

DIMENSIONS[®]
International College

STUDENT HANDBOOK

CONTENTS

WELCOME!	3
PRINCIPAL'S MESSAGE.....	4
VISION	5
MISSION	5
CORE VALUES.....	5
CULTURE	5
OUR QUALITY SERVICES	5
SECTION 1 • DIMENSIONS OVERVIEW	6
1.1 THE COLLEGE.....	6
1.1.1 OUR CAMPUSES	6
1.1.2 OUR ACADEMIC SCHOOLS	6
1.1.3 OUR AWARDS	7
1.2 THE CAMPUSES.....	8
1.3 ACADEMIC & EXAMINATION BOARD	9
SECTION 2 • STUDYING IN SINGAPORE	11
2.1 STATISTICS ON SINGAPORE	11
2.2 EDUCATION IN SINGAPORE.....	12
2.3 WHERE AM I AND WHERE SHOULD I GO, ACADEMICALLY?.....	13
2.4 INTERNATIONAL STUDENTS: LAWS APPLICABLE TO YOU.....	14
2.5 USEFUL GOVERNMENT WEBSITES.....	14
SECTION 3 • ACADEMIC MATTERS	15
3.1 ACADEMIC REGULATIONS	15
3.1.1 ADMISSION INTO DIMENSIONS.....	15
3.1.2 COURSE INDUCTION (ACADEMIC)	15
3.1.3 ATTENDANCE RATE	15
3.1.4 COURSE ASSESSMENT POLICIES & REGULATIONS.....	16
3.1.5 EXPECTED EXAMINATION RESULTS RELEASE DATE	19
3.1.6 SCHOOL HOLIDAYS AND BREAKS	19
SECTION 4 • OUR STUDENT SUPPORT SERVICES.....	20
4.1 WE'VE GOT YOUR BACK!	20
4.2 LIST OF STUDENT SUPPORT SERVICES.....	21
4.3 ORIENTATION PROGRAMME FOR NEW STUDENTS	23
4.4 SCHOOL EXCURSIONS	23
4.5 STUDENT FEEDBACK AND EVALUATION	24
4.6 CONTACT DETAILS.....	26

4.7 YOUR MEDICAL INSURANCE COVERAGE	28
4.8 USEFUL LINK: GENERAL/SPECIALIST HEALTH SERVICES	28
4.9 A WORD TO THOSE WHO WISH TO REACH HIGHER.....	28
SECTION 5 · DIMENSIONS' RULES & REGULATIONS	29
5.1 YOUR PLEDGE TO DIMENSIONS	29
5.2 DIMENSIONS' REGULATIONS.....	30
5.3 DISCIPLINARY ACTIONS BY DIMENSIONS	33
5.4 USAGE OF FACILITIES	34
5.4.1 CODE OF CONDUCT IN THE LIBRARY & ACADEMIC RESOURCE CENTRE	34
5.4.2 CODE OF CONDUCT IN SCIENCE LABORATORIES	35
5.4.3 CODE OF CONDUCT IN COMPUTER LABORATORIES	35
SECTION 6 · DIMENSIONS' POLICIES & PROCEDURES	36
6.1 ATTENDANCE AND LEAVE APPLICATION.....	36
6.2 FEE PROTECTION SCHEME (FPS)	39
6.3 TYPES OF FEES AND PAYMENT MODES	40
6.3.1 LATE PAYMENT POLICY	42
6.4 REFUND POLICY, PROCEDURES & FORM	43
6.5 TRANSFER POLICY, PROCEDURES & FORM	47
6.6 WITHDRAWAL POLICY, PROCEDURES & FORM	50
6.7 COURSE DEFERMENT POLICY, PROCEDURES & FORM	53
6.8 DISPUTE RESOLUTION POLICY & PROCEDURES	56
6.9 CONFIDENTIALITY AND SECURITY POLICY	57
6.10 PERSONAL DATA PROTECTION POLICY.....	57
SECTION 7 · AFTER YOU GRADUATE	58
7.1 ALUMNI CLUB.....	58
7.2 CAREER AT DIMENSIONS.....	59

WELCOME!

HAVE A GREAT TIME WITH US!



Let this Student Handbook be your guide to enhance your journey here at DIMENSIONS International College.

You will find information about the School's facilities and services, policies, procedures, rules and regulations, all conveniently compiled for you within these few pages.

Please read through each section carefully as these guidelines are to be abided by you during your studies at DIMENSIONS. Should there be any changes, you will be notified or alternatively, please check our website as it is regularly updated with the latest news or updates:

<https://dimensions.edu.sg/>

We wish you an enriching experience at **DIMENSIONS International College** and most importantly, success in your educational goals as well as future employment opportunities.

Management Team

DIMENSIONS International College

Academic Year 2024-2025

PRINCIPAL'S MESSAGE

We welcome you into our family at **DIMENSIONS International College**. We are glad you made the choice to join us as you start your educationally-enhancing journey here.

Whether you are here to gain knowledge and skills to be better equipped for your future employment or for life in general, you can expect to be inspired through the insightful lessons conducted by our experienced lecturers.

Be sure to take advantage of the facilities available at our campus, such as a library to do your quiet revision or sports courts to maintain a healthy lifestyle. In promoting an all-rounded campus life, DIMENSIONS Cambridge Primary School also hosts a number of enriching activities for its students. Through these activities, you will be able to make lifelong friends from different backgrounds.

If you encounter any difficulties during your study life, do not worry but simply approach one of our friendly staff from the **Student Admissions and Affairs Department** to assist you with your queries. DIMENSIONS International College also provides student hotlines service in case of any emergencies.

We hope you have an enjoyable time at DIMENSIONS. Many of our graduates have given wonderful testimonies over the years and when the time comes that you finish your journey here at DIMENSIONS Cambridge Primary School or beyond, may you have a stack of exciting stories to tell as well.

For now, we bid you an inspiring and exciting learning journey ahead!

Mr. Kelvin Lin

Principal of DIMENSIONS Cambridge Primary School / High School
Academic Year 2024-2025

VISION

To be the premier institution providing an alternative pathway to holistic education in the private education industry

MISSION

To inspire students to have passion for learning

CORE VALUES

Dedication

To provide quality services in all aspects of the delivery process

Accountability

To be transparent and responsible in all courses and services offered to students

Reliability

To provide consistent, dependable services in line with the terms and conditions of EduTrust

Entrepreneurship

To demonstrate at all times entrepreneurial spirit to meet the requirements for growth of the College

CULTURE

Quality Services for Students

OUR QUALITY SERVICES

Upholding each School's quality education is our dedicated pool of faculty members who deliver lessons to an international mix of students. This creates a multi-approach to learning through the diverse cultural interaction amongst students and lecturers.

Students' experience is at the heart of **DIMENSIONS' curriculum** and as such, we have dedicated full-time co-form student support officers to offer a comprehensive range of support services to monitor the students' academic progression and cater to their educational needs.

To welcome all new international students, DIMENSIONS offers reception services and arranges pickup services to transport them to their campus residences. On top of that, we have a full-time certified counsellor to offer professional counselling to students across all Campuses.

With the well-conducted lessons and a host of experiential learning activities, community engagement programmes and field trips, students will have an enriching and rewarding experience studying at DIMENSIONS.

SECTION 1 · DIMENSIONS OVERVIEW

1.1 THE COLLEGE

Your alternate pathway to holistic education.

Founded in 1980 as Dimensions Commercial School, we have since prospered into an established education provider now known as DIMENSIONS International College.

1.1.1 OUR CAMPUSES

Our campuses and its location are as follows:

- **Main Campus**
58 Lowland Road, Singapore 547453
- **Bukit Timah Campus**
2 Jalan Seh Chuan, Singapore 598417
- **City Campus**
277 River Valley Road, Singapore 238318
- **Orchard Campus**
51 Cuppage Road #02-01, Singapore 229469
- **Holland Village Campus**
7 Holland Village Way #06-01, Singapore 27574

DIMENSIONS' campuses are conveniently located nearby MRT stations for easy access. We provide fully air-conditioned classrooms and other shared facilities which include libraries, academic resource center, chemistry laboratory, physics laboratory, biology laboratory, computer room, multi-purpose hall, auditoriums, cafeterias, arts and crafts rooms, music and dance studio, sports field and more.

1.1.2 OUR ACADEMIC SCHOOLS

We have extended our concrete facilities over the years and also enhanced our curriculum by offering different types of courses across the five distinct educational arms within DIMENSIONS, which are:

- Cambridge Primary School
- DIMENSIONS High School
- School of Hospitality
- School of Languages
- School of Higher Education

The different schools are established to cater for the varied market segments of learners today. We offer various levels of programmes, from Primary School Courses to Master's Degree programmes. Our academic programmes include self-developed programmes and some which are in partnership with international educational institutions.

1.1.3 OUR ACHIEVEMENTS AND AWARDS

WE TAKE PRIDE IN OUR QUALITY-DRIVEN BUSINESS OPERATIONS AND PROVISIONS OF EXCELLENT QUALITY SERVICES TO OUR STUDENTS. WITH THAT, THE SCHOOL HAS ATTAINED THE FOLLOWING AWARDS:

- ★ 4-Year EduTrust Certification by the SkillsFuture Singapore (SSG) (2024-2028)
- ★ Singapore Quality Class Star, awarded by Enterprise Singapore (2020-2024)
- ★ Singapore Service Class (2016-2020)
- ★ Best Private Education Institution in Hospitality and Tourism (2017 & 2018)
- ★ Gold Standard Service Provider Award for Private Education Institution in the following categories:
 - Accountancy (2018)
 - Business Management (2017 & 2018)
 - Culinary Arts (2017 & 2018)
 - Food & Beverage (2018)
- ★ The International SQA Star Award (2019)
- ★ Premier College Status (2008-2012, 2012-2016, & 2017-2021)

1.2 THE CAMPUSES

Meeting your needs to learn and play.

MAIN CAMPUS	ORCHARD CAMPUS	BUKIT TIMAH CAMPUS
<i>DIMENSIONS High School</i>	<i>DIMENSIONS High School & Cambridge Primary School</i>	<i>DIMENSIONS High School & Cambridge Primary School</i>
<p>DIMENSIONS' Main Campus is also known as the Kovan Campus for it is strategically located within walking distance from the Kovan (MRT) station along the North-East Line (NEL).</p> <p>As a student studying at the Main Campus, you will most likely make friends with a cohort of youthful learners, preparing for their important tests or examinations.</p>	<p>DIMENSIONS' Orchard Campus commenced operations in 2023 and is a fully sheltered walk away from Somerset MRT station.</p> <p>The campus boasts of advanced learning facilities such as Virtual Reality Lab, Makerspace Lab and other learning facilities in campus spanning over 32,000 square feet.</p>	<p>DIMENSIONS' Bukit Timah Campus was set up in March 2009 (or 2008). The Bukit Timah Campus is conveniently situated just across the street from Beauty World MRT station.</p>
HOLLAND VILLAGE CAMPUS	CITY CAMPUS	
<i>DIMENSIONS High School & Cambridge Primary School</i>	<i>School of Hospitality, School of Languages, & School of Higher Education</i>	
<p>It is the newest out of DIMENSIONS' five campuses and is located only minutes away from Holland Village MRT.</p> <p>The campus offers Cambridge curriculum as well as the International Primary Curriculum (IPC).</p> <p>The campus houses enriching facilities such as an indoor sports hall, Makerspace lab, virtual reality equipment, and IT labs. A play area as well as art, music, and library facilities add to a comprehensive education for your child.</p> <p>As the Holland Village MRT is just a 3-minute walk away, this campus boasts great accessibility and convenience for parents and students!</p>	<p>DIMENSIONS' City Campus was successfully established in August of 2011. It is located only minutes away from Orchard Road, Singapore's well-known shopping belt.</p> <p>As a student studying at our City Campus, you will be able to meet a diverse set of people - all with the same mission of improving their academic and life skills.</p>	

Please note that admission is subject to availability of vacancies. Lessons may be conducted at any one of the DIMENSIONS's campuses and lesson schedules are subject to change.

1.3 ACADEMIC & EXAMINATION BOARD

ACADEMIC BOARD

The Academic Board of [DIMENSIONS International College](#) was established in 22nd May 2009 and is responsible for the review of DIMENSIONS' [policies](#) and procedures on academic quality, including the development of standards and approval of teachers. The Academic Board comprises the Chairman, A/Prof Seow Hong Pheow and other academicians.

This is what they do:

1. Develop and review the policies and procedures on all academic matters of the college, including but not limited to academic quality assurance measures
2. Facilitate the implementation of and compliance with such policies and procedures
3. Develop a set of standards to ensure academic quality of every course to be offered or provided by the college, including but not limited to:
 - the content of the modules or subjects of the course
 - the duration of the course and
 - the appropriate entry and graduation requirements
4. Approve each person to be deployed to teach any course offered or provided by the college or any module or subject thereof, after determining that the person possesses the minimum qualifications and experience and other criteria prescribed in Regulation 26 (Private Education Regulation 2009)
5. To review the above items 1 & 2 at least once every 2 years.

