



GENETIC COMPUTER SCHOOL

STUDENT HANDBOOK v29



Message from the Chairman

Genetic Computer School is registered with the Ministry of Education, Singapore and was established in 1986 to be a leading force in the promotion of Information Technology culture by producing professionals for the Information Technology industry through the provision of quality IT training and educational opportunities.

We strive to be visionary and academically driven, to achieve our aims. Our focus is thus student oriented, as they are the reason for our existence thus we strive to continue to ensure that the management faculty and the administration continue to create a conducive academic environment that helps students like yourself to realize your potential. We have installed a suitable students' redress policy for students who may have doubts.

We provide the following Service Guarantee for our Courses to all our students and commit to keeping our standards high.

In December 2004, the school had in place the Student Protection Scheme as stipulated by the Consumers Association of Singapore (CASE) (the "SPS") by way of a Student Tuition Fee Insurance with NTUC Insurance. Through this scheme, applicants and students' paid fees are protected in accordance with CASE-recommended standard contract.

Prior to enrollment, student or legal guardian signs the CASE-recommended Student Contract with Genetic Computer School and we adhere with full integrity the Refund Policy that is communicated in all of our marketing brochures and website.

This Hand book also includes the following information:

- * Student protection scheme
- * CASE standard student contract
- * Grievance Policy
- * Refund Policy
- * Privacy Policy

It is thus, our standard operating procedure to enter into a Student Contract with both International and local students prior to confirmation of enrollment and this policy is communicated to the student through our various communication channels, including our website. For Local Students, the school will grant the students an option to enjoy the benefits of the Student Protection Scheme and this option is clearly indicated in the Student Contract (Local Student), in summary, the Student Contract is a mandatory document for the enrollment of both international and Local Students. Chinese, Vietnamese and Bahasa Indonesia versions are on the CASE website at <http://www.case.org.sg/casetrust5.htm>



William Goh
CEO & Principal



ABOUT SINGAPORE

Singapore is poised to scale new heights in the 21st century. It is a city that pulsates unceasingly with life. Singapore aims to be known not only for its top schools and excellent scholarship, but also for endorsing a strong culture of innovation and entrepreneurship.

Total land area: 682.3 sq km.

Comprises one main island (604.2 sq km) and a number of islets scattered off its northeast and south.

Location: Between latitudes 1° 09 N and 1° 29 N and longitudes 103° 36 E and 104° 25 E.

Climate: Singapore is an equatorial country with relatively uniform temperature, high humidity and abundant rainfall.

Average daily temperature: 26.8°C - 31°C

Educational services are the new growth industry in Singapore s drive towards remaking its economy. This move underpins continuous efforts to attract and train skilled professionals from all over the world.

Singapore enjoys 11 Public Holidays a year:

New Year 1st January

Chinese New Year 2 days; usually in January or February

Hari Raya Puasa 1 day; varies from year to year

Hari Raya Haji 1 day; varies from year to year

Good Friday 1st or 2nd Friday of April

Labour Day 1st May

Vesak Day 1 day; May

National Day 9th August

Deepavali 1 day; usually in October or November

Christmas 25th December

What to consider:

Cost: Work out the amount of money you are setting aside to invest in your studies. "

Study Options:

Which learning mode best suits your lifestyle and comfort level?

Distance learning, e-learning, on-campus or limited course hours - it's your call.

How Specialised: What are trends in your industry?

Work out your strengths with degrees in IT, E-Commerce, Finance, Law or Biological Sciences.

MOE Registered Schools: For added assurance, look out for schools that are registered with Ministry of Education, Singapore.



GENETIC EDUCATIONAL GROUP

Group Overview

Genetic Computer School is a Singapore based international Information Technology training organisation involved in the research, development and training of computer users and professionals.

Origin of Name

'GENETIC' is name of the founding company.

Formation

Our rich heritage is founded on the experience and vision of our partners.

