

# STUDENT HANDBOOK

**DIMENSIONS<sup>®</sup>**  
International College

## 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

- |                         |   |
|-------------------------|---|
| <b>DEDICATION</b>       | To provide quality services in all aspects of the delivery process                                    |
| <b>ACCOUNTABILITY</b>   | To be transparent and responsible in all courses and services offered to students                     |
| <b>RELIABILITY</b>      | To provide consistent, dependable services in line with the terms and conditions of EduTrust          |
| <b>ENTREPRENEURSHIP</b> | To demonstrate at all times entrepreneurial spirit to meet the requirements for growth of the College |

## CULTURE

Quality services for students

### 愿景

成为私立教育领域里为学生提供非主流教育的翘楚

### 使命

致力于激发学生的学习热情

### 核心价值观

- |       |                             |                               |
|-------|-----------------------------|-------------------------------|
| 奉献    | ( <b>D</b> edication)       | : 衷心承诺在各个方面为学生提供优质的服务         |
| 责任感   | ( <b>A</b> ccountability)   | : 为学生提供的课程与服务透明化并负责任          |
| 诚信    | ( <b>R</b> eliability)      | : 为学生提供一致和可靠的服务，达到教育信托保障计划的要求 |
| 企业家精神 | ( <b>E</b> ntrepreneurship) | : 在学院不断发展的过程中，时刻体现企业家精神       |

### 企业文化

为学生提供优质服务

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For the most up-to-date information on DIMENSIONS, please visit <https://dimensions.edu.sg/about-dimensions/>

For the most up-to-date information on Student Support Services, please visit <https://dimensions.edu.sg/current-students/student-services-activities/student-support-services/>

For the most up-to-date information on Policies & Procedures, please visit <https://dimensions.edu.sg/current-students/> or <https://dimensions.edu.sg/about-dimensions/>

For the most up-to-date information on Alumni and Careers, please visit <https://dimensions.edu.sg/alumni/> or <https://dimensions.edu.sg/career/>

# W E L C O M E

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 college's existing 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 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 the College and most importantly, success in your educational goals as well as future employment opportunities.

**Management Team**  
**DIMENSIONS International College**  
**September 2021**

## 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 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 Customer Support Service Department to assist you with your queries. DIMENSIONS 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 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. Henry Chan**  
**Principal of DIMENSIONS International College**  
**September 2021**

# 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 college now known as DIMENSIONS International College.

### Our Campuses

Our campuses and its location are as follows:

- 58 Lowland Road, Singapore 547453 (Main Campus)
- 2 Jalan Seh Chuan, Singapore 598417 (Bukit Timah Campus)
- 277 River Valley Road, Singapore 238318 (City Campus)

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 centre, chemistry laboratory, physics laboratory, biology laboratory, computer room, multi-purpose hall, auditoriums, cafeterias, arts and crafts rooms, music and dance studio, science garden, sports field and more.

### Our Academic Schools

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

- 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 Preparatory Courses to Master's Degree programmes. Our academic programmes include self-developed programmes and some which are in partnership with international educational institutions.

### Our Awards

We take pride in our quality-driven business operations and provisions of excellent quality services to our students. With that, the College has attained the following awards:

- ★ 4-Year EduTrust Certification by the Committee for Private Education (CPE)
- ★ Singapore Quality Class STAR with Service, awarded by Enterprise Singapore

In addition to that, the College is honoured with multiple award wins; one (1) Best Private Education Institution Award and four (4) Gold Standard Service Provider Awards for the JobsCentral Learning Training & Education Development (T.E.D.) Awards:

- ★ Best Private Education Institution Award in Hospitality & Tourism (2018 and 2017)

Gold Standard Service Provider Award for Private Education Institution in the following disciplines:

- ★ Business Management (2018 and 2017)
- ★ Culinary Arts (2018 and 2017)
- ★ Accountancy (2018)
- ★ Food and Beverage (2018)

## **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 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 airport 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 three 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.

## 1.2 THE CAMPUSES & FACILITIES

Meeting your needs to learn and play.

### CITY CAMPUS

DIMENSIONS' City Campus was successfully established in August of 2011. It is the newest out of DIMENSIONS' three campuses and is located three minutes away from Orchard Road, Singapore's well-known shopping belt.

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.

#### List of Facilities at City Campus

- 25 Classrooms
- 1 Academic Resource Centre
- 2 Training Facilities
- 1 Canteen
- 1 Carpark

#### School of Languages, and School of Higher Education

Scale higher and wider to succeed.

The School of Languages offers six levels of English language courses, with lessons taught by our native English-speaking lecturers. The School of Higher Education offers an array of Foundation Diploma to Master's Degree programmes with our collaborating partners – Scottish Qualifications Authority (SQA), Glyndwr University, University of Derby, University of Strathclyde, University of Roehampton, Liverpool John Moores University and Cardiff Metropolitan University.

### BUKIT TIMAH CAMPUS

DIMENSIONS' Bukit Timah Campus was set up in March 2009. The Bukit Timah Campus is conveniently situated just across the street from Beauty World MRT station.

As a student studying at our Bukit Timah Campus, you can expect to meet peers of the same passion in building skills and gaining the essential knowledge for a successful career in the service industry.

#### List of Facilities at Bukit Timah Campus

- 34 Classrooms
- 1 Art Room
- 1 Music and Dance Studio
- 2 Badminton Courts
- 1 Computer Room
- 1 Theatrical Auditorium Space
- 1 Library
- 1 Multi-purpose Hall
- 1 Carpark
- 1 Canteen

#### School of Hospitality

Dine and dwell on the art of hospitality.

The School presents a mix of courses offered at different qualification levels, starting from diplomas to degrees in Food & Beverage, Hospitality Management and post-graduate diploma. Practical lessons are conducted in our training facilities for bar, restaurant, front-desk, hotel room.

### MAIN CAMPUS

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).

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.

#### List of Facilities at Main Campus

- 80 Classrooms
- 1 Art Room
- 1 Music Room
- 1 Computer Room
- 2 Laboratories
- 1 Library
- 1 Auditorium
- 1 Canteen
- 1 Basketball Court
- 1 Carpark

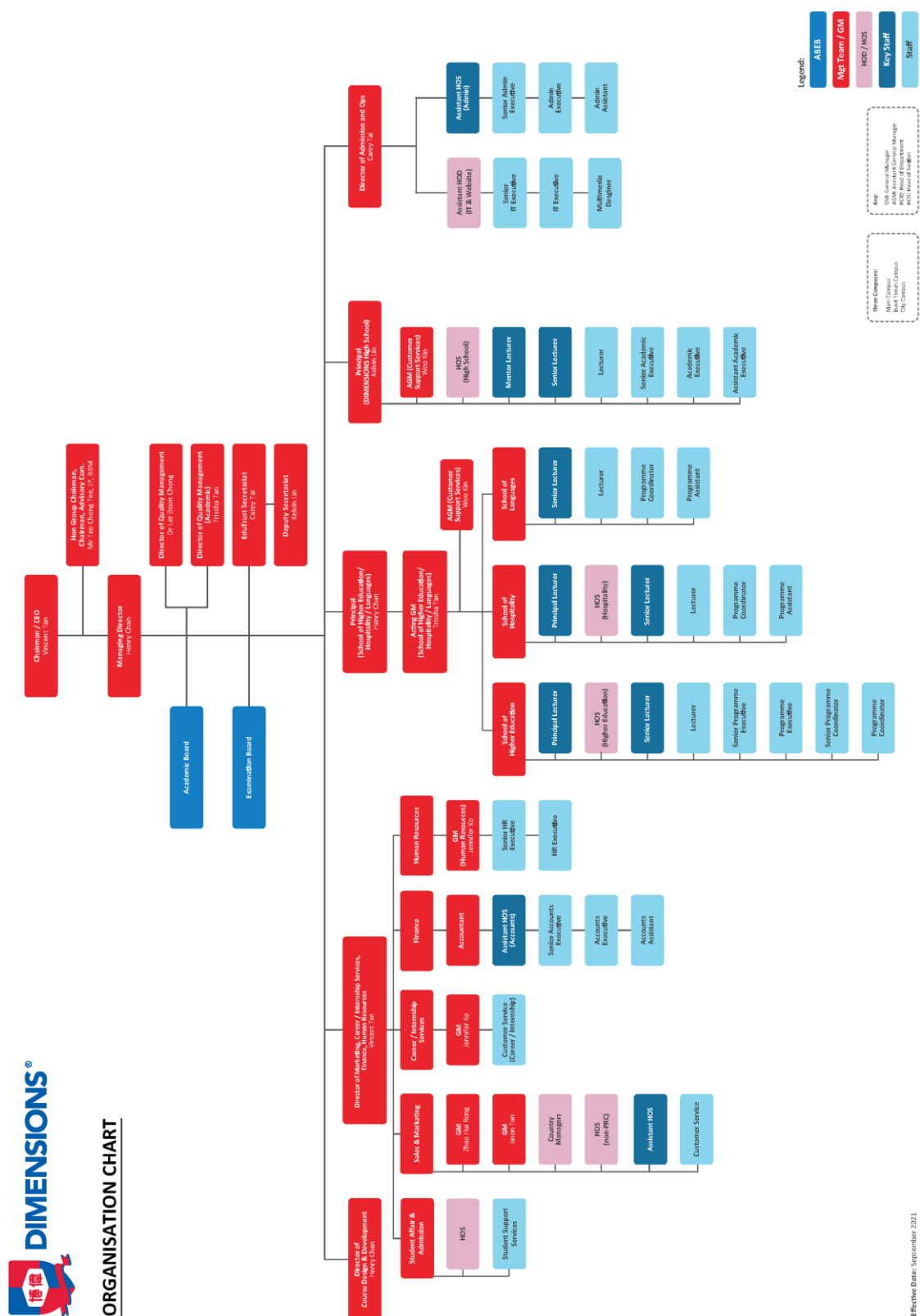
#### DIMENSIONS High School

Grasp the basics and run with it.

The School prepares international students who wish to gain admission to local or overseas schools and institutions through Cambridge Primary, IGCSE, Advanced, Prep Courses for Singapore-Cambridge, GCE O and A Levels. With monthly intakes, we have been well-sought after by many students to enrol into these courses.



## 1.3 ORGANISATION CHART



Note:

- DIMENSIONS will inform the Committee for Private Education and all of its students of any change in ownership or management within 14 days of such a change.

## 1.4 VISION & MISSION; CORE VALUES & CULTURE

### 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

## 1.5 ACADEMIC & EXAMINATION BOARD

### ACADEMIC BOARD

DIMENSIONS has installed an Academic Board (established in May 2009) made up of external academicians and members of the Management Team.

#### 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 at least once a year

#### Academic Board Composition:

Name, Appointment and Qualifications	Position
<b>A/PROF. SEOW HONG PHEOW</b> <ul style="list-style-type: none"><li>• M Eng SC, B Eng (Hons), C Eng, MIMMM</li><li>• Consultant and Former Assoc Professor, School of Material Science &amp; Engr, NTU</li></ul>	<b>Chairman &amp; Member</b>
<b>DR. DANNY LAM KWONG-FOO</b> <ul style="list-style-type: none"><li>• DBA, MBA, MIMC, CIMC</li><li>• Former Divisional Director, SPRING</li><li>• Management Consultant</li></ul>	<b>Member</b>
<b>MR. ANTONY WILLIAM LAWRENCE DAVIES</b> <ul style="list-style-type: none"><li>• MA (Edn), BA, BSc, BEd, AAT</li></ul>	<b>Member</b> (External Academic Reviewer)
<b>MR. HENRY CHAN KWEE SHENG</b> <ul style="list-style-type: none"><li>• BE (Mech), NUS</li><li>• Principal/M.D. (DIMENSIONS)</li></ul>	<b>Secretary &amp; Member</b>

### 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 above items at least once a year

#### Examination Board Composition:

Name, Appointment and Qualifications	Position
<b>MR. SEAH KIM SWEE (BBM)</b> <ul style="list-style-type: none"><li>• M Bus. (Accounting) FCIS, CPA (Aust)</li><li>• Legend, Victoria University, Melbourne</li><li>• Company Director</li></ul>	<b>Chairman &amp; Member</b>
<b>MR. GARY LEE YUM FUN</b> <ul style="list-style-type: none"><li>• MSc (Engineering, Production &amp; Management)</li><li>• Former Principal Lecturer, Singapore Polytechnic</li></ul>	<b>Member</b>
<b>DR. LER BOON CHONG</b> <ul style="list-style-type: none"><li>• PhD, MSc, BSc.</li><li>• Director of Quality Management (DIMENSIONS)</li></ul>	<b>Secretary &amp; Member</b>

## SECTION 2 · STUDYING IN SINGAPORE

### 2.1 STATISTICS ON SINGAPORE

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

<b>COUNTRY NAME:</b>	Republic of Singapore
<b>CAPITAL:</b>	Singapore
<b>LOCATION:</b>	An island and islets in the heart of Southeast Asia, between Malaysia and Indonesia
<b>AREA:</b>	725.7 sq km (2021)
<b>HIGHEST POINT:</b>	Bukit Timah Hill at 163.63m
<b>CLIMATE:</b>	Tropical. It's hot and sunny all year, with two monsoon seasons (December to March and June to September) bringing heavy rains
<b>GOVERNMENT:</b>	Parliamentary republic
<b>MAJOR INDUSTRIES:</b>	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
<b>CURRENCY:</b>	Singapore Dollar
<b>POPULATION:</b>	5,69 million (2020)
<b>MEDIAN AGE:</b>	39.6 years
<b>LIFE EXPECTANCY:</b>	82.8 years
<b>ETHNIC GROUPS:</b>	Chinese 74.3%, Malays 13.3%, Indians 9.1%, Other races 3.2
<b>LANGUAGE:</b>	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.
<b>RELIGIONS:</b>	Buddhism 33.3%, Islam 14.7%, Christianity 18.3%, Taoism 10.9%, Hinduism 5.1%, other religions 0.7%, no religion 17.0%
<b>LITERACY:</b>	97.1 (2020) of the population above 15 years of age can read and write
<b>INT. COUNTRY CODE:</b>	+65
<b>INTERNET COUNTRY CODE:</b>	.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 carbon copy 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.

## Learn the Singapore's Education Roadmap.

The diagram illustrates the Singapore Education System, showing the progression from Primary School to Universities, categorized into four levels: Primary, Secondary, Post-Secondary, and Universities.

**Primary Level:**

- Primary School** (Dark Red Box) leads to the **Primary School Leaving Examination (PSLE)** (Light Red Box).

**Secondary Level:**

- The **PSLE** leads to **Secondary Normal** (Dark Red Box) and **Secondary Express** (Dark Red Box).

**Post-Secondary Level:**

- Secondary Normal** leads to the **GCE O-Level Examination** (Light Red Box).
- Secondary Express** leads to the **GCE O-Level Examination**.
- The **GCE O-Level Examination** leads to **Institute of Technical Education (NITEC)** (Dark Red Box), **Polytechnics** (Dark Red Box), and **Junior College** (Dark Red Box).

**Universities Level:**

- NITEC** leads to **Polytechnics**.
- Polytechnics** leads to the **GCE A-Level Examination** (Light Red Box).
- Junior College** leads to the **GCE A-Level Examination**.
- The **GCE A-Level Examination** leads to **Singapore Universities** (Dark Red Box).

**Singapore Universities (Dark Red Box):**

- Degree** (Light Red Box)
- National University of Singapore**
- Nanyang Technological University**
- Singapore Management University**
- Singapore University of Technology and Design**
- Singapore Institute of Technology**
- Singapore University of Social Sciences**

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](http://www.ica.gov.sg)

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## 2.5 USEFUL GOVERNMENT WEBSITES

### **Committee for Private Education (CPE)**

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

[www.ssg.gov.sg](http://www.ssg.gov.sg)

### **Ministry of Education (MOE)**

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

[www.moe.gov.sg](http://www.moe.gov.sg)

### **Ministry of Manpower (MOM)**

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

[www.mom.gov.sg](http://www.mom.gov.sg)

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## **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 eg 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.

#### **3.1.4 COURSE ASSESSMENT POLICIES & REGULATIONS**

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### **SCHOOL OF HIGHER EDUCATION & SCHOOL OF HOSPITALITY**

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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.

#### **Eligibility**

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

#### **Schedule**

Examinations and/or submission of assignments are scheduled throughout the course and/or at the end of each semester depending on your course of study.

#### **Examination Rules & Regulations**

Students must comply with all examination rules and regulations. Details of the examination rules and regulations will be provided to students during the course of study.

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## **Academic Misconduct**

Misconduct such as cheating during examinations or plagiarism on a written assignment will be dealt with accordingly by the College.

### **Academic Misconduct Process at DIMENSIONS International College**

Dealing with academic misconduct cases includes the following steps:

**Step 1:** If a lecturer suspects an academic misconduct case, a meeting takes place between the lecturer and the student. The lecturer completes the report with the details of the student and the alleged offence (case details) and this is sent to the Head of Section with the relevant evidence to support the case.

**Step 2:** The Head of Section logs in the case, investigate it, and gather additional evidence if necessary. If there is a case to be answered, the student is formally notified and asked to give a reply within five working days explaining his/her position and providing any relevant evidence in his/her defence.

**Step 3:** The Head of Section will submit the case to the Academic Head of Department / Director for a decision to be made, and this decision will be heard and confirmed by the Academic and Examination Board meeting. If there is a decision that the case is to be upheld, then the student is given a mark of ZERO in the assessment for which the case has been raised. The module leader is then notified of this decision so that he/she allocates the mark of ZERO to the assessment.

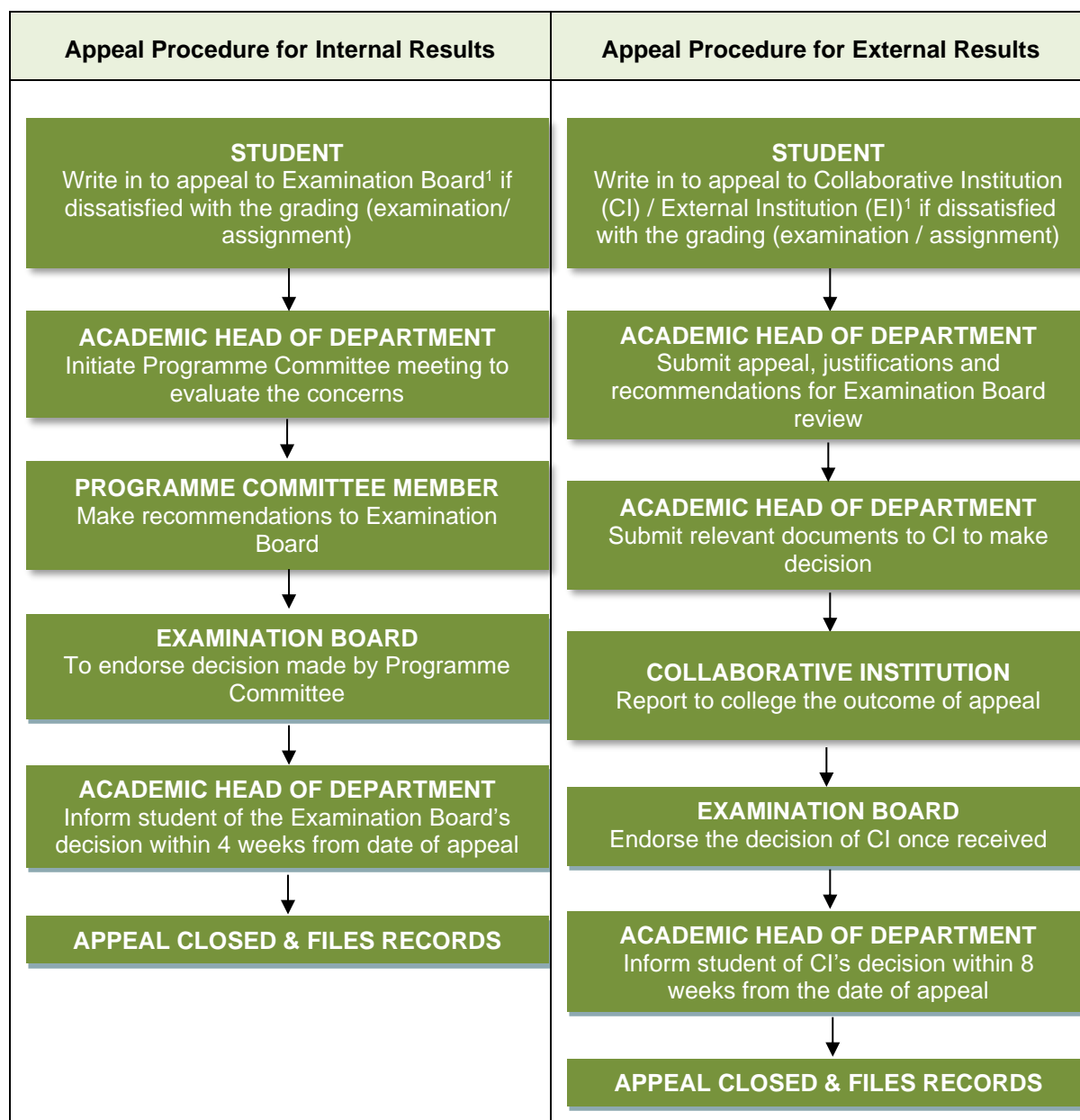
**Step 4:** The outcome by the Academic and Examination Board will be communicated to student, and the student may or may not be allowed another reassessment attempt as per permitted by Dimensions'/Partner University's/Awarding Body's reassessment regulations, whichever applies.

*For the policy and procedure of Academic Unfair Practices, please refer to the relevant Programme Handbook*



## Appeal of Academic Results

Students may appeal for a review of their academic results if dissatisfied. Moderation fee will be charged for appeal and such fee may be refunded to the student if the grading is found to be incorrect. Refer to table below for appeal procedures for internal and external results.



**Note:**

- 1) Moderation fee will be charged for appeal and such fee may be refunded to the student if the grading is found to be incorrect.