Academic Board Composition:

Name, Appointment and Qualifications	Position
A/PROF. SEOW HONG PHEOW <ul style="list-style-type: none">• B Eng (Hons), M Eng Sc, C Eng, MIMMM• Former Assoc Professor, School of Material Science & Engineering, NTU	Chairman & Member
DR. DANNY LAM KWONG-FOO <ul style="list-style-type: none">• DBA, MBA, MIMC, CIMC• Former Divisional Director, SPRING• Management Consultant	Member
DR. LER BOON CHONG <ul style="list-style-type: none">• PhD, MSc, BSc.• Director of Quality Management (DIMENSIONS)	Member
MR. HENRY CHAN KWEE SHENG <ul style="list-style-type: none">• BE (Mech), NUS• Principal / Managing Director, DIMENSIONS	Secretary

EXAMINATION BOARD

The Examination Board of DIMENSIONS (established in May 2009) has a primary objective of developing examination and assessment procedures and therefore must hold the integrity of students' works and achievements.

This is what they do:

1. Responsible for developing examination and assessment procedures for the College, which includes but are not limited to:
 - the security of examination scripts and answer scripts
 - the conduct of examinations and assessments
 - the duties and responsibilities of invigilators and markers
 - the moderation of examination and assessment marks and
 - the handling of appeals from students with regard to examination or assessment matters.
2. To review the examination related policies and procedures at least once every 2 years.

Examination Board Composition:

Name, Appointment and Qualifications	Position
MR. SEAH KIM SWEE (BBM) <ul style="list-style-type: none"> • M Bus. (Accounting) FCIS. CPA (Aust) • Fellow of Chartered Secretaries Institute of Singapore (FCS) • Legend, Victoria University, Melbourne • Company Director 	Chairman & Member
MR. GARY LEE YUM FUN <ul style="list-style-type: none"> • MSc (Engineering, Production & Management) • Former Principal Lecturer, Singapore Polytechnic 	Member
DR. LER BOON CHONG <ul style="list-style-type: none"> • PhD. MSc. BSc. • Director of Quality Management (DIMENSIONS) 	Secretary & Member
DR. DANNY LAM KWONG-FOO <ul style="list-style-type: none"> • DBA. MBA , MIMC, CIMC • Former Divisional Director, SPRING • Management Consultant 	Member
MR. HENRY CHAN KWEE SHENG <ul style="list-style-type: none"> • BE (Mech), NUS • Principal / Managing Director, DIMENSIONS 	Secretary

SECTION 2 • STUDYING IN SINGAPORE

2.1 STATISTICS ON SINGAPORE

All you need to know about this tiny yet vibrant country.

COUNTRY NAME:	Republic of Singapore
CAPITAL:	Singapore
LOCATION:	An island and islets in the heart of Southeast Asia, between Malaysia and Indonesia
AREA:	725.7 sq km (2021)
HIGHEST POINT:	Bukit Timah Hill at 163.63m
CLIMATE:	Tropical. It's hot and sunny all year, with two monsoon seasons (December to March and June to September) bringing heavy rains
GOVERNMENT:	Parliamentary republic
MAJOR INDUSTRIES:	Electronics, chemicals, financial services, oil drilling equipment, petroleum refining, rubber processing and products, processed food and beverages, ship repair, offshore platform construction, life sciences, entrepot trade
CURRENCY:	Singapore Dollar
POPULATION:	5,92 million (June 2023)
MEDIAN AGE:	42.4 years
LIFE EXPECTANCY:	83 years
ETHNIC GROUPS:	Chinese 74.3%, Malays 13.3%, Indians 9.1%, Other races 3.2
LANGUAGE:	Malay, Mandarin, Tamil and English are the 4 official languages in Singapore. The national language shall be the Malay language and shall be in the Roman script.
RELIGIONS:	Buddhism 33.3%, Islam 14.7%, Christianity 18.3%, Taoism 10.9%, Hinduism 5.1%, other religions 0.7%, no religion 17.0%
LITERACY:	97.6 (2021) of the population above 15 years of age can read and write
INT. COUNTRY CODE:	+65
INTERNET COUNTRY CODE:	.sg

Refer to Singapore Department of Statistics for latest figures.

<https://www.singstat.gov.sg/>

2.2 EDUCATION IN SINGAPORE

Why you've made the right choice by studying here.



What started off as a replica of the traditional British-based education system has now evolved into an Education System that is distinctively Singapore. By meeting the needs of individual and nurturing young talents, the public schools in Singapore has managed to achieve high standards with majority of students from Singapore schools outperforming the international average in Mathematics and Science.

Furthermore, the bilingual policy (English with Malay/Mandarin/Tamil) embedded in Singapore's Education system is a strong and positive feature that enables diversity in innovation and entrepreneurship.

At the tertiary level, on top of the six renowned locally grown universities, Singapore has attracted more than 10 world-class institutions with strong industry links to set up centres of excellence in education and research.

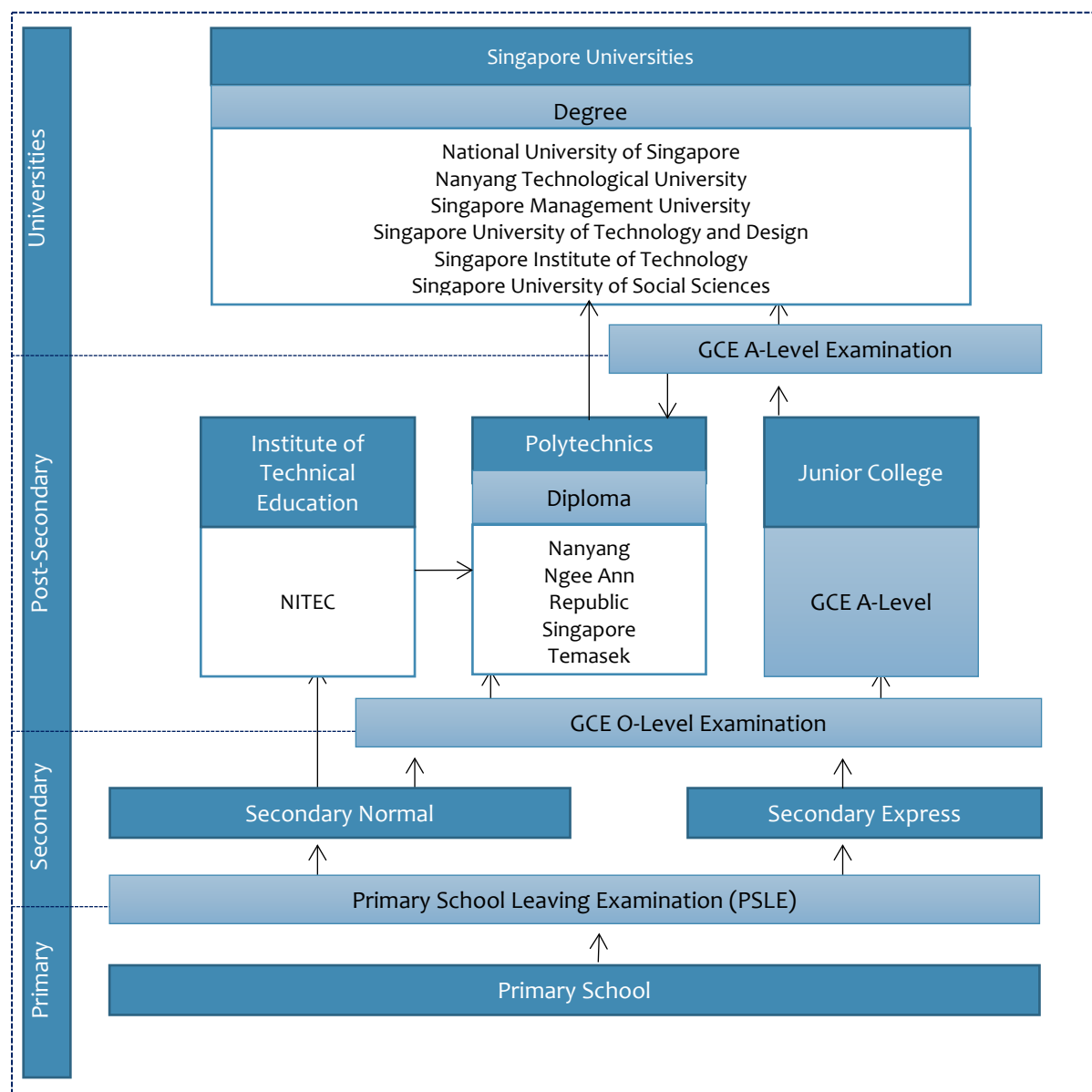
Even after graduating into the workforce, there are numerous opportunities for further training. Professional and skills-based training are offered and popularly subscribed to.

The presence of such an international mix of institutions, a high quality and rigorous education system, and a nation that believes in investing in education, will together offer students here and all over the world, an enriching and fulfilling learning journey.

2.3 WHERE AM I AND WHERE SHOULD I GO, ACADEMICALLY?

Learn the Singapore's Education Roadmap.

The Singapore Education System



Notes:

1. Graduates progression pathway is subject to the respective Institutions'/ Universities' / course entry requirements at the point of application.
2. For more details of the Singapore Education System, please refer to the MOE website:

www.moe.gov.sg

2.4 INTERNATIONAL STUDENTS: LAWS APPLICABLE TO YOU

All international students with Student's Pass must adhere to the following requirements set by Singapore's Immigration & Checkpoints Authority (ICA):

- a. A student must attend a minimum of 90% of scheduled course hours or not be absent from the course for 7 consecutive days.
- b. A student must not engage in any form of paid or unpaid activities that may contravene the stipulated conditions (including those stated in the Student's Pass application form, In-principle Approval letter and Student's Pass card) in which a Student's Pass is issued (e.g. illegal employment).
- c. A student must not remain in Singapore after the expiry date of the Student's Pass. DIMENSIONS shall inform the ICA of his/her means and the date of departure.
- d. A student is only permitted to attend the course after his/her Student's Pass has been approved by the ICA.
- e. A student must not be retained as a student in any other College or School or course/s other than that indicated in the Student's Pass.
- f. A student must surrender his/her Student's Pass for cancellation within seven days from the date of cessation or termination of his/her studies or course/s.

For more details of ICA regulations, please visit:

www.ica.gov.sg

2.5 USEFUL GOVERNMENT WEBSITES

SkillsFuture Singapore (SSG)

For more details on Fee Protection Scheme, Standard PEI - Student Contract, Medical Insurance and Dispute Resolution, please visit:

www.ssg.gov.sg

Ministry of Education (MOE)

For more details of the Singapore Education System, please visit:

www.moe.gov.sg

Ministry of Manpower (MOM)

For more details of international students' admission for Industrial Attachment, please visit:

www.mom.gov.sg

SECTION 3 · ACADEMIC MATTERS

3.1 ACADEMIC REGULATIONS

3.1.1 ADMISSION INTO DIMENSIONS

We enrol students based on the course entry requirements in categories of age, academic level and English proficiency. Different courses offered may have different entry requirements. If you make any false or inaccurate statements in your student application form, your application may be rejected.

3.1.2 COURSE INDUCTION (ACADEMIC)

As a new student, you will go through course inductions to help you understand the course requirements and academic expectations. The induction gives information about the course/ programme including the mode of study, scheme of work, timetable, assessment schedule, school facilities, attendance taking, leave application, school rules and regulations. Inductions are normally conducted in the first week of course commencement.

For courses associated with the Universities, students upon matriculation will have access codes to the University's student portal, where relevant academic documents and information can be accessed e.g. Operations Handbook.

Students are expected to comply with the requirements and assessments of the course that they have enrolled in.

3.1.3 ATTENDANCE RATE

Whether you are a local or international student, you must achieve the attendance rate of 80% and above in order to qualify to sit for your examinations. Nevertheless, the minimum attendance rate of 90% still applies to international students for the renewal of the Student's Pass issued by ICA. For those with an attendance rate of below 90%, DIMENSIONS will not be responsible for their failure to get a renewal of their student's pass from ICA.

DIMENSIONS HIGH SCHOOL & CAMBRIDGE PRIMARY

Most courses in DIMENSIONS High School equip you to sit for written examinations in which you would need to pass in order to be awarded the certificate.

Eligibility

Only students who have registered for the subjects and have met the attendance requirement will be eligible to sit for the written examinations, as stated in 3.1.3 Attendance Rate.

