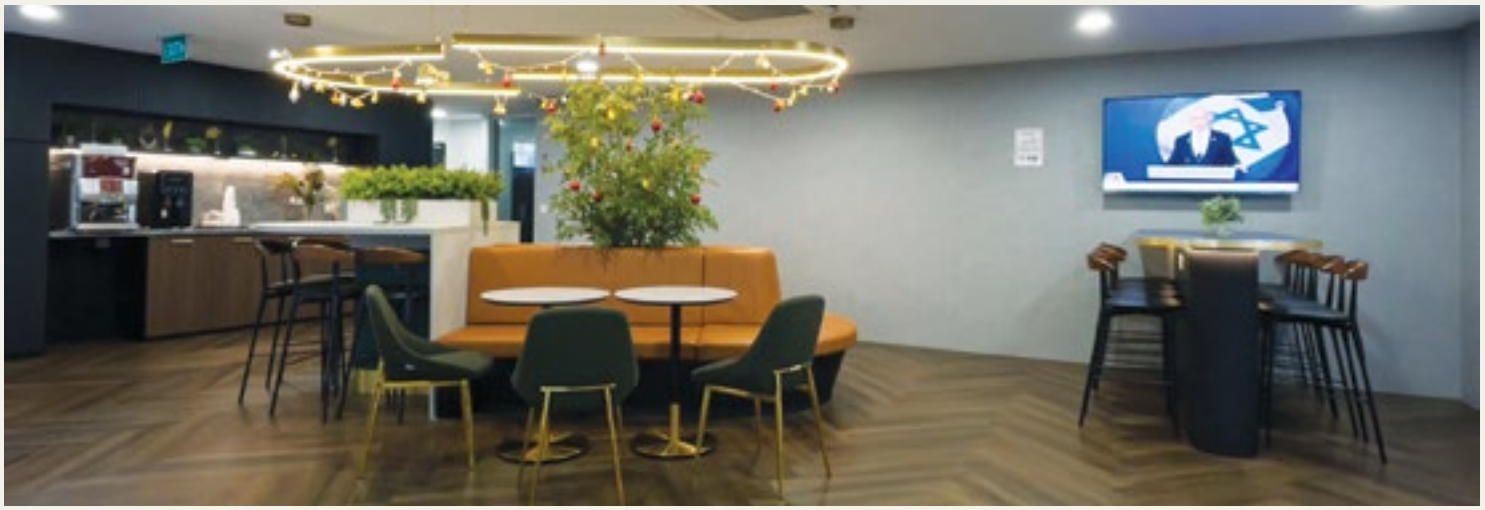
If the request for deferment is approved, the student will be required to make a deferment fee payment for the period requested (maximum: within 6 academic months from the date of request for deferment). For international students, their Student's Pass is to be cancelled and reapplied before the resumption of lessons. Students will be obligated under the terms and conditions of enrolments and would be required to make their course fee payment in addition to the deferment fee charge. The student is further obliged to commence / continue the course within the stipulated recommencement date. If the student does not return by the end of the 6-month deferment period, their enrolment will be terminated, and the course fees will be forfeited. Depending on the circumstance, the student will have to sign a new contract or be issued an addendum to the existing contract after the course deferment request is approved, prior or on the first day of their return to school. New FPS Insurance entry for the new course period will be submitted. Further requests for deferments from the same student will not be entertained, unless special approval is obtained. Any payments that charged by the University partners need to be borne by the student. Important Note: Deferment, Suspension or Cancellation of a student's enrolment may affect the student pass status of a student. Amity, in accordance with the ICA regulations, will notify the Immigration & Checkpoints Authority (ICA) in such instances.





APPEAL PROCESS

- Students who have not passed their modules may submit an appeal for review of results using Results Appeal Form through the Student Services Staff giving their reasons.
- This appeal must be submitted within 7 working days of the release of exam results.
- The Student Services Staff passes the Appeal Form to the Principal, who obtains the response from the teacher/marker on the merit of the appeal.
- Principal then submits the appeal with the teacher'sresponse to the Examination Board for decision.
- The Principal communicates the decisions of the Examination Board to the students of the outcome of their appeal and the same is updated in the results in the Examination Register and the student is issued with the revised Results Notification Letter. (subject to any changes in the results).
- Amity works within the following timelines for processing and release of the final examination results and appeal results.
  a) *Release of final examination 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).*
- Amity returns the examination scripts/ assignments to students after 4 weeks or more from the official date of release of the examination results.
- A student whose appeal is unsuccessful may apply to Amity to take a re-test (also referred as re-sit) 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 may apply to repeat the module using the Repeat Module Form in order to accumulate the required number of passed modules for graduation.
- A student who chooses not to appeal may apply to Amity to take a re-test, with payment of a re-test fee, within 1 week of the release of the exam results.
- For each module, a student is allowed a maximum of two (2) re-test attempts (also referred as re-sit) and one (1) re-module attempt. Upon failing a module, the student may first apply for a re-test, followed by a re-module and subsequently a second re-test, where applicable. No further attempts will be permitted beyond the second re-test.



FEEDBACK AND GRIEVANCE PROCEDURE

A student seeking resolution of a grievance should follow the steps outlined below. These steps have been put in place to facilitate resolution of grievances with a minimum of delay.

a. The Institute accepts feedback / complaints in hard copy (e.g. Feedback Form, letter or fax) or soft copy (e.g. email) from the public, staff or students.

b. The Institute gives an acknowledgement or initial response to the feedback / complaint within 3 working days.

c. The Institute targets to resolve feedback / complaints within 14 working days. Up to a maximum of 21 working days.

d. Principal or Designated Staff will make the solution known to the student.

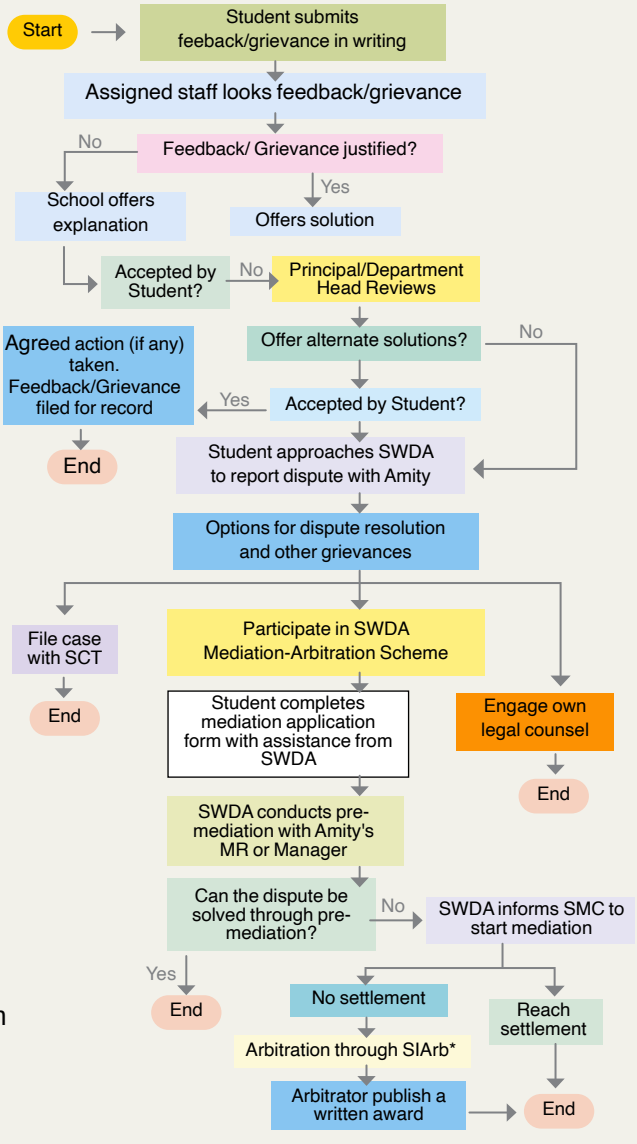
e. If the student does not accept the solution, it will be escalated to the CEO for a second solution.