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## SCHOOL OF LANGUAGES & DIMENSIONS HIGH SCHOOL

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Most courses in the School of Languages and DIMENSIONS High School equip you to sit for written examinations in which you would need to pass in order to be awarded the pertinent 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
<b>CERTIFICATE IN ACADEMIC ENGLISH (CAE)</b>	You will sit for exit tests at the end of each level. There are altogether 6 CAE levels.
<b>PREPARATORY COURSE FOR ADMISSION TO GOVERNMENT SCHOOLS</b>	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.
<ul style="list-style-type: none"> <li>• CAMBRIDGE PRIMARY (YEAR 1)</li> <li>• CAMBRIDGE PRIMARY (YEAR 2)</li> <li>• CAMBRIDGE PRIMARY (YEAR 3)</li> <li>• CAMBRIDGE PRIMARY (YEAR 4)</li> <li>• CAMBRIDGE PRIMARY (YEAR 5)</li> <li>• CAMBRIDGE PRIMARY WITH CAMBRIDGE PRIMARY CHECKPOINT (YEAR 6)</li> </ul>	<p>You will sit for Quarterly Tests and Year-End Examinations for all subjects, except Art (Quarterly Assignments) and Physical Education (No Assessment).</p> <p>For updated information, please visit:</p> <div style="border: 1px solid black; padding: 2px; text-align: center;"> <a href="http://www.cambridgeinternational.org">www.cambridgeinternational.org</a> </div>
<b>PREPARATORY COURSE FOR SINGAPORE-CAMBRIDGE GENERAL CERTIFICATE OF EDUCATION (ORDINARY LEVEL) (INTENSIVE) / GCE O-LEVEL</b>	<p>Examination schedules are set by Singapore Examinations and Assessment Board (SEAB). For updated information, please visit:</p> <div style="border: 1px solid black; padding: 2px; text-align: center;"> <a href="http://www.seab.gov.sg">www.seab.gov.sg</a> </div> <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><b>PREPARATORY COURSE FOR SINGAPORE-CAMBRIDGE GENERAL CERTIFICATE OF EDUCATION (ADVANCED LEVEL) (INTENSIVE) / GCE A- LEVEL</b></p>	<p>Examination schedules are set by Singapore Examinations and Assessment Board (SEAB). For updated information, please visit:</p> <p><a href="http://www.seab.gov.sg">www.seab.gov.sg</a></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>
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Course	Exam Schedule
<p><b>CAMBRIDGE INTERNATIONAL GENERAL CERTIFICATE OF SECONDARY EDUCATION (IGCSE) LOWER SECONDARY WITH CAMBRIDGE LOWER SECONDARY CHECKPOINT</b></p>	<ul style="list-style-type: none"> <li>- Registration starting from January for the Cambridge Lower Secondary Checkpoint test held in May of the same year.</li> <li>- Registration starting from June for the Cambridge Lower Secondary Checkpoint test held in October of the same year.</li> </ul> <p>(Subject to change and final confirmation by CAIE)</p> <p>For updated information, please visit:</p> <p><a href="http://www.cambridgeinternational.org">www.cambridgeinternational.org</a></p>
<p><b>CAMBRIDGE INTERNATIONAL GENERAL CERTIFICATE OF SECONDARY EDUCATION (IGCSE) UPPER SECONDARY</b></p>	<ul style="list-style-type: none"> <li>- Registration starting from February for the Cambridge IGCSE Examinations held in June of the same year.</li> <li>- Registration starting from August for the Cambridge IGCSE Examinations held in November of the same year.</li> </ul> <p>(Subject to change and final confirmation by CAIE)</p> <p>For updated information, please visit:</p> <p><a href="http://www.cambridgeinternational.org">www.cambridgeinternational.org</a></p>
<p><b>CAMBRIDGE INTERNATIONAL ADVANCED SUBSIDIARY AND ADVANCED LEVEL</b></p>	<ul style="list-style-type: none"> <li>- Registration starting from February for the Cambridge International AS and A Level Examinations, held in June of the same year.</li> <li>- Registration starting from August for the Cambridge International AS and A level Examinations, held in November of the same year.</li> </ul> <p>(Subject to change and final confirmation by Cambridge Assessment International Education (CAIE))</p> <p>For updated information, please visit:</p> <p><a href="http://www.cambridgeinternational.org">www.cambridgeinternational.org</a></p>

## 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.

## 3.1.5 EXPECTED EXAMINATION RESULTS RELEASE DATE

Course	Exam Results Release Date
<b>COURSES IN THE SCHOOL OF HIGHER EDUCATION</b>	DIMENSIONS will release results not more than 3 months after the final assessment.
<b>COURSES IN THE SCHOOL OF HOSPITALITY</b>	DIMENSIONS will release results not more than 3 months after the final assessment.
<b>CERTIFICATE IN ACADEMIC ENGLISH (CAE)</b>	DIMENSIONS will release results not more than 3 months after exit test.
<b>PREPARATORY COURSE FOR ADMISSION TO GOVERNMENT SCHOOLS</b>	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.
<b>PREPARATORY COURSE FOR SINGAPORE-CAMBRIDGE GENERAL CERTIFICATE OF EDUCATION (ORDINARY LEVEL) (INTENSIVE) / GCE O-LEVEL</b>	MOE will release results some time in January/February of the year following the examination year.
<b>PREPARATORY COURSE FOR SINGAPORE-CAMBRIDGE GENERAL CERTIFICATE OF EDUCATION (ADVANCED LEVEL) (INTENSIVE) / GCE A- LEVEL</b>	MOE will release results some time in February/March of the year following the examination year.
<b>CAMBRIDGE INTERNATIONAL GENERAL CERTIFICATE OF SECONDARY EDUCATION (IGCSE) LOWER SECONDARY WITH CAMBRIDGE LOWER SECONDARY CHECKPOINT</b>	CAIE will release results not more than 3 months after the final assessment.
<b>CAMBRIDGE INTERNATIONAL GENERAL CERTIFICATE OF SECONDARY EDUCATION (IGCSE) UPPER SECONDARY</b>	CAIE will release results not more than 3 months after the final assessment.
<b>CAMBRIDGE INTERNATIONAL ADVANCED SUBSIDIARY AND ADVANCED LEVEL</b>	CAIE will release results not more than 3 months after the final assessment.

### **3.1.6 INDUSTRIAL ATTACHMENT**

Most courses of School of Hospitality offer students the opportunity to be trained at hotels, resorts, country clubs or restaurants for 6 months. You must be at least 18 years old and attain an attendance rate of at least 90% to qualify for the Industrial Attachment (IA) posting. You also have to complete and pass the practical and theory assessments of your Course as well as Pass the Interview Screening Test comprising of Technical Test and Performance Test. IA posting is not guaranteed and will be subjected to approval with issuance of relevant passes by the Ministry of Manpower (MOM). No further IA posting will be arranged if a student withdraws or is terminated from the IA centre.

Qualified students who have secured an Internship / Industrial Attachment (IA) with an organisation will have to successfully complete the IA. Students who withdraw or are terminated from the IA centre will result in a failed IA module. In order for students to graduate from their programme, students are required to retake the module in the form of a Research Project. Students are also required to pay a re-take fee for the module as well as the fee for the extension of the Student's Pass.

### **3.1.7 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 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	Laboratory of the Singapore Science and Technology Research Bureau (A*STAR)
	Academic Resource Centre
	Libraries & Reference Books
	Audio – Visual Resources
	Computers (At Library)
	Wireless Internet access
	Air-conditioned Classrooms
	Practical Rooms
	Physics & Chemistry Laboratories
	Canteen & Vending Machines
	Sport facilities
	Study Areas
	First Aid Room
	Computer Rooms
	Auditoriums
	Car Parks
	Outdoor Field (Kovan)
Conducive 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
	Medical Check-up Assistance
	Update Personal Particulars
	Accommodation Advice
	School Bus Service (for Cambridge Primary 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
Academic Induction, Support & Holistic Development	Course Induction
	Performance Monitoring
	Industrial Attachment
	Sport Committee, Sports Day
	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

Focus Area	Description
Counselling	Pre-course Counselling
	Pastoral Counselling
	Attendance Monitoring
	General Counselling
	Advice on Specialist Health
	Academic Counselling
Progression & Career Support	Student Alumni
	Career Talk
	Polytechnic Visits
	GCE O/A Level Sharing
	Progression Pathway Advice
Feedback & Communication	Student Satisfaction Survey
	General Enquiries
	Graduate Employment Survey
	Academic Feedback Session for Degree and Master's Degree Students
	Websites (English & Chinese)
	Facebook
	Student Tea Meetings
	Student Hotlines
	Advice on Dispute with Third Parties
	Twitter/ Instagram/ LinkedIn
	Parent-Teacher Meeting (for Cambridge Primary only)
	Class Dojo App (for Cambridge Primary only)

## 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 rule and regulations.



## Sample (Page 1 of 2) Orientation Programme for New Students:



**DIMENSIONS**

### ORIENTATION PROGRAMME FOR NEW STUDENTS 新生入学指导

ITINERARY 日程活动	CHECKLIST 核对表
<b>1. About Our College 关于我们的学院</b> 1.1 Know the Customer Service Executives and Customer Support Service Executives 会见院方课程咨询顾问和学生事务执行员 1.2 Brief on Vision, Mission, Core Values and Culture 介绍学院愿景、使命、核心价值观和企业文化 1.3 Tour College's facilities 参观学院设施	<input type="checkbox"/>
<b>2. About Singapore (for International Students) 关于新加坡 (国际学生)</b> 2.1 Brief on Relevant Singapore Laws 介绍新加坡的相关法律： a. Immigration Requirements (for Student's Pass Holders) 入境要求 (学生准证持有者) b. Traffic Regulations 交通法规 c. Drugs and Alcohol Abuse 吸毒和酗酒 d. Non-Smoking Requirement 禁止吸烟规定 e. General Singapore Laws 新加坡的相关法律 2.2 Brief on Public Transport System and costs of living 介绍新加坡的公共交通系统及生活和消费水准	<input type="checkbox"/>
<b>3. Medical Matters 相关医疗事宜</b> 3.1 Compulsory Medical Insurance for all students 所有学生的强制性医疗及意外保险 3.2 Brief on Medical Insurance Coverage 介绍医疗及意外保险保障的范围 3.3 Inform date and time for Medical Check-up 通知体检的日期与时间 3.4 Brief on General Healthcare Services 介绍新加坡的一般医疗服务	<input type="checkbox"/>
<b>4. College Rules and Regulations 学院规章与制度</b> 4.1 Brief on College Rules and Regulations 介绍学院的规章与制度	<input type="checkbox"/>
<b>5. Course Information 课程资讯</b> - Organization Awarding the Certificate 颁证机构 - Certification Award 课程证书 - Course duration and assessment schedule 学制及评估程序 - Course Modules and Outlines 课程简介及课程单元 - Teaching and assessment methods used 教学及考试方式 - Admission Requirements and any exemption (if applicable) 入学要求及豁免条件 (如需) - Placement Test (if necessary) 英文测试 (如需) - Promotion, award criteria and special conditions (if any) 优惠及奖励标准, 包括附加条款 (如需) - Teacher : Student Ratio 师生比例 "In the first week of studies, the students will be briefed by the Academic Staff on full details of the course including scheme of work, timetable, assessments and grading, assessment and exam dates and venue and many other academic matters, using an induction program checklist." "在开课的第一周, 学院的课程指导教师将会根据课程指导核对表上所列明的提要, 为学生详细介绍所选课程的内容概要、开课时间、课程安排、考评方式、考试日期、上课地点及其他有关的学习事项"	<input type="checkbox"/>
<b>6. Fee Protection Scheme 学费保障计划</b> - Full protection for student's course fee 全面保障学生所缴纳的学费和杂费 - Insurance: insurance period from the date that student pay the course fees to DIMENSIONS (and not the date that the course begins) 保险: 检查保险期限是否从学生向博德缴纳学费之日 (而不是课程开始日期) 开始算起 - Payment schedule and maximum installment amount that student need to pay 学生需分期缴纳的最高学费金额	<input type="checkbox"/>
<b>7. Brief on reference to Committee of Private Education (CPE) official website for student support service: <a href="http://www.cpe.gov.sg">www.cpe.gov.sg</a></b> 介绍私立教育理事会 (CPE) 学生支援服务的官方网站: <a href="http://www.cpe.gov.sg">www.cpe.gov.sg</a>	<input type="checkbox"/>

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

## Sample (Page 2 of 2) Orientation Programme for New Students:

ITINERARY 日程活动	CHECKLIST 核对表
8. <b>Transfer and Withdrawal</b> 中途转换课程及退学	<input type="checkbox"/>
9. <b>Student Support Services</b> 学生支援服务	
9.1 Brief on List of College Personnel (refer to Student Handbook) 介绍学院相关部门工作人员名单 (参见《学生手册》)	
9.2 Brief on transfer, withdrawal and refund policies and procedures 介绍中途转换课程、退学程序和退款政策和流程	<input type="checkbox"/>
9.3 Brief on Course Deferment Policies and Procedures 介绍课程延期政策和流程	
9.4 Brief on Internal and External Grievances and Dispute Resolution Procedures 介绍学院内部和外部的投诉和争议处理程序	
9.5 Brief on accommodation arrangement and costs 介绍住宿安排和费用	
10. <b>Others</b> 其他事宜	
10.1 Receipt a complimentary copy of Student Handbook 免费领取《学生手册》	<input type="checkbox"/>
10.2 Signing of relevant Undertaking / Acknowledgement Letters 签署相关的确认书	
10.3 Student feedback through surveys 填写学生意见反馈调查表	

### Acknowledged by New Student 学生确认

#### Items you should have during orientation 新生入学指导时应领取的文件

This checklist will help to ensure that you have received the following documents during the orientation.  
本核对表将帮助学生确定在新生入学指导时是否收到以下文件:

- ☐ Student Handbook (1 Booklet) 《学生手册》 (1本)
- ☐ Advisory Note (1 Set) 《留学须知》 (1份)
- ☐ Letter of Offer (1 Set) 《录取通知书》 (1份)
- ☐ \*Standard PEI-Student Contract (1 Set) 《标准PEI-学生合同》 (1份)
- ☐ Insurance Coverage Details (1 Set) 医疗保险保障范围说明 (1份)
- ☐ Course Brochure (1 Set) 课程宣传册 (1份)

#### \*Note 注:

- 1) Students are required to acknowledge amendment made to original intent of the contract 学生需要确认原始合同中的修改之处。
- 2) Amended copy of contract will be given to students 合同的修改件需要发给学生。

I understand fully what has been briefed to me and I hereby acknowledge that I have been briefed on the above.  
谨此确认, 我已被告知并清楚了解以上内容。

Student's Name 学生姓名 : \_\_\_\_\_

Signature of Student 学生签名 : \_\_\_\_\_

NRIC / FIN No. 学生身份证/准证号码 : \_\_\_\_\_

Date 日期 : \_\_\_\_\_

#### FOR OFFICIAL USE ONLY 仅供学院使用

##### Conducted by CS Staff 课程咨询顾问确认

Name 姓名 : \_\_\_\_\_

Signature 签名 : \_\_\_\_\_

Date 日期 : \_\_\_\_\_

##### Confirmed by CS HOD/CS HOS 课程咨询部经理/副经理确认

Name 姓名 : \_\_\_\_\_

Signature 签名 : \_\_\_\_\_

Date 日期 : \_\_\_\_\_

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

## **4.4 STUDENT FEEDBACK AND EVALUATION**

To track the performance of our services and programmes, we conduct regular student surveys and feedbacks 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.

## 4.5 CONTACT DETAILS

Numbers to dial for relevant advice and assistance.

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### STUDENT HOTLINES

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Queries; or emergencies...

**CONTACT US:** 9181 9429 & 9181 9430 (PRC)  
9729 5969 (Non-PRC)

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### OTHER USEFUL CONTACTS

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#### Emergencies

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

#### Partners

Partner	Contact No.	Official Website
University of Strathclyde	+44 (0)141 548 2222	<a href="http://www.strath.ac.uk">www.strath.ac.uk</a>
University of Derby	+44 (0)1332 590500	<a href="http://www.derby.ac.uk">www.derby.ac.uk</a>
University of Roehampton	+44 (0)20 8392 3000	<a href="http://www.roehampton.ac.uk">www.roehampton.ac.uk</a>
Glyndwr University	01978 290666	<a href="http://www.glyndwr.ac.uk">www.glyndwr.ac.uk</a>
Liverpool John Moores University	+44 (0)1512 313153 +44 (0)1512 313154	<a href="http://www.ljmuisc.com">www.ljmuisc.com</a>
Cardiff Metropolitan University	+44 (0)2920 416070	<a href="http://www.cardiffmet.ac.uk">www.cardiffmet.ac.uk</a>
Scottish Qualifications Authority	+44 (0)3452 791000	<a href="http://www.sqa.org.uk">www.sqa.org.uk</a>
Cambridge Assessment International Education	+44 (0)1223 553554	<a href="http://www.cambridgeinternational.org">www.cambridgeinternational.org</a>

#### Singapore Universities / Polytechnics

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

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## Others

Organization	Contact No.	Official Website
Immigration & Checkpoints Authority (ICA)	6391 6118	<a href="http://www.ica.gov.sg">www.ica.gov.sg</a>
Committee for Private Education (CPE)	6499 0300	<a href="http://www.ssg.gov.sg">www.ssg.gov.sg</a>
Ministry of Education (MOE)	6872 2220	<a href="http://www.moe.gov.sg">www.moe.gov.sg</a>
Singapore Examinations and Assessment Board (SEAB)	6872 2220	<a href="http://www.seab.gov.sg">www.seab.gov.sg</a>
Ministry of Manpower (MOM)	6438 5122	<a href="http://www.mom.gov.sg">www.mom.gov.sg</a>
Small Claims Tribunals (SCT)	6435 5946	<a href="https://www.statecourts.gov.sg/SmallClaims/Pages/GeneralInformation.aspx">https://www.statecourts.gov.sg/SmallClaims/Pages/GeneralInformation.aspx</a>
Singapore Institute of Arbitrators (SI Arb)	6372 3931	<a href="http://www.siarb.org.sg">www.siarb.org.sg</a>
Singapore Mediation Centre (SMC)	6332 4366	<a href="http://www.mediation.com.sg">www.mediation.com.sg</a>

## 4.6 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.

## 4.7 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](http://www.moh.gov.sg)

## 4.8 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 a medical certificate.

#### Be Disciplined

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 three College premises – Main Campus, Bukit Timah Campus and City 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.

## **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 three  
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  
at Main Campus



- a. Students are only permitted to enter and use the physics or chemistry laboratory 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 and Bukit  
Timah Campuses



- 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 desk-tops, 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.
- h. 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.

## Sample (Page 1 of 2) of Application for Leave of Absence Form:

### APPLICATION FOR LEAVE OF ABSENCE



**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)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Sample (Page 2 of 2) of Application for Leave of Absence Form:

### 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)

- a. FPS serves to protect the course fees (exclude application fee and GST) paid by students.
- b. In the event that DIMENSIONS is unable to continue its operations due to insolvency and/or regulatory closure, students can claim the unconsumed fees from the FPS service provider.
- c. FPS is compulsory for all local and international students taking courses at DIMENSIONS except for short courses with waiver granted by CPE.
- d. For the convenience of all students, DIMENSIONS has adopted the FPS Insurance scheme with Liberty Insurance Pte Ltd, a CPE appointed FPS service provider.
- e. DIMENSIONS is strictly not allowed to collect course fees beyond 12 months.

### Details of FPS Insurance Scheme

- Students will pay course fees directly to DIMENSIONS or make a deposit into DIMENSIONS bank account.
- The insured amount (limit of indemnity) is shown in the Certificate of Insurance (COI). (Exclude application fee and GST)
- The insurance coverage period starts from the day of course fees is paid to DIMENSIONS and not from course commencement date, till the end of the course or end of duration based on course fees paid.
- Effective from 17 December 2013 when student make payment, FPS Insurance cover will be purchased within 7 working days. Once the insurance is purchased, student will also receive the COI via email from Liberty Insurance.
- If fee is paid by telegraphic transfer/remittance to DIMENSIONS, original receipt shall be issued to student within 3 working days. If fee is paid directly (such as by cash, internet banking or credit card) to DIMENSIONS, original receipt shall be issued to student on the same day upon receipt of course fees.
- Students should check if the information is correct on the following documents:
  - I. COI: Name, course title and duration, amount insured and period of coverage.
  - II. Receipt: Student name, date of payment, course title, course fee paid, COI number and outstanding amount (if any).

### Steps of FPS Insurance Implementation

Students are advised to understand the following steps to ensure that their fees are well-protected.

**STEP 1:** Student may check on DIMENSIONS' website for a copy of FPS Insurance Certificate from Liberty Insurance.

**STEP 2:** Upon signing of the advisory note and student contract with DIMENSIONS, check that FPS Insurance protection is included in the contract and pay course fees in accordance to signed student contract.

**STEP 3:** DIMENSIONS will purchase FPS Insurance from Liberty Insurance within 7 working days upon receiving of course fees.

**STEP 4:** Once the insurance is purchased, student will receive the COI via email from Liberty Insurance. DIMENSIONS will print a copy of Certificate Of Insurance and receipt which will be given to students.

## 6.3 TYPES OF FEES AND PAYMENT MODES

The three types of fees chargeable by DIMENSIONS are:

Types of fees	Description
<b>1. APPLICATION FEE</b>	<i>Application fee is non-refundable and will not be protected under the Fee Protection Scheme.</i> <b>Payment modes:</b> Cash, cheque, credit card, telegraphic transfer (T/T), bank draft, cashier's order. <b>Payable to:</b> DIMENSIONS International College Pte Ltd.
<b>2. COURSE FEE</b>	<i>The course fee is refundable and will be subjected to DIMENSIONS' Refund Policy.</i>  <b>Payment modes:</b> Cash, cheque, bank draft, cashier's order, credit card, telegraphic transfer, and NETS <b>Payable to:</b> DIMENSIONS International College Pte Ltd. <b>Note:</b> 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.
<b>3. MISCELLANEOUS FEES</b>	<b>Payment modes:</b> Cash, Cheque, bank draft, cashier's order, credit card, telegraphic transfer, and NETS <b>Note:</b> Miscellaneous fee will not be protected under the Fee Protection Scheme.