Examination Schedule

Examinations and tests are scheduled as below:

Course	Exam Schedule
PREPARATORY COURSE FOR ADMISSION TO GOVERNMENT SCHOOLS	<p>You will sit for the Admissions Exercise for International Students (AEIS) conducted by the Ministry of Education (MOE) held either in September or October of each year, or the Supplementary Admissions Exercise for International Students (S-AEIS) conducted in February or March the following year</p> <p>Any prerequisites to register for MOE test have to be fulfilled.</p> <p>Before the AEIS, students must take the relevant Cambridge English Qualifications (CEQ) test run by Cambridge Assessment English (CAE).</p>
<ul style="list-style-type: none"> • CAMBRIDGE PRIMARY (YEAR 1) • CAMBRIDGE PRIMARY (YEAR 2) • CAMBRIDGE PRIMARY (YEAR 3) • CAMBRIDGE PRIMARY (YEAR 4) • CAMBRIDGE PRIMARY (YEAR 5) • CAMBRIDGE PRIMARY WITH CAMBRIDGE PRIMARY CHECKPOINT (YEAR 6) 	<p>You will sit for Quarterly Tests and Year-End Examinations for applicable examinable subjects.</p> <p>For updated information, please visit:</p> <p style="text-align: center;">www.cambridgeinternational.org</p>
PREPARATORY COURSE FOR SINGAPORE-CAMBRIDGE GENERAL CERTIFICATE OF EDUCATION (ORDINARY LEVEL) (INTENSIVE) / GCE O-LEVEL	<p>Examination schedules are set by Singapore Examinations and Assessment Board (SEAB). For updated information, please visit:</p> <p style="text-align: center;">www.seab.gov.sg</p> <p>Mother tongue language exams (written and oral) are held in June and July, while English oral exams are held in August. Science Practical exams are held in October.</p> <p>Written exams for other subjects will be held throughout October or November.</p>

<p>PREPARATORY COURSE FOR SINGAPORE-CAMBRIDGE GENERAL CERTIFICATE OF EDUCATION (ADVANCED LEVEL) (INTENSIVE) / GCE A- LEVEL</p>	<p>Examination schedules are set by Singapore Examinations and Assessment Board (SEAB). For updated information, please visit:</p> <p>www.seab.gov.sg</p> <p>Mother tongue language exams (written and oral) are held in June and July. Science Practical exams are held in October or November.</p> <p>Written exams for other subjects will be held throughout November or December.</p>
---	---

Course	Exam Schedule
<p>CAMBRIDGE INTERNATIONAL GENERAL CERTIFICATE OF SECONDARY EDUCATION (IGCSE) LOWER SECONDARY WITH CAMBRIDGE LOWER SECONDARY CHECKPOINT</p>	<ul style="list-style-type: none"> - Registration starting from January for the Cambridge Lower Secondary Checkpoint test held in May of the same year. - Registration starting from June for the Cambridge Lower Secondary Checkpoint test held in October of the same year. <p>(Subject to change and final confirmation by CAIE)</p> <p>For updated information, please visit:</p> <p>www.cambridgeinternational.org</p>
<p>CAMBRIDGE INTERNATIONAL GENERAL CERTIFICATE OF SECONDARY EDUCATION (IGCSE) UPPER SECONDARY</p>	<ul style="list-style-type: none"> - Registration starting from February for the Cambridge IGCSE Examinations held in June of the same year. - Registration starting from August for the Cambridge IGCSE Examinations held in November of the same year. <p>(Subject to change and final confirmation by CAIE)</p> <p>For updated information, please visit:</p> <p>www.cambridgeinternational.org</p>

CAMBRIDGE INTERNATIONAL ADVANCED
SUBSIDIARY AND ADVANCED LEVEL

- Registration starting from February for the Cambridge International AS and A Level Examinations, held in June of the same year.
- Registration starting from August for the Cambridge International AS and A level Examinations, held in November of the same year.

(Subject to change and final confirmation by Cambridge Assessment International Education (CAIE))

For updated information, please visit:

www.cambridgeinternational.org

Examination Rules & Regulations

Students must comply with all examination rules and regulations.

Academic Misconduct

Misconduct such as cheating during examinations or sitting for the examination in the name of another candidate may result in candidate being expelled from the examination or refused entry for subsequent papers.

SCHOOL OF HOSPITALITY, SCHOOL OF LANGUAGES, & SCHOOL OF HIGHER EDUCATION

Most courses in the School of Languages equip you to sit for written examinations in which you would need to pass in order to be awarded the pertinent certificate.

The assessments of School of Hospitality are mostly practical assessments and assignments, while the assessments of School of Higher Education are mostly written theory examinations and assignments.

For more information related to **Course Assessment Policies & Regulations** for other courses, kindly refer to:
<https://dimensions.edu.sg/academic-courses/>

3.1.5 EXPECTED EXAMINATION RESULTS RELEASE DATE

Course	Exam Results Release Date
COURSES IN THE SCHOOL OF HIGHER EDUCATION	DIMENSIONS will release results not more than 3 months after the final assessment. For courses with collaboration with external academic partners, results will be released 1 month after the appropriate University Examination Board.
PREPARATORY COURSE FOR ADMISSION TO GOVERNMENT SCHOOLS	MOE will assign those who are successful in the AEIS Test to join a Government School in January on the following year, while those who pass the S-AEIS Test would be offered a place in a suitable school for the current academic year sometime in April or May.
PREPARATORY COURSE FOR SINGAPORE-CAMBRIDGE GENERAL CERTIFICATE OF EDUCATION (ORDINARY LEVEL) (INTENSIVE) / GCE O-LEVEL	MOE will release results some time in January/February of the year following the examination year.
PREPARATORY COURSE FOR SINGAPORE-CAMBRIDGE GENERAL CERTIFICATE OF EDUCATION (ADVANCED LEVEL) (INTENSIVE) / GCE A- LEVEL	MOE will release results some time in February/March of the year following the examination year.
CAMBRIDGE INTERNATIONAL GENERAL CERTIFICATE OF SECONDARY EDUCATION (IGCSE) LOWER SECONDARY WITH CAMBRIDGE LOWER SECONDARY CHECKPOINT	CAIE will release results not more than 3 months after the final assessment.
CAMBRIDGE INTERNATIONAL GENERAL CERTIFICATE OF SECONDARY EDUCATION (IGCSE) UPPER SECONDARY	CAIE will release results not more than 3 months after the final assessment.
CAMBRIDGE INTERNATIONAL ADVANCED SUBSIDIARY AND ADVANCED LEVEL	CAIE will release results not more than 3 months after the final assessment.

3.1.6 SCHOOL HOLIDAYS AND BREAKS

The College does not follow the school holidays granted by the Singapore Ministry of Education, except for gazetted public holidays in Singapore.

Students will be informed accordingly of DIMENSIONS' school holidays and/or semester breaks during the course of study.

SECTION 4 · OUR STUDENT SUPPORT SERVICES

4.1 WE'VE GOT YOUR BACK

Our Student Support Services to the rescue!



You should be mindful of your wellbeing in school, including safety, comfort or even social relations. If these areas are not favourably sustained, you may not be able to perform the best you can in your academic works. Yet, there is no need to fret because the friendly and dedicated staffs appointed at DIMENSIONS all aim to help and lead you towards a well-balanced and all-rounded campus life.

Our team of staff will be on-hand to assist you, from conducting college orientations to medical check-up assistance. Furthermore, DIMENSIONS organises Student TEA Meetings (is it bi-monthly still) as an interactive way to gain feedback and foster communication.

Where there's a will, there's a way. Therefore, students should approach any of the staff from the relevant departments if they are experiencing any difficulties and they will be able to help students find the right way!

4.2 LIST OF STUDENT SUPPORT SERVICES

Focus Area	Description
Adequate and Relevant Facilities & Infrastructures	Academic Resource Centre
	Libraries & Reference Books
	Audio – Visual Resources
	Computers in Libraries
	Computer Rooms
	Wireless Internet access
	Air-conditioned Classrooms
	Practical Rooms
	Physics & Chemistry Laboratories
	Canteen, Vending Machines
	Sport facilities
	Study Areas
	First Aid Room
	Auditoriums
	Carpark
	Outdoor Field (Kovan)
Learning Environment	Safety and Healthy Environment
	Environment Maintenance (Grass Cutting / Pest Control etc.)
	Fire Drills, Fire Safety Talks
	General Healthcare Talks
	Garden with Wheelchair-accessible Pathway in Kovan Campus
Admission & Orientation	Admission Services
	Student's Pass Application & Collection
	Airport Reception Service
	College Orientation
	Accommodation Advice
	Medical Check-up Assistance
	Update Personal Particulars
	School Bus Service (for Primary Student Only)
Student Protection	Medical Insurance
	Refund of Course Fee
	Transfer / Withdrawal / Deferment Services
	Appeal for Results
	Protection of Student Information (PDPA)
	Dispute Resolution
	Feedback and Grievance
	Fee Protection Scheme

Focus Area	Description
Academic Induction, Support & Holistic Development	Sport Committee, Sports Day Industrial Attachment Programme Induction Performance Monitoring Complimentary Academic Support: - English Support Classes / Additional Tuition - Enrichment Activities - Festive Celebrations - CIP Activities - Academic Writing Workshop - SPSS Workshop Graduation Ceremony Tea Meeting with Advisory Boards IELTS Test conducted at Dimensions
Counselling	Pre-course Counselling Advice on Specialist Health General Counselling Pastoral Counselling Attendance Monitoring Academic Counselling
Progression & Career Support	Student Alumni Career Talk Polytechnic Visits GCE O/A Level Sharing
Feedback & Communication	Graduate Employment Survey Student Tea Meetings Academic feedback session for Degree and Master's degree students Parent-Teacher Meeting (for Primary and Secondary Student only) Class Dojo apps (for Primary and Secondary Student only) Advice on Dispute with Third Party Hotlines General Enquiries Facebook Websites (English & Chinese) Instagram LinkedIn Student Satisfaction Survey

4.3 ORIENTATION PROGRAMME FOR NEW STUDENTS

Get acquainted with your new college.

Our orientation programme is a comprehensive starting point for you to understand everything about DIMENSIONS, its policies and your benefits as a student. Just as you've read in the previous pages, we will also brief you about important aspects you should know about Singapore, the country you'd be living and studying in during your course duration.

You will be acquainted with our dedicated Customer Service Executives and Customer Support Service Executives and a campus tour would follow suit.

During the orientation programme, you'd be secured with every important detail while in our hands, from medical matters to student support services.

If you've missed out some information or have forgotten what was said during your orientation, you could always refer to the pages that follow, such as the College's rules and regulations.

4.4 SCHOOL EXCURSIONS

If a student is participating in school excursions, school will take the necessary measures to ensure the well-being of the student. Parents will not hold the school responsible for any mishap or accident that may occur during the event.

4.5 STUDENT FEEDBACK AND EVALUATION

To track the performance of our services and programmes, we conduct regular student surveys and feedback throughout your time at DIMENSIONS.

Students are invited and encouraged to provide constructive comments and feedback for the purpose of further improvement on our services and programmes. The feedback and comments will be treated in strictest confidence.

Students can provide feedback through various means:

Student Satisfactory Survey

Students are required to fill in the Student Satisfaction Survey form(s) on a yearly basis to provide us with feedback on the following areas:

- Satisfaction on Lecturer
- Satisfaction of Programme
- Satisfaction on Facilities
- Satisfaction on Communication Channels
- Satisfaction on Environment
- Satisfaction on Services

Course & Study Environment Evaluation

A course evaluation will be conducted near the end of each course and/or semester while additional evaluations may be performed from time to time, such as on new lecturers or facilities.

Student Feedback Form

Students may require to fill in feedback forms after an event or enriching activity organized by DIMENSIONS International College such as sports activities, community involvement programmes, orientation programme and more.

Student Tea Meeting

Meetings are held with students every bi-monthly with the Student Support Services staff to make a habit of two-way communication. Students can raise concerns and provide comments on a face-to-face level with ease.

Feedback/Suggestion Box

Students can drop a feedback or suggestion in one of these boxes placed at the reception desk of each DIMENSIONS' campus.

4.6 CONTACT DETAILS

Numbers to dial for relevant advice and assistance.

STUDENT HOTLINES

Queries; or emergencies...