f. If the student still refuses to accept the second solution and before the maximum of 21 working days, the school will propose that the matter to be resolved through the Dispute Resolution Scheme of the Skills and Workforce Development Agency. For more details refer to the following link: https://www.swda.gov.sg/home/skills-career-resources/private-education-resources/dispute-resolution

g. Student may seek redress via:
   - *SWDA Mediation-Arbitration Scheme; or*
   - *Small Claims Tribunal (SCT), for clear-cut refund issues of equivalent or less than S$20,000*; or*
   - *Their own legal counsel.*

h. *For amounts that exceed S$20,000 but below S$30,000, the claim can still proceed with SCT if both parties consent to it in writing.

i. All feedback / complaints (including disputes) and the actions taken to resolve them are filed in the school's Feedback Register that also provides information on nature of complaint / grievance and the time taken to resolve.



*If the parties fail to reach a settlement through mediation, the student may opt to progress to Stage 2 – arbitration for a resolution.



DISPUTE RESOLUTION POLICY

It is Amity's policy to reach a fair and amicable solution (that is, a solution to address the grievance that is fair and acceptable to parties, the student and the school).

Policy

- The school gives an acknowledgement or initial response to the feedback / complaint within 3 working days.
- The school targets to resolve feedback / complaints within 14 working days, up to a maximum of 21 working days.
- The aggrieved party, the student, must submit the grievance in writing to the school.
- Amity has a dispute resolution policy and procedures that are clearly communicated to students. Amity ensures that its dispute resolution policy is aligned to the dispute resolution provision in the Private Education Act.
- Amity endeavours to reach a fair and amicable solution to address a grievance or an appeal for retention, suspension, expulsion or award. All investigations are carried out based on facts and evidences from all stakeholders.
- Amity employs a close-loop feedback and complaint management system to receive and address all feedback / compliments / complaints received (either from the students, public or staff). This involves the acknowledging and evaluating the feedback, doing root cause analysis, evaluating the need for action to ensure that the feedback does not recur, determining and implementing action needed, recording the results of action taken and reviewing the effectiveness of the corrective actions taken and to use feedback to identify what drives positive experiences. Amity also provides updates to the stakeholder during the period of deliberation before the feedback is resolved.
- Amity adopts a triage and escalation approach to ensure that student communications which go beyond routine administrative assistance are identified and assessed in a timely manner. Where a student email, request, feedback or case escalates and requires further investigation, coordination with other departments, additional resources or formal resolution, the relevant department shall notify the Quality Assurance Department (QA) for assessment and, where applicable, logging into the Feedback Register / Complaint & Suggestion Register.
- For continual improvement, Amity reviews its dispute resolution policy, feedback channels, feedback received as well as the feedback management system regularly.





STUDENT SERVICES AND SUPPORT PROGRAMMES

Student Support Services

-Amity will provide a range of student support services to meet the needs of students and enhance their educational experience.

-Amity has programmes to develop students holistically and value add to their learning experience.

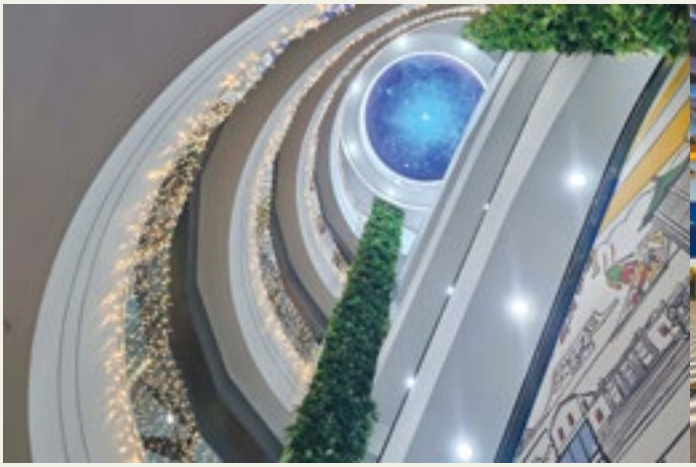
-Programmes and strategies to develop and promote students' education and career guidance and/or employability skills are available.

Student Pass Application

Assistance will be given to International students to apply for the Student Pass with ICA.

Accommodation assistance

- Assistance will be provided to International students with contacts to housing agents and hostels.
- International 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 different 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.

Airport Pickup & Accommodation

Whenever any new international students are approved by Immigration and Checkpoints Authority for the student's pass, Amity Global Institute will inform the relevant staff of the student's arrival schedule. If requested by the student, Airport Pickup & Accommodation assistance will be provided.



Learning Environment & Facilities

Superior facilities are offered at Amity for the holistic development of the students. Students may indulge in sports, art, and other literary activities to grow in their respective fields. To ensure that students continue to perform well they will be provided a range of services specially designed for them.

Student Activities



Business Development and Marketing Team oversees the planning and organising AGI's activities for students, while AGI's academic staff/ Designated Staff oversee the planning and organising of AGI's co-curricular activities specifically. Additionally, information about upcoming activities is communicated to students via notices. These also include guest workshops and industry speakers, or workshops.

Pastoral Counselling

Students who require pastoral counselling will be referred to external agencies.

It is the policy of Amity Global Institute to provide a baseline support for students, by staff who have gone through some training in counselling. For more complicated cases, students are referred to external qualified persons or relevant national agencies.



Support of students with Special Educational Needs

Amity is committed in providing an education for its students to develop physically and mentally within a caring and supportive environment. The aim of the school is that all students realize their full potential. In order to reach this goal some of its students may require additional teaching, class support or the provision of specialized equipment. In all cases it is the intention to integrate students socially and academically.

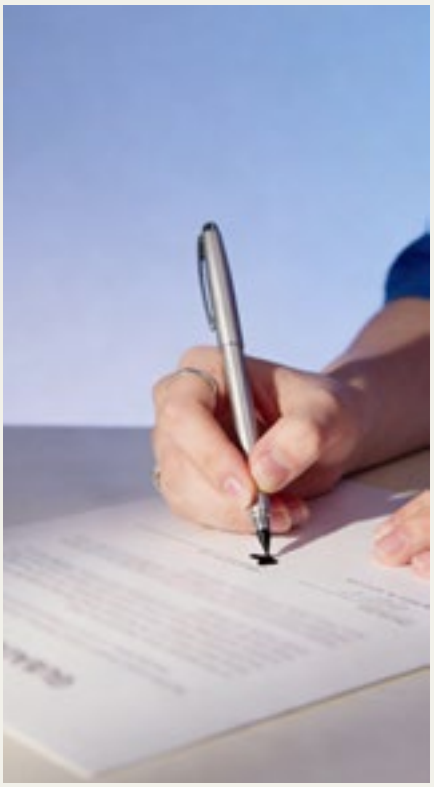
Orientation for all Students

A comprehensive Orientation Programme will be conducted to introduce all Students of Amity to the Course and the administration facilities.