**Notes:**

1. All miscellaneous fees and amounts will be spelt out in the Standard PEI-Student Contract.
2. All fees are subjected to 7% GST.
3. We only accept payment in Singapore Dollars.
4. For all credit card transactions, the payee is subject to a non-refundable surcharge of 3% of the total course fee payable.

### Cashier operating hours:

<b>MAIN CAMPUS</b>	<b>Monday-Friday: 09.00 am to 05.30 pm</b> <b>Saturday: 09.00 am to 12.00 pm</b>
<b>BUKIT TIMAH CAMPUS</b>	<b>Monday-Friday: 09.00 am to 05.30 pm</b> <b>(except 12.00 pm to 01.00pm)</b> <b>Saturday: 09.00 am to 12.00 pm</b>
<b>CITY CAMPUS</b>	<b>Monday-Friday: 09.00 am to 05.30 pm</b> <b>(except 12.00 pm to 01.00pm)</b> <b>Saturday: 09.00 am to 12.00 pm</b>

### 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.

## 6.4 REFUND POLICY, PROCEDURES & FORM

### TYPES OF REFUNDS

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

DIMENSIONS shall inform you within 3 working days upon knowledge of any of the following:

- (i) DIMENSIONS does not commence the Course on the Course Commencement Date;
- (ii) DIMENSIONS terminates the Course before the Course Commencement Date;
- (iii) DIMENSIONS does not complete the Course by the Course Completion Date;
- (iv) DIMENSIONS terminates the Course before the Course Completion Date;
- (v) DIMENSIONS has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Course Details within any stipulated timeline set by CPE; or
- (vi) The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

You will be informed in writing of alternative study arrangements (if any), and also be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid should the Student decide to withdraw, within seven (7) working days of the above notice.

#### Refund for Withdrawal Due to Other Reasons

If ever you wish to withdraw from the course for any reason other than those stated in (i) to (vi), DIMENSIONS will, within seven (7) working days of receiving the Student's written notice of withdrawal, refund to the Student an amount based on the refund table.

% of [the amount of the Course Fees and Miscellaneous Fees paid]	If Your Written Notice of Withdrawal Is Received,
70%	More than 30 days before the Course Commencement Date
50%	Before, but not more than 30 days before the Course Commencement Date
30%	After, but not more than 7 days after the Course Commencement Date
0%	More than 7 days after the Course Commencement Date

#### Refund During Cooling-off Period

DIMENSIONS provides a cooling-off period of seven (7) working days after the date that the Standard PEI-Student Contract has been signed by both parties.

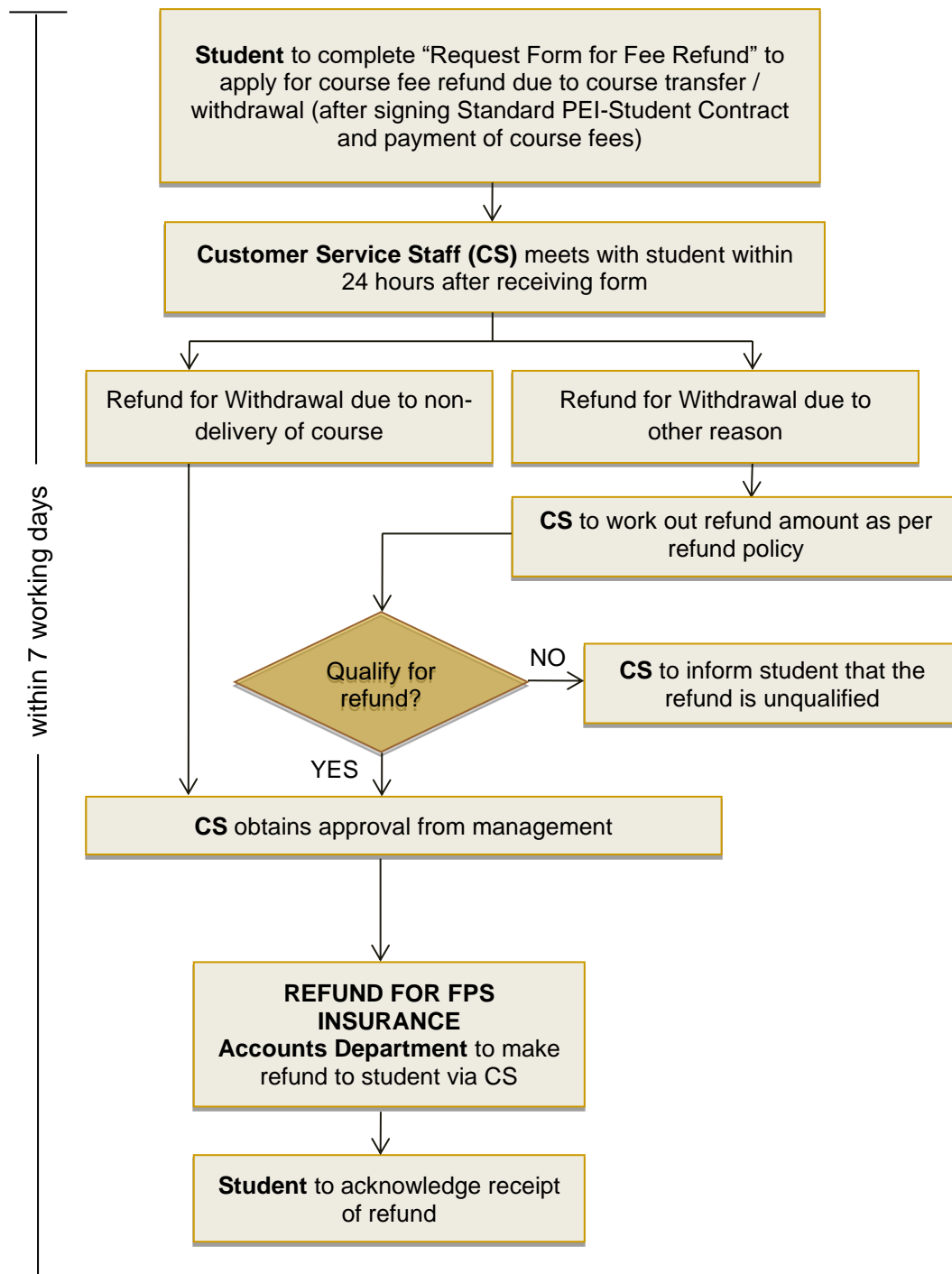
You will be refunded the highest percentage (stated in Refund Table) of the fees already paid if you submit a written notice of withdrawal to the DIMENSIONS within the cooling-off period, regardless of whether you have started the course or not.

#### Notes:

1. DIMENSIONS reserves the rights to terminate the class, if the number of students enrolled in the class is less than 10 students.
2. Application fee is strictly non-refundable.
3. Bank charges (if applicable) are to be borne by student.
4. Calendar days is used in the Refund Table.

(Refund Policy rev 13, wef 1 Jan 2019)

## Refund Procedures





## Sample of Request Form for Fees Refund:



**DIMENSIONS**

### Request Form for Fees Refund 退款申请表

<b>SECTION A: STUDENT AND COURSE INFORMATION 学生和课程信息</b>		
Name of Student 学生姓名:		Fin No 学生准证号码:
Sex 性别:	<input type="checkbox"/> M 男 <input type="checkbox"/> F 女	Course Commencement Date 开课日期:
Course Name 课程名称:		
<p>I hereby acknowledge that I would like to apply for refund for the above-mentioned course fee according to DIMENSIONS' current refund policies. 谨此确认, 本人根据博德国际教育学院的最新退款政策申请以上所提及课程的退款。</p> <p>I declare that the information given is true and accurate to the best of my knowledge. 谨此宣誓, 本人呈交给博德国际教育学院的信息是正确和真实的。</p>		
Signature of Student 学生签名		Date 日期
<b>SECTION B: 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</b>		
<p>Parent's consent or a signed letter from parent is needed in case of refund of course fee for Student Below The Age Of 18. 年龄小于 18 周岁的学生如要申请退款, 须父母签名或持有父母的同意信。</p>		
Signature of Parent's / Signed letter from Parent's 父母签名/父母的同意信		Date 日期
<b>OFFICE USE ONLY 仅供院方填写</b>		
<b>CUSTOMER SERVICE DEPARTMENT RECOMMENDATION 课程咨询部推荐</b>		
Reasons for Refund 退款理由		
<input type="checkbox"/> <b>Withdrawal Due to Non-Delivery of Course</b> 与课程相关理由退学的退款 (refund entire amount of the course fees and miscellaneous fee 退还全部学费和杂费及其他费用): I / II / III / IV / V / VI (refer to refund policy 参照退款政策)		
<input type="checkbox"/> <b>Withdrawal Due to Other Reasons</b> 其他理由退学的退款: Course fee 学费和杂费: _____ Percentage % 百分比: _____ Refund amount 退款金额: _____		
<input type="checkbox"/> <b>Withdrawal within 7 working days cooling-off period</b> 7 个工作日冷静期退学的退款: Course Fee 学费和杂费: _____ Percentage % 百分比: 70% Refund amount 退款金额: _____		
<input type="checkbox"/> <b>Others</b> 其他: _____		
Final Agreed Refund Amount 双方同意的最终退款金额 S\$ _____		
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
<b>CEO / PRINCIPAL'S APPROVAL 总裁/校长批复</b>		
Refund Application 退款申请批复 <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
<b>ACKNOWLEDGEMENT BY CUSTOMER SERVICE DEPARTMENT (ONLY FOR APPROVED APPLICATION)</b>		
课程咨询部确认 (仅限于退款被批准的申请)		
<input type="checkbox"/> Submitted to Accounts Department to process refund. 已提交至财务部以供其处理退款事宜。		
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
<b>ACKNOWLEDGEMENT BY ACCOUNTS DEPARTMENT (APPROVED REFUND SHALL BE REFUNDED WITHIN 7 WORKING DAYS FROM THE DATE OF APPLICATION)</b>		
财务部确认 (符合退款政策的款项应在收到学生退款申请的 7 个工作日内退还给学生)		
<input type="checkbox"/> For FPS Insurance: Refunded directly to student [attach copy of (cheque/bank advice) and signed payment voucher for details]. 购买学费保障计划保险/多缴款项学生的退款已完成 (随附[支票/银行处理明细]复印件和签字的付款凭证)		
<input type="checkbox"/> Others, Please Specify 其他, 请说明: _____		
Payment Mode 退款方式: cash / TT / cheque no: _____		
Refunded by (Name) 财务部退款经办人姓名	Signature 签名	Date 日期

## 6.5 TRANSFER POLICY, PROCEDURES & FORM

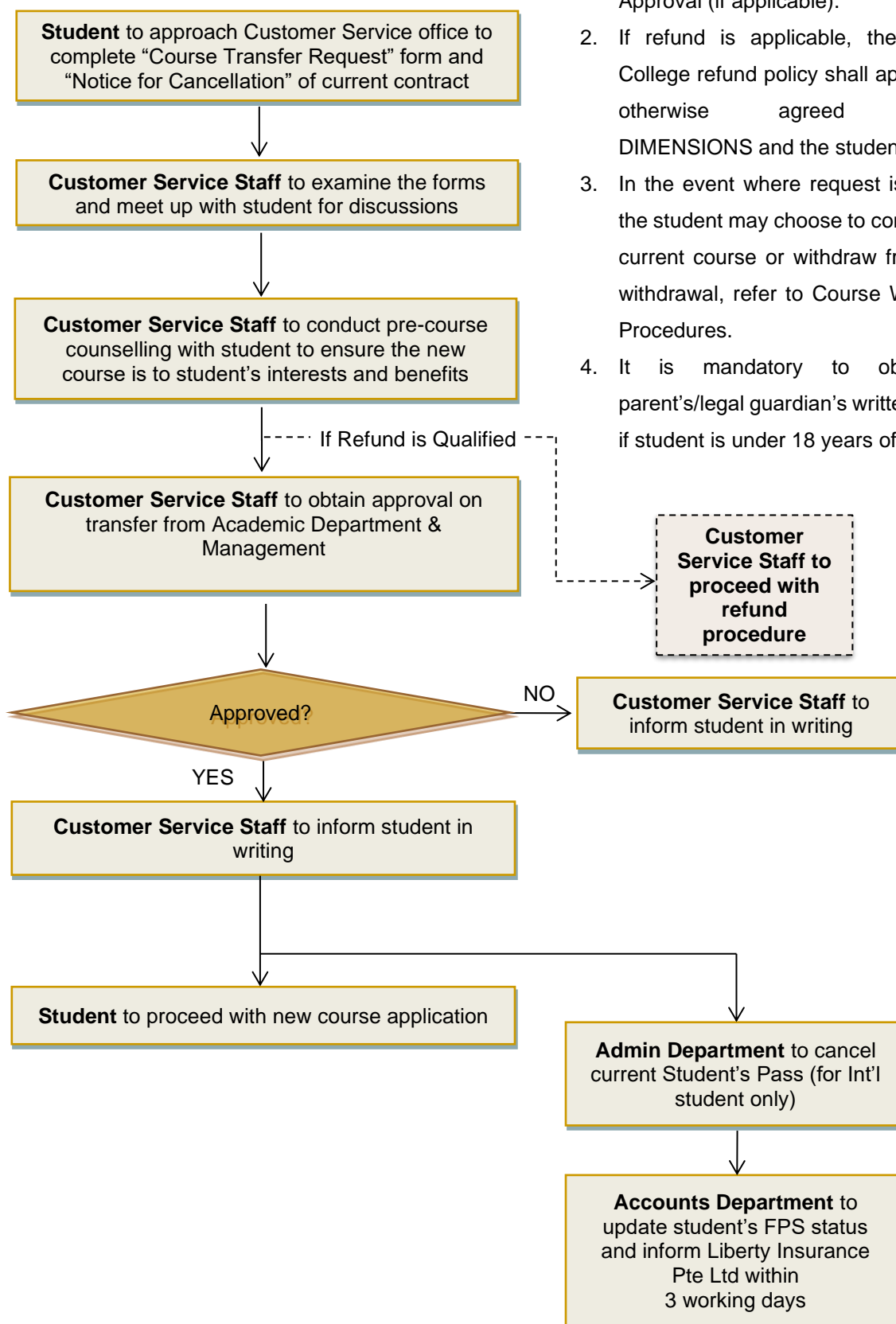
### Course Transfer Policy

- a. Course Transfer refers to a student request for a transfer to another course within DIMENSIONS. Course offered in collaboration with partner institution will be governed separately by different institution's regulations which are beyond the purview of DIMENSIONS.
- b. DIMENSIONS will provide pre-course counselling for the intended course.
- c. Student's request for transfer can only be processed upon if the student meets the entry requirements of the new course and student has completed the instalment obligations (payments) for all overdue fees of the existing course (if any).
- d. DIMENSIONS' refund policy shall apply for all qualified refunds.
- e. Student requesting for course transfer within DIMENSIONS must withdraw from the existing course by cancelling the existing Standard PEI-Student contract, before signing a new Standard PEI-Student Contract for the new course.
- f. Fee Protection Scheme (FPS) for existing course fees paid will be cancelled. A new FPS will be purchased for the intended course fees paid after contract signed.
- g. Consent from parent/guardian is needed if student is below the age of 18.
- h. DIMENSIONS will take a maximum of 4 weeks to effect the course transfer.

### For STP Holder

- a. For Student's Pass holder, course transfer is subject to ICA's approval of the new Student's Pass.
- b. In the event that an application pertaining to transfer is rejected by ICA, the student is required to cancel his current Student's Pass within 7 days.

## Course Transfer Procedures



### Notes:

- DIMENSIONS will take a maximum of 4 weeks to reply in formal letter to allow the course transfer, subject to the ICA Approval (if applicable).
- If refund is applicable, the standard College refund policy shall apply unless otherwise agreed between DIMENSIONS and the student.
- In the event where request is rejected, the student may choose to continue with current course or withdraw from it. For withdrawal, refer to Course Withdrawal Procedures.
- It is mandatory to obtain the parent's/legal guardian's written consent if student is under 18 years of age.

## 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:
<p>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。</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 B: 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 transfer of course for Student Below The Age Of 18. 年龄小于 18 周岁的学生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》

## 6.6 WITHDRAWAL POLICY, PROCEDURES & FORM

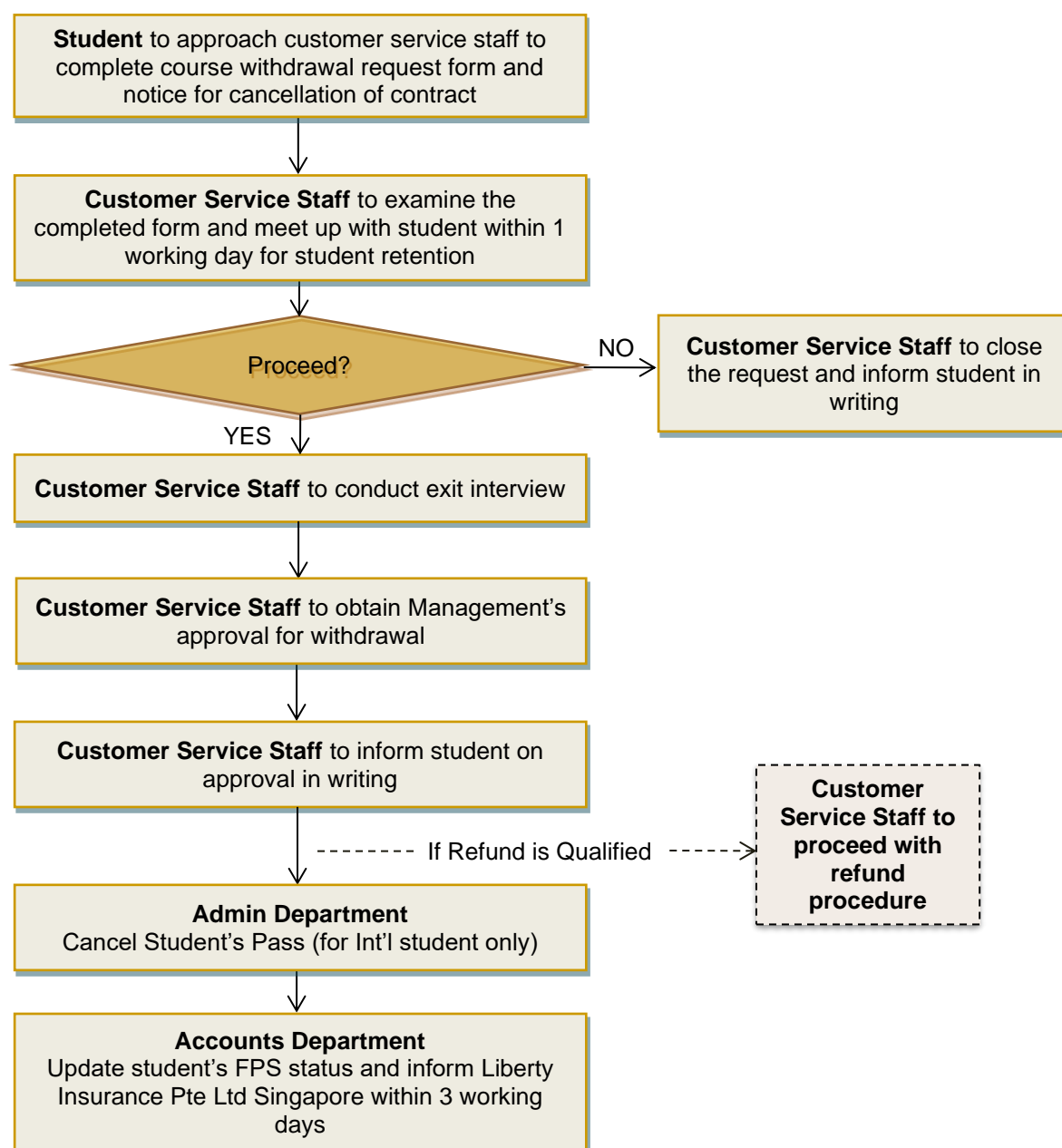
### Course Withdrawal Policy

- a. Course Withdrawal refers to a student's request for withdrawal from a course that he/she has been enrolled in or currently studying.
- b. Despite the students having signed the Standard PEI-Student Contract, the Management is prepared to listen and give consideration to genuine cases of withdrawal requested by students.
- c. Consent from parent/guardian is needed if student is below the age of 18.
- d. Students are liable for overdue fees (if any).
- e. DIMENSIONS' refund policy shall apply for all qualified refunds.
- f. Fee Protection Scheme (FPS) for the course fee paid will be cancelled.
- g. DIMENSIONS will take a maximum of 4 weeks to complete the course withdrawal process.

### For STP Holder

- a. Student's Pass holder is required to submit his/her passport and Student's Pass to DIMENSIONS for cancelation of Student's Pass with ICA.
- b. 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.

## Course Withdrawal Procedures



### Notes:

- DIMENSIONS will take a maximum of 4 weeks to allow the course withdrawal.
- If refund is applicable, the standard College refund policy shall apply unless otherwise agreed between DIMENSIONS and the student.
- 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.
- It is mandatory to obtain the parent's/legal guardian's written consent if student is under 18 years of age.