Genetic Educational Group was formed in 1986, with the group co-ordinating centre based in Singapore.

Since then the GENETIC Group has been expanded rapidly to have a presence in most of the major regions in Asia and is currently active in 35 countries.



GENETIC COMPUTER SCHOOL

OUR VISION

To be a leading force in the promotion of Information Technology culture.

OUR MISSION

Mission to produce professionals for the Information Technology industry.

AIMS

To provide quality IT training and educational opportunities as well as certification for the people who are suitably qualified in the countries where the Group operates.

OUR CORE VALUES

Professionalism

:

The group is committed to the highest standards of ethics and integrity.

Total Trainee Satisfaction

:

We focus on understanding and exceeding the expectations of our trainees.

Dynamic Innovative Culture

:

We seek continuous improvement and excellence in everything we do.

Human Resource Development

:

We value our people and are committed to developing and training them to their fullest potential so as to serve you better.



GENETIC COMPUTER SCHOOL (Singapore)

Company Overview

Genetic is a Singapore based international computer training school that researches, develops and teaches computing.

Origin of Name

GENETIC is closely linked in most minds with living organisms. The name was chosen to reflect the dynamic living science of computing and its essential human connection.

Ownership

Private Limited Company with Singaporean sources holding 100% equity

Formation

Genetic Computer School having initially started as the training arm of Genetic Software Consultancy and Training Centre Pte Ltd, we enjoy a heritage founded on the training, experience and vision of our founders and the management of the school.

With nearly 100 years of combined experience in this field, Genetic Computer School was formed on July 7th 1986 to become the new leader in Information Technology training. In 1989 it was incorporated into Genetic Computer School Pte Ltd

Worldwide Operation

Operating in over 35 countries and regions together with partners from both Industry as well as academic institutions and conducting Business Information Technology programmes to Degree level programmes. Genetic Computer School, has develop a strong presence and reputation in the countries it operate.



KEY POLICIES

STUDENT INTEREST IS SAFE GUARDED AT ALL TIMES

a) STUDENT FEES

The Student Protection Scheme (SPS)

The Student Protection Scheme (SPS) serves to protect the students' fees in the event a Private Education Organization (PEO) is unable to continue operations due to insolvency, and/or regulatory closure. Furthermore, the SPS protects the student if the PEO fails to pay penalties or return fees to the student arising from judgments made against it by the Singapore courts. Genetic Computer School undertakes the Student Protection Scheme as stipulated by the Consumers Association of Singapore (CASE). This framework seeks to build trust and professionalism in the industry and will serve as a good communication tool for Genetic Computer School and our students.

Students are to collect their SPS insurance documents directly from the Enrollment Officer.

b) QUALITY OF COURSE

We have put up a system that will maintain the quality of the course to ensure that your learning experience is always good and that the standards are always maintained.

c) SERVICE GUARANTEE

We provide the following Service Guarantee for our Courses

All courses shall commence on the scheduled date as stated in our Students Handbook and communication materials that are prominently displayed in our premises. If there should be an unavoidable delay in the commencement date, we shall give advance notice of seven (7) days.

A Certificate of completion for the respective courses will be awarded for the respective courses to the students on attaining the required proficiency level and who have at least 90% classroom attendance.

We make careful assessment of the students' needs and proficiencies in matching with the courses offered at our school by conducting tests to ascertain their suitability.

Our teachers have the required experience, qualification and competency to conduct the courses.

The total hours of teaching instruction shall adhere to the timetable provided to all students on enrollment.

We give an appropriate refund of tuition fee/non-tuition, depending on their circumstances and merits in accordance with the Agreement entered with the student.



We have procedures to deal with any student's grievances and complaints and undertake to resolve them within the maximum period of 21 days.

We shall provide to the best of our ability, a conducive learning environment with the necessary support staff to enable our student's full attention to their studies.

Equal Opportunities Policy Statement

Genetic Computer School seeks to encourage a diverse community to which all individuals may