The Orientation Programme will cover:

- School's background, location(s) and a general description of the facilities and infrastructures
- School's Vision, Mission, Values & Culture
- Application requirements and procedures
- Course counseling to match the aspirations of the prospective students with the course learning outcomes
- Course admission requirements and any exemption (if applicable)
- Course modules and outlines
- Course duration and assessment schedules
- Attendance Requirements and procedures
- Promotion and award criteria, including any special condition
- Type of certification awarded at the end of the course (Certificate / Diploma / Advance Diploma / Degree / Master / PhD, etc)
- Opportunities for further education after graduation or job prospect after graduation
- Total payable fee throughout the course duration. Detailed breakdown of fees. Miscellaneous fees that might be chargeable
- Fee Protection Scheme (FPS) adopted by the school. FPS provider. Payment methods and schedule. Procedures
- Student contract clauses
- Refund policy and procedure
- Transfer, withdrawal and deferment policy & procedures. Implications of a transfer, withdrawal or deferment
- Student support services
- Medical Insurance Scheme (compulsory for all International Students); and Opt-Out from Medical Insurance (only for local and non-student pass holder)
- Feedback & Grievance Procedure. Dispute Resolution Policy & Procedures
- Fire Safety & Fire Escape Route
- Reference to SWDA official website (https://www.swda.gov.sg/) for more details
- Accessibility of Information required by Private Education Regulations
- Relevant Singapore laws especially those relating to ICA and Ministry of Manpower (MOM). This include, but are not limited to, immigration requirements, laws on driving, drugs and alcohol abuse, employment, smoking, traffic, vandalism and littering
- International Students holding Student's Pass are not permitted to engage in any form of employment or attend an industrial attachment/ internship programme, whether paid or unpaid, without a valid work pass issued by Ministry of Manpower
- Visa and student's pass application requirements and procedures





- Advice on accommodation and the cost of living
- Advice on personal and medical insurance
- General healthcare services in Singapore
- English language proficiency requirement (if applicable)



TRAVELLING TO SINGAPORE AND ARRIVAL PROCESSING FOR INTERNATIONAL 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

- International 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.
- International student should also have the means to pay for the first payment of the Course Fees according to the payment advice.

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 INSTITUTE.
- Copy of Approved-in-Principle Letter from ICA.

Arrival Processing by Amity Global Institute

- Amity will process the International 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 GLOBAL INSTITUTE
- 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

- International students receive the Approved-in-Principle Letter from ICA and proceed for Medical Screening at a clinic. Estimated cost: S$50.
- Obtain the Medical Report and submit to ICA to exchange for the Student Pass.
- Requires about 3 working days for the whole process





DO'S AND DON'TS WHILE IN SINGAPORE

- All foreigner entering Singapore are required to hold a valid pass allowing them to stay in Singapore. The purpose of the valid pass is to regulate the stay of foreigners in Singapore. It may be granted at the checkpoint to a foreigner who wishes to enter Singapore for social, business or professional purposes or as a tourist. Students of foreign nationality are not allowed to work in Singapore during study time or vacation time unless they are granted Work Pass exemption under the Employment of Foreign Manpower (Work Pass Exemptions) Notification.

  Source: https://www.mom.gov.sg/passes-and-permits/work-pass-exemption-for-foreign-students

- Singapore has strict laws on littering of any kind. First-time offenders face a fine and subject to Corrective Work Order (CWO). The CWO requires litterbugs to spend a few hours cleaning a public place, for example, picking up litter in a park. They are made to wear bright jackets, and sometimes, the local media are invited to cover the public spectacle.

  Source: https://www.nea.gov.sg/our-services/public-cleanliness/overview

- No smoking in allowed in public areas, E.g.; buses, MRT, taxis, lifts, theatres, cinemas, government offices, and in air-conditioned restaurants and shopping centres. Dropping a cigarette butt in the street would lead to fine of minimum S$300. Singapore has a mandatory caning sentence for vandalism offences. Caning may also be imposed for immigration violations and other offences.

  Source: https://www.nea.gov.sg/our-services/smoking-prohibition/overview

- There are strict penalties for possession and use of drugs as well as for trafficking in illegal drugs. Trafficking charges may be brought based on the quantity of illegal drugs in a subject's possession, regardless of whether there is any proven or demonstrated intent to distribute the drugs. Possessing these quantities is considered evidence of trafficking. This means, if a person possesses these quantities, they are deemed to be a trafficker and therefore subject to the death penalty; is a maximum of 10 years' jail or fine of S$20,000, or both as defined by the authorities. This MISUSE OF DRUGS ACT (MDA) compel both residents and non-residents to submit to random drug analysis and do not distinguish between drugs consumed before or after entering Singapore in applying local laws.

  Source: https://www.cnb.gov.sg/

- There are strict penalties for those who possess or carry arms, or who commit crimes with arms while in Singapore. The authorities define "arm" as any firearm, air-gun, air-pistol, automatic gun, automatic pistol and any other kind of gun or pistol from which any shot, bullet or other projectiles can be discharged or from which noxious liquid, flame or fumes can be emitted, and any component part thereof. This definition also includes any bomb or grenade and any component part there of.

- The unlawful possession of any arm or ammunition could result in imprisonment and caning. Any person convicted of committing a crime with an arm could receive punishment which could result in the maximum

penalty of imprisonment for life and caning.

Source: https://www.customs.gov.sg/at-customs/arriving-in-singapore/prohibited-controlled-goods/

- Any possession Of Cigarettes, Liquors and branded goods are subjected to Customs Clearance.

  Source: https://www.customs.gov.sg/businesses/importing-goods/controlled-and-prohibited-goods-for-import

- As Singapore is a compact city, we need to share many of our public spaces. It is common for the practices of different races and religions to exist side-by-side in one locality. For example, public housing void decks can be used for private events such as weddings or community functions such as block parties. The Sedition Act and Maintenance of Religious Harmony Act preserves harmony among the different races and religious groups, by preventing individuals from inciting ill-will, division or hatred among different groups, or among those from the same ethnic group. One thing that must be observed in Singapore is not to direct ethnic insults at a person of a different race or religion. We should also not insult or defame the ethnic and religious practices of other groups, our national symbols and other Singaporeans. In Singapore, discussion and mediation are encouraged as ways to solve differences and disputes.
  Source: https://www.mccy.gov.sg/sectors/resilience-and-engagement/national-integration-council/

- Singapore enforces strict laws pertaining to the propriety of behavior between people and the modesty of individuals. The Singaporean law "Outrage of Modesty" is defined as an assault or use of criminal force on any person intended to, or knowing it to be likely to, outrage the modesty of that person. Penalties may include imprisonment for up to two years, a fine, caning, or a combination thereof. Men are sometimes accused of inappropriately touching other people, often women, resulting in their prosecution and punishment under this Singaporean law.

  Source: https://www.ncpc.org.sg/outragemodesty.html

- Students of foreign nationality are not allowed to work in Singapore during term time or vacation time unless they are granted Work Pass exemption under the Employment of Foreign Manpower (Work Pass Exemptions) Notification.

  Source: https://www.mom.gov.sg/passes-and-permits/work-pass-exemption-for-foreign-students

  http://www.ica.gov.sg/

- To drive a vehicle in Singapore, a valid Singapore driving licence for the class of vehicle that intended to drive. This requirement applies to all citizens and permanent residents of Singapore and also foreigners who are residing in Singapore for more than twelve (12) months. Foreigners who reside here for less than twelve (12) months must possess a International Driving Permit (IDP) issued by an authorised body in their country of origin e.g. the Automobile Association (AA). If an International Driving Permit is not available, an official translation of your foreign licence in English is required. Driver from ASEAN member countries only need to possess a valid driving licence issued by the relevant driving licence Authority in order to drive in Singapore without IDP.

  Source: https://www.police.gov.sg/Knowledge-Hub/Traffic/Traffic-Matters/Singapore-Driving-Licence









- Other:

  A person is below 18 years old, are prohibited from buying and consuming tobacco and liquor.