## 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》。

<b>SECTION A: STUDENT AND COURSE INFORMATION 学生和课程信息</b>	
Name of Student 学生姓名:	Fin No 学生准证号码:
Course Name 课程名称:	Course Commencement Date 开课日期:
<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
<b>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</b>	
<p>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 周岁的孩子如要申请退学，须父母/监护人签名或持有父母的同意信。</p>	
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

<b>OFFICE USE ONLY 仅供院方填写</b>		
<b>CUSTOMER SERVICE DEPARTMENT RECOMMENDATION 课程咨询部推荐</b>		
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 如不同意推荐，请说明理由:	
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		
<b>REASONS FOR WITHDRAWAL 退学理由</b>		
<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"/> Transfer to Other PEI 转入其他私校 <input type="checkbox"/> Back to Country of Origin 回国 <input type="checkbox"/> Opt Out Industrial Attachment (Optional) 选择不参加实习	
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
<b>CEO / PRINCIPAL'S APPROVAL 总裁/校长批复</b>		
Withdrawal Application 退学批复 <input type="checkbox"/> Approved 批准 <input type="checkbox"/> Rejected 拒批	Reason for Rejection 拒批原因:	
Signature of CEO / Principal 总裁/校长签名	Date 日期	
<b>ACKNOWLEDGEMENT BY CUSTOMER SUPPORT SERVICE DEPARTMENT 学生事务部确认</b>		
Name of CSS Staff 学生事务顾问姓名	Signature of CSS Staff 学生事务顾问签名	Date 日期
<b>ACKNOWLEDGEMENT BY CUSTOMER SERVICE DEPARTMENT 课程咨询部确认</b>		
<input type="checkbox"/> Prepared and issued "notification of withdrawal application" to student. 已准备并已把《学生退学申请批复信》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 / Student Retention Record / Notification for Course Withdrawal Application  
 随信附上：《撤销合约通知》、《劝留记录》和《学生退学申请批复信》

## 6.7 COURSE DEFERMENT POLICY, PROCEDURES & FORM

### Course Deferment Policy

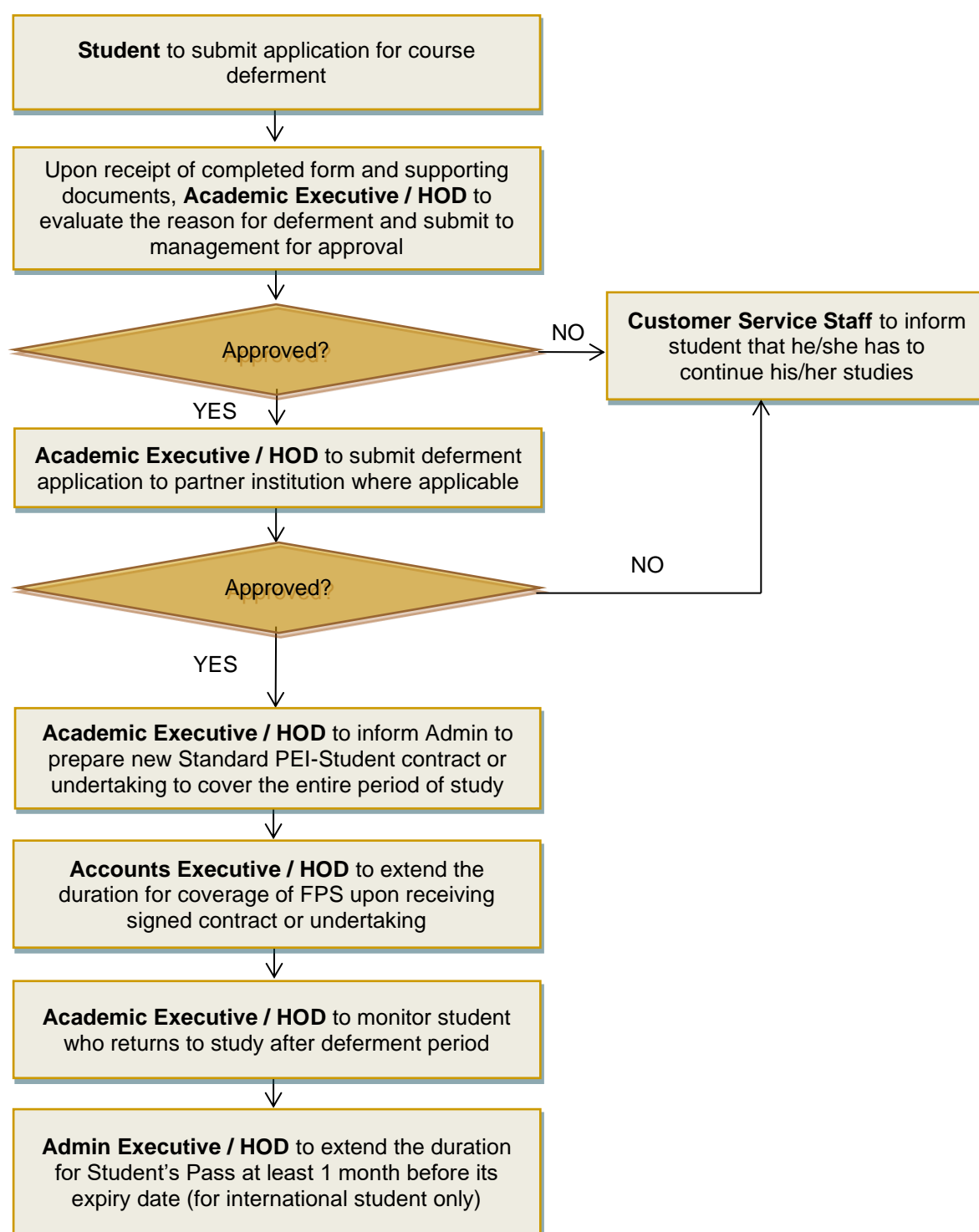
- a. All requests for course deferment can be made by filling up the Application for Course Deferment form, and attaching supporting documents. Application and supporting documents must be submitted to DIMENSIONS at least 2 weeks before the commencement date of course/semester.
- b. Students are only 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.
- c. 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.
- d. Upon approval, the student is required to sign a new Standard PEI-Student Contract or undertaking to extend the period of study.
- e. The request for course deferment is not granted automatically and DIMENSIONS does not guarantee the relevant course to be conducted upon the students' return.
- f. Company-sponsored students must attach written approval from their company.
- g. 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

- a. 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.



## Course Deferment Procedures



Note:

1. It is mandatory to obtain the parent's/legal guardian's written consent if student is under 18 years of age.

## Sample of Course Deferment Form:



**DIMENSIONS**

### 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

CSE38-1

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

Page 1 of 1

## 6.8 DISPUTE RESOLUTION POLICY, PROCEDURES & FORM

### 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).

A student dispute may arise from any aspect of a student's educational experience at DIMENSIONS which they believe to be unfair, unjust or unreasonable. Where collaboration partner or DIMENSIONS procedure exist for dealing with students' academic matters (e.g. appeal against results), then these will take precedence over the Dispute Resolution Procedure.

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 Head of Customer Support Services (HODCSS). The HODCSS will analyse all feedback received and provide a solution with appropriate action within 24 hours.

#### STEP 2:

If the solution rendered was satisfactory, the HODCSS will file a record for management review on continual improvement. In the event that solution rendered is unsatisfactory, the matter will be raised and re-reviewed by the HODCSS and Management Team. A proposal with the appropriate action will be given within 21 working days.

#### STEP 3:

If the dispute is unresolved, either party may channel their concerns to Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) or the Small Claims Tribunal for mediation.

## Sample of Student Feedback & Complaint Form:



**DIMENSIONS**

### FEEDBACK & COMPLAINT FORM

反馈/投诉处理表格

#### Name and Contact Details

Name 姓名:		Date 会面日期:
Contact No 联系电话:		Time 时间:
<b>For Students Only</b>		
Student's Pass No 学生证号:	Class 学生班级:	Course Commencement Date 入学日期:

#### Channel and Type of Feedback

Feedback Channel 见面/会谈途径: *e-mail / Walk-in / Telephone 电邮/面对面/电话 Others (Please specify) 其他 (请注明): _____
Type of Feedback(s) 反馈类别: *Course Fees / Teachers / Staff / Facilities 学费/老师/职员/设施 Others (Please specify) 其他 (请注明): _____

#### **For Office Use Only: Section A (to be completed and responded within 24 hours)**

Summary of Contents 反馈或投诉内容摘要:	
Complainant Signature 投诉者签名: Date 日期:	CSS Executive Signature 学生事务员签名: Date 日期:
Investigation, solution and action 调查结果与处理:	
Senior HOD of CSS Signature 学生事务经理签名: Date 日期:	
Further Investigation / Action by HOD of CSS / DOM (if necessary) 进一步调查/学生事务经理或营销董事介入处理(如果需要):	
HOD of CSS / DOM Signature 学生事务经理或营销董事签名: Date 日期:	

#### **Section B (to be completed within 21 days upon feedback received)**

Respond to Complainant 给投诉者的答复:	
Result: Complainant *Agreed / Not agreed to the solution and action (proceed to mediation channel) 处理结果: 投诉者* 接受 / 不接受 (寻求调解中心)	
Complainant Signature 投诉者签名: Date 日期:	HOD of CSS / DOM 学生事务经理或营销董事签名: Date 日期:

\*Delete Not Applicable Items 删除不适用的项目

## **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 CPE. 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.

## **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](mailto:alumni@dimensions.edu.sg)

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### **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](mailto:hr@dimensions.edu.sg)

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

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## 序 言



我们编辑这本《学生手册》的主要目的，在于向博偉国际教育学院的学生提供便捷和实用的指导，让学生对于本学院目前的设施与服务、政策、程序、规章与制度有充分的了解。

有了这本《学生手册》，即表示你已经详细阅读其所有的内容，并清楚了解所有在本学院就读的相关要求，以及各种教学设施的用法。如果你遇到任何疑问或需要任何帮助，可以向本学院的学生事务部询问，学生事务部的老师很乐意为你提供帮助。

欲知更多最新、正确和完整详情请查阅网站：

<https://dimensions.edu.sg/zh-hant/>

我们祝愿每一位学生都能够在本学院快乐地学习，最重要的是能够完成自己的学业，实现自己的理想，在未来的人生道路上获得成功！

学院管理层  
博偉国际教育学院  
2021 年 09 月



## 校长致辞

热烈欢迎你来到博偉国际教育学院！我们相信，成为博偉的学生是你明智的选择。

博偉拥有三大独立校园，拥有现代化的学习及教育设施，能够满足学生的学习需求。我们拥有宽敞的空调教室、物理/化学/生物实验室、用来举办讲座和研讨会的礼堂、可以免费上网的图书馆、适用于酒店/餐饮管理等课程的实习样板室和多媒体电脑室，这些都是学院的重要室内设施。为了让学生的学习之余可以放松身心，我们在校园里建设了大操场、篮球场和羽毛球场。三大独立校园均有无限网络覆盖。学院的餐厅提供中西餐，满足了各个国籍的学生与教职员的需求。校园内绿树成荫，景色优美，能让学生与老师在休息时交流，促进感情与相互了解。

本学院的主要课程如学术英语课程不仅满足了学生提高英语的特定需要，也为学生学习本院的其他课程奠定了基础。语言学院设立在市区分院。本学院所提供的酒店和餐饮管理证书、大专及本科文凭课程为学生提供了职业和技能培训。此外，本学院提供的大专文凭和本科文凭课程为学生提供了进一步发展的途径。

本学院不仅拥有完善的硬件设施，而且拥有敬业、热情和勤奋工作的行政人员，拥有教学经验丰富、专业合格的本地和外籍教师，以及拥有一个有热情、有勇气的管理团队。有这么一群能与你一起奋斗与分享经验的人，相信你在博偉能够体验到我们优质的服务和多样化的教学。保持学术水准和职业水平、帮助学生树立正确的价值观和做事原则、培养学生的社交能力和自信，以及帮助学生养成良好的学习和工作习惯，所有这些都反映了博偉的使命与愿景。

现在，你已经是博偉的一名学生，我们会尽力帮助你顺利完成自己的学业。作为博偉学子，你有责任努力学习，除了上课认真听讲、按时完成老师布置的作业外，你还需要利用业余时间预习和温习功课。当你远离自己的亲人和朋友时，你更需要有独立性和自觉性，分配好学习和娱乐的时间，在此过程之中，不仅学到了知识，而且锻炼了自己的能力！这将是你在博偉获得的收益。

此去经年，无论你在哪里，无论你在做什么，回头看看，在博偉学到的知识、在博偉结识的老师和朋友、在博偉留下的青春记忆，都值得你珍惜和回味一生。

Mr. Henry Chan  
博偉国际教育学院校长  
2021 年 09 月

## 第一部分 • 关于我们的学院

### 1.1 学院简介

博偉国际教育学院（简称博偉），前称“博偉工商管理学院”，成立于1980年。由于发展需要，博偉国际教育学院不断扩展校园规模，至今已成为拥有三大独立校园的私立教育学院。

#### 三大校区地址：

- 新加坡罗兰路58号（总院）
- 新加坡惹兰树群2号（武吉知马分院）
- 新加坡里巴巴利路277号（市区分院）

三大独立校园占地面积332,000平方英尺，学院拥有现代化的教学楼、空调教室、酒店样板室、篮球场、操场、羽毛球场、大礼堂、阶梯教室、多媒体电脑室、图书馆、物理/化学/生物实验室、音乐室、美术室等完善的硬件设施，并且拥有一个专业合格的教师队伍，所有这些都充分显示了博偉国际教育学院致力于为学生提供一个良好的教育环境。

#### 下属4所分院

目前，博偉国际教育学院下属4所分院，分别为语言学院、博偉高级中学、酒店管理学院、高等教育学院。4所分院提供多种课程，以满足学生的需要。

#### 资质证书

经过多年苦心孤诣的经营博偉获得了以下认证：

- 新加坡私立教育理事会（CPE）颁发的四年 EduTrust 教育信托认证（4-Year EduTrust Certification）；
- 新加坡标新局颁发的新加坡素质评级星级认证（Singapore Quality Class Star）；
- 新浪教育颁发的“2020年度品牌影响力海外学校”大奖。

在 JobsCentral Learning 的年度私立学院提供学习培训和教育发展奖项评选中获颁五大奖项：

- 2018/2017 年度新加坡最佳酒店和旅游管理私立学院
- 2018/2017 年度新加坡金牌级商务管理私立学院
- 2018/2017 年度新加坡金牌级西餐烹饪管理私立学院
- 2018 年度新加坡金牌级会计专业私立学院
- 2018 年度新加坡金牌级餐饮管理私立学院

#### 优质的服务

学院拥有一支由近百名全职和兼职老师组成的专业合格的教师队伍，为来自不同国家和地区的学生提供多样化的课程。学院会招收不同国籍的学生，让学生互相学习。通过多元文化的接触，学生既可以增长见识，又可以掌握好学习方法，充分感受到新加坡“文化大熔炉”的魅力。

学院设置了学术委员会和考试委员会，以确保学院开设课程的学术水准。学院所有任课教师均由学术委员会任命，并且均在新加坡私立教育理事会（CPE）注册，拥有授教该课程所要求的学历。专业合格的师资队伍能够帮助从博偉毕业的每位学生获得充分的知识技能，为其将来进一步发展奠定了坚实的基础。

为开拓更广阔的留学市场，吸引更多留学生，我们在中国、越南、印度、韩国和缅甸等国家设立了海外办事处。我们致力于为学生提供优质服务，帮助学生规划提升之路。博偉国际教育学院始终坚持视教育质量为本，尽心尽力帮助学生及激发学生的学习热情。

## 1.2 校园及设施

### 市区分院

市区分院成立于 2011 年 8 月，是最新建立的一所分院。市区分院坐落在市中心，距离新加坡的购物中心乌节路只有几分钟的路程。

市区分院的学生体验异彩纷呈、生气勃勃都市生活的同时还全面提升专业知识技能。

### 市区分院的设施

教室	25
培训样板间	2
学术资源中心	1
餐厅	1
停车场	1

### 武吉知马分院

武吉知马分院成立于服务行业发展迅速时期—2009 年 3 月。

武吉知马分院致力于帮助每位学生获得理论知识和实践技能，为其将来进一步发展奠定了坚实的基础。

### 武吉知马分院的设施

教室	34
美术室	1
音乐舞蹈室	1
羽毛球场	2
计算机室	1
图书馆	1
大礼堂	1
阶梯教室	1
餐厅	1
停车场	1

### 总院

博偉的总院也被称作高文校区。总院坐落在东北线（紫线）的高文地铁站附近，只需几分钟的路程就能走到。

在总院学生们能够结交一群勤奋好学的朋友，一起备战每年度的重要考试。

### 总院设施

教室	80
美术室	1
计算机室	1
实验室	2
图书馆	1
阶梯教室	1
餐厅	1
篮球场	1
停车场	1
音乐室	1

### 语言学院和高等教育学院

语言学院开设 6 个级别的学术英语课程，由以英语为母语国家的全职英文老师授课。高等教育学院主要开设企业管理、会计金融、生物医学、平面设计等从证书到硕士文凭的课程，这些课程多与海外机构/大学合作，例如英国利物浦约翰摩尔斯大学、英国德比大学和英国卡迪夫城市大学等。

### 酒店管理学院

酒店管理学院主要开设酒店管理、餐饮管理等从证书到大专文凭及本科文凭的课程。为了更好地为学生开展实践操作课，学院专门建有酒吧、餐馆、前台、客房样板室。

### 博偉高级中学

博偉高级中学主要开设剑桥国际中/小学课程（可额外选修 AEIS 英文和数学科目）、新加坡剑桥 GCE “O” 水准预备班课程、新加坡剑桥 GCE “A” 水准预备班课程和剑桥国际 AS 和 A 水准课程等。博偉高级中学为想报考新加坡公立院校的学生提供相关课程，并协助学生做好充分的准备以应付每年度的考试。



#### 1.4 愿景、使命、核心价值观和企业文化

##### 愿景

成为私立教育领域里为学生提供非主流教育的翘楚

##### 使命

致力于激发学生的学习热情

##### 核心价值观

##### 奉献

衷心承诺在各个方面为学生提供优质的服务

##### 责任感

为学生提供的课程与服务透明化并负责任

##### 诚信

为学生提供一致和可靠的服务，达到教育信托保障计划的要求

##### 企业家精神

在学院不断发展的过程中，时刻体现企业家精神

##### 企业文化

为学生提供优质服务

## 1.5 学术委员会与考试委员会

### 学术委员会

博偉国际教育学院学术委员会成立于 2009 年 5 月，其主要职责是审核本院有关学术质量方面的政策和程序开发并确保学院提供的每一个课程拥有良好的学术质量，包括确保本院的学术水平和批准学院的任课教师。学术委员会由主席 A/Prof. Seow Hong Pheow 和其他学者组成。

### 职能

1. 开发和审查所有有关学术事宜的相关政策和程序，比如开发和审查各种确保学术质量的措施等。
2. 确保学院执行和遵守学术政策和程序。
3. 开发并确保学院提供的每一个课程拥有良好的学术质量，内容包括但不限于以下几点：
  - 课程科目或单元内容
  - 学制
  - 入学要求和毕业条件
4. 根据私立教育法案第 26 款条例的规定，审核教师的最低资质和经验，批准学院开设或提供的任何课程或科目或单元教师的聘用。
5. 每年至少一次审查与学术相关的政策和程序

### 学术委员会成员：

姓名、头衔和资质	职 位
<b>A/PROF. SEOW HONG PHEOW</b> <ul style="list-style-type: none"> <li>• M Eng SC, B Eng (Hons), C Eng, MIMMM</li> <li>• Consultant and Former Assoc Professor, School of Material Science &amp; Engineering, NTU</li> </ul>	主席 & 委员
<b>DR. DANNY LAM KWONG-FOO</b> <ul style="list-style-type: none"> <li>• DBA. MBA , MIMC, CIMC</li> <li>• Former Divisional Director, SPRING</li> <li>• Management Consultant</li> </ul>	委员
<b>Mr Antony William Lawrence Davies</b> <ul style="list-style-type: none"> <li>• MA (Edn), BA, BSc, BEd, AAT</li> </ul>	委员（外部学术审核员）
<b>MR. HENRY CHAN KWEE SHENG</b> <ul style="list-style-type: none"> <li>• BE (Mech), NUS</li> <li>• Managing Director &amp; Principal (DIMENSIONS)</li> </ul>	秘书 & 委员

### 考试委员会

博偉国际教育学院考试委员会成立于 2009 年 5 月，其主要职责是开发本院的考试和评估程序，包括监控考试，确保试卷的保密安全，确定考试和评估的分数线以及处理学生的考试成绩申诉事宜。考试委员会由主席 Mr. Seah Kim Swee 和其他学者组成。

### 职能

1. 考试委员会的主要职责是开发本院的考试和评估程序，内容包括但不限于以下几点：
  - 制定考卷与答案的安全保密措施
  - 监控考试和评估
  - 制定监考官和批卷者的职责与责任
  - 确定考试和评估等级的分数线
  - 处理并审查学生的考试成绩申诉事宜
2. 每年至少一次审查与考试相关的政策和程序。

### 考试委员会成员：

姓名、头衔和资质	职 位
<b>MR. SEAH KIM SWEE (BBM)</b> <ul style="list-style-type: none"> <li>• M Bus. (Accounting) FCIS. CPA (Aust)</li> <li>• Legend, Victoria University, Melbourne</li> <li>• Company Director</li> </ul>	主席 & 委员
<b>MR. GARY LEE YUM FUN</b> <ul style="list-style-type: none"> <li>• MSc (Engineering, Production &amp; Management)</li> <li>• Former Principal Lecturer, Singapore Polytechnic</li> </ul>	委 员
<b>DR. LER BOON CHONG</b> <ul style="list-style-type: none"> <li>• PhD. MSc. BSc.</li> <li>• Director of Quality Management (DIMENSIONS)</li> </ul>	秘书 & 委员

## 第二部分·关于新加坡留学

### 2.1 新加坡基本信息

国家名称:	新加坡共和国
首都:	新加坡
地理位置:	位于马来西亚和印度尼西亚之间的一个岛国
国土面积:	约 725.7 平方千米 (2021)
最高点:	武吉知马山 163.36 米
气候:	热带, 全年夏天, 每年 12 月至 3 月和 6 月至 9 月为雨季
政府体制:	议会共和制
主要产业:	电子、化工、金融服务、石油钻井、石油精炼、橡胶加工和生产、食品饮料加工、船舶修理、海上平台建设、生命科学、转口贸易
货币:	新币
人口:	569 万 (2020)
平均年龄:	39.6 岁
平均寿命:	82.8 岁
种族:	华人占 74.3%、马来人占 13.3%、印度人占 9.1%、其他人种占 3.2%
语言:	马来语、华语、泰米尔语和英语这四种语言是官方用语言, 马来语是新加坡的国语
宗教信仰:	佛教 33.3%、伊斯兰教 14.7%、基督教 18.3%、道教 10.9%、印度教 5.1%、其他宗教 0.7%、无宗教信仰 17%
文化程度:	15 岁以上的人口中具备读写能力的占 97.1% (2020)
国家代码:	+65
互联网国家代码:	.sg