CONTACT US:

9181 9429 & 9181 9430 (PRC)

9729 5969 (Non-PRC)

OTHER USEFUL CONTACTS

School Point of Contact

Academic Department		Email Address
Main Campus – Kovan	Primary	primary@dimensions.edu.sg
	Secondary	secondary@dimensions.edu.sg
Bukit Timah Campus	Primary	primary_bt@dimensions.edu.sg
Orchard Campus	Primary	primary_orchard@dimensions.edu.sg
	Secondary	secondary_orchard@dimensions.edu.sg
Holland Village Campus	Primary	primary_hv@dimensions.edu.sg
	Secondary	secondary_hv@dimensions.edu.sg
River Valley Campus	High School	highschool_rv@dimensions.edu.sg
	School of Higher Education / School of Language	dic_he@dimensions.edu.sg
	CMU Programme	pecmu@dimensions.edu.sg

Other Useful Contacts	Email Address
Transport Department	transport@dimensions.edu.sg
Request for Documents	studentrequest@dimensions.edu.sg
Enquiries / Admissions	enquiry@dimensions.edu.sg

Emergencies

Emergency Service	Emergency Hotline
Police	999 (toll-free)
Emergency Ambulance and Fire	995 (toll-free)

Partners

Partner	Contact No.	Official Website
University of Derby	+44 (0) 1332 590500	www.derby.ac.uk
Wrexham University	01978 290666	www.glyndwr.ac.uk
Cardiff Metropolitan University	+44 (0) 2920 416070	www.cardiffmet.ac.uk
Cambridge Assessment International Education	+44 (0) 1223 553554	www.cambridgeinternational.org

Singapore Universities / Polytechnics

University / Polytechnic	Contact No.	Official Website
National University of Singapore	6516 6666	www.nus.edu.sg
Nanyang Technological University	6791 1744	www.ntu.edu.sg
Singapore Institute of Technology	6592 1189	www.singaporetech.edu.sg
Singapore Management University	6828 0100	www.smu.edu.sg
Singapore University of Technology and Design	6303 6600	www.sutd.edu.sg
Singapore University of Social Sciences	6248 0188	www.suss.edu.sg
Singapore Polytechnic	6775 1133	www.sp.edu.sg
Ngee Ann Polytechnic	6466 6555	www.np.edu.sg
Temasek Polytechnic	6788 2000	www.tp.edu.sg
Nanyang Polytechnic	6451 5115	www.nyp.edu.sg
Republic Polytechnic	6510 3000	www.rp.edu.sg

Others

Organization	Contact No.	Official Website
Immigration & Checkpoints Authority (ICA)	6391 6118	www.ica.gov.sg
SkillsFuture Singapore (SSG)	6499 0300	www.ssg.gov.sg
Ministry of Education (MOE)	6872 2220	www.moe.gov.sg
Singapore Examinations and Assessment Board (SEAB)	6872 2220	www.seab.gov.sg
Ministry of Manpower (MOM)	6438 5122	www.mom.gov.sg
Small Claims Tribunals (SCT)	6435 5946	www.judiciary.gov.sg
Singapore Institute of Arbitrators (SI Arb)	6372 3931	www.siarb.org.sg
Singapore Mediation Centre (SMC)	6332 4366	www.mediation.com.sg

4.7 YOUR MEDICAL INSURANCE COVERAGE

DIMENSIONS shall provide all full-time students aged 7 and above with the required medical insurance coverage on hospitalization and related medical treatment for the entire course duration which is inclusive of the Industrial Attachment (IA) period. The coverage under the medical insurance policy as per arranged with Liberty Insurance Pte Ltd is as follows:

- Annual overall limit of S\$20,000.00 per student;
- B1 ward (in government and restructured hospitals); and
- 24 hours coverage in Singapore and overseas (if the student is involved in school-related activities).

Medical Insurance is not applicable to part-time students and students taking courses with duration of not more than one month or 50 hours.

A Singapore Citizen/PR or a non-student's pass international student who is protected by his/her own medical insurance coverage in Singapore can opt out from the medical insurance scheme with a proof of valid Medical Insurance Plan given to DIMENSIONS.

[Click here for Group Medical Insurance Certificate 2025](#)

[Click here for Product Summary and Frequently Asked Questions](#)

[Click here for Claim Form on Group Hospital & Surgical Student Medical Insurance](#)

4.8 USEFUL LINK: GENERAL/SPECIALIST HEALTH SERVICES

For more details of the General or Specialist Health Services in Singapore, please refer to the MOH website:

www.moh.gov.sg

4.9 A WORD TO THOSE WHO WISH TO REACH HIGHER

If you've completed your course and wish to pursue an advance programme offered by DIMENSIONS, you may contact our Customer Service Executives for special tuition fee rates.

SECTION 5 · DIMENSIONS' RULES & REGULATIONS

5.1 YOUR PLEDGE TO DIMENSIONS

- a. You must **attend all classes and tutorials punctually** on all learning days.
- b. You will **treat your classmates as members of the same family** and to mutually respect by means of helping each other in a multi-cultural learning environment.
- c. You are expected to strictly **comply with the rules and regulations stipulated by both DIMENSIONS and ICA**.
- d. You will work closely with the College Management and teachers in a **joint effort to create a more conducive learning environment**. You are welcome to contribute your comments or suggestions in a concerted effort in improving the College's administrative services and teaching quality of lecturers.
- e. You have an obligation to assist DIMENSIONS in a **joint effort to safeguard the College's property and maintain a clean and orderly environment** inside and outside the premises, including that of the College's surrounding neighbours.
- f. You must be aware that in all undefined terms, **you should not seek employment with or without pay** during your enrolment with the College.
- g. You must **always carry with you your valid Student's Pass** while in Singapore.
- h. You must be **aware of the expiry dates of your Student's Pass**. You must inform the appropriate department at least one week before the expiration date for necessary processing of renewal.
- i. You must **make a police report and inform the College if you've lost your Student's Pass**.

5.2 DIMENSIONS' REGULATIONS

Be Punctual

Classes are held between 8.30 am and 6.30pm, Mondays to Fridays (for full-time students). Students who are late will not be permitted to attend lesson for that particular session of the day. Under such circumstances, he or she is required to remain in the libraries or within the College premises for self-study until the second session of the lesson takes place. The College reserves the right to amend the timing of classes whenever necessary.

Justified Absenteeism

If a student is absent from any class, he/she must fill in a leave form and attach it with relevant supporting documents.

Be Disciplined

Full-Time Students must spend at least 3 hours in the College per College day (except for part-time programmes), attending classes and tutorials, participating in enrichment activities and self-studies. Besides, all students must observe the basic class etiquette at all times and be attentive for all classes and tutorials. To avoid distraction or disturbance, petty talk between fellow classmates is not permitted during lesson.

Be Respectful

Students must respect the teachers.

Be Properly Dressed

All students are required to be properly attired at all times. Slippers and short pants are not allowed within all five College premises – Main Campus, Bukit Timah Campus, Orchard Campus, City Campus, and Holland village Campus. If provided, students are expected to wear the prescribed school uniform. Dyeing, highlighting, or tinting of hair is strictly prohibited within DIMENSIONS High School.

No Smoking

Smoking is strictly prohibited By Law anywhere within the College's premises.

No Food & Drinks

Food and drinks are not allowed to be consumed in the classroom, except under supervision by the teacher.

Silent Mode

All mobile phones must be turned off or switched to the silent mode during lessons.

Be Neat

All students must ensure, as part of their responsibility to the College that their classroom is always neat and tidy with tables and chairs properly arranged after the end of each lesson.

Be Accountable

All students must take good care of the College's property, such as chairs, tables, whiteboards, all teaching aids/equipment, etc.

Be Vigilant

Students should take care of their personal belonging and should never leave anything in their class unattended (e.g. books, calculators, mobile phones, etc.). The College shall not be held responsible for missing items within the campus premises.

Lost and found

The School will keep the lost and found items for 7 days. The School (at its absolute discretion) shall be entitled to decide on donation or disposal of unclaimed items. In any event, neither the school nor its staff shall be liable or accountable to anyone in any way for the place, method and/or length of storage and/or the use, retention and/or disposal of any of the items.

It is student responsibility to look after their property such that it isn't lost. Parents should clearly label students items and discourage students from bringing unnecessary and/or unlabeled items to school.

POLICY ON HANDPHONES AND OTHER MOBILE DEVICES

- a. The school discourages students to bring their phones and other mobile devices to the school.
- b. Phone and other mobile devices can only be used in canteen area during non-lesson time and should only be used for essential/emergency calls. Students should keep the conversation at bare minimum and have to keep phone switched off and out of sight at all other times.
- c. Even if your child brings the phone or other mobile devices to school, the school still encourages them to use the school office phone for any urgent communication with the parents.
- d. Non call related features of the phone or mobile devices are not to be used and phone will be confiscated if it is used in any other part of school premises apart from canteen area.
- e. For 1st time offence, phone or mobile devices will be confiscated and may be retrieved personally by the student from reception area at the end of day or the last scheduled lesson of the day.
- f. For repeated offenders, phone or mobile devices will be confiscated for 3 days and will only be returned after parent self-collection or after receiving written communication from the parent (School discretion applies).
- g. If student does bring phone or mobile devices to school, it will be at their own risk and school will not be responsible for any loss.
- h. The school will not be responsible for the loss or damage of the confiscated mobile phone.

ANTI-BULLYING POLICY

The College promotes values which reject bullying behaviour and takes a serious view on any form of bullying. The anti-bullying policy aims to articulate the College's zero-tolerance stance on bullying through investigating and acting upon such cases, if any, promptly.

- Bullying refers to the repetitive, intentional hurting of one person or group by another person or group, where the relationship involves an imbalance of power. It can happen face to face or online. The nature of bullying can be:
 - Physical – such as hitting or physically intimidating someone, or using inappropriate or unwanted physical contact towards someone;
 - Attacking property – such as damaging, stealing or hiding someone's possessions;
 - Verbal – such as name-calling, spreading rumours about someone, using derogatory or offensive language or threatening someone;
 - Psychological – such as deliberately excluding or ignoring people;
 - Cyber – such as using text, email or other social media to write or say hurtful things about someone.

Bullying can also be fueled by prejudice based on any of the following:

- Race
- Religion/ belief
- Gender – sexist bullying; Sexual orientation – homophobic or biphobic bullying; Sexual harassment – sexting, upskirting; Gender identity – transphobic bullying
- Special educational needs or disability
- Appearance or health conditions

No form of bullying will be tolerated. The school will respond to reported incidents of bullying promptly and all bullying matters will be dealt with seriously. If a student feels that he/she is being bullied, they are encouraged not to retaliate but to report the incident to their teacher, year-head, assistant year-head, form teacher, discipline committee, or co-form teacher. Any student found to be engaged in severe bullying or with serious behavioural issues may be suspended, ultimately leading to expulsion if the situation does not improve.

5.3 DISCIPLINARY ACTIONS BY DIMENSIONS

- a. Students who are late for class, **3 times in a row**, will be counselled and disciplined accordingly. A warning letter will be issued to frequent latecomers.
- b. The College Management unilaterally has the right to forward Student's Passes to the relevant authority for cancellation if students are unable to provide valid reasons to support the following:
 - I. Attendance rate in any month is below 90%,
 - II. A continuous 7-day of absence, including Saturdays and Sundays.
- c. Failure to comply with the rules such as No Smoking/No Food & Drinks will result in disciplinary action taken against students, which may lead to suspension or expulsion.
- d. Students who fail to comply with the Silent Mode rule will be asked to leave the classroom and said communication device will be retained by the College for a period of 2 hours to 2 weeks. Parents concerned will be informed accordingly of students' misbehaviour.
- e. Any facilities that has been vandalised will have to be compensated for by the students involved.
- f. The College Management has all rights to forbid students from attending classes and refer them to ICA for Student's Pass cancellation, should they commit any criminal offence or any undesirable acts during or beyond College hours.

5.4 USAGE OF FACILITIES

5.4.1 CODE OF CONDUCT IN THE LIBRARY & ACADEMIC RESOURCE CENTRE

All Five Campuses



- a. The library is strictly reserved for use by students of DIMENSIONS only.
- b. Reference materials, such as textbooks, magazines and VCDs/DVDs are to be used within the premises with extra care and in strict compliance with the rules set out by the Management Team.
- c. Students are encouraged to do their reading and research strictly within the library premises. Publications or audio / video materials are not to be taken out for overnight reading or viewing without permission.
- d. Students are advised to wear proper attire. Students with short pants and slippers will not be permitted into the libraries.
- e. Students must keep the libraries neat and tidy at all times. Reference books are to be returned, placed and kept in an orderly manner in the interest of and for the convenience of other students.
- f. Consumption of food and drinks are not allowed in the libraries and smoking is strictly prohibited. A breach of these rules will cause students to lose their privilege utilising the libraries facilities for a minimum of two weeks.
- g. Students should avoid engaging in conversation that may cause inconvenience or disturbance to fellow students. Sleeping in the libraries is not permitted. Those who fail to comply with these rules will be asked to leave the premises by the librarian.
- h. Any undesirable act or physical violence or any form of rowdiness that may take place among students in the libraries is strictly prohibited. Those who violate this rule will be dealt with accordingly.
- i. Students are encouraged to work closely with the librarian and to contribute ideas or suggestions to help improve the library facilities and services.
- j. Anyone caught stealing of reference materials / books / VCDs / DVDs will be reported to the police.

5.4.2 CODE OF CONDUCT IN SCIENCE LABORATORIES

Applicable To Students Who Attend Laboratory Lessons



- a. Students are only permitted to enter and use the laboratories in the presence of lab technician or lecturer.
- b. Consumption of food and drinks are not allowed in the laboratories and smoking is strictly prohibited for safety reasons. A breach of these rules will lead to disciplinary actions being taken against the student concerned.
- c. No slippers are allowed in the laboratories. Students must wear fully covered shoes and must be properly attired (e.g. school uniform is worn and long hair is tied).
- d. There shall be no transferring of chemicals in or out of the chemistry laboratory.
- e. Whenever necessary, students should wear protective eye-goggles or rubber gloves before performing an experiment as advised by the lecturer.
- f. Breakages and accidents, regardless of their seriousness, must be reported to lab technicians or lecturers. Never handle broken glassware with bare hands (e.g. use a dustpan and broom).
- g. After an experiment, students must clean the apparatus and equipment before putting them back in their original and respective positions. Check that all apparatus given are in good condition.
- h. Students must also be familiarized with safety equipment and its location (e.g. fire extinguishers).