  Residents and visitors to Singapore must abide by all prevailing Singapore laws



Source: http://www.changiairport.com/

https://www.stb.gov.sg/

https://sso.agc.gov.sg/

https://www.imda.gov.sg/

http://www.spf.gov.sg/

Culture and Etiquette

- Handshaking is a warm way of greeting others regardless of racial background. Once invited to a home remove your shoes and also while entering a temple or a mosque. Be punctual for the appointments. Exchange of cards is quite common and while giving hold it with both hands. It is considered proper to address by using Mr., Mrs. or Miss and not first names. Don't touch opposite sex as it may not be received in a good light. On the other hand don't point with your finger this is considered rude and you may use entire hand with the palm to draw attention.



Source: https://www.mccy.gov.sg/sectors/resilience-and-engagement/national-integration-council/

Additional Information

Cost of living

Expense	Cos Per Month SG$
Accommodation(rent and utilities)	300-800
Food	300-500
Travel (public transport)	50-100
Books and stationery	30-60
other	200-240
Total per month	800-1700
Total per year	9600-20400

*Costs are only provided as a guide

Healthcare

Singapore's healthcare system has gained an international reputation for impeccable standards, with state-of-the-art medical facilities.



Outpatient Medical Services

Outpatient medical services can be sought at private clinics. In Singapore, you can find a General Practitioner (GP) in practically every neighbourhood. In fact, there is often more than one clinic within a neighbourhood. Anyone can walk into these private clinics, although you may wish to call first for an appointment to cut down on waiting time.

Hospitals

Public Hospitals in Singapore

There are seven public hospitals in Singapore comprising seven general hospitals, a women's and children's hospital and a psychiatric hospital.



Six national specialty centres provide specialist services for cancer, cardiac, eye, skin, neuroscience and dental care. There are also community hospitals for intermediate healthcare for the convalescent sick and aged who do not require the care of the general hospitals.

For medical emergencies, you may head straight for a hospital's Accident and Emergency (A&E) unit. Usually, some form of identification and a doctor's referral letter (if any) will be requested for.



At public hospitals, non Singapore citizens and Permanent Residents may only stay in A (with 1 or 2 beds per room) and B1 (4 beds) wards. The charges in these wards are not subsidised and charges for Class A wards are SGD 200 per day onwards. There are no restrictions for private hospitals which charge from SGD 310 per day for a single room. These charges exclude treatment and other fees.

Private Hospitals in Singapore

The private hospitals in Singapore include Camden Medical Centre, East Shore Hospital, Gleneagles Hospital, Mount Alvernia Hospital, Mount Elizabeth Hospital, Raffles Hospital, Thomson Medical Centre. Most private hospitals offer executive or VIP suites. Some also offer premium medical services, such as Gleneagles Hospital's elite health screening and the International Patients Centre at Raffles Hospital. Camden Medical Centre, which is also centrally located, houses some 59 specialist clinics and the latest suite of supporting medical facilities and services.



Other Medical Services

There are also many specialist clinics in Singapore offering services in dentistry and optometry.



STUDENT CODE OF CONDUCT, ACADEMIC HONESTY POLICY & DISCIPLINARY POLICY & PROCEDURES

Integrity is the bedrock value of Amity. It is when all students without exception adheres to the generally held values of good morals, ethics and honesty will be a pleasant and conducive environment that engenders the quest for academic excellence prevails.

This code of conduct and disciplinary policy will help remind all students of the standards that need to be met to create this environment and maintain integrity at Amity.

The Student Code of Conduct and Disciplinary Policy includes, but are not limited to, the following:



Academic Integrity

As an academic community dedicated to the creation, dissemination, and application of knowledge, Amity is committed to fostering an intellectual and ethical environment based on the principles of academic integrity. Academic integrity is essential to the success of the institution's educational and research missions, and violations constitute serious offenses within the entire academic community.

Violations of the Amity's Guidelines for Academic Integrity include, but are not limited to:

a) **Cheating**
Either intentionally using or attempting to use unauthorized materials, information, people, or study aids in any academic exercise; providing to, or receiving from another person, any kind of unauthorized assistance on any examination or assignment.

b) **Fabricating Academic Materials**
Unauthorized reproduction, falsification, lack of attribution, or invention of any information or citations in an academic exercise.

c) **Facilitating Academic Dishonesty/Plagiarism**
Intentionally or knowingly

representing the words or ideas of another as one's own in any academic exercise.

I. No student shall represent the work of another person as his own in any academic assignment, thesis or project even if the material so represented constitutes only a part of the work submitted.
II. No Student shall contribute any work to another student if he knows or should know that the latter may submit the work in part of whole as his own.
III. Receipt of payment in whatever form of work contributed shall raise a presumption that the Student had such knowledge.
IV. Any student found to have committed or aided and abetted the offence of plagiarism may be subjected to the disciplinary actions as per the Student Code of Conduct and Disciplinary Policy, which is indicated in the Student Handbook.

d) **Offering Bribes, Favours, or Threats**
Bribing, attempting to bribe, promising favours to, or making threats against any person with the intention of affecting a record of a grade or evaluation of academic performance; any conspiracy with another person who then takes, or attempts to take action on behalf of, or at the direction of the Student.

e) **Examination by Proxy**
Taking or attempting to take an exam for someone else is a violation by both the Student enrolled in the Course and the proxy or substitute.

f) **Grade Tampering**
Any unauthorized change, attempt to change, or alteration of grades.

g) **Submitting Non-Original Works**
Any unauthorized submission or attempt to submit any written work, written in whole or in part, by someone other than the Student.



Other applicable policies, rules, guidelines or procedures established by the institution, module brief, or teacher (e.g., in a course syllabus/assessment plans) related to academic integrity. The following may be considered violations of those standards:

a) **Professional Standards**
Conduct which violates any commonly recognized or generally accepted professional standards including, but not limited to, unacceptable conduct in clinical, practicums, internships, or off-campus training sites.

b) **Fabrication of Research**
Manipulating or making up research materials, equipment or processes, or changing or omitting data or results such that the research is not accurately represented in the research record.

c) **Unauthorized Collaboration**
Working with others without the expressed permission of the teacher on any submission, whether in draft or final form, to meet course requirements (including a project, take-home exam, computer program, oral presentation, or other work). Unauthorized collaboration also means using any work submitted from a previous semester of a course by another student to meet course requirements. Collaboration between students will be considered unauthorized unless expressly part of the assignment in question, or expressly permitted by the teacher.

d) **Abuse of Academic Materials**
Destroying, defacing, stealing, or making inaccessible library or other academic resource material.

e) **Participation in Academically Dishonest Activities**
The School defines participation in academically dishonest activities as any action taken by a student with the intention of gaining an unfair advantage over other students. Examples include, but are not limited to:

I. Misrepresenting oneself or one's circumstances to a teacher;
II. Purchasing a pre-written paper(s) or assignment(s);
III. Selling, loaning, or otherwise distributing materials intended for the purpose of cheating, plagiarism, or other academically dishonest acts;
IV. Destroying, altering, stealing, or forging someone else's work, library materials, laboratory materials, academic records, course syllabi, or examination/course/ module grades;
V. Misrepresenting academic documents, including forgery, alteration, or knowing misuse of graded examinations, quizzes, grade lists, or official records of documents, including, but not limited to, transcripts from any institution, letters of recommendation, degree certificates, change of grade slip, examinations, quizzes, or falsifying academic information on one's resume.