欲知更多最新详情, 请参考新加坡统计局网站: <https://www.singstat.gov.sg/>

### 2.2 新加坡教育

新加坡拥有一个安全、稳定、守法和以知识为基础的现代化学习环境, 非常有益于教育事业的发展。新加坡崇尚卓越的教育制度, 其教育体制是从英国传统的教育制度中发展而来的, 既推崇因材施教的教育方针, 也致力于培育精英人才。

同时, 新加坡政府所推行的双语政策和所设立的一系列培养学生创新精神和企业家精神的课程, 是新加坡教育体制的有力后盾。双语政策和注重培养创新精神的教育体制使学生们能获得相关的技术和能力, 在竞争日益激烈的环境中立足, 开创更灿烂的明天。

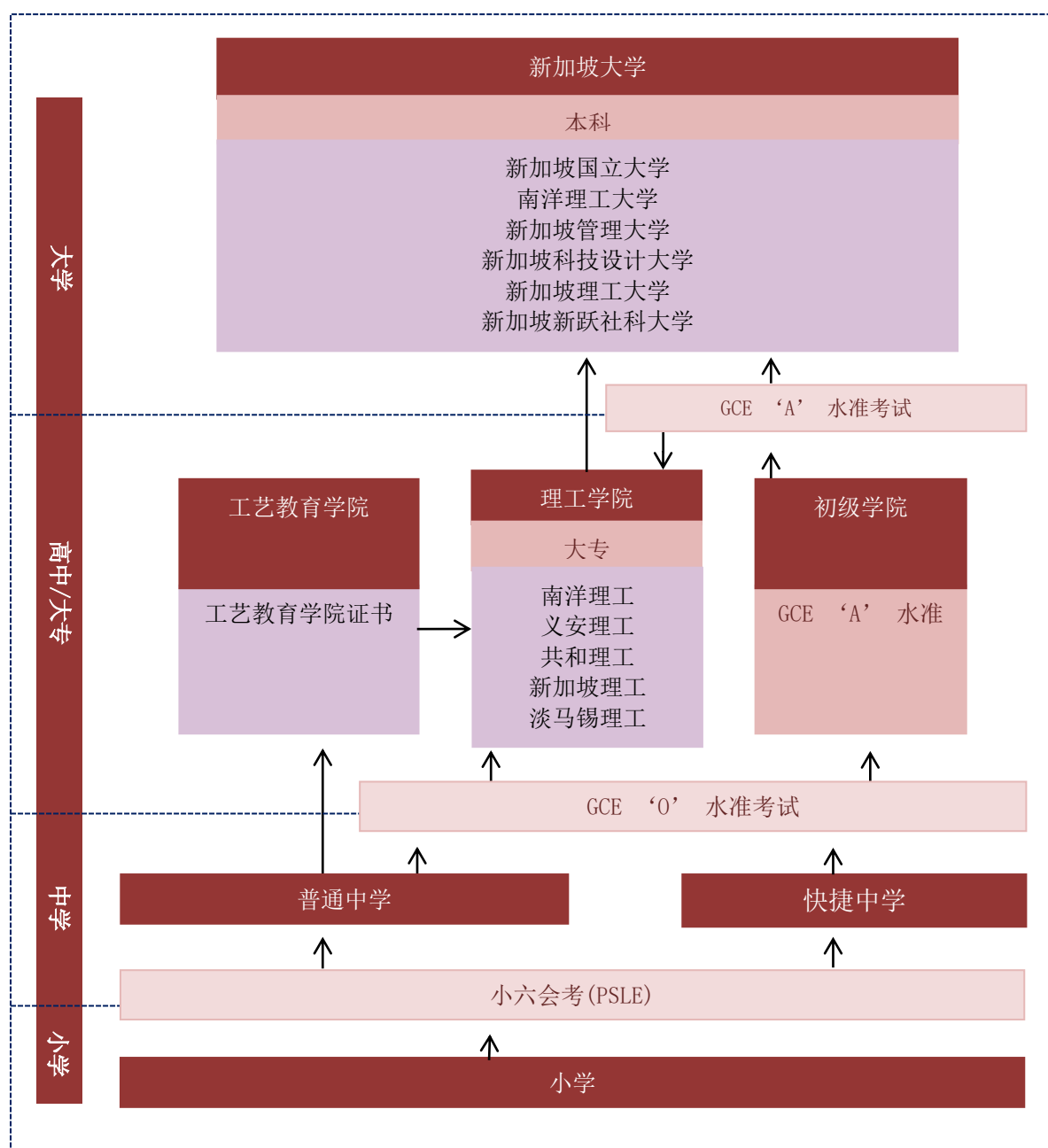
在高等教育中, 新加坡拥有 6 所非常出名的大学。新加坡还吸引了 10 多家世界一流的学府在新加坡设立教育和研究中心。

在新加坡有很多提供专业技能培训的教育机构。毕业生们即使踏入社会工作后, 也会有很多机会参加各种培训, 不断提升自我。

因此, 留学生们, 尤其是亚洲其他地区的学生们会发现新加坡是学习和工作的理想地点。相信新加坡这个城市国家能成为你接受成功教育的理想环境。



## 2.3 新加坡的教育体系



### 备注:

1. 毕业生要想升入更高一个级别就读，需要达到其报读院校的入学资格。各院校根据毕业生的情况，择优录取。
2. 欲知更多有关新加坡教育体系的详情，请参考新加坡教育部网站：

[www.moe.gov.sg](http://www.moe.gov.sg)



## 2.4 有关国际学生的相关法律

凡是持有学生准证的国际学生必须遵守以下条例：

- a. 学生的出勤率必须达到 90%以上，不可连续七天旷课。
- b. 学生在领取学生准证后，不得从事任何有薪或无薪的工作（例如：非法工作），不得违反学生准证申请表格和批准信里的任何规定。
- c. 学生准证到期后，学生不能继续在新加坡逗留。博偉国际教育学院将通知新加坡移民与关卡局该学生的离境日期和方式。
- d. 学生的学生准证必须被新加坡移民与关卡局批准后，才可获准上课。
- e. 学生只能按照学生准证上所规定的学院及课程上课。
- f. 学生必须在课程结束后的 7 天之内，把学生准证退还给学院以做必要的处理。

备注：

1. 欲知更多有关新加坡移民与关卡局的条例，请参考新加坡移民与关卡局网站：[www.ica.gov.sg](http://www.ica.gov.sg)

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## 2.5 相关政府机构网站

### 私立教育理事会（CPE）

欲了解以下更多学费保障计划（FPS）、标准 PEI-学生合同、医疗及意外保险和争议解决方案的详情，请参考私立教育理事会网站：

[www.ssg.gov.sg](http://www.ssg.gov.sg)

### 新加坡教育部（MOE）

欲知更多有关新加坡教育部的详情，请参考新加坡教育部网站：

[www.moe.gov.sg](http://www.moe.gov.sg)

### 新加坡人力部（MOM）

欲知更多有关国际学生实习和工作的信息，请参考新加坡人力部网站：

[www.mom.gov.sg](http://www.mom.gov.sg)

## 第三部分 • 学术相关事宜

### 3.1 学术条规

#### 3.1.1 博偉入学要求

学院根据学生的年龄、最高文凭和英语水平这三方面评估学生是否符合入学资格，不同级别课程的入学要求是不一样的。如果未来学生填写的留学申请表或递交的相关申请材料中有任何虚假或伪造的成分，学院将拒绝未来学生的留学申请。

#### 3.1.2 课程指导

学生将通过课程指导清晰和准确地了解所要就读课程的相关信息。开课第一周学院会为新生安排课程指导。学术部老师会向新生详细介绍课程计划、课程表、评分标准、考试方式、考试时间、考试地点和其他有关的学习事项。

入读博偉与英国大学合作开办的课程时，学生可获得登录该大学的学生系统账户信息，能够从中得到和了解相关的学术文件和信息，例如《操作指南》。

希望学生能够通过所报读课程的考试和课业评估，顺利毕业。

#### 3.1.3 出勤率

国际学生和本地学生的出勤率至少要达到 80%以上才可以参加校内或校外考试，国际学生出勤率至少要达到 90%以上才能够获得新加坡移民与关卡局的批准续签。学生在续学生准则时因出勤率低于 90%被拒，学院无需承担任何责任。

#### 3.1.4 课程入学资格和要求

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### 高等教育学院 & 酒店管理学院

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酒店管理学院的大多数课程都要求学生通过实习考核，而高等教育学院的大多数课程以理论考试和写论文的形式评估学生。

#### 考试资格

国际学生和本地学生的出勤率必须达到相关规定，方有资格参加所报读课程的考试。具体内容在本手册 3.1.3 出勤率部分有详细说明。

#### 考试日期

学生递交专题作业和/或参加考试的时间可安排在课程期间和/或学期末，根据学院学生所报读的课程来决定。

#### 考试规章制度

学生必须遵守学院考试的规章制度。在课程期间，学院会向学生详细地介绍考试的规章制度。

#### 作弊行为

学生在考试中作弊或抄袭专题作业将会受到学院的处分。

## 博偉国际教育学院学生作弊行为处理程序

按以下步骤处理学生作弊行为

步骤 1:当老师怀疑学生有作弊行为时，先与学生进行面对面沟通从而了解情况。根据沟通掌握的具体情况，老师将写成一份报告递交给学术部主管，同时递交与作弊行为相关的证据。

步骤 2:学术部主管负责接管作弊案件，并进行调查，从而找出更多证据（如需）。如需学生做出辩解，校方将正式通知学生并要求其在五个工作日内给出合理的回复并提供相关证据。

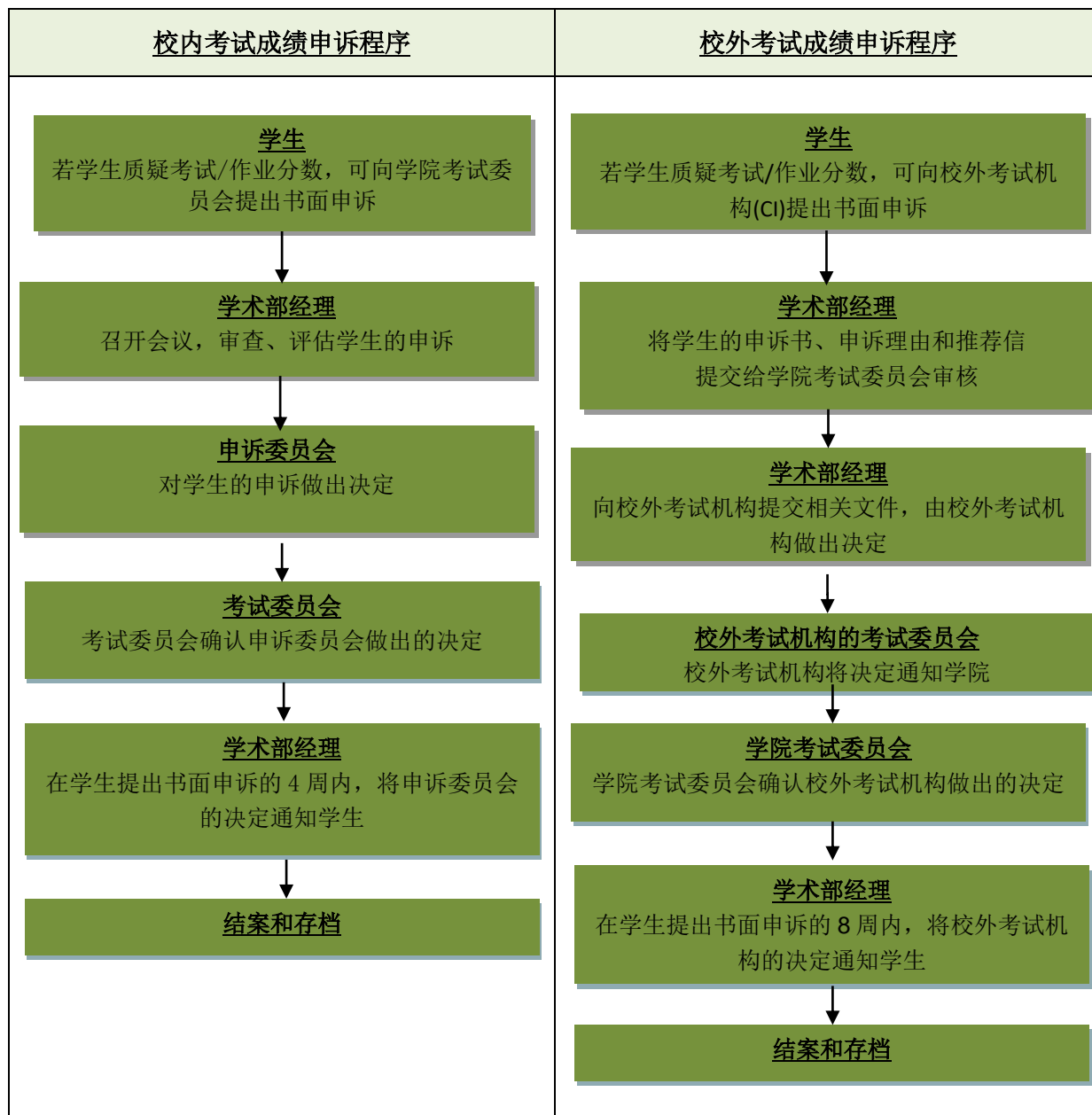
步骤 3: 学术部主管将作弊案件递交给学术部经理/董事负责处理，最终处置结果经考试委员会和学术委员会开会进行商讨。如该案件被认定为作弊行为，将做零分处置。该单元的老师收到通知后，将给学生的分数打零分。

步骤 4:校方将通知学生考试委员会和学术委员会的处置结果。根据博偉/合作大学/颁证机构所适用的补考规定，该学生不一定有机会参加补考。

欲知有关学术处置争议的政策和程序，请参考相关课程手册。

### 学生考试成绩申诉程序

若学生质疑考试/作业分数，可向学院提出申诉。学生需缴纳申诉费，若审查后发现学生的分数确实有失准确，申诉费可能会返还给学生。 请参考以下校内考试和校外考试成绩申诉程序。



注：学生对每个单元的考试成绩申诉将缴纳适当费用，如果申诉成功该费用将退还学生。

## 语言学院 & 博偉高级中学

语言学院和博偉高级中学的大多数课程都需通过考试才能获得相关机构颁发的证书或考试结果通知书。

### 考试资格

国际学生和本地学生的出勤率必须达到相关规定，方有资格参加所报读课程的考试。具体内容在本手册 3.1.3 出勤率部分有详细说明。

### 考试日期

请参考以下考试时间安排表：

课 程	考试日期
学术英语课程 (CAE)	每个级别末参加考试，6 个级别统一组织考试
入新加坡政府中/小学预备班课程	AEIS: 9 月/10 月（以当年新加坡教育部网站 <a href="http://www.moe.gov.sg">www.moe.gov.sg</a> 公布日期为准） S-AEIS: 2 月/3 月（以当年新加坡教育部网站 <a href="http://www.moe.gov.sg">www.moe.gov.sg</a> 公布日期为准）
剑桥国际小学课程（一年级）或 剑桥国际小学课程（二年级）或 剑桥国际小学课程（三年级）或 剑桥国际小学课程（四年级）或 剑桥国际小学课程（五年级）或 剑桥国际小学课程（六年级）	季度考试和期末考试（艺术课只包含季度作业，体育课无需考核评估） 有关最新、正确和完整详情请查阅网站： <a href="http://www.cambridgeinternational.org/">www.cambridgeinternational.org/</a> 。
新加坡剑桥 GCE “O” 水准预备班课程	具体考试日期以当年新加坡考试与评鉴局网站 <a href="http://www.seab.gov.sg">www.seab.gov.sg</a> 公布的日期为标准  每年的 3 月中下旬报名考试，每年 5 月（考华文笔试），每年 6 月/7 月（考华文听力及口试），每年 8 月（考英文听力及口试），每年 10 月/11 月（考英文、初级数学、高等数学、物理、会计/化学笔试）
新加坡剑桥 GCE “A” 水准预备班课程	具体考试日期以当年新加坡考试与评鉴局网站 <a href="http://www.seab.gov.sg">www.seab.gov.sg</a> 公布的日期为标准  每年 3 月报名考试，每年 5 月（考华文笔试），每年 7 月（考华文听力及口试），每年 10 月/11 月（考物理/化学实验部分），每年 11 月/12 月（考理解与写作、数学、物理、化学和中国通识笔试）

课 程	考试日期
剑桥国际初中课程	<p>剑桥国际初中课程（中一&amp;中二）：</p> <p>-每年 1 月开始报名参加同年 5 月份的剑桥国际初中课程（中一&amp;中二）考试</p> <p>-每年 6 月开始报名参加同年 10 月份的剑桥国际初中课程（中一&amp;中二）考试</p> <p>剑桥国际初中课程（中三&amp;中四）：</p> <p>-每年 2 月开始报名参加同年 6 月份的剑桥国际中学教育普通证书考试</p> <p>-每年 8 月开始报名参加同年 11 月份的剑桥国际中学教育普通证书考试</p> <p>具体考试日期以当年剑桥国际考试委员会公布的日期为标准。有关最新、正确和完整详情请查阅网站：  <a href="http://www.cambridgeinternational.org/">www.cambridgeinternational.org/</a>。</p>

### 考试规章制度

学生必须遵守学院考试的规章制度。在课程期间，学院会向学生详细地介绍考试的规章制度。

### 作弊行为

如果学生在考试中作弊或找人代考，学生可能被驱逐出考场或失去参加下一场考试的资格。

### 3.1.5 成绩公布日期

课 程	成绩公布日期
高等教育学院课程	最后一次课业评估结束三个月内
酒店管理学院课程	最后一次课业评估结束三个月内
学术英语课程 (CAE)	参加级别末考试完毕后的三个月内
剑桥国际初中课程	最后一次课业评估结束三个月内
入新加坡政府中/小学预备班	参加 AEIS 考试成绩合格的学生在考试后第二年的 1 月将由教育部统一分配进入政府中/小学。参加 S-AEIS 考试成绩合格的学生有可能在考试当年的 4 月或 5 月由教育部统一分配进入政府中/小学
新加坡剑桥 GCE “O” 水准预备班	约为考试后第二年 1 月/2 月
新加坡剑桥 GCE “A” 水准预备班	约为考试后第二年 2 月/3 月

### 3.1.6 实习条例（酒店管理学院）

大多数酒店管理类课程的学生需参加 6 个月在星级酒店、度假村、俱乐部或餐馆的实习。学生必须年满 18 周岁且达到 90% 以上的出勤率，学院才会安排实习。学生必须完成并通过所有理论和实践课程的考试，还需要通过学院的面试评估（包括实习技能测试和面试技能测试）。如果学生自愿放弃实习机会或因个人原因被实习中心解雇，院方将不再安排任何实习。学生的实习准证能否被批准由新加坡人力部（MOM）决定，本院和实习中心不保证实习准证申请的成功率。学生一旦符合实习条件且进入实习安排流程，如果出现自愿放弃实习或者被实习中心解雇的情况，实习单元的考核不合格。学生要想取得最终的文凭，必须重修实习单元，该单元将以研究报告（Research Project）的形式完成，学生需向学院支付实习单元的重修费和续签学生准证的费用。

### 3.1.7 学校假期

除了新加坡的公共假期以外，本学院不执行新加坡教育部规定的学校假期。学院会在学生在校期间通知学生每学期的假期或新加坡公共假期。

## 第四部分 • 学生支援服务

### 4.1 学院承诺

在博偉国际教育学院，每个学生对我们来说都同样重要。我们秉承教育质量原则的同时，也密切关注学生的福利状况，关注学生的整体发展，帮助学生合理安排学习生活时间。我们积极鼓励学生努力让其学习旅程充满欢乐。

本学院不仅有一批专业的、训练有素的咨询人员为学生处理入学等问题，而且其他部门员工也随时准备竭诚为学生服务，比如行政部门会协助学生体检等。不仅如此，学院还会组织茶话会，通过双向互动的方式来加强学院和学生之间的交流，从而获得更多学生的反馈意见。

博偉国际教育学院的每一位员工、代理、海外办事处代表都始终坚持把为本学院各学习层次的学生提供优质服务视为己任，全心全意为学生服务。如果学生遇到任何困难，请随时向学院相关部门人员寻求帮助。

### 4.2 提供的学生支援服务

范围	描述
完备的基础设施	新加坡科技研究局（A*star）的实验室
	学术资源中心
	图书馆和参考书
	视听资源
	电脑（图书馆）
	无线网络
	空调教室
	样板房
	物理化学实验室
	食堂、自动售货机
	体育设施
	学习场所
	急救室
	电脑室
	阶梯教室
	停车场
	户外活动场所（高文校区）
舒适的教学环境	环境安全与卫生
	定期维护环境（割草/防治虫害等）
	消防演习、消防安全讲座
	一般医疗保健讲座
	高文校区花园便捷通道



范围	描述
申请入学和入学指导	申请入学服务
	学生准证申请和领取
	接机服务
	学院入学指导
	学生体检协助
	更新学生资料
	住宿咨询
	校车服务（仅适用于剑桥小学课程学生）
学生保护	医疗保险
	退款
	中途转换课程/退学/课程延期
	考试成绩申诉程序
	学生信息的保密和安全
	争议解决方案
	反馈和投诉处理
	学费保障计划
学术支持及全面发展	课程指导
	学习表现监控
	实习
	体育委员会、运动会
	免费学术支持： <ul style="list-style-type: none"> <li>- 英语加强课</li> <li>- 课后补习</li> <li>- 拓展活动</li> <li>- 节日庆典</li> <li>- CIP 活动</li> <li>- 学术写作研讨会</li> <li>- SPSS 研讨会</li> </ul>
	毕业典礼
	与咨询委员会的茶话会
	雅思考点