5.4.3 CODE OF CONDUCT IN COMPUTER LABORATORIES

Main Campus, Orchard Campus, Holland Village Campus, and Bukit Timah Campus



- a. The computer laboratories are reserved exclusively for students of DIMENSIONS to meet part of the course or programme requirements.
- b. Students are encouraged and permitted to make use of the computer laboratories and its facilities in the presence of a teacher and under his or her instructions.
- c. Internet communications or electronic games are not permitted in the computer laboratories.
- d. Students must keep the laboratories neat and tidy at all times and to take extra care of all the facilities, such as desktops, computer monitors, speakers, headphones, etc. which are at their disposal.
- e. Students are advised to wear proper attire. Those with short pants and slippers will not be permitted to remain in the laboratories.
- f. Consumption of food and drinks are not allowed in the laboratories and smoking is strictly prohibited. Any breach of these rules will result in disciplinary actions being taken against the student concerned.
- g. Students should avoid engaging in conversation that may cause inconvenience or disturbance to fellow students. Sleeping in the laboratories is also strictly prohibited.

Any act of physical violence or any form of rowdiness that may take place among students in the laboratories is strictly prohibited. Those who violate this rule will be dealt with accordingly.

SECTION 6 · DIMENSIONS' POLICIES & PROCEDURES

6.1 ATTENDANCE AND LEAVE APPLICATION

Besides the rules specified by both ICA and DIMENSIONS, you should also take note of the following pointers regarding attendance and leave application:

- a. If you are late due to valid reasons, you must first report to the Customer Support Service Department for your attendance to be marked accordingly, in which you may proceed to attend your lesson with the permission of your respective lecturer.
- b. After an absence, a medical certificate is mandatory upon the day of return to the College.
- c. In case of prolonged absenteeism with valid reasons; you must inform the CSS HOD in a written notice. Failure to do so would result in termination as you will be deemed to have left the College.
- d. Whether you are a local or international student, you must achieve the attendance rate of 80% and above in order to qualify to sit for your examinations. Nevertheless, the minimum attendance rate of 90% still applies to international students for the renewal of the Student's Pass issued by ICA.
- e. The College does not follow the school holidays granted by the Singapore Ministry of Education, except for gazetted public holidays in Singapore.

APPLICATION FOR LEAVE OF ABSENCE



DIMENSIONS

Instructions:

1. This form is to be completed to obtain approval for leave of absence.
2. Please submit this form at least 5 working days from the date of absence.
3. In the event that prior approval cannot be obtained due to illness, completed form must be submitted to the Academic Office with Medical Certificate issued by Singapore registered doctors within 3 working days from the date of absence.
4. Leave will be approved based on the following reasons with official documents subjected to a minimum attendance requirement:
 - (i) Medical reason certified by Singapore registered doctors (translated documents will be required for medical certificate in foreign language by approved doctors outside of Singapore)
 - (ii) Compassionate Leave for immediate family members
 - (iii) Marriage Leave
 - (iv) Other grounds of absence will be treated on a case-by-case basis.
For more information, please refer to Student Handbook.
5. Original copies of supporting documents must be attached (translated copy of document will be required if original document is not in English).
6. Submission of MCs issued by Singapore registered doctors is taken as approval for leave of absence. If approval is not granted, student will be informed of the status via email.
7. For other reasons provided, students will not be considered as absent if approval is granted. Student will be informed via email.
8. Please be reminded that in accordance to ICA regulations, all Student's Pass holders:
 - (i) Are required to fulfil a monthly attendance of at least 90%
 - (ii) Should not fail to attend classes continuously for 7 days or more without any valid reasons

Please ✓ the school that you are currently studying in:

☐ Higher Education ☐ Hospitality ☐ Languages ☐ High School / Cambridge Primary

Student's Name: _____

Nationality: _____ FIN No: _____

Course/Class: _____ Email address: _____

Contact no (h/p): _____ Student's Pass Validity: from _____ to _____

Address: _____

Period applied for: from _____ to _____

Date of return to school : _____

REASONS OF ABSENCE (Please tick accordingly) – Please refer to the instructions above.

- ☐ Medical Reasons (attach original medical certificate)
- ☐ Other (please specify reasons and attach relevant documents)

APPLICATION FOR LEAVE OF ABSENCE



DIMENSIONS

DECLARATION BY STUDENT (For students 18 years old and above)

- i. I hereby declare that all the information I have provided in this form is correct.
- ii. I have enclosed the relevant documents (e.g. Medical Certificate, flight tickets and parent's consent letter) for my leave of absence.
- iii. I understand that Dimensions International College has the right to terminate my Student Pass if I do not report back to school on the date indicated above.

Student's Signature: _____

Date: _____

DECLARATION BY PARENT / GUARDIAN (For students below 18 years old)

I, _____ would like to apply leave of absence for my
(name of parent / guardian)

child _____ for the reason and duration indicated above.
(name of child)

I agree to bear the all risks arising from this request and will not hold DIMENSIONS responsible.

Parent / Guardian's Signature: _____

Date: _____

FOR OFFICIAL USE ONLY

The request for leave of absence is:

☐ Approved

☐ Rejected

Remarks (if applicable) : _____

Approving Officer's name and Signature

Date

6.2 FEE PROTECTION SCHEME (FPS)

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

- All the course fees paid (including re-module fee) by the students to DIMENSIONS will be protected under FPS Group Insurance by Lonpac Insurance Bhd. The insurance coverage shall commence from the fee payment date and cover the course duration the fee is paid for or till the course end date.
- The following fees are exempted from the FPS, if collected by DIMENSIONS:
 - i. Course application fee
 - ii. Prevailing Goods and Service Tax (GST)
 - iii. Miscellaneous fees
 - iv. FPS insurance premium
 - v. Examination fees collected less than 2 months before examination date
- Course with a duration of not more than 30 days or 50 hours are not required to be protected by FPS.
- DIMENSIONS is allowed to collect up to a maximum of 12 months' worth of course fee. All the course fee and/or re-module fee paid by students by both local and international.

Note: For updated and accurate information, kindly refer to <https://dimensions.edu.sg/fee-protection-scheme/>

6.3 TYPES OF FEES AND PAYMENT MODES

The three types of fees chargeable by DIMENSIONS are:

Types of fees	Description
1. APPLICATION FEE	<p><i>Application fee is non-refundable, non-transferable and will not be protected under the Fee Protection Scheme.</i></p> <p>Payment modes: Cash, cheque, credit card, telegraphic transfer (T/T), bank draft, cashier's order.</p> <p>Payable to: DIMENSIONS International College Pte Ltd.</p>
2. COURSE FEE	<p><i>The course fee is refundable and will be subjected to DIMENSIONS' Refund Policy.</i></p> <p>Payment modes: Cash, cheque, bank draft, cashier's order, credit card, telegraphic transfer, and NETS</p> <p>Payable to: DIMENSIONS International College Pte Ltd.</p> <p>Note: The school will purchase the FPS Insurance cover within 7 working days from the day that payment is received or deposited into DIMENSIONS' bank account. If there is a returned cheque, the original receipt and COI (Certificate of Insurance) shall be cancelled.</p>
3. MISCELLANEOUS FEES	<p>Payment modes: Cash, Cheque, bank draft, cashier's order, credit card, telegraphic transfer, and NETS</p> <p>Note: Miscellaneous fee will not be protected under the Fee Protection Scheme.</p>

Notes:

1. All fees are inclusive of GST.
2. We only accept payment in Singapore Dollars.
3. **Credit card / Master card:** Payment is subject to 3% of merchant and admin surcharge. Please note that the surcharge is subject to changes without prior notice and it is non-refundable.
4. **Alipay:** Not more than SGD 20,000.00 per transaction. Payment by Alipay is subject to 2.3% of merchant and admin surcharge. Please note that the surcharge is subject to changes without prior notice and it is non-refundable.

Cashier operating hours:

MAIN CAMPUS	Monday-Friday: 09.00 am to 05.30 pm Saturday: 09.00 am to 12.00 pm
BUKIT TIMAH CAMPUS	Monday-Friday: 09.00 am to 05.30 pm (except 12.00 pm to 01.00pm) Saturday: 09.00 am to 12.00 pm
CITY CAMPUS	Monday-Friday: 09.00 am to 05.30 pm (except 12.00 pm to 01.00pm) Saturday: 09.00 am to 12.00 pm
ORCHARD CAMPUS	Monday-Friday: 09.00 am to 05.30 pm (except 12.00 pm to 01.00pm)
HOLLAND VILLAGE CAMPUS	Monday-Friday: 09.00 am to 05.30 pm (except 12.00 pm to 01.00pm)

6.3.1 PAYMENT MODE

Payment of fees should to be made in Singapore Dollars only. All payments for services offered by Dimensions International College should be strictly made to Dimensions International College.

- Cheque / cashier's order / bank draft
Payable to: Dimensions International College Pte Ltd
- NETS
- Cash
- PayNow to UEN number: 200108141H
- Scan and pay
- Credit card / Master card
- Alipay
- Telegraphic Transfer / Internet Banking



1912162F1A40
Ver 01.0003

DIMENSIONS INTERNATIONAL



SCAN TO PAY



Beneficiary's Account Number:	010-901729-1
Beneficiary's Name:	Dimensions International College Pte Ltd
Beneficiary's Address:	58 Lowland Road Singapore 547453
Receiving Bank and address:	DBS Bank Limited Block 531 Upper Cross Street #01-51 Hong Lim Complex Singapore 050531
Bank Code:	7171
Branch Code:	010
Swift Code:	DBSSSGSG



DIMENSIONS INT COLLEGE



6.3.2 LATE PAYMENT POLICY

Students are required to meet payment deadlines of their course fees as agreed upon and stated in the Standard PEI-Student Contract to maintain a status of active enrolment. DIMENSIONS may impose late charges if payments are not received by the stipulated due dates. Our policy also states that by failing to make timely payments of course fees, DIMENSIONS reserves the right to cancel students' course registration, withhold results slips, transcripts or awarding certificates and other services.

Note: For updated and accurate information, kindly refer to <https://dimensions.edu.sg/types-of-fee-and-payment-modes/>

TERMINATION AND REFUND POLICY

(With reference made to the Standard PEI-Student Contract Version 4.0 and Schedule E of the aforementioned contract)

- 3.1 DIMENSIONS will notify the Student in writing within three (3) working days after becoming aware of any of the following (each a “Refund Event”):
- (a) DIMENSIONS cannot commence the provision of the Course on the Course Commencement Date;
 - (b) DIMENSIONS cannot complete the provision of the Course by the Course 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; or
 - (e) The Immigration & Checkpoints Authority of Singapore (the “ICA”) rejects the Student’s application for the Student Pass.
- 3.2 Where any of the Refund Events in 3.1(a) to (c) above has occurred:
- (a) DIMENSIONS shall use reasonable efforts to make alternative study arrangements for the Student and shall propose such alternative study arrangements in writing to the Contracting Party, within ten (10) working days of informing the Contracting Party of the Refund Event.
 - (b) If the Contracting Party accepts such alternative study arrangements, DIMENSIONS shall set forth such alternative study arrangements in a written contract and this Contract shall automatically terminate on the date that such new written contract comes into effect.
 - (c) If DIMENSIONS does not propose alternative study arrangements to the Contracting Party within the time stipulated in Clause 3.2(a) above, or the Contracting Party does not accept such alternative study arrangements, the Contracting Party may forthwith terminate this Contract by way of a written notice to DIMENSIONS.
- 3.3 Where any of the Refund Events in Clauses 3.1(d) to (e) has occurred, DIMENSIONS shall forthwith terminate this Contract by way of a written notice to the Contracting Party.
- 3.4 If the Contract is terminated pursuant to Clause 3.2(b) read with Clause 3.1(a), DIMENSIONS shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
- 3.5 If the Contract is terminated pursuant to Clause 3.2(b) read with either Clause 3.1(b) or Clause 3.1(c), DIMENSIONS shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.
- 3.6 If the Contract is terminated pursuant to Clause 3.3 or Clause 3.2(c) read with Clause 3.1(a), DIMENSIONS shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
- 3.7 If the Contract is terminated pursuant to Clause 3.2(c) read with either Clause 3.1(b) or Clause 3.1(c), DIMENSIONS shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.

3.8 Refund for Withdrawal During the Cooling-Off Period:

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

Cooling-off period refers to the period of ten (10) calendar days commencing from and including the date of the Student Contract.