Standards of Classroom Behaviours



Students are expected to demonstrate behaviour in the classroom that is not disruptive to the educational/learning environment. The primary responsibility for managing classroom behaviour rests with the teacher. Students who engage in any behaviour that results in the disruption of a class may be directed by the teacher to leave the classroom for the remainder of the class period. A student dismissed from a class may be required to meet with staff from the Quality Assurance (QA) department before the Student is permitted to return to the class. If the disruptive behaviour persists, the matter may be referred for processing consistent with this policy. In addition, any behaviour that occurs in the classroom that constitutes a violation of the Student Code of Conduct and Disciplinary Policy will be referred as misconduct.

Health and Safety

Students are expected to behave in a manner that promotes the health and safety of the School's stakeholders. Violations include, but are not limited to:

Alcohol

Possession, use, manufacture, sale, or distribution of alcohol by anyone under the legal age and/or to anyone under the legal age; severe intoxication resulting in concern for a student's well-being or hospitalization; violations of institution's policy and/or local laws related to alcohol/alcohol products; misuse/abuse of products containing alcohol; incapacitation and/or inability to exercise care for one's own safety and/or the safety of others due to the consumption of alcohol.

Controlled Substances (Drugs)

Unlawful and/or unauthorized possession, use, manufacture, sale, or distribution of illegal drugs, controlled substances and/or drug paraphernalia; violations of institution's policies and/or laws pertaining to controlled substances; incapacitation and/or inability to exercise care for one's own safety and/or the safety of others due to the consumption/injection/ absorption of controlled substances.

Physical Abuse/Threats/ Violent Behaviour

Intentional and unwanted physical contact with another person, or physical behaviour and/or threats (expressed or implied) directed to any person (including oneself), that:

a) Endangers the safety, physical or mental health, or life of any person, or creates a reasonable fear of such action;
b) Substantially interferes with an individual's academic, employment, and/or living conditions/environment, or access to Institution resources and opportunities; and/or
c) Restricts the freedom of movement of another person by use of physical force.

Harassment

Unwelcome advances or conduct (e.g., physical, psychological, verbal, written, or digital-based), directed toward one or more individuals that is sufficiently severe or pervasive so as to substantially interfere with a person's academic, work, or living environment/conditions and/or impair a person's equal access to institution's resources, activities, or opportunities, and/or creates an intimidating, hostile, or offensive environment.

Bullying/ Cyber-bullying

Intentional, repeated, persistent, and/ or aggressive behaviour (physical, verbal, or written) directed at another person, either in person or through electronic (e.g., email, instant messaging, text messages, blogs, mobile phones, pagers, online games, websites, and social media sites), telephonic or other means, that intentionally or unintentionally causes fear, distress, or harm to another person's body, emotions, self-esteem, or reputation.

Hazing

Knowingly requiring the performance of any act by a student or other person in the School's stakeholders for the purpose of induction or admission into any group, organization, or society associated with the School if

a) The act is not sanctioned or authorized by the Institution; and
b) The act results in bodily harm to any person or recklessly, intentionally, or unintentionally endangers the mental, physical, or academic health or safety of a student or other person in the Institution stakeholders.

Violation of Reasonable Expectation of Privacy

Any actual or attempted unauthorized and/or unlawful acts, including the use of electronic or other devices to

a) Make an audio, video, or photographic record,
b) Stream an audio/video record, or
c) Post photographic images, audio, or video of any person taken in a

private location without the prior knowledge and consent of the subject of the images/audio, when such a recording is likely to cause injury, distress, or damage to reputation; and/or surreptitiously viewing an individual(s) in the interior of a private location without that individual's knowledge and consent. Photographs and recordings made in private locations of sexual activity or that contain nudity, without the knowledge and written/recorded consent of all parties identifiable in the photos/ recordings, even if the photograph or recording was originally made with the knowledge and consent of those parties. Private locations are settings where a person reasonably expected privacy (e.g., residential living quarters, bathrooms, locker rooms, and personal offices).

Firearms, Weapons, Explosives, or Dangerous Substances and Devices

Illegal or unauthorized use, possession, or concealment of weapons in the School's premises or at School's activities. Use or brandishing of any item, even if legally possessed, in a manner that harms, threatens, reasonably causes fear, or otherwise endangers any person (including oneself).

Emergencies/Fire Safety

Tampering with, unauthorized activation of, or misuse of emergency or fire safety equipment in any Institution facility; failure to exit or impeding the orderly evacuation of any facility, property, or building when a fire alarm or other emergency notification has been sounded; intentional setting of fires in any Institution facility or on the campus without proper authority; intentionally initiating or causing to be initiated any false report, warning, or threat of fire, explosion, terrorism or other emergency.

Institution Facilities, Resources, or Operations

Students are expected to use and treat the School's facilities and resources

a) In a manner consistent with applicable policies, rules, procedures, etc.,
b) For their intended use, and
c) Without causing damage or harm thereto.

Further, students should not unduly interfere with any school operations. Violations include, but are not limited to:

Misuse of Institution Facilities, Property, and Resources

a) Unauthorized entry to, presence in, or use of Institution facilities, property, grounds, services, or resources;
b) Unauthorized possession of, receipt of, or use of any Institution services, equipment, resources, or property, including the Institution's name, insignia, or seal;
c) Intentional or reckless damage or destruction to, defacing or vandalizing of, or tampering with Institution property or the property of others while on Institution premises or at official Institution functions.



Misuse of School's Documents/Materials

a) Forgery, alteration, unauthorized use or misuse of any documents, materials or ID cards belonging to the School, a student, or member of the School's stakeholders;
b) Permitting the use of School's documents by an unauthorized person;
c) Possession, manufacture, sale, or distribution of School's materials and identification cards or devices which are false or fraudulent.

Theft

a) Attempted or actual unauthorized taking, misappropriation, possession, retention, or disposal of any property or personal information owned or maintained by the Institution, any member of the Institution stakeholders, individuals attending a Institution sponsored event, or any other person;
b) Unauthorized taking or use of any Institution owned or contracted service;

c) Attempted or actual theft or burglary; unlawful possession of stolen property; misuse of School's funds.

Computer Misuse / Technology

a) Misuse of School's computers or other School's electronic resources such as computer and electronic communications facilities, networks, systems, and services;
b) Misuse of email and internet services (e.g. to harass, threaten, defraud, access the confidential information or stored data of another without authorization);
c) Interference with the work of others (including damaging programs or equipment belonging to another) or with the operation of electronic resources;
d) Misuse or unauthorized access to a password or account assigned to another person;
e) Concealing or misrepresentation of personal identification, account, or device information in network communications;
f) Violations of copyright or other laws;
g) Use of software or physical devices to enrol an individual (including oneself) in classes by superseding or manipulating the processes specifically delineated by the School.

Disruption of Institution Activities

a) Disruption, interference, or obstruction of orderly conduct, process, or function of the Institution or any of its students, Institution officials, guests, or the surrounding community, or with authorized non-Institution activities on campus;
b) Inciting others to participate in the disruption of Institution activities.

Impersonation

a) Assuming or acting under the guise of another person's identity or role through deception or without proper authorization;
b) Misuse of social media to create false profiles/identification.

Failure to Comply with Institution Directive

a) Failing to comply with reasonable directives from Institution officials or emergency personnel acting in the performance of their duties.

Misrepresentation and Defamatory Behaviour

At Amity Global Institute, we are committed to fostering an environment of integrity, respect, and ethical conduct. All students are expected to uphold these values both on campus and in their interactions with the broader community, including online platforms and social media. Misrepresentation of facts, slander, and the spread of false or defamatory information regarding the institution, its staff, students, or any affiliated individuals or organizations, is strictly prohibited. Such actions can severely damage the reputation of the institution and its community, and as such, will not be tolerated.

Any student found engaging in these activities, whether knowingly or through negligence, may be subject to serious disciplinary actions. Consequences may include, but are not limited to, formal reprimands, suspension, or in severe cases, expulsion from the institution.