范围	描述
辅导	学前辅导
	一般辅导
	专科医疗服务咨询
	心理辅导
	出勤监督
	学术辅导
升学与就业指导	就业指导
	参观理工学院
	校友会
	GCE O /A 水准经验分享会
	升学规划
反馈与交流	学生满意度调查
	学生茶话会
	与第三方争议的咨询
	一般咨询服务
	网站（中文和英文）
	学生热线
	Facebook
	Twitter
	Instagram
	LinkedIn
	毕业生就业调查
	本科和硕士生的学术反馈交流会
	家长会（仅适用于剑桥小学课程学生）
	ClassDojo 教育软件（仅适用于剑桥小学课程学生）

### 4.3 新生入学指导

为帮助学生调解情绪，更快地融入到新加坡，融入到博偉国际教育学院，对于每位新生，学院都将进行入学指导培训。入学指导培训的内容主要包括对新加坡文化地理情况、相关法律及医疗保险、学院规章制度的介绍等，以及作为学生需要遵守的纪律条例等。我们还鼓励学生与来自其他国家的学生合作交流，感受多元文化，全面发展。

我院的课程咨询部和学生事务部的职员将给学生提供多方位的学习生活指导。为了让学生更加全面地了解和熟悉校园环境，学院会安排新生参观学院。

若在新生入学指导中，学生遗忘或忽略了某些重要信息，学生可以参考本手册后面部分的内容，例如学院规章制度等。

在做入学指导时，请您参考下一页的《新生入学指导》表格样本。

《新生入学指导》表格样本(第一页):



**DIMENSIONS**

**ORIENTATION PROGRAMME FOR NEW STUDENTS**  
**新生入学指导**

ITINERARY 日程活动	CHECKLIST 核对表
<b>1. About Our College 关于我们的学院</b> 1.1 Know the Customer Service Executives and Customer Support Service Executives 会见院方课程咨询顾问和学生事务执行员 1.2 Brief on Vision, Mission, Core Values and Culture 介绍学院愿景、使命、核心价值观和企业文化 1.3 Tour College's facilities 参观学院设施	<input type="checkbox"/>
<b>2. About Singapore (for International Students) 关于新加坡 (国际学生)</b> 2.1 Brief on Relevant Singapore Laws 介绍新加坡的相关法律: a. Immigration Requirements (for Student's Pass Holders) 入境要求 (学生准证持有者) b. Traffic Regulations 交通法规 c. Drugs and Alcohol Abuse 吸毒和酗酒 d. Non-Smoking Requirement 禁止吸烟规定 e. General Singapore Laws 新加坡的相关法律 2.2 Brief on Public Transport System and costs of living 介绍新加坡的公共交通系统及生活和消费水准	<input type="checkbox"/>
<b>3. Medical Matters 相关医疗事宜</b> 3.1 Compulsory Medical Insurance for all students 所有学生的强制性医疗及意外保险 3.2 Brief on Medical Insurance Coverage 介绍医疗及意外保险保障的范围 3.3 Inform date and time for Medical Check-up 通知体检的日期与时间 3.4 Brief on General Healthcare Services 介绍新加坡的一般医疗服务	<input type="checkbox"/>
<b>4. College Rules and Regulations 学院规章与制度</b> 4.1 Brief on College Rules and Regulations 介绍学院的规章与制度	<input type="checkbox"/>
<b>5. Course Information 课程资讯</b> - Organization Awarding the Certificate 颁证机构 - Certification Award 课程证书 - Course duration and assessment schedule 学制及评估程序 - Course Modules and Outlines 课程简介及课程单元 - Teaching and assessment methods used 教学及考试方式 - Admission Requirements and any exemption (if applicable) 入学要求及豁免条件 (如需) - Placement Test (if necessary) 英文测试 (如需) - Promotion, award criteria and special conditions (if any) 优惠及奖励标准, 包括附加条款 (如需) - Teacher : Student Ratio 师生比例 **In the first week of studies, the students will be briefed by the Academic Staff on full details of the course including scheme of work, timetable, assessments and grading, assessment and exam dates and venue and many other academic matters, using an induction program checklist. **在开课的第一周, 学院的课程指导教师将会根据课程指导核对表上所列明的提要, 为学生详细介绍所选课程的内容概要、开课时间、课程安排、考评方式、考试日期、上课地点及其他有关的学习事项	<input type="checkbox"/>
<b>6. Fee Protection Scheme 学费保障计划</b> - Full protection for student's course fee 全面保障学生所缴纳的学费和杂费 - Insurance: insurance period from the date that student pay the course fees to DIMENSIONS (and not the date that the course begins) 保险: 检查保险期限是否从学生向博德缴纳学费之日 (而不是课程开始日期) 开始算起 - Payment schedule and maximum installment amount that student need to pay 学生需分期缴纳的最高学费金额	<input type="checkbox"/>
<b>7. Brief on reference to Committee of Private Education (CPE) official website for student support service: <a href="http://www.cpe.gov.sg">www.cpe.gov.sg</a></b> 介绍私立教育理事会 (CPE) 学生支援服务的官方网站: <a href="http://www.cpe.gov.sg">www.cpe.gov.sg</a>	<input type="checkbox"/>

CSE15-11 All information provided above will be treated with strictest confidentiality and for internal use only.

《新生入学指导》表格样本(第二页):

ITINERARY 日程活动	CHECKLIST 核对表
8. <b>Transfer and Withdrawal</b> 中途转换课程及退学	<input type="checkbox"/>
9. <b>Student Support Services</b> 学生支援服务	
9.1 Brief on List of College Personnel (refer to Student Handbook) 介绍学院相关部门工作人员名单(参见《学生手册》)	
9.2 Brief on transfer, withdrawal and refund policies and procedures 介绍中途转换课程、退学程序和退款政策和流程	<input type="checkbox"/>
9.3 Brief on Course Deferment Policies and Procedures 介绍课程延期政策和流程	
9.4 Brief on Internal and External Grievances and Dispute Resolution Procedures 介绍学院内部和外部的投诉和争议处理程序	
9.5 Brief on accommodation arrangement and costs 介绍住宿安排和费用	
10. <b>Others</b> 其他事宜	
10.1 Receipt a complimentary copy of Student Handbook 免费领取《学生手册》	<input type="checkbox"/>
10.2 Signing of relevant Undertaking / Acknowledgement Letters 签署相关的确认书	
10.3 Student feedback through surveys 填写学生意见反馈调查表	

**Acknowledged by New Student 学生确认**

**Items you should have during orientation** 新生入学指导时应领取的文件

This checklist will help to ensure that you have received the following documents during the orientation.  
本核对表将帮助学生确定在新生入学指导时是否收到以下文件:

- ☐ Student Handbook (1 Booklet) 《学生手册》(1本)
- ☐ Advisory Note (1 Set) 《留学须知》(1份)
- ☐ Letter of Offer (1 Set) 《录取通知书》(1份)
- ☐ \*Standard PEI-Student Contract (1 Set) 《标准PEI-学生合同》(1份)
- ☐ Insurance Coverage Details (1 Set) 医疗保险保障范围说明(1份)
- ☐ Course Brochure (1 Set) 课程宣传册(1份)

\*Note 注:

- 1) Students are required to acknowledge amendment made to original intent of the contract 学生需要确认原始合同中的修改之处。
- 2) Amended copy of contract will be given to students 合同的修改件需要发给学生。

I understand fully what has been briefed to me and I hereby acknowledge that I have been briefed on the above.  
谨此确认, 我已被告知并清楚了解以上内容。

Student's Name 学生姓名 : \_\_\_\_\_

Signature of Student 学生签名 : \_\_\_\_\_

NRIC /FIN No. 学生身份证/准证号码 : \_\_\_\_\_

Date 日期 : \_\_\_\_\_

FOR OFFICIAL USE ONLY 仅供学院使用	
Conducted by CS Staff 课程咨询顾问确认	Confirmed by CS HOD/CS HOS 课程咨询部经理/副经理确认
Name 姓名 : _____	Name 姓名 : _____
Signature 签名 : _____	Signature 签名 : _____
Date 日期 : _____	Date 日期 : _____

CSE15-11 All information provided above will be treated with strictest confidentiality and for internal use only.

## 4.4 学生反馈和评估

为了持续改进学院的管理流程和提供优质的服务，学院会在学生在校期间组织学生满意度调查，收集学生的反馈信息和意见。

欢迎同学们提出学院需要改进的地方，和我们一起为不断提高学院管理质量及教师教学素质而努力。学生反馈的信息和意见将绝对保密，学院确保信息不外漏。

学生可以通过以下方式提出反馈意见：

### 学生满意度调查

学院会安排每年做一次学生对以下几个方面的满意度反馈调查，让学生填写满意度调查表：

- 对老师的满意度调查
- 对课程的满意度调查
- 对学院设施的满意度调查
- 对交流沟通渠道的满意度调查
- 对学习环境的满意度调查
- 对学院服务的满意度调查

### 课程 & 学习环境评估

学院会安排在每个单元或学期末做一次学生对所读课程的评估。如果课程期间更换了老师或增加了教学设施，还有可能多组织一次调评估。

### 学生反馈表

学院通过组织入学指导、体育和社交等活动，让学生填写反馈表，从而获得更多学生的改进意见。

### 学生茶话会

学生事务部职员每两个月会组织茶话会，邀请部分新生参加。学生可以面对面地与学院职员沟通交流，向学院提出宝贵的改进意见。

### 反馈/意见箱

三个校区的前台都放有收集学生反馈和意见的箱子，学生可以把需要学院改进的意见写到纸上，投到反馈/意见箱中。

## 4.5 相关重要的电话号码

### 学生热线

联系我们：9181 9429 和 9181 9430（中国）  
9729 5969（非中国）

### 其他重要的电话号码

### 紧急情况

紧急呼叫	紧急呼叫热线
报警电话	999（免费电话）
急救/火警电话	995（免费电话）

### 学院合作的海外教育机构

合作伙伴	联系方式	官方网站
英国卡迪夫城市大学	+44 (0)2920 416070	<a href="http://www.cardiffmet.ac.uk">www.cardiffmet.ac.uk</a>
英国德比大学	+44 (0)1332 590500	<a href="http://www.derby.ac.uk/">www.derby.ac.uk/</a>
英国利物浦约翰摩尔斯大学	+44 (0)1512 313153 +44 (0)1512 313154	<a href="http://www.ljmuisc.com">www.ljmuisc.com</a>
英国斯特拉斯克莱德大学	+44 (0)1415 482222	<a href="http://www.strath.ac.uk">www.strath.ac.uk</a>
英国罗汉普顿大学	+44 (0)2083 923000	<a href="http://www.roehampton.ac.uk">www.roehampton.ac.uk</a>
英国格林多大学	+44 (0)1978 290666	<a href="http://www.glyndwr.ac.uk">www.glyndwr.ac.uk</a>
英国苏格兰学历管理委员会	+44 (0)3452 791000	<a href="http://www.sqa.org.uk">www.sqa.org.uk</a>
剑桥国际考试委员会	+44 (0)1223 553554	<a href="http://www.cambridgeinternational.org/">www.cambridgeinternational.org/</a>

### 新加坡大学/ 理工学院

大学/ 理工学院	联系方式	官方网站
新加坡国立大学	+65 6516 6666	<a href="http://www.nus.edu.sg">www.nus.edu.sg</a>
南洋理工大学	+65 6791 1744	<a href="http://www.ntu.edu.sg">www.ntu.edu.sg</a>
新加坡理工大学	+65 6592 1189	<a href="http://www.singaporetech.edu.sg">www.singaporetech.edu.sg</a>
新加坡管理大学	+65 6828 0100	<a href="http://www.smu.edu.sg">www.smu.edu.sg</a>
新加坡科技设计大学	+65 6303 6600	<a href="http://www.sutd.edu.sg">www.sutd.edu.sg</a>
新加坡新跃社科大学	+65 6248 0188	<a href="http://www.suss.edu.sg">www.suss.edu.sg</a>
新加坡理工学院	+65 6775 1133	<a href="http://www.sp.edu.sg">www.sp.edu.sg</a>
义安理工学院	+65 6466 6555	<a href="http://www.np.edu.sg">www.np.edu.sg</a>
淡马锡理工学院	+65 6788 2000	<a href="http://www.tp.edu.sg">www.tp.edu.sg</a>
南洋理工学院	+65 6451 5115	<a href="http://www.nyp.edu.sg">www.nyp.edu.sg</a>
共和理工学院	+65 6510 3000	<a href="http://www.rp.edu.sg">www.rp.edu.sg</a>

## 其他

机构名称	联系方式	官方网站
新加坡移民与关卡局 (ICA)	+65 6391 6118	<a href="http://www.ica.gov.sg">www.ica.gov.sg</a>
新加坡私立教育理事会 (CPE)	+65 6499 0300	<a href="http://www.ssg.gov.sg">www.ssg.gov.sg</a>
新加坡教育部 (MOE)	+65 6872 2220	<a href="http://www.moe.gov.sg">www.moe.gov.sg</a>
新加坡考试与评鉴局 (SEAB)	+65 6872 2220	<a href="http://www.seab.gov.sg">www.seab.gov.sg</a>
新加坡人力部 (MOM)	+65 6438 5122	<a href="http://www.mom.gov.sg">www.mom.gov.sg</a>
新加坡小额索赔法庭 (SCT)	+65 6435 5946	<a href="https://www.statecourts.gov.sg/SmallClaims/Pages/GeneralInformation.aspx">https://www.statecourts.gov.sg/SmallClaims/Pages/GeneralInformation.aspx</a>
新加坡仲裁委员会 (SIArb)	+65 6372 3931	<a href="http://www.siarb.org.sg">www.siarb.org.sg</a>
新加坡调解中心 (SMC)	+65 6332 4366	<a href="http://www.mediation.com.sg">www.mediation.com.sg</a>

### 4.6 医疗及意外保险

学院为所有年满 7 周岁的全职学生提供整个课程期间（包括实习期间）生病住院或意外受伤住院的医疗保险，并为学生提供相关医疗支援服务。Liberty Insurance Pte Ltd 医疗保险政策相关范围如下：

- 每位学生年度限额为 S\$20,000；
- B1 病房（政府及重组医院）；
- 在新加坡及海外享有 24 小时保险服务（只限学生参与学院活动）。

生病住院或意外受伤住院的医疗保险不适用于就读业余班课程和学制少于 50 小时课程的学生。

对于新加坡公民、PR 或非持学生准证的国际学生已在新加坡自行参加医疗保险，该学生只需提供医疗及意外保险证明，可选择不参加由博偉安排的医疗保险计划。

若本医疗及意外保险中任何条款的中文版本与该条款的其他任何语言版本之间有冲突或不一致之处，以本医疗及意外保险的英文版本为准。

### 4.7 一般或专科医疗服务

欲知更多新加坡一般或专科医疗服务的详情，请参考新加坡卫生部网站：

[www.moh.gov.sg](http://www.moh.gov.sg)

### 4.8 学生希望在本学院攻读第二个课程须知

正在本学院就读并已完成课程的学生，如有意向在本学院继续深造，请联系我们的课程咨询顾问，以询问学费优惠价格。



## 第五部分 • 学院规章制度

### 5.1 学生对学院的宣誓

- a. 学生必须准时出席学院规定的所有正式课程与辅导课。
- b. 学生对待同学应像对待家庭成员一样，在一个多元种族的学习环境里学习，互相尊重、互相帮助。
- c. 在新加坡学习和停留期间，学生不得违反学院和新加坡移民与关卡局的规章制度。
- d. 希望学生能够与学院管理层以及老师们增强交流和了解，努力携手共创更好的学习环境。欢迎同学们提出意见和建议，让大家继续为提高学院的管理服务及教师的教学素质而努力。
- e. 学生有义务与博偉共同努力，爱护学院的财产，维持学院及其周围干净整洁的生活和学习环境。
- f. 学生们必须清楚知道，在学院就读期间一律不准打工（无论有薪还是无薪）。
- g. 学生在留学和逗留新加坡期间，必须随身携带自己有效的学生准证。
- h. 学生必须随时留意自己学生准证的期限，并于截止日期一个星期前通知院方有关部门，以便及时办理续签手续。
- i. 如果遗失学生准证，学生必须马上报警并通知院方。

### 5.2 学生行为准则

- a. 通常学院的上课时间是星期一到星期五早上 8:30 到下午 6:30 (仅适用于全职学生)。迟到的学生不得进入正在上课的教室。在第二节课开始之前，迟到者需留在图书馆或学院内的其他地方自习。学院有权利在必要时修改上课时间。
- b. 如果学生不能按时上课，必须填写请假条，同时要附上相关的证明文件，如病假单等，得到院方批准后才能生效。
- c. 学生必须按照学院规定的时间上课：每天参加至少 3 个小时的学习和辅导（除业余课程外），并且参加各种学习强化活动和自修。所有学生在上课期间都必须遵守课堂纪律并认真听课和接受指导。为避免受到干扰，老师讲课时禁止同学之间相互交谈。
- d. 所有学生都应对老师保持礼貌态度。

- e. 在学院学习期间，学生应穿戴整齐，在课堂或学院里均不允许穿拖鞋和短裤。学院提供制服的学生必须要穿着制服来学院上课。博偉高级中学的学生不允许染发。
- f. 学院内禁止吸烟。
- g. 未经老师允许，教室内禁止饮食。
- h. 上课期间，所有手机或传呼机均须关掉或调至无声模式。
- i. 所有学生都有义务始终保持教室的干净整洁，在离开教室之前，应将所有桌椅摆放整齐。
- j. 所有学生都有义务爱护学院的财产，如桌椅、白色书写板，以及其他所有教学设备等。
- k. 学生的个人用品（如课本、计算器、手机等）不得放在教室里。学生的个人用品及贵重物品丢失，本学院概不负责。

### 5.3 学生违反条规处理

- a. 学生连续迟到 3 次将会受到警告和处分。对于经常迟到的学生，学院将发警告信。
- b. 如果国际学生出现以下情形时不能向学院提供有效证明，学院管理层有权利通知有关当局将其学生准证取消：
  - (i) 任何一个月的出勤率低于 90%
  - (ii) 连续七天无故旷课，包括星期六和星期日
- c. 违反禁止饮食及吸烟条款者将会受到处分或被勒令退学。
- d. 违反教室安静条款者将被要求离开教室或将其通讯工具交由学院保管两小时至两周。学院将把学生的违纪行为通知到家长。
- e. 蓄意破坏学院任何设备的学生都必须向院方做出赔偿。
- f. 如果学生被发现在上课或课余时间涉嫌犯罪或有其他不良的行为，学院管理层将有绝对权利阻止其继续上学，并将其交送新加坡移民与关卡局，取消学生准证。

## 5.4 校园设施使用行为准则

### 5.4.1 图书馆/学术资源中心行为准则

三个校区



- a. 图书馆仅供博偉国际教育学院的学生使用。
- b. 参考资料，如教科书、杂志和 VCDs / DVDs 都必须在图书馆里小心地使用，并严格遵守学院管理层的规定。
- c. 欢迎学生在图书馆内阅读和自习。没有学院管理层的批准，学生不可以把图书馆内的刊物或音频 / 视频材料等带出图书馆阅读或观看。
- d. 学生应衣冠端庄，禁止穿短裤和拖鞋进入图书馆。
- e. 学生在任何时候均有义务保持图书馆的整洁。参考书应及时归还并放回原位，以方便其他同学阅读。
- f. 图书馆内禁止饮食并吸烟，违反者至少在两周内不得使用图书馆及其设施。
- g. 学生应尽量避免交谈以免打扰其他同学，并禁止在图书馆内睡觉。不遵守规则者，图书馆管理员有权要求其离开。
- h. 禁止学生在图书馆内发生不受欢迎或暴力的行为，违反者将被依法处置。
- i. 欢迎学生和图书馆人员多交流并提供意见和建议，共同努力改善图书馆的设施和服务质量。
- j. 盗窃参考材料/书籍/VCDs/DVDs 者将交由警方处理。



#### 5.4.2 物理/化学/生物实验室行为准则

- a. 有指导老师在场时方允许学生进入和使用物理实验室和化学实验室。
- b. 为了保证安全，实验室内禁止饮食并严禁吸烟。违反者将受到纪律处分。
- c. 学生必须穿戴整齐（身着校服，女生需把长发扎起来），严禁穿拖鞋入内。
- d. 严禁学生把化学产品带入或带出实验室。
- e. 学生在操作实验时应按照指导老师的建议，在必要时佩戴护目镜和橡胶手套。
- f. 一旦发生仪器破损或意外状况，无论是否严重，必须立即告知指导老师，以便做出决定和提供建议。切勿徒手去清理破损的玻璃器皿，可用扫帚和簸箕清扫干净。
- g. 实验过后，学生应保证所有的仪器和设备清洁干净，完好无损，并放回原位。
- h. 学生需熟悉实验室安全设备和所在的位置（例如灭火器）。



#### 5.4.3 计算机室行为准则

- a. 计算机室仅供博偉国际教育学院的学生因课程或教学计划安排而使用。
- b. 在老师的指导下，学生可以使用计算机室内的设备。
- c. 禁止学生在计算机室上网和打游戏。
- d. 学生有义务保持计算机室内的整洁，并爱惜所有的设备，如台式电脑、电脑显示器、扬声器、耳机等。
- e. 学生应衣冠端正，禁止穿短裤和拖鞋入内。
- f. 计算机室内禁止饮食，严禁吸烟，违反者将受到纪律处分。
- g. 学生应尽量避免交谈以免打扰其他同学，并严禁在计算机室内睡觉。
- h. 禁止学生在计算机室中发生不受欢迎或暴力的行为，违反者将依法处置。