3.9 Refund for Withdrawal Outside the Cooling-Off Period:

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

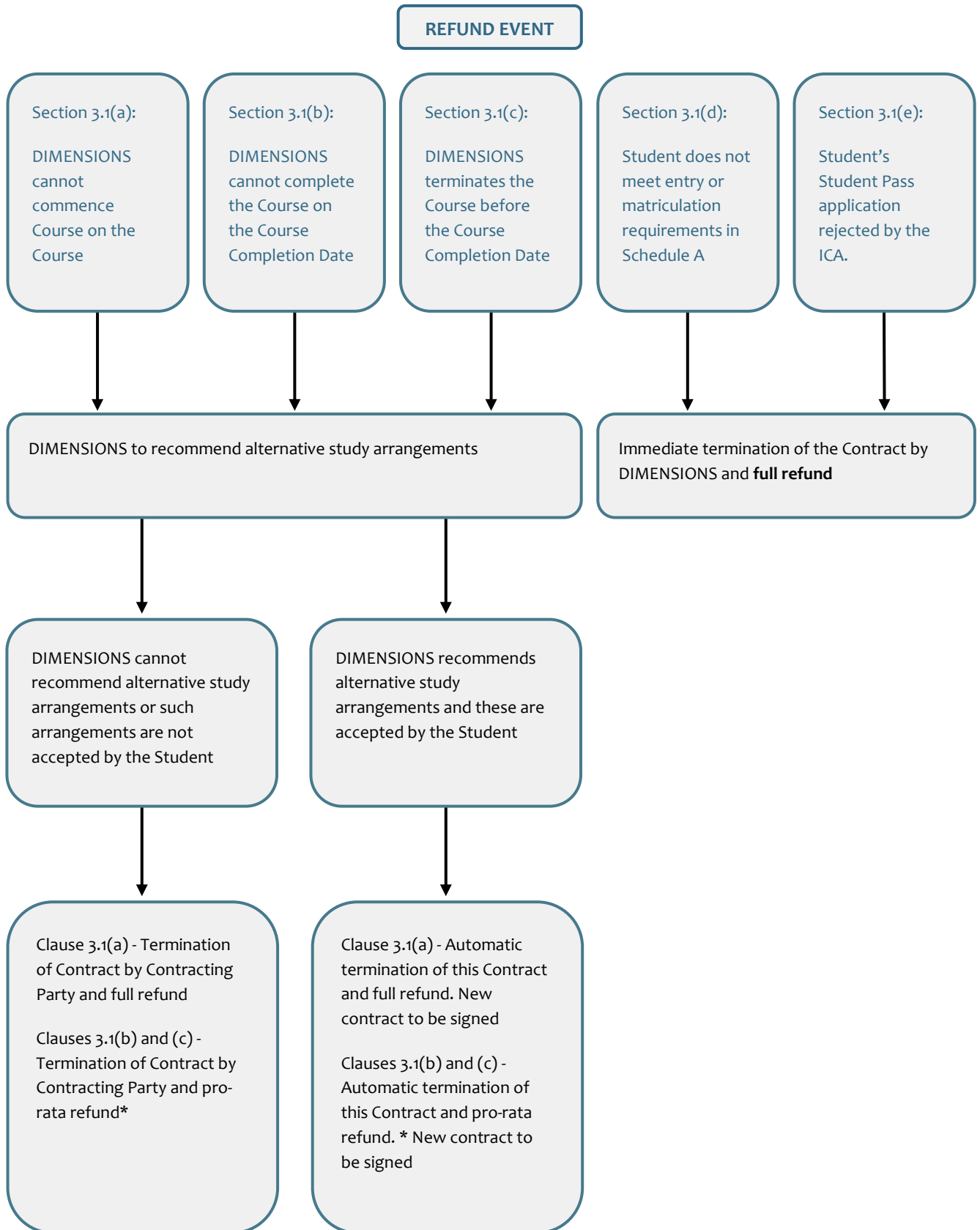
SCHEDULE D

Refund Table:

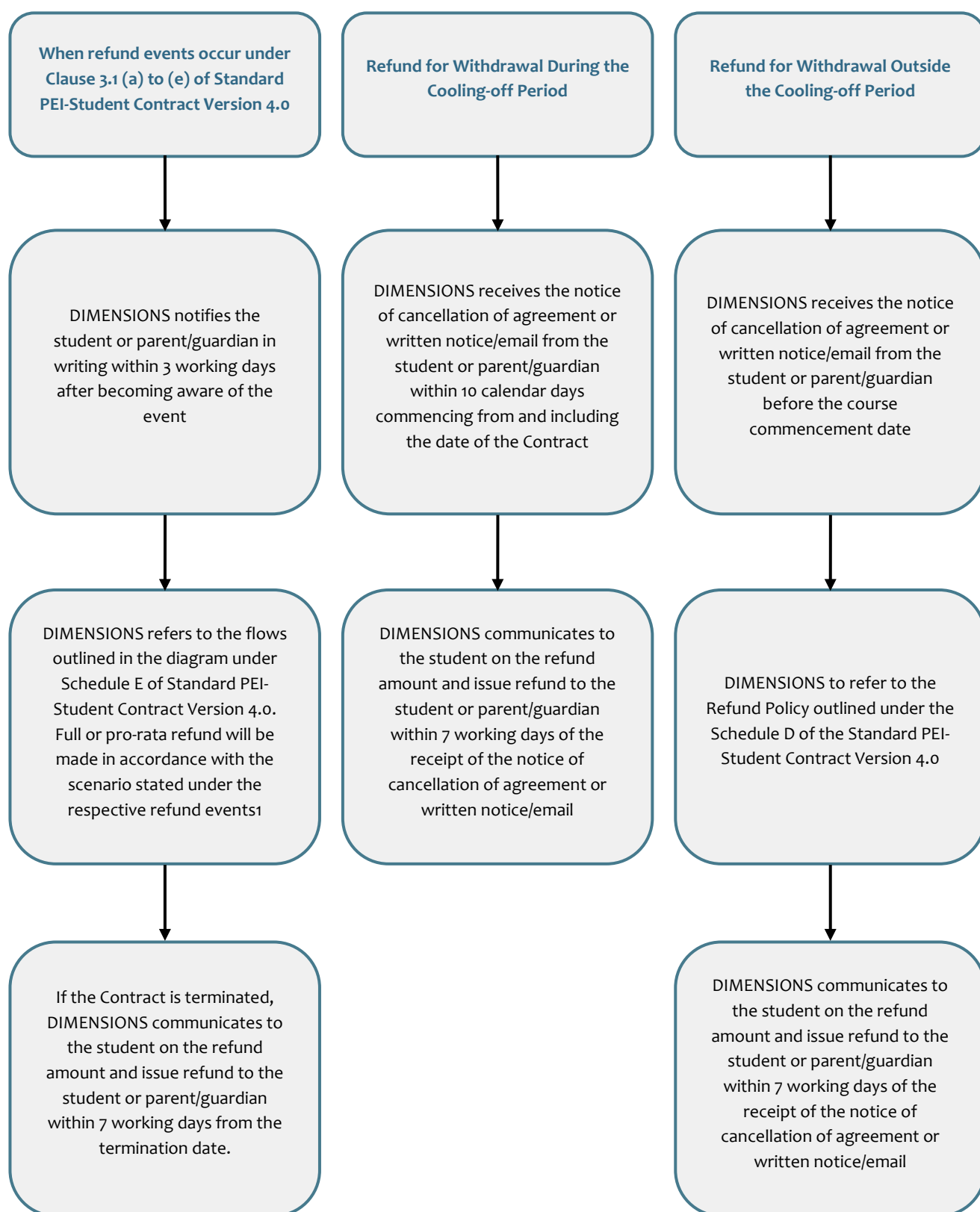
% of [the amount of Course Fees and Miscellaneous Fees paid under Schedules B and C]	If the Contracting Party's written notice of withdrawal is received:
70%	more than 20 working days before the Course Commencement Date
50%	on or before, but not more than 20 working days before the Course Commencement Date
0%	after, but not more than 0 working days after the Course Commencement Date
0%	more than 0 working days after the Course Commencement Date

SCHEDULE E

Section 3:



REFUND PROCESS



Note:

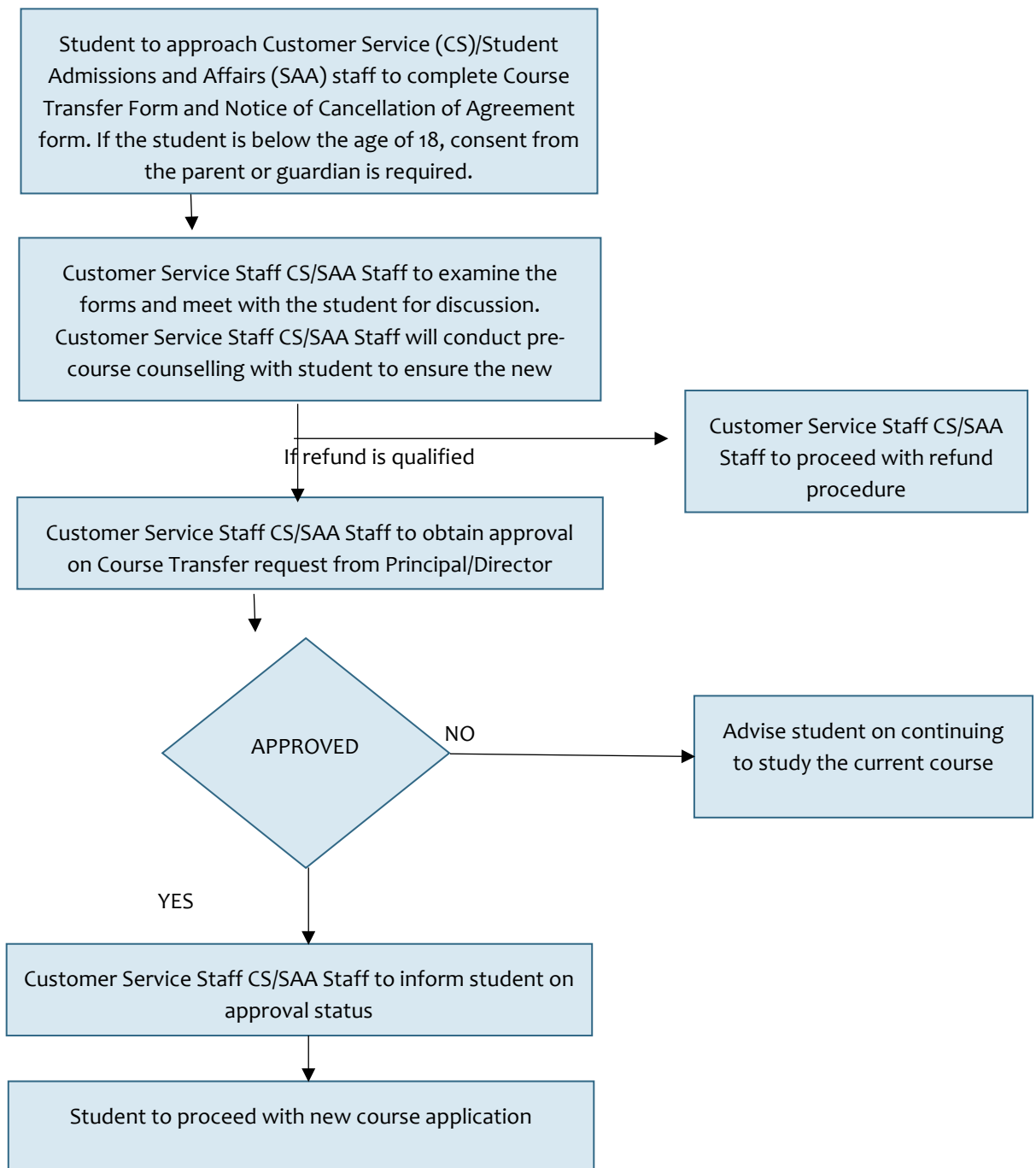
1. Pro-rata refund will be calculated based on the unconsumed portion of the course fee.
2. Parent's/guardian's consent via email/ signed letter is required for refund of fees to students below the age of 18.

Course Transfer Policy

- a. Course Transfer refers to students' change of course or period of study (from full-time to part-time or vice versa) but remains as a student of DIMENSIONS.
- b. DIMENSIONS will provide pre-course counselling for the intended course transfer.
- c. Student's request for course transfer can only be processed upon receipt of the duly completed Course Transfer Request Form and confirmation that the student meets the entry requirements of the new course. If the student is below the age of 18, written consent from a parent or guardian is required.
- d. Courses offered in collaboration with External Academic Partner (EAP) are subject to the policies and regulations governed by the respective EAP, which is outside the purview of DIMENSIONS.
- e. The refund policy shall apply as outlined in DIMENSIONS' Refund Policy. Students are required to submit the refund request form to initiate the refund process, where applicable.
- f. Once the course transfer process is completed, the previous course will be withdrawn and the FPS for course fee paid will be considered as cancelled. The course fee paid for the new course will be protected under the FPSGI.
- g. DIMENSIONS will take a maximum of 4 weeks to effect the course transfer.
- h. For Student's Pass holder, new course commencement is subject to ICA's approval of the new Student's Pass.
- i. In the event if the application pertaining to transfer is rejected by ICA, the student is required to cancel his current Student's Pass within 7 days.