Students are advised to think critically before sharing information and to verify facts from credible sources to avoid the unintentional spread of misinformation. The institution values transparency and accountability, and students are encouraged to raise concerns through appropriate channels rather than engaging in damaging behaviour.

Actions That Adversely Affect the Institution's Stakeholders Interest

Any conduct or action, on or off campus, which causes significant threat or disruption to

a) Any educational process or other legitimate function of the School; or
b) The health or safety of any member of the academic community.

Misconduct

Students are expected to fully cooperate and abide by the Student Code of Conduct and Disciplinary Policy. Misconduct includes, but is not limited to:

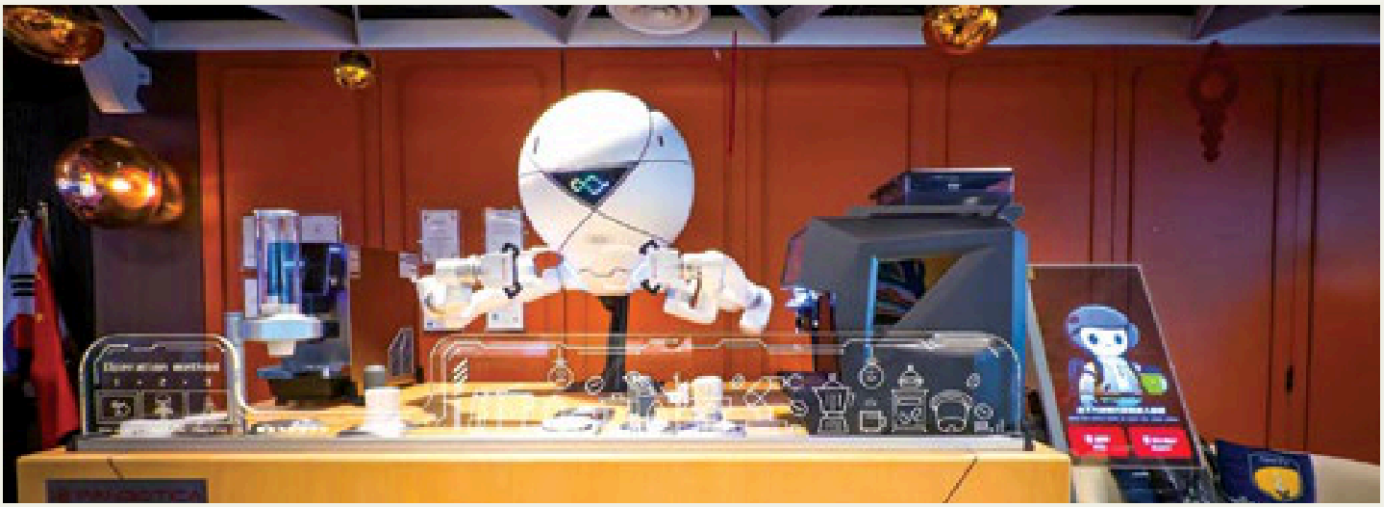
a) Failure or refusal to appear upon request or to cooperate in the investigation, hearing, or administration of cases of alleged misconduct;
b) Falsification or misrepresentation of information in the investigation, hearing, or administration of the Student Conduct process;
c) Any action that does or attempts to retaliate against, intimidate, threaten, coerce, or improperly influence any member of the Institution stakeholders for reporting alleged violations or participating in any conduct proceedings;
d) Unauthorized release or disclosure of information related to a Student Conduct proceeding;
e) Failure to comply with the sanctions, interim measures, or outcomes imposed for violations of the Standards of Conduct.

Shared Responsibility for Violations

As a member of the School's stakeholders, students must be accountable for their actions, the actions of others when the Student shares any involvement, and the actions of the guest(s) they allow access to the school stakeholders. Violations of shared responsibility include, but not limited to: acting in concert to violate school policies or regulations; knowingly assisting, hiring, condoning, encouraging, or requiring an individual(s) to violate school policies or regulations and/or perpetuating or failing to report a violation; allowing, condoning, permitting, or providing opportunity for a guest to violate Institution policies or regulations.

Corruptible Practices

a) Not receive gifts from teachers or lecturers or staff of Amity. If such gifts are received, students must notify management.
b) Not fraternize with teachers or lecturers or staff by taking smoke breaks or having meals or engaging in other social activities unless such activities are part of the official activities organized by Amity.



Sanctions

Amity will impose serious penalties/sanctions on students who are found to have violated the Student Code of Conduct and Disciplinary Policy. The following sanctions may be imposed (as per External Partner Institution Policies and advise of Academic & Examination Board's advice for Amity programmes where applicable)

Administrative Sanctions

a. Warning
A written warning is official notice to the Student that his/her behaviour has violated the Student Code of Conduct and Disciplinary Policy of Amity and that further misconduct could result in additional disciplinary action.

b. No-Contact Directive
A no-contact directive may be issued on an interim or permanent basis prior to and/or after a hearing if it is believed necessary to protect the safety of a person and/or preserve a safe environment. A no-contact directive prohibits contact with a specific individual or individuals through use of any means, including, but not limited to, direct or indirect (e.g. by having others act on his/her behalf) contact via verbal, physical (e.g. gestures or on paper), or electronic (e.g. email or social networking sites) means.

c. Restitution
Restitution requires a respondent to pay for

I. Damages caused to people or property, or
II. Reimbursement of misappropriated school funds, or
III. Reimbursement of other expenses incurred as a result of violations of the Student Code of Conduct and Disciplinary Policy.

Proof of full payment shall be required to clear the Student's disciplinary record and failure to make payment may result in further disciplinary action.

d. Loss of Privileges
Loss of any or all privileges as a student for a prescribed period of time including, but not limited to:

I. Access to school premises or resources;
II. Eligibility for or continued participation in student leadership positions (elected or appointed), student organization, or club sports;
III. Student identification card privileges (if any); and/or
IV. Eligibility to enrol in a class or classes.

e. Restriction or Loss of Computing Privileges
Temporary or permanent restrictions placed on the use of School's computing resources may include a prohibition on access to, or limitations on use of, computing facilities, equipment, or resource.

f. Probation
Probation may be imposed for a specific period of time, during which the Student's behaviour will be closely observed and monitored. The Student must demonstrate that he or she is capable of functioning in a way which does not violate the Student Code of Conduct and Disciplinary Policy. Any misconduct by the student while on disciplinary probation may result in additional and, possibly more severe, disciplinary action. Additional restrictions and conditions may be added to the terms of the probation. If all the terms of the probation have been met, it will be lifted. Failure to meet the terms of the probation may lead to further disciplinary action. Probation will be noted on the Student's permanent record during the period of probation.

Developmental Sanctions

a. Community Service Hours
Community services hours must be completed

i. At a non-profit organization,
ii. Under the supervision of an employee or volunteer coordinator who is not a relative of the Student, and
iii. Without payment or other compensation for the work performed. Community service hours may not count towards service learning hours or other community service required by another programme, scholarship, or organization. Students must obtain prior written approval for their intended service.

b. Educational Experience or Project
Educational experiences or projects include any activity or project that provides space for students to reflect upon their conduct, identify harm to self or to the community, and/or educate other students about the Student Code of Conduct and Disciplinary Policy. Students must provide written verification of their completion of the experience/project and must schedule a meeting with the Department Head - Quality Assurance (QA) to discuss their experience/project.

c. Recommendations for Assistance
A recommendation may be made for the Student to seek assistance from various resources (e.g. counselling services). Contact with these resources is voluntary. Communication with resources that provide confidential services will be made with the Student's consent.