## 第六部分 • 学院政策和流程

### 6.1 学生出勤和请假申请

学生除了遵守学院规章制度和新加坡移民与关卡局（ICA）规定的条例之外，还需遵守以下有关学生出勤和请假申请的规定。

- 如果学生迟到有充足的理由，他们在得到任课老师的允许后可进入教室上课，但是他们必须先向学生事务部报告，以便进行登记并获得认可。
- 每次因病而缺课后，学生在返回学院上课当天就必须把诊断证明交给院方并填写《学生请假表》。
- 因充足理由需延长请假，学生必须书面通知学生事务部经理；否则，学院将认为学生擅自离校，将取消其学籍。
- 国际学生和本地学生的出勤率至少要达到 80%以上才可以参加校内或校外考试，国际学生出勤率至少要达到 90%以上才能够获得新加坡移民与关卡局的批准续签或转换学生准证。
- 除了新加坡的公共假期以外，本学院不执行新加坡教育部规定的学校假期

### 学生请假表

APPLICATION FOR LEAVE OF ABSENCE		 DIMENSIONS	
<b>Instructions:</b> <ol style="list-style-type: none"><li>This form is to be completed to obtain approval for leave of absence.</li><li>Please submit this form at least 5 working days from the date of absence.</li><li>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.</li><li>Leave will be approved based on the following reasons with official documents subjected to a minimum attendance requirement:<ol style="list-style-type: none"><li>Medical reason certified by Singapore registered doctors (translated documents will be required for medical certificate in foreign language by approved doctors outside of Singapore)</li><li>Compassionate Leave for immediate family members</li><li>Marriage Leave</li><li>Other grounds of absence will be treated on a case-by-case basis.</li></ol>For more information, please refer to Student Handbook.</li><li>Original copies of supporting documents must be attached (translated copy of document will be required if original document is not in English).</li><li>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.</li><li>For other reasons provided, students will not be considered as absent if approval is granted. Student will be informed via email.</li><li>Please be reminded that in accordance to ICA regulations, all Student's Pass holders:<ol style="list-style-type: none"><li>Are required to fulfil a monthly attendance of at least 90%</li><li>Should not fail to attend classes continuously for 7 days or more without any valid reasons</li></ol></li></ol>			
Please ✓ the school that you are currently studying in: <input type="checkbox"/> Higher Education <input type="checkbox"/> Hospitality <input type="checkbox"/> Languages <input type="checkbox"/> 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.			
<input type="checkbox"/> Medical Reasons (attach original medical certificate)			
<input type="checkbox"/> Other (please specify reasons and attach relevant documents)			
_____			
_____			
_____			

## APPLICATION FOR LEAVE OF ABSENCE



<b>DECLARATION BY STUDENT (For students 18 years old and above)</b> 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: _____	
<b>DECLARATION BY PARENT / GUARDIAN (For students below 18 years old)</b> 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: _____	
<b>FOR OFFICIAL USE ONLY</b> The request for leave of absence is:  <input type="checkbox"/> Approved <input type="checkbox"/> Rejected  Remarks (if applicable) : _____  _____ Approving Officer's name and Signature Date	

SA08-4

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

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## 6.2 学费保障计划（FPS）

- 学费保障计划旨在保障学生所缴纳的学费和杂费（申请费和政府消费税除外）安全。
- 如遇博偉破产或停业整顿无力继续运营，则学生可以从学费保障计划提供商处获取所剩学费和杂费的退款。
- 学费保障计划是强制性的，除了私立教育理事会批准豁免的短期课程，学费保障计划将适用于博偉国际教育学院的所有其他课程，在博偉国际教育学院就读的国际学生及本地学生都必须参加。
- 博偉在 Liberty Insurance Pte Ltd 为学生购买学费保障计划保险（FPS Insurance）。这家企业是新加坡私立教育理事会（CPE）指定的购买学费保障计划保险的服务提供商。
- 作为获得教育信托认证的机构，博偉国际教育学院严禁收取超过 12 个月的学费和杂费。

## 学费保险计划详情

- 学费和杂费可直接缴至博偉国际教育学院或存入学院指定银行。
- 保险期是从支付学费和杂费给博偉国际教育学院的那天开始（而非从学生开课日期开始），直到课程或学制结束（课程或学制的结束日以所缴纳学费和杂费为基础）才终止。
- 从 2013 年 12 月 17 日起，当学生缴纳学费和杂费后，博偉国际教育学院会在七个工作日内帮学生购买学费保障计划保险。
- 如果学生通过直接汇款/电汇的方式向博偉缴纳费用，学院将在 3 个工作日内给予学生收据正本。如果学生直接向博偉缴纳费用（例如现金、网上银行、信用卡），学院将在收到费用的当天给予学生收据正本。
- 学生应核查以下文件上的信息是否正确：-收据上学生姓名、付款日期、课程名称、付费金额、保单号码、未付款项（如有）等是否正确。

## 6.3 收费类型及付款方式

博偉国际教育学院收费分为以下三类：

费用类型	描述
1. 申请费	申请费是不可退还的，且不受学费保障计划（FPS）保护 <b>付款方式：</b> 现金、个人支票、信用卡、电汇、银行汇票、银行支票、储蓄卡 <b>付款至：</b> 博偉国际教育学院
2. 学费和杂费	学费和杂费是可以退还的，而且适用于学院的退款政策 <b>付款方式：</b> 现金、个人支票、银行汇票、银行支票、信用卡、电汇、储蓄卡 <b>付款至：</b> 博偉国际教育学院 注：学院将在收到学生缴纳的费用后或学生将费用存入博偉银行账户后的七个工作日内帮学生购买学费保障计划保险。如学生缴纳的支票被银行退回，收据将被取消
3. 其他费用	<b>付款方式：</b> 现金、个人支票、信用卡、电汇、银行汇票、银行支票、储蓄卡 其他费用不受学费保障计划（FPS）保护

注：

1. 本院所收取的所有其他费用的类型和金额将在《标准 PEI—学生合同》中列出。
2. 全部费用都需缴纳 7% 的政府消费税。
3. 本院只收取新币。
4. 如采用信用卡的方式付款，付款人需支付所需缴纳课程总费用 3% 的手续费，该手续费是不可退还的。



本院将安排在以下时间收取学生的学费和杂费：

总 院	星期一至星期五：上午 9:00—下午 5:30 星期六：上午 9:00—中午 12:00
武吉知马分院	星期一至星期五：上午 9:00—下午 5:30 (中午 12:00—下午 1:00 除外) 星期六：上午 9:00—中午 12:00
市区分院	星期一至星期五：上午 9:00—下午 5:30 (中午 12:00—下午 1:00 除外) 星期六：上午 9:00—中午 12:00

### 逾期缴款政策

学生需按照《标准 PEI-学生合同》里所规定的时间按时缴纳学费和杂费，以确保能够正常入学。若学生未能在规定的期限内缴纳费用，博偉会向学生收取逾期缴款费。根据学院的政策规定，对于未能及时缴纳费用的学生，博偉国际教育学院有权利取消其所报课程、扣留其成绩单或学业证书和终止其他服务。

## 6.4 退款政策、程序及表格

### 退款类型

#### 与课程相关理由退学的退款：

若出现以下情形，博偉国际教育学院应在三(3)个工作日内通知学生：

- 博偉国际教育学院无法在开课日期开课；
- 博偉国际教育学院在开课日期之前终止课程；
- 博偉国际教育学院无法在结业日期完成课程；
- 博偉国际教育学院在结业日期之前终止课程；
- 博偉国际教育学院没有确保所招收的学生达到由学院设定且经 CPE 批准的入学资格，入学资格在课程信息中有注明；或
- 学生准证申请被新加坡移民与关卡局 (ICA) 拒绝。

学生应收到以书面形式通知的有关替代性课程安排的信息及详情（如有），如果学生选择退学，则应在接到通知的七(7)个工作日内收到全额学费和杂费的退款。

#### 其他理由退学的退款：

若学生申请退学的理由不属于与课程相关理由退学的退款中所述的原因，则本院收到学生的书面退学通知后将进行审核，并在七(7)个工作日内根据退款政策参照表向学生退还费用。

占 [已缴学费和杂费总额] 的百分比 (%)	若已收到学生书面退学通知
70%	早于开课日期之前 30 日
50%	在开课日期之前，但不早于开课日期之前 30 日
30%	在开课日期之后，但不晚于开课日期之后 7 日
0%	晚于开课日期之后 7 日

### 冷却期:

从双方签署《标准 PEI-学生合同》日算起，博偉国际教育学院为学生提供七(7)个工作日冷却期。

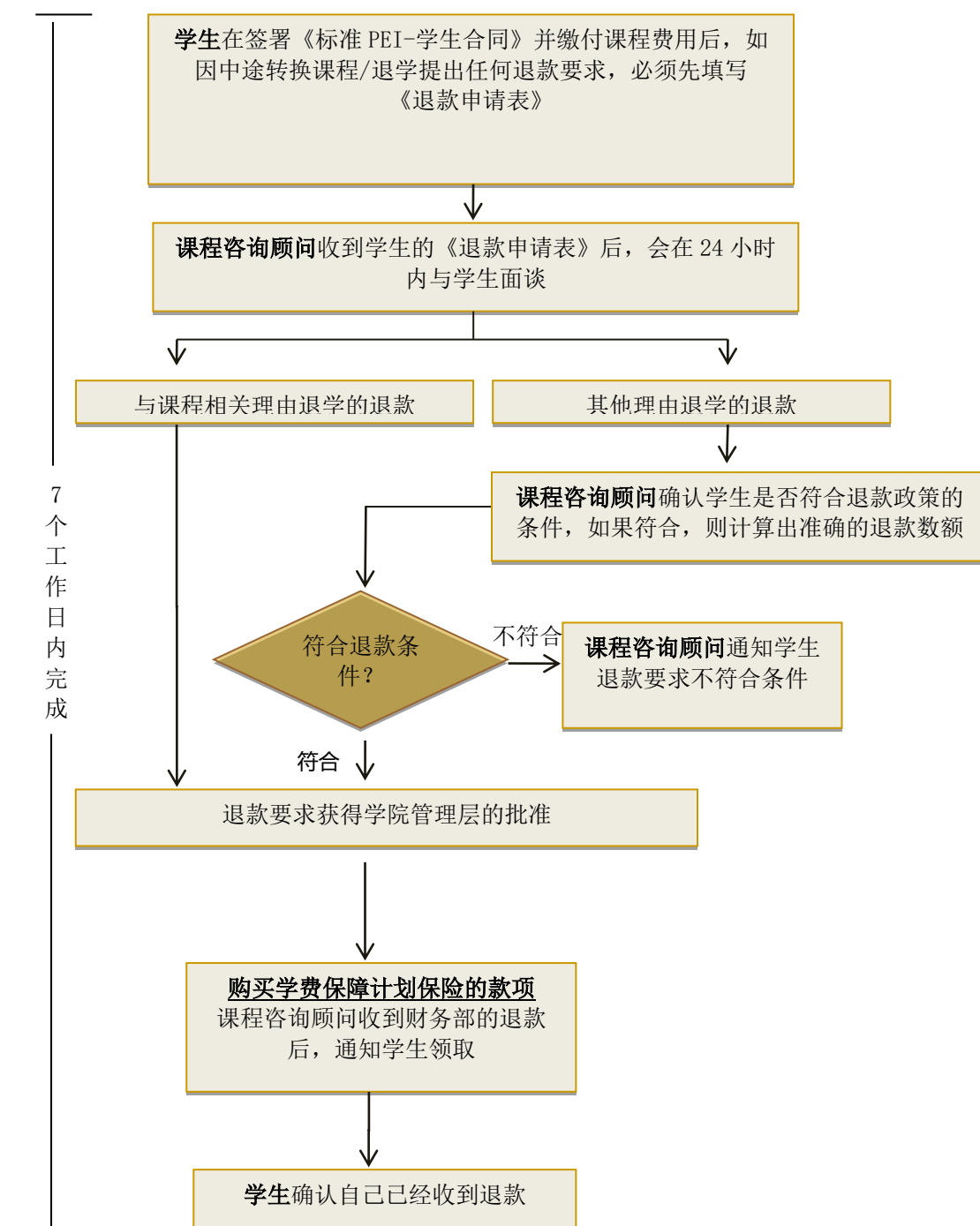
在这七（7）个工作日内，不论学生是否已经开始上课，学生均可向学院提交书面退学通知，并会收到学院依照本院退款政策提供的最高退费金额（在退款政策参照表中有注明）。

注:

- 如果学生人数少于10人，博偉国际教育学院有权利取消开班。
- 申请费是不可退还的。
- 银行收取的相关费用（如有）将由学生承担。
- 退款政策参照表中的天数按照日历天数计算。

(Refund Policy rev 13, wef 1 Jan 2019)

### 退款程序



## 退款申请表



**DIMENSIONS**

Request Form for Fees Refund 退款申请表

<b>SECTION A: STUDENT AND COURSE INFORMATION 学生和课程信息</b>		
Name of Student 学生姓名:		Fin No 学生准证号码:
Sex 性别: <input type="checkbox"/> M 男 <input type="checkbox"/> F 女	Course Commencement Date 开课日期:	
Course Name 课程名称:		
<p>I hereby acknowledge that I would like to apply for refund for the above-mentioned course fee according to DIMENSIONS' current refund policies. 谨此确认, 本人根据博德国际教育学院的最新退款政策申请以上所提及课程的退款。</p> <p>I declare that the information given is true and accurate to the best of my knowledge. 谨此宣誓, 本人呈交给博德国际教育学院的信息是正确和真实的。</p>		
Signature of Student 学生签名		Date 日期
<b>SECTION B: 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</b>		
<p>Parent's consent or a signed letter from parent is needed in case of refund of course fee for Student Below The Age Of 18. 年龄小于 18 周岁的学生如要申请退款, 须父母签名或持有父母的同意信。</p>		
Signature of Parent's / Signed letter from Parent's 父母签名/父母的同意信		Date 日期
<b>OFFICE USE ONLY 仅供院方填写</b>		
<b>CUSTOMER SERVICE DEPARTMENT RECOMMENDATION 课程咨询部推荐</b>		
Reasons for Refund 退款理由		
<input type="checkbox"/> Withdrawal Due to <b>Non-Delivery of Course</b> 与课程相关理由退学的退款 (refund entire amount of the course fees and miscellaneous fee 退还全部学费和杂费及其他费用): I / II / III / IV / V / VI (refer to refund policy 参照退款政策)		
<input type="checkbox"/> Withdrawal Due to <b>Other Reasons</b> 其他理由退学的退款: Course fee 学费和杂费: _____ Percentage % 百分比: _____ Refund amount 退款金额: _____		
<input type="checkbox"/> Withdrawal within 7 working days <b>cooling-off period</b> 7 个工作日冷静期退学的退款: Course Fee 学费和杂费: _____ Percentage % 百分比: 70% Refund amount 退款金额: _____		
<input type="checkbox"/> Others 其他: _____		
Final Agreed Refund Amount 双方同意的最终退款金额 \$: _____		
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
<b>CEO / PRINCIPAL'S APPROVAL 总裁/校长批复</b>		
Refund Application 退款申请批复 <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
<b>ACKNOWLEDGEMENT BY CUSTOMER SERVICE DEPARTMENT (ONLY FOR APPROVED APPLICATION)</b>		
课程咨询部确认 (仅限于退款被批准的申请)		
<input type="checkbox"/> Submitted to Accounts Department to process refund. 已提交至财务部以供其处理退款事宜。		
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
<b>ACKNOWLEDGEMENT BY ACCOUNTS DEPARTMENT (APPROVED REFUND SHALL BE REFUNDED WITHIN 7 WORKING DAYS FROM THE DATE OF APPLICATION)</b>		
财务部确认 (符合退款政策的款项应在收到学生退款申请的 7 个工作日内退还给学生)		
<input type="checkbox"/> For FPS Insurance: Refunded directly to student (attach copy of (cheque/bank advice) and signed payment voucher for details). 购买学费保障计划保险/多缴款项学生的退款已完成 (随附[支票/银行处理明细]复印件和签字的付款凭证)		
<input type="checkbox"/> Others, Please Specify 其他, 请说明: _____		
Payment Mode 退款方式: cash / TT / cheque no: _____		
Refunded by (Name) 财务部退款经办人姓名	Signature 签名	Date 日期

## 6.5 中途转换课程政策、程序及表格

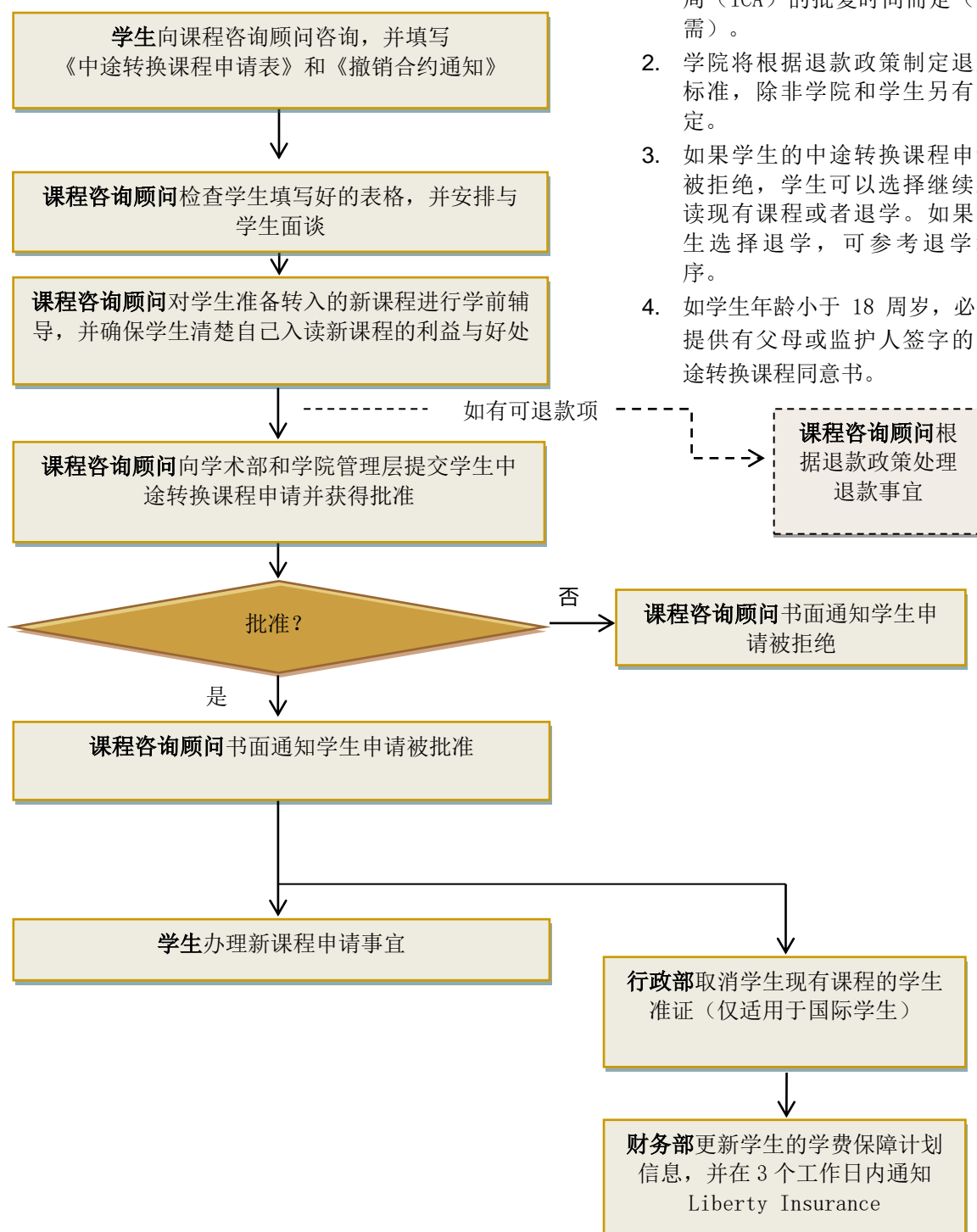
### 中途转换课程政策

- 中途转换课程是指学生从博偉国际教育学院的在读课程申请转换至学院的其他课程。对于本院与合作院校共同开设的课程的中途转换申请，则需根据不同合作院校的规定来处理。
- 博偉国际教育学院的课程咨询顾问将会为学生提供新课程的学前辅导。
- 如学生要求从博偉国际教育学院的在读课程转至学院的其他课程，学生必须达到新课程的入学要求且缴清拖欠的在读课程的所有费用（如有）。
- 如满足退款条件，博偉国际教育学院将根据学院退款政策把可退款项退还给学生。
- 中途转换课程的学生在签署新课程的《标准 PEI-学生合同》前，必须撤销在读课程的《标准 PEI-学生合同》，从在读课程退学。
- 在读课程的学费保障计划将被取消。签完新课程的《标准 PEI-学生合同》后，学生将通过购买新的学费保障计划的方式缴付学费和杂费。
- 如学生年龄小于 18 周岁，必须提供有父母或监护人签字的中途转换课程同意书。
- 博偉国际教育学院最多需四周时间处理学生的中途转换课程事宜。

### 适用于持学生准证的学生

- 持学生准证的学生能否成功转到新课程要根据新加坡移民与关卡局（ICA）是否批准新课程的学生准证而定。
- 如新加坡移民与关卡局（ICA）拒批学生新课程的学生准证，学生在读课程的学生准证将在 7 天内被取消。

## 中途转换课程程序



备注：

1. 学院最多需四周时间处理学生的中途转换课程事宜，但具体时间要根据新加坡移民与关卡局（ICA）的批复时间而定（如需）。
2. 学院将根据退款政策制定退款标准，除非学院和学生另有商定。
3. 如果学生的中途转换课程申请被拒绝，学生可以选择继续就读现有课程或者退学。如果学生选择退学，可参考退学程序。
4. 如学生年龄小于 18 周岁，必须提供有父母或监护人签字的中途转换课程同意书。

## 中途转换课程申请表



**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:
<p>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。</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 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	
<p>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。</p>	
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 <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》