Note: For updated and accurate information, kindly refer to <https://dimensions.edu.sg/student-policies-and-procedure/>

COURSE TRANSFER PROCEDURE OVERVIEW:



Note:

1. DIMENSIONS will take a minimum of 4 weeks to reply in formal letter to affect the course transfer, subject to the ICA Approval (if applicable).
2. If refund is applicable, the standard College refund policy shall apply unless otherwise agreed between DIMENSIONS and the student.
3. In the even where the request is rejected, the student may choose to continue with current course or withdraw from it. For withdrawal, refer to Course Withdrawal Procedures.
4. It is mandatory to obtain the parent's/legal guardian's written consent if the student is under 18 years of age.
5. For updated and accurate information, kindly refer to <https://dimensions.edu.sg/student-policies-and-procedure/>

Sample of Course Transfer Form:



DIMENSIONS

COURSE TRANSFER FORM

中途转换课程申请表

** This form is only applicable for student who applies for transfer from one course to another within Dimensions. "Notification for course transfer application" will be issued to student within 4 weeks from the date of application.
本申请表仅适用于博偉学生中途从 A 课程转入 B 课程。学院将在学生递交中途转换课程申请之日起的 4 周内，评估学生的中途转换课程申请，发给学生《学生中途转换课程申请批复信》。

SECTION A: STUDENT AND COURSE INFORMATION 学生和课程信息	
Name of Student 学生姓名:	Date of Birth 出生日期:
Fin No 学生准证号码:	Highest Qualification 最高学历:
Sex 性别: <input type="checkbox"/> M 男 <input type="checkbox"/> F 女	Current Course Commencement Date 现有课程的开课日期:
From Existing Course 在读课程:	To Intended Course 拟读课程:
I hereby acknowledge that I would like to apply for transfer to the intended course. I am aware that my current contract will be terminated upon signing of the new contract for the intended course. A copy of "Notice of Cancellation of Agreement" was signed and attached. 谨此确认，本人申请中途从以上在读课程转至拟读课程。本人知悉并明了，一旦签署拟读课程的合约，在读课程的合约将自行终止。本人已签署《撤销合约通知》，随本表格一并附上。 I declare that the information given is true and accurate to the best of my knowledge. I am fully aware of the school's current refund policies. 谨此宣誓，本人呈交给博偉国际教育学院的信息是正确和真实的。本人完全清楚学院的退款政策。	
Signature of Student 学生签名	Date 日期

SECTION B: APPLICABLE TO STUDENT UNDER THE AGE OF 18 ONLY 仅供年龄小于 18 周岁的孩子申请之用	
Parent's /Guardian's consent or a signed letter from parent is needed in case of transfer of course for Student Below The Age Of 18. 年龄小于 18 周岁的孩子如要申请中途转换课程，须父母/监护人签名或持有父母的同意信。	
Signature of Parent's /Guardian's / signed letter from parent 父母/监护人签名/父母的同意信	Date 日期

OFFICE USE ONLY 仅供院方填写		
CUSTOMER SERVICE DEPARTMENT RECOMMENDATION 课程咨询部推荐		
Recommendation 推荐 <input type="checkbox"/> Yes 同意推荐 <input type="checkbox"/> No 不同意推荐	If no, please specify reason and proceed to CEO/Principal's Approval 如不同意推荐，请说明理由并呈交总裁/校长批复:	
Attendance % (obtain from CSS) 出勤率 (可向学生事务部查询) <input type="checkbox"/> ≥90% <input type="checkbox"/> <90%	Refund 退款 <input type="checkbox"/> Yes, please complete refund request form 有，请填写退款申请表格 <input type="checkbox"/> No 无	
Name of CS Staff 课程咨询顾问姓名	Signature of CS Staff 课程咨询顾问签名	Date 日期
ACADEMIC DEPARTMENT'S APPROVAL 学术部填写		
<input type="checkbox"/> Approved 批准 <input type="checkbox"/> Rejected 拒批	Reason for Rejection 拒批理由:	
Name of Acad Staff 学术部职员姓名	Signature of Acad Staff 学术部职员签名	Date 日期
Transfer Application 中途转换课程批复 <input type="checkbox"/> Approved 批准 <input type="checkbox"/> Rejected 拒批	Reason for Rejection 拒批理由:	
Signature of CEO / Principal 总裁/校长签名	Date 日期	
ACKNOWLEDGEMENT BY CUSTOMER SERVICE DEPARTMENT 课程咨询部确认		
<input type="checkbox"/> Prepared and issued "Notification of course transfer application" to student. 已准备并已把《学生中途转换课程申请批复信》发给学生。		
Name of CS Staff 课程咨询顾问姓名	Signature of CS Staff 课程咨询顾问签名	Date 日期

Encl. Notice of Cancellation of Agreement / Signed Letter from Parent (if applicable) / Notification for Course Transfer Application
随信附上:《撤销合约通知》、《父母同意信》(如需)和《学生中途转换课程申请批复信》

Course Withdrawal Policy

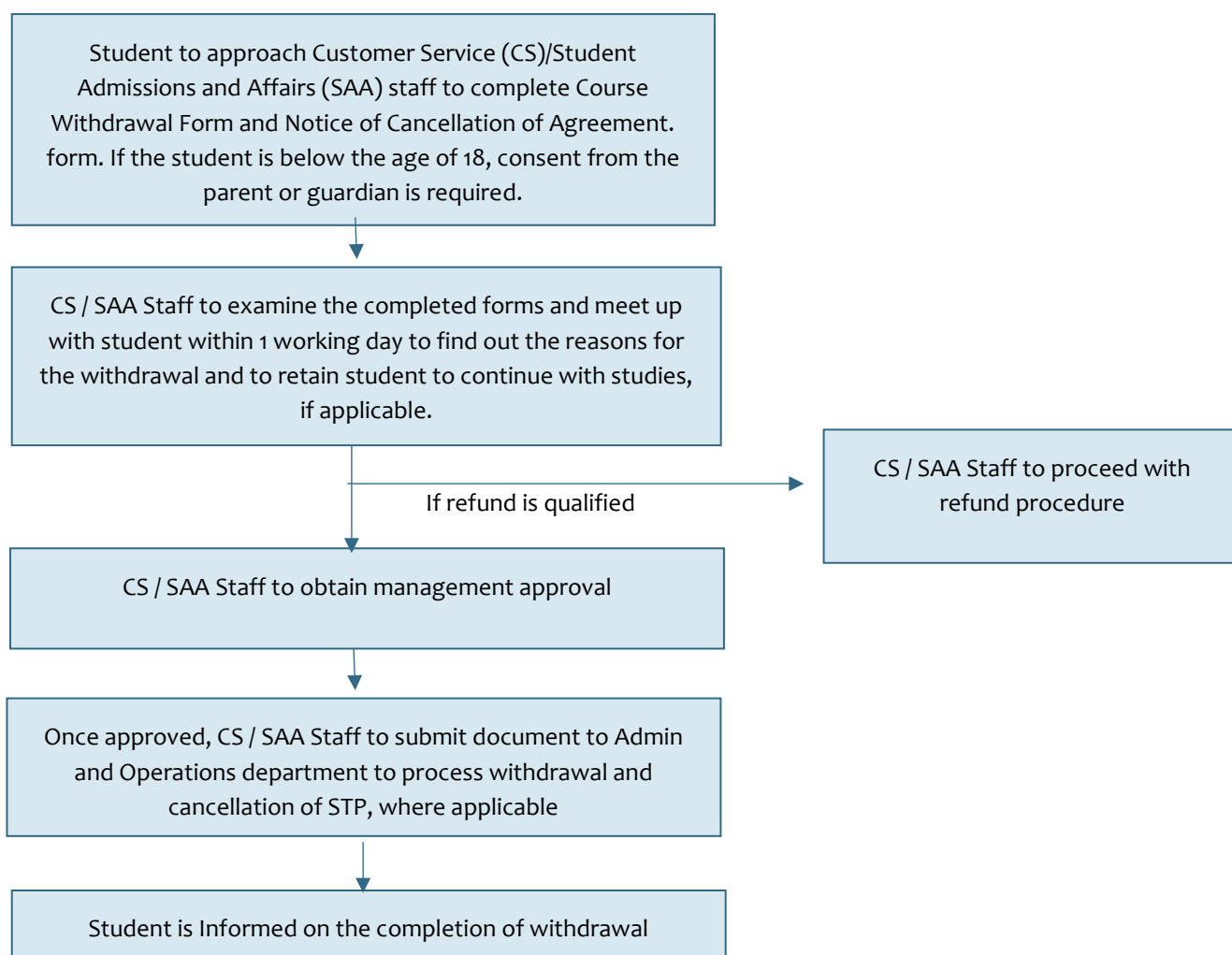
- a. Course Withdrawal refers to students' course discontinuation with DIMENSIONS.
- b. Withdrawal requests for courses awarded by DIMENSIONS are subject to DIMENSIONS' approval. For courses awarded by External Academic Partner (EAP), withdrawal requests are subject to the withdrawal policy of the respective EAP.

Course withdrawal will be initiated by DIMENSIONS if a student:

- is absent for more than 60 calendar days without a valid reason.
 - fails to make the required payment within 30 calendar days from the payment due date.
 - fails to report to the College within 30 days from the course commencement date.
 - is dismissed by DIMENSIONS due to attendance and/or behavioural issues.
 - fails to return to the programme of studies from deferment.
- c. Students' request for course withdrawal can only be processed upon receipt of the Course Withdrawal Request Form. If the student is below the age of 18, consent from the parent or guardian is required.
 - d. The relevant refund policy shall apply as outlined in DIMENSIONS' Refund Policy. The student who made the request is required to submit the refund request form to initiate the refund process.
 - e. DIMENSIONS will take a maximum of 4 weeks to complete the course withdrawal process.
 - f. Upon receiving the withdrawal notification, the student's enrolment and the FPS will be considered as cancelled. For Student's Pass holder, DIMENSIONS will cancel the Student's Pass with ICA accordingly.

Note: For updated and accurate information, kindly refer to <https://dimensions.edu.sg/student-policies-and-procedure/>

COURSE WITHDRAWAL PROCEDURE OVERVIEW:



Note:

1. DIMENSIONS will take a maximum 4 weeks to effect the course withdrawal.
2. If refund is applicable, the standard College refund policy shall apply unless otherwise agreed between DIMENSIONS and the student.
3. Student's Pass holder who withdraws from DIMENSIONS' course to transfer to other PEI, upon receipt of request on SOLAR+ system within 7 days, DIMENSIONS will submit past attendance record to ICA.
4. For updated and accurate information, kindly refer to <https://dimensions.edu.sg/student-policies-and-procedure/>

Sample of Course Withdrawal Form:



DIMENSIONS

Course Withdrawal Form 退学申请表

FOR OFFICE USE
☐ Student in Singapore
☐ Student in Overseas

**** This form is only applicable to student who applies for course withdrawal pre-maturely. "Notification for course withdrawal application" will be issued to student within 4 weeks from the date of application.**

本申请表仅适用于课程尚未结束即申请退学的学生。学院将在学生递交退学申请之日起的 4 周内评估学生的退学申请，发给学生《学生退学申请批复信》。

SECTION A: STUDENT AND COURSE INFORMATION 学生和课程信息	
Name of Student 学生姓名:	
Fin No 学生准证号码:	Course Name 课程名称: CAMBRIDGE PRIMARY W
Course Commencement Date 开课日期:	Last Day of Attendance 最后一天上课日期:
SECTION B: REASONS FOR WITHDRAWAL 退学理由	
<input type="checkbox"/> Employment 工作 <input type="checkbox"/> Entry to Singapore Government School 进入本地政府学校 <input type="checkbox"/> Further Study 继续深造 <input type="checkbox"/> Others _____	
<input type="checkbox"/> Transfer to Other PEI 转入其他私校 <input type="checkbox"/> Back to Country of Origin 回国 <input type="checkbox"/> Disqualified for Industrial Attachment 无法参加实习	
<p>I hereby acknowledge that I have applied to withdraw from the above-mentioned course. I am aware that my current contract will be terminated once I sign the withdrawal form. A copy of "Notice of Cancellation of Agreement" was signed and attached. 谨此确认，本人申请结束以上所提及课程，要求退学。本人知悉并明了，一旦签署此退学申请表格，本人现有课程的合约将自行终止。本人已签署《撤销合约通知》，并随本申请一并附上。</p> <p>I declare that the information given is true and accurate to the best of my knowledge. I am fully aware of the school's current refund policies. 谨此宣誓，本人呈交给博偉国际教育学院的信息是正确和真实的。本人完全清楚学院的退款政策。</p>	
Signature of Student 学生签名	Date 日期
SECTION C: APPLICABLE TO STUDENT UNDER THE AGE OF 18 ONLY 仅供年龄小于 18 周岁的学生申请之用	
Parent's /Guardian's consent or a signed letter from parent is needed in case of withdraw course for Student Below The Age Of 18. 年龄小于 18 周岁的学生如要申请退学，须父母/监护人签名或持有父母的同意信。	
Signature of Parent's / Guardian's / Signed Letter from Parent 父母/监护人签名/父母的同意信	Date 日期

OFFICE USE ONLY 仅供院方填写		
STUDENT ADMISSIONS AND AFFAIRS DEPARTMENT RECOMMENDATION		
Recommendation <input type="checkbox"/> Yes <input type="checkbox"/> No	If no, please specify reason	
Application for refund? <input type="checkbox"/> Yes, please complete refund request form <input type="checkbox"/> No		
Name of Staff	Signature of Staff	Date
ACKNOWLEDGEMENT BY ADMISSION AND OPERATIONS DEPARTMENT		
<input type="checkbox"/> Prepared and issued "notification of withdrawal application" to the student.		
<input type="checkbox"/> Student's admission has been closed at the system.		
Name of Staff	Signature of Staff	Date

Encl. Notice of Cancellation of Agreement and Student Retention Record

随信附上：《撤销合约通知》和《劝留记录》

CSE05-9

All information provided will be treated with strictest confidentiality and be for internal use only.