Academic Sanctions

a. Class Removal or Re-assignment
A sanction that removes a student from a class or requires a student to move into a different class or cohort.

b. Grade Modification (either for specific assignment/test or for the module)
A recommendation to the lecturer for the assignment of a failing grade or modified grade for a module, assignment, presentation, or examination following a finding that the Student violated the academic policies as described in this Policy. No grade will be modified without the consent of the teacher. The Student may also be required to redo the original assignment or paper, and/or retake the examination only with the consent of the teacher. Final approval of grade modification will be given by Examination Board of Amity.

c. Class Re-instatement
When a student has been found responsible for academic misconduct, Amity reserves the right to reinstate a student into the class in which the alleged misconduct occurred, if the Student was previously allowed to withdraw in order to impose a grade adjustment or modification.

Elevated Sanctions

a. Withholding Degree / Diploma
Amity may withhold awarding the diploma or degree (in case of External Partner Institution programmes) otherwise earned until the completion of the handling of discipline issues procedures as set forth in the Student Code of Conduct and Disciplinary Policy, including the completion of all sanctions imposed, if any.

b. Suspension
Suspension means temporary exclusion from the School for a specified period of time and includes

I. Both a withdrawal from all classes and a prohibition on registration and/or enrolment in classes until the end of the suspension period; and
II. Revocation of all student privileges and rights related to access to and participation in School's facilities (subject to arrest for trespassing and a charge of failure to comply), resources, activities, and events (including graduation privileges).

A student may be required to fulfil one or more conditions during the period of suspension in order to qualify for re-admission. The Student has the right to re-enter the School or have their privileges reinstated after the specified time only if the Student provides the required verification that the conditions of suspension, if any, have been met. A student who is suspended from the School is nonetheless responsible for all financial obligations to the School that he or she incurred.

c. Dismissal
Dismissal means exclusion from the School for a specified period of time, after which the Student must reapply to be considered for admission. Re-admission is not automatic or guaranteed. Each case shall be reviewed by the appropriate Provost / Vice Provost / Vice President – Academic Affairs and University Relations or designated staff with full knowledge of the disciplinary Dismissal.

Dismissal includes

I. Both a withdrawal from all classes and a prohibition on registration/ enrolment in classes; and
II. Revocation of all student privileges and rights related to access to and participation in institution facilities (subject to arrest for trespassing and a charge of failure to comply), resources, activities, and events including graduation privileges.

A student may also be required to fulfil one or more conditions prior to becoming eligible for re-admission. A student who is dismissed is nonetheless responsible for any and all financial obligations to the School that he/she incurred.

d. Expulsion
Expulsion is the permanent exclusion from the Amity and immediate termination of all rights and privileges associated with student status with no opportunity for re-application or readmission. A student who is expelled from the School is nonetheless responsible for all financial obligations to the School he/she incurred. This action may include, in consultation with the Provost / Vice Provost / Vice President – Academic Affairs and University Relations, the cancellation of graduation privileges and the withdrawal of or refusal to award diplomas.





STUDENT CODE OF CONDUCT & DISCIPLINARY PROCEDURES

Handling of Misconduct and Disciplinary Issues

a) Reporting Student Misconduct

I. Amity encourages public, staff or students to report violations of Amity's Student Code of Conduct and Disciplinary Policy by filing a formal misconduct report.

II. Reports may be made utilizing the Amity's incident reporting forms. The completed forms shall be forwarded to feedback@singapore.amity.edu. The School also accepts misconduct reports in hard copy (e.g. letter or fax) or soft copy (e.g. email)

III. To report **non-academic misconduct**, please use the Student Misconduct Report available at the reception

IV. To report **academic misconduct**, please use the Academic Integrity Incident Report

V. Reports will be reviewed by Quality Assurance (QA) department, and if there is reliable information indicating that misconduct may have occurred, the Handling of Student's Misconduct process will be initiated, creating a conduct case. Academic Team (Provost / Vice Provost / Vice President - Academic Affairs and University Relations) reserves the right to initiate a case without a formal report and to investigate anonymous reports.

b) Misconduct Report

I. A report should be filed as soon as possible after the alleged misconduct occurred and should describe the incident, the alleged violation(s) of the Student Code of Conduct and Disciplinary Policy, and identify the individuals involved in or witness to the misconduct.

II. Additional materials that support the report should be submitted where applicable (e.g. photos, written correspondence, copies of emails and/or texts)

III. Upon review, if the report does not contain adequate documentation, the person who reported may be contacted to provide additional information or clarification regarding the incident.

c) False Reports

Amity considers the intentional filing of a false report as a serious matter. It is a violation to make an intentionally false report.

Initiation of the Handling of Student's Misconduct Process

Upon receiving a report, the QA Department will review the information acquired from the person who reported the incident and may conduct an initial investigation to determine if there is sufficient information to proceed with the Handling of Student's Misconduct Conduct process. The School gives an acknowledgement or initial response to the misconduct report within 3 working days.

Preliminary meetings with the reporting person and/or witnesses may occur prior to initiating the Handling of Student's Misconduct process or contacting the respondent. If the respondent is contacted about the case during the initial investigation, he/she will be made aware that an investigation is occurring which could result in the initiation of the misconduct process.

QA Department / Student Services will formally contact the respondent only by emails and organise an initial investigative meeting, where applicable. For students who are below 18, the parent/guardian is to be informed if any intervention is taken.

The initial investigation outcomes include, but are not limited to:

a. Case Not Pursued
If there does not appear to be credible or sufficient information to suggest that a violation occurred, the misconduct report will not move forward through the formal Handling of Student's Misconduct process. The misconduct report and any information gathered during the preliminary investigation will be retained by the QA Department to document that the situation was reviewed.

b. Informal Response
If the conduct described in the misconduct report does not appear to be a violation (such as repeated low-level behaviours) or falls outside the jurisdiction of the policy, there may still be an institutional response without initiation of the formal Handling of Student's Misconduct Conduct process. For example, the Student may be asked to meet with a staff member to discuss about the misconduct or participate in a mediated conversation.

c. Mutual Agreement
For infractions of the conduct code, where

I. The Student accepts responsibility for the

misconduct; and

II. The Student agrees to a sanction or sanctions prescribed by Institute (QA Department)

A final decision reflecting the mutual agreement may be issued. The decision will reflect that there will be no subsequent proceedings or right to appeal. The decision that is issued in these circumstances should be signed by both the student and Institute (QA Department), and should specify that the student accepts responsibility for violation of the specific misconduct related to the incident and the prescribed sanction.

Referral Committee Review (Academic Misconduct Reports)

a) All misconduct reports alleging a violation of the Student Code of Conduct and Disciplinary Policy related to academic integrity submitted through this policy, which have not been resolved during the initial investigation phase, will be reviewed by the Referral Committee.

b) Referral Committee will be appointed by QA Department. QA Department will ensure that there is no conflict of interest of the Referral Committee members to the misconduct report.

c) The role of the Referral Committee is to determine whether or not the misconduct report should be:

- dismissed for insufficient evidence/grounds;
- referred for an Administrative Hearing where required and hearing will be conducted by the Referral Committee; or
- referred to a Student Misconduct Hearing where required and hearing will be conducted by the Referral Committee.

d) The Referral Committee will make a decision by majority vote and that decision will be issued in writing, with copies going to the reporting person and the partnering Institute in which the respondent is enrolled (as appropriate).

e) The Quality Assurance (QA) department will determine whether a misconduct report should be referred for a Student Misconduct hearing without review from the Referral Committee for repeat or multiple allegations of academic integrity violations.

f) In this instance, the Referral Review Committee may review these misconduct reports to confirm they provide sufficient evidence/grounds to proceed with a Student Conduct hearing.