## 6.6 退学政策、程序及表格

### 退学政策

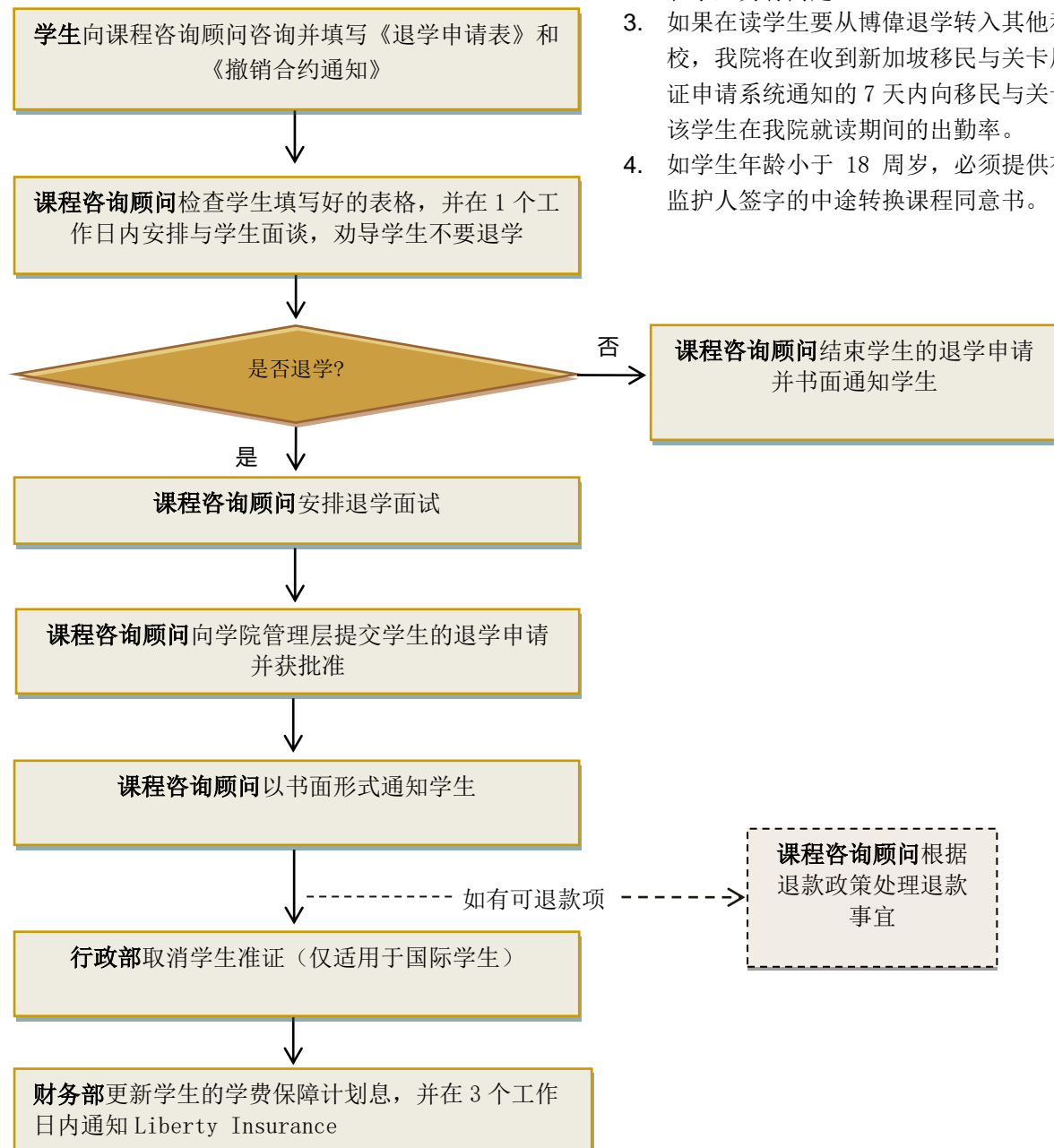
- 退学是指学生申请从已经报名或正在读课程中退出。
- 尽管学生签署了《标准 PEI-学生合同》，但学院管理层对于学生提出的退学申请，仍然会慎重考虑，了解学生退学的真正原因。
- 如学生年龄小于 18 周岁，必须需提供有父母或监护人签字的同意书。
- 学生退学时需要按规定缴清拖欠的所有费用（如有）。
- 如满足退款条件，博偉国际教育学院将根据学院退款政策把可退款项退还给学生。
- 已缴费用的学费保障计划将被取消。
- 博偉国际教育学院最多需四周时间处理学生的退学事宜。

### 适用于持学生准证的学生

- 学生须提交护照和学生准证给学院，以便学院向新加坡移民与关卡局（ICA）办理学生准证取消手续。
- 如果在读学生要从博偉退学转入其他私立学校，我院将在收到新加坡移民与关卡局学生准证申请系统通知的 7 天内向移民与关卡局递交该学生在我院就读期间的出勤率。



## 退学程序



备注:

1. 学院最多需四周时间处理学生的退学事宜。
2. 学院将根据退款政策制定退款标准，除非学院和学生另有商定。
3. 如果在读学生要从博伟退学转入其他私立学校，我院将在收到新加坡移民与关卡局学生准证申请系统通知的7天内向移民与关卡局递交该学生在我院就读期间的出勤率。
4. 如学生年龄小于18周岁，必须提供有父母或监护人签字的中途转换课程同意书。



## 退学申请表



**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》。

<b>SECTION A: STUDENT AND COURSE INFORMATION 学生和课程信息</b>		
Name of Student 学生姓名:	Fin No 学生准证号码:	
Course Name 课程名称:	Course Commencement Date 开课日期:	
<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，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，本人呈交给博伟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
<b>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</b>		
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 周岁的孩子如要申请退学，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
<b>OFFICE USE ONLY 仅供院方填写</b>		
<b>CUSTOMER SERVICE DEPARTMENT RECOMMENDATION 课程咨询部推荐</b>		
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 如不同意推荐，请说明理由:
Refund 退款 <input type="checkbox"/> Yes, please complete refund request form 有，请填写退款申请表 <input type="checkbox"/> No 无		
<b>REASONS FOR WITHDRAWAL 退学理由</b>		
<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"/> Transfer to Other PEI 转入其他私校 <input type="checkbox"/> Back to Country of Origin 回国 <input type="checkbox"/> Opt Out Industrial Attachment (Optional) 选择不参加实习
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
<b>CEO / PRINCIPAL'S APPROVAL 总裁/校长批复</b>		
Withdrawal Application 退学批复 <input type="checkbox"/> Approved 批准 <input type="checkbox"/> Rejected 拒批		Reason for Rejection 拒批原因:
Signature of CEO / Principal 总裁/校长签名		Date 日期
<b>ACKNOWLEDGEMENT BY CUSTOMER SUPPORT SERVICE DEPARTMENT 学生事务部确认</b>		
Name of CSS Staff 学生事务顾问姓名	Signature of CSS Staff 学生事务顾问签名	Date 日期
<b>ACKNOWLEDGEMENT BY CUSTOMER SERVICE DEPARTMENT 课程咨询部确认</b>		
<input type="checkbox"/> Prepared and issued "notification of withdrawal application" to student. 已准备并已把《学生退学申请批复信》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 / Student Retention Record / Notification for Course Withdrawal Application  
 随信附上：《撤销合约通知》、《劝留记录》和《学生退学申请批复信》

## 6.7 课程延期政策、程序及表格

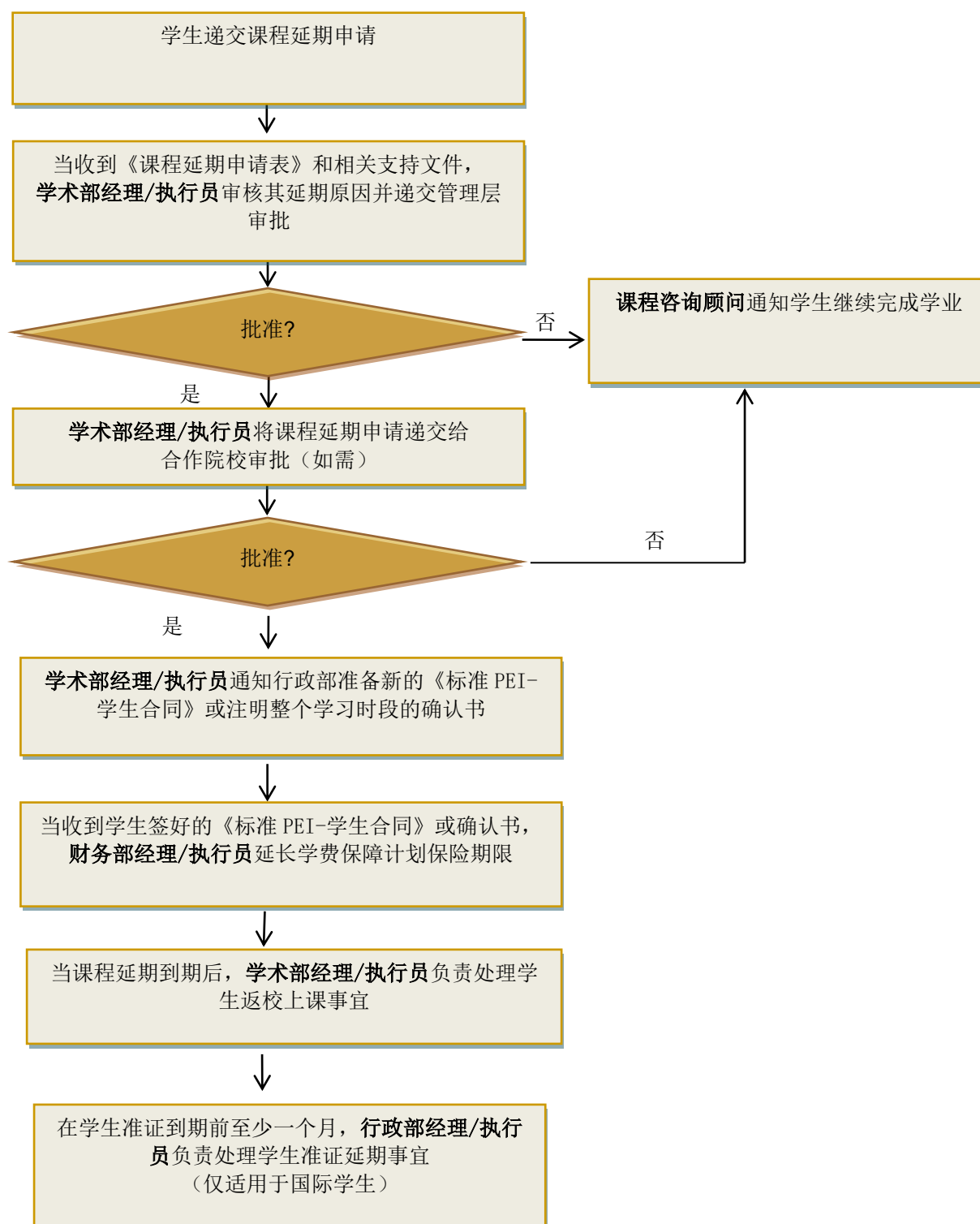
### 课程延期政策

- a. 所有延期课程的申请需递交《课程延期申请表》和相关支持文件，学院才受理。课程延期申请和相关支持文件必须在课程/新学期开课两周前递交给学院。
- b. 学生只能申请课程延期一次，且最长延期时限为一年。如不符合要求而无法延期，将被视为退学处理。若学生以后想继续就读，则需重新申请该课程。
- c. 课程延期申请由博偉国际教育学院决定是否批准。对于本院与合作院校共同开设的课程延期申请，则由合作院校决定是否批准。
- d. 课程延期申请批准后，学生需签署新的《标准 PEI-学生合同》或《课程延期确认书》。
- e. 课程延期申请不会即刻批准生效，博偉不保证当学生返校后该课程一定开班。
- f. 由公司派送来读书的学生，需递交公司开具的延期课程书面同意信。
- g. 如获助学金的学生，其课程延期申请不保证一定会被提供助学金的机构批准。如提供助学金的机构不批准，学生可选择取消课程延期申请，在享有助学金的情况下继续完成课程或者坚持将课程延期，如助学金被取消，需自行承担全部学费和杂费。

### 适用于持学生准证的学生

- a. 根据新加坡移民与关卡局的规定，国际学生的课程延期申请一旦被批准后，学院将取消其现有学生准证。新的学生准证申请成功与否完全取决于新加坡移民与关卡局（ICA）审核后的决定。

## 课程延期程序



备注：如学生年龄小于 18 周岁，必须提供有父母或监护人签字的课程延期同意书。

## 课程延期表格



### 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 争议解决政策、程序及表格

### 争议解决政策

博偉国际教育学院设有公正、严谨的争议解决系统。本系统将所有来自外部人员、学生和员工的反馈意见或建议及时存档，并进行快速妥善处理。

在博偉学习期间，学生可能会认为一些事情不公平或不合理，从而产生争议。博偉会根据现有相关程序处理学生的相关学术问题（例如考试成绩申诉），这些程序将优先于争议解决程序。

我们将每一次收到的投诉、争议或上诉事宜作为对我院的重要反馈信息。如果学生有任何相关反馈，可以随时向学院反映，学院有专门的职员负责处理学生的反馈和投诉。

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### 我们的承诺

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#### 21 个工作日内

解决学生的任何投诉、不满或反馈意见

如果在规定时间内，学生的投诉未能妥善解决，可以提交新加坡调解中心（SMC）、新加坡仲裁员协会（SIArb）或者新加坡小额赔偿法庭解决。

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### 争议解决程序

如果需要我院提供帮助以解决争议，可按照以下步骤进行：

#### 第一步：

你可以将填写好的《学生反馈/投诉处理表格》递交给学生事务部，学生事务经理（HODCSS）会直接受理你提交的表格。在收到反馈后，学生事务经理会采取相应的措施，在 24 小时内解决学生的任何投诉和反馈意见。

#### 第二步：

如果你对我院提供的解决方案表示满意，学生事务经理会记录并存档，以便不断提高服务质量。如果你对我院提供的解决方案不满意，学生事务经理和学院管理层会重新审查反馈内容，并在 21 个工作日内提供合适的解决方案。

#### 第三步：

如果该争议无法解决，任何一方可以提交新加坡调解中心（SMC）、新加坡仲裁员协会（SIArb）或者新加坡小额赔偿法庭（SCT）解决。

## 学生反馈/投诉处理表格



**DIMENSIONS**

### FEEDBACK & COMPLAINT FORM

### 反馈/投诉处理表格

#### Name and Contact Details

Name 姓名:		Date 会面日期:
Contact No 联系电话:		Time 时间:
<b>For Students Only</b>		
Student's Pass No 学生证号:	Class 学生班级:	Course Commencement Date 入学日期:

#### Channel and Type of Feedback

Feedback Channel 见面/会谈途径: *e-mail / Walk-in / Telephone 电邮/面对面/电话 Others (Please specify)其他 (请注明): _____
Type of Feedback(s) 反馈类别: *Course Fees / Teachers / Staff / Facilities 学费/老师/职员/设施 Others (Please specify)其他 (请注明): _____

#### **For Office Use Only: Section A (to be completed and responded within 24 hours)**

Summary of Contents 反馈或投诉内容摘要:	
Complainant Signature 投诉者签名: Date 日期:	CSS Executive Signature 学生事务员签名: Date 日期:
Investigation, solution and action 调查结果与处理:	
Senior HOD of CSS Signature 学生事务经理签名: Date 日期:	
Further Investigation / Action by HOD of CSS / DOM (if necessary) 进一步调查/学生事务经理或营销董事介入处理(如果需要):	
HOD of CSS / DOM Signature 学生事务经理或营销董事签名: Date 日期:	

#### **Section B (to be completed within 21 days upon feedback received)**

Respond to Complainant 给投诉者的答复:	
Result: Complainant * <b>Agreed / Not agreed</b> to the solution and action (proceed to mediation channel) 处理结果: 投诉者* <b>接受 / 不接受</b> (寻求调解中心)	
Complainant Signature 投诉者签名: Date 日期:	HOD of CSS / DOM 学生事务经理或营销董事签名: Date 日期:

\*Delete Not Applicable Items 删除不适用的项目

## 6.9 保密和安全政策

- a. 学生、员工及讲师提供的所有个人信息将绝对保密，仅供学院内部使用。学院将尽最大努力保护学生的个人信息完整、保密，确保信息不外漏，除非应新加坡法律/法庭/政府部门（例如新加坡私立教育理事会）要求需披露个人信息。未经学生书面同意，任何员工禁止将学生的信息透露给未经授权的第三方。
- b. 学院拥有一套完整的资料管理系统，以安全地保存学生、员工和财务的资料。通过资料管理系统，可以获悉学生档案的存放地点、存放目的、监控方式、具体信息和安全性。

## 6.10 个人信息保护政策

博偉国际教育学院严格遵守新加坡个人信息保护法案 2012 中的法规，具体详情请参考本手册英文版本。

## 第七部分 • 毕业后的选择

### 7.1 校友会

博偉国际教育学院校友会正式成立于 2007 年 9 月 14 日，主要由在校留学生、往届毕业生、校方相关管理人员和学术任课教师组成，是一个属于博偉所有的教职员工、在籍学生和毕业校友的活动组织。

校友会定期举行丰富多彩的校内外活动，比如参观理工学院、校友分享讲座、景点一日游等，丰富了学生的业余生活，开阔了眼界。毕业了的女姐学长们还会经常来校看望新来的小弟弟妹，帮助他们解决生活上的困难，教会他们正确的留学观和学习方法。

这是一个良师益友聚集的场所，也是协助校方为在校生建立的第二课堂，还是留学生在海外构造人脉关系的桥梁。

博偉校友会热烈欢迎本校学生加入，大家可以通过电子邮件或其他方式与校友会联系，分享校友的各种信息。同时，我们也会及时通知大家有关校友会的各种活动。

校友会的电子邮箱：

[alumni@dimensions.edu.sg](mailto:alumni@dimensions.edu.sg)

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### 7.2 招聘信息

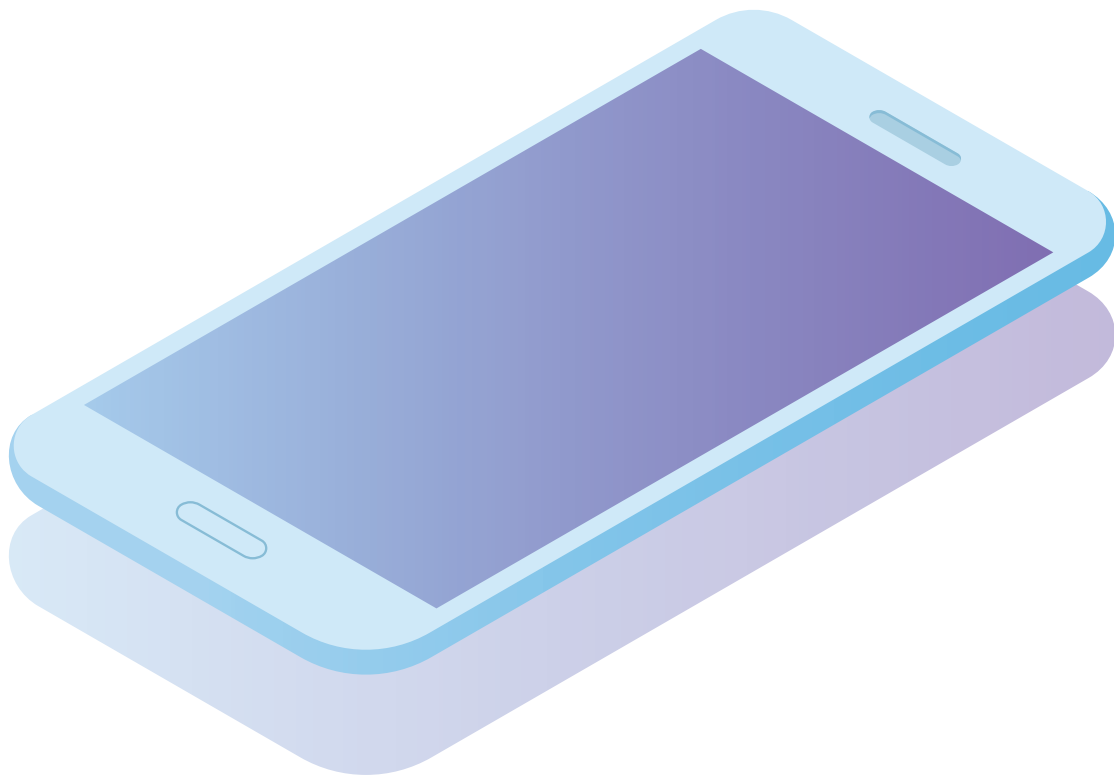
如果您有兴趣加入我们这个充满活力的团队，请您发个人简历和近照给我们。

电子邮箱：

[hr@dimensions.edu.sg](mailto:hr@dimensions.edu.sg)

我们非常欢迎毕业生们加入我们的团队，但只有得到面试机会的人才会得到我们的通知。





## STUDENT HOTLINES 学生热线

Line 1 : **9181 9429** (PRC / 中国)

Line 2 : **9181 9430** (PRC / 中国)

Line 3 : **9729 5969** (NON - PRC / 非中国)



#### Main Campus

58 Lowland Road (Kovan MRT),  
Singapore 547453.

Tel : (65) 6334 0600  
Fax: (65) 6334 6066



#### City Campus

277 River Valley Road,  
Singapore 238318.

Tel : (65) 6735 8080  
Fax: (65) 6733 9595



#### Bukit Timah Campus

2 Jalan Seh Chuan,  
Singapore 598417.

Tel : (65) 6875 0555  
Fax: (65) 6314 5005

Website :  
[dimensions.edu.sg](http://dimensions.edu.sg) (English)  
[dimensions.edu.sg/zh-hant/](http://dimensions.edu.sg/zh-hant/) (Chinese)

Email :  
[enquiry@dimensions.edu.sg](mailto:enquiry@dimensions.edu.sg)

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