Page 1 of 1

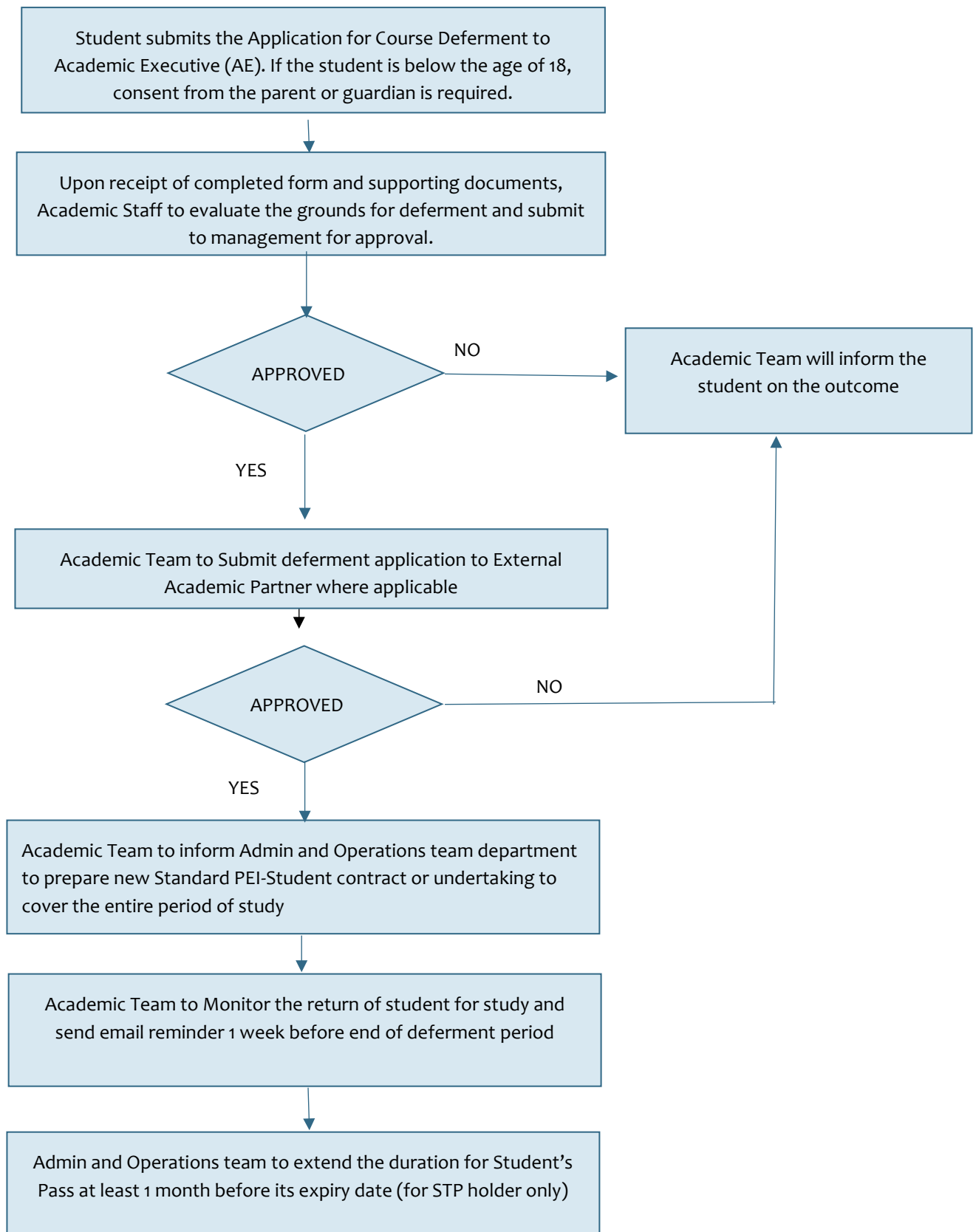
6.7 COURSE DEFERMENT POLICY, PROCEDURES & FORM

Course Deferment Policy

- a. Course Deferment refers to students' request for postponement of the course or semester commencement.
- b. Deferment is usually approved for following circumstances:
 - Medical leave for 2 weeks or more;
 - Reservist for 2 weeks or more;
 - Overseas business projects or assignments;
 - Case-by-case basis subject to approval by DIMENSIONS.
- c. The request for course deferment will be initiated by the students by submitting the duly completed Application for Course Deferment form with supporting documentary evidence and the payment for course deferment fee before the commencement of the course or semester.
- d. If the student is below the age of 18, consent from the parent or guardian is required.
- e. Students are allowed to apply for deferment once per course, for a maximum deferment period of one (1) year and shall not exceed maximum candidature period.
- f. Approval for the course deferment is at the sole discretion of DIMENSIONS. For programme awarded by External Academic Partner (EAP), final approval lies with the EAP.
- g. Upon approval, the students who made the request for postponement of course commencement, are required to sign the Notice of Cancellation of Agreement and sign a new Standard PEI Student Contract.
- h. For Students' Pass holders, the extension of the Student's Pass validity is subject to approval by the ICA. In the event if the extension of the Student's Pass is rejected by ICA, DIMENSIONS will not be held responsible.
- i. DIMENSIONS does not guarantee the relevant course/ module will be run upon the students' return.

Note: For updated and accurate information, kindly refer to <https://dimensions.edu.sg/student-policies-and-procedure/>

COURSE DEFERMENT PROCEDURE OVERVIEW:



Note:

1. For updated and accurate information, kindly refer to <https://dimensions.edu.sg/student-policies-and-procedure/>

Sample of Application for Course Deferment:



Application for Course Deferment

Deferral Requirements:

- All requests for course deferment can be made by filling up the Application for Course Deferment form, and attaching supporting documents. Application and supporting documents must be submitted to DIMENSIONS at least 2 weeks before the commencement date of course/semester.
- Students are only allowed to defer once, up to a maximum of one (1) year, failing which he or she will be deemed to have withdrawn from the course and would have to re-apply if he or she wishes to register on the course again.
- Approval for course deferment is at the sole discretion of DIMENSIONS International College. For programme awarded by external partner, final approval has to be sought from the external partner.
- Upon approval, the student is required to sign a new Standard PEI-Student Contract or undertaking to extend the period of study.
- The request for course deferment is not granted automatically and DIMENSIONS does not guarantee the relevant course to be conducted upon the students' return.
- Company-sponsored students must attach written approval from their company.
- Approved application for deferment does not automatically warrant recipients of study/tuition grant with extension of grant duration by the respective grant body. In cases whereby the grant body disallows deferment of modules or extension of course duration, students have to make the decision to continue the course without deferment and continue to enjoy the funding or to continue the course with deferment and take the consequences to pay up the supported amount of course fee as funding may be withdrawn.
- **For STP Holder**
International Students will be required to cancel their Student's Pass as required by the Immigration and Checkpoints Authority (ICA) if their course deferment request is approved. Student's Pass is subject to ICA's approval.

A) Student Information

Name:	Student Registration No:
Date of Birth:	Current Address:
Nationality:	Telephone No:
NRIC/Passport No:	E-Mail:

B) Deferment Application

Course /Intake:	Start:	End:
Deferment Period:	Start:	End:
Return to Study:	Start:	End:
A brief Explanation of the Deferment: (Attach supporting documents for deferment eg employer's letter, authority letter, medical certificates). Your deferment is subjected to the availability of the course/intake.		
I certify that the information provided in the form is accurate to the best of my knowledge. I also certify that I have read and understood the Deferral requirements.		
Student's Signature/Date		

C) For Recommendation and Approval

Recommended by: Academic HOD/Program Leader	Approved/Rejected by Principal/Director
Name/Signature and Date	Name/Signature and Date

6.8 DISPUTE RESOLUTION POLICY & PROCEDURES

DISPUTE RESOLUTION POLICY

It would be useful to know that DIMENSIONS has established a documented close-loop feedback and complaint management system in place to gather and address all feedback or complaints received (either from the public, staff or students).

Student disputes may arise from any aspect of a student's educational experience at the College which they believe to be unfair, unjust or unreasonable. Feedback or complaints relating to academic results will be dealt with according to the Result Appeal policy and procedure instead of dispute resolution.

If you have any grievances disputes or appeals, we have staff specially assigned to manage your welfare, including the handling of your feedback according to our procedures.

OUR COMMITMENT

WITHIN 21 WORKING DAYS:
to resolve all Feedback & Complaints

If the complaint is not resolved amicably within our committed period, you may choose to channel your concerns to Singapore Mediation Centre (SMC), Singapore Institute of Arbitrators (SIArb) or the Small Claims Tribunal for mediation.

DISPUTE RESOLUTION PROCEDURES

Here are the steps to be undertaken if you would like to reach a dispute resolution:

STEP 1:

You can submit your feedback and complaints formally via complaint forms; which will be directed to the Customer Service (CS)/Student Admissions and Affairs (SAA) staff on the same day. The CS/SAA will analyse all feedback received and provide a solution with appropriate action within same day.

STEP 2:

If the dispute is unresolved, CS/SAA will raise/re-review the case with Management Team. The CS/SAA team will take appropriate action to resolve the dispute within 21 working days. If the dispute is not resolved within 21 working days, either party may channel the dispute to SMC, SIArb or Small Claims Tribunal for mediation.

STEP 3:

If the solution rendered was satisfactory, the CS/SAA will file a record for management review on continual improvement.

6.9 CONFIDENTIALITY AND SECURITY POLICY

Your information is safe with us.

- All personal data and information provided by students, staff and lecturers shall be kept confidential and for internal use only. Every effort shall be made to ensure that the integrity of students' personal particulars and confidential information are not compromised unless the disclosure is required by laws, order of any courts of Singapore and government agencies like SSG. All staff shall not divulge any of the student's information to any unauthorized third party without prior written consent of the student.
- DIMENSIONS has a Data Management System to manage our student, staff and accounts records. Our Data Management system shows the data storage location, purpose of data being kept, control criteria, accessibility and security mode.

6.10 PERSONAL DATA PROTECTION POLICY

DIMENSIONS is committed to protect personal data provided by student, staff and lecturers in accordance with the requirements of the Personal Data Protection Act 2012 (the "PDPA"), Singapore.

The Data Protection Policy is to protect personal data that DIMENSIONS collect, use and disclose for the purpose of administrative, registration, as a necessary part of investigation of matter or in reporting to relevant authorities.

Applies to all personal data collected electronically, in paper format, audio recording, images recorded in CCTV.

SCHOOL LIABILITY

DIMENSIONS shall not be held responsible or liable to any personal or other injury or loss that a student, any parent/guardian or any other person may sustain at any time: -

- Outside the campus gates or premises including but not limited to on the road outside the campus, notwithstanding that DIMENSIONS staff may be present or providing traffic control at the said location.
- On a school bus to and from DIMENSIONS, field trips and activities.
- Within the campus or premises unless injury or loss is sustained during a school supervised activity or is directly and fully attributable to the fault or negligence of DIMENSIONS or the staff member of DIMENSIONS. In particular, the parents/guardians acknowledge that some school activities including but not limited to sport and playtime activities may involve the risk of physical injury even though DIMENSIONS has taken reasonable steps to minimise the risk of injury.
- Anywhere, whether within or outside the campus or premises, in connection with any unsupervised activity or any activity partly or wholly supervised or provided by any third (3rd) party other than DIMENSIONS.

In the event of an emergency that requires immediate action before parent/guardian reach the campus, staff member of DIMENSIONS will do their best judgment in the treatment/care of student, including but not limited to bandaging, administering medication to treat allergic reaction, calling ambulance to send student to the hospital etc.

SECTION 7 · AFTER YOU GRADUATE

7.1 ALUMNI CLUB

Join us as we share and strive for the best!



DIMENSIONS Alumni Club, officially launched on 14th September 2007, has been providing a permanent contact point for all students and faculty, present and past, regardless of where they are!

All graduates are welcome to join the club as its mission is to establish a platform where members can learn, upgrade and excel through participating in and organising various recreational and educational activities.

With the consistent assistance of the College and advisors, DIMENSIONS Alumni Club has been transformed into an organization which nurtures young leaders and entrepreneurs over the past few years.

The club also serves as a channel of communication allowing members to interact and share information.

Regular contacts with Alumni through e-mails and other forms of communication and get-togethers serve as opportunities for effective networking.

To join, drop us an email:

alumni@dimensions.edu.sg

7.2 CAREER AT DIMENSIONS

Join us as we continue to inspire all students!



If you are interested to join our dynamic team, please send your detailed resume and a recent photograph to:

hr@dimensions.edu.sg

We welcome all graduates who are interested. Please note that only shortlisted applicants will be notified to attend an interview.