Quality Assurance Review (Behavioural Misconduct Reports)

a) All misconduct reports alleging a violation of the Student Code of Conduct and Disciplinary Policy, other than or in conjunction with academic integrity which have not been resolved during the initial investigation phase, will be reviewed by the QA Department.

b) The QA Department will determine if the misconduct report should be:

- Dismissed based on insufficient grounds/evidence; or
- Referred for an informal response; or
- Referred to another Amity department (per applicable policy or procedures); or
- Referred to an administrative hearing; or
- Referred to a Student Misconduct hearing.

c) The QA Department will determine whether a misconduct report should be referred for a Student Misconduct hearing without review from the Referral Committee for repeat allegations of academic integrity violations.

Referral to Amity Departments / Regulatory Bodies

a) The QA Department may determine that the case could involve other departments' support as well (such as Student Services, Academic and Estate & IT). QA Department may also refer to government or regulatory bodies like Police Department, Ministry of Manpower, Ministry of Health, Immigration and Checkpoints Authority, etc where required. QA Department will refer the case to the appropriate office for review, where applicable.

b) QA Department may also refer the issue to External Academic Partners, where applicable.

Deadlines as per Feedback and Grievance Procedure

a) All the deadlines related to Misconduct Reports will be in line with the Feedback and Grievance Procedure.

b) The School gives an acknowledgement or initial response to the misconduct report within 3 working days.

c) The school targets to resolve misconduct reports within 14 working days, up to a maximum of 21 working days.
d) If the Student still refuses to accept the second solution before the maximum of 21 working days, the School will propose that the matter to be resolved through the Dispute Resolution Scheme of the Skills and Workforce Development Agency.
e) All misconduct reports and the actions taken to resolve them are filed in the Misconduct Log that also provides information on the nature of the misconduct and the time taken to resolve.

Disciplinary Sanctions

Amity will impose serious penalties on students who are found to have violated the Student Code of Conduct and Disciplinary Policy. The following penalties may be imposed:

a) Suspension
b) Dismissal
c) Expulsion
d) Zero mark / Fail grade (as per Partner University's Policies and advise of Academic & Examination Board's advice for Amity's programmes)
e) Re-doing / Re-submitting of assignments or reports (as per Partner University's Policies and advise of Academic & Examination Board's for Amity's programmes)
f) Verbal or written warning.

Students' Rights

Students shall have the right to:

a) Receive and participate in a fair and impartial review of the behaviour described in the misconduct report
b) Be provided with and informed about the Student Code of Conduct and Disciplinary Policy, which is found in the Student Handbook and available in hardcopy with the Student Services Department and QA Department for ready reference
c) Be provided with a notice of the filing of a misconduct report, a copy of the report, notice of the provisions of the Student Code of Conduct and Disciplinary Policy alleged to have been violated, an opportunity to provide a written response, and an explanation of the procedures for resolution
d) Have an opportunity to review materials relevant to the misconduct report in a timely manner and receive updates regarding any progress related to the misconduct proceedings
e) Have an opportunity to be heard through the appropriate resolution process
f) Be free from compulsory self-incrimination regarding behaviours that may also be the subject of criminal charges, and from a presumption of responsibility as a result of a student's decision not to self-incriminate
g) Request an appeal based on the grounds described in the Student Code of Conduct and Disciplinary Policy
h) Have the misconduct disciplinary records kept confidential consistent with the provisions the Personal Data Protection Act 2012, except as otherwise required by law or legal process or as per requirements of regulatory bodies including the external university partner institutions



STUDENT RESPONSIBILITIES

Students involved in the Handling of Student's Misconduct process are expected to:

a. Treat others with respect and dignity. Students who fail to respect the rights of others may be excused from a proceeding and the process will continue in his/her absence
b. Review, understand, and comply with all Amity's rules, policies, and procedures as outlined in the Student Code of Conduct and Disciplinary Policy
c. Monitor their email (which is in Amity's records usually provided by the Student at the time of admission or updated by the Student through Student Request Form) to which all correspondence and written notices will be sent
d. Review all communications and written notices and seek clarification if there are questions
e. Cooperate fully in the misconduct process and to present truthful information. Any student found to have willfully presented false or misleading information or to have withheld information may be subjected to further disciplinary action
f. Appear at and participate in all proceedings. If a student, having been provided written notice, fails to appear at a hearing or meeting and fails to produce an explanation acceptable to the hearing officers/ committee prior to the proceeding, the hearing may occur in the Student's absence and sanctions will be imposed based on the information available
g. Provide to the Quality Assurance (QA) Department the names of individuals serving as advisors, legal counsel, and witnesses and arrange for their attendance at conduct proceedings as described in the Student Code of Conduct and Disciplinary Policy
h. Comply with and complete all disciplinary sanctions imposed. The Quality Assurance (QA) Department monitoring a student's compliance with any sanction may impose additional sanctions if the Student does not successfully complete the sanctions issued through previous conduct proceedings







APPEAL PROCESS



The QA Department will review all requests for appeal to determine if the respondent has asserted appropriate grounds for appeal. Appeals will not be granted based solely on a student's disagreement with the outcome.

a. Filing an Appeal

The respondent may file a request for appeal no later than ten (10) calendar days after receipt of the outcome of the hearing where the respondent has been found responsible for violating one or more of the Student Code of Conduct & Disciplinary Policy. The request for appeal must be submitted through the Student Conduct Appeal Request Form and must include

i. A statement explaining the grounds for the appeal
ii. All relevant supporting evidence and documentation and
iii. The desired outcome of the appeal request

b. Grounds for Appeal

An appeal must be based upon one or more of the following grounds:

i. Procedural Error

A procedural error occurred in the handling of the misconduct report which substantially affected the outcome of the hearing.

ii. New Evidence

New evidence exists, sufficient to alter a decision, which was not available at the time of the original hearing. Information will not be considered “new evidence” if the respondent or reporting person did not attend the original hearing or voluntarily withheld information during the original hearing.

iii. Sanction(s) not Commensurate with Violation(s)

The sanction(s) imposed are not commensurate with the violation(s) for which the respondent was found responsible. A respondent may only utilize this appeal option where the hearing outcome included a sanction of suspension, Dismissal, or expulsion.

Information for Appeal Review

The Appeal Committee will, except as required to explain the basis of new evidence, limit its review to the record of the initial hearing, including any documents or written statements considered by the hearing officer/committee, and any supporting documents and statements submitted by the Student as part of the appeal process.

Relief Available on Appeal

The Appeal Committee may uphold the original disciplinary decision and deny the appeal, modify the original disciplinary decision, or remand the matter for a new hearing or remand review.

Issuance of Decision

The Appeal Committee will issue its written decision to the respondent within a reasonable period of time not to exceed 7 working days from the date the appeal was received.

Finality of Decision

The decision of the Appeal Committee and any decision resulting from a remand hearing or review are final and no further appeals are allowed. All decisions shall be reported to the Student, the reporting person, and all appropriate Amity administrators. Appeal Committee members will not be the same members, who were involved in the original Referral Committee and will ensure that there is no conflict of interest.



AMITY
GLOBAL INSTITUTE

SINGAPORE CAMPUS
228 Orchard Road, Singapore 238853
Phone: + 65 6602 9500 (9 lines) I Fax: + 65 6602 9509
Email: info@singapore.amity.edu
Website: www.amitysingapore.sg

Amity Global Institute (Registered with SWDA*)
PEI Registration Number: 200606974C
Registration Validity Period: 18 Jul 2023 to 17 Jul 2027

This brochure contains key information, accurate as at time of print on, 1st September 2026.
For the most updated and complete program information, refer to our website at https://amitysingapore.sg/
Amity Global Institute reserves the right to change the information, herein at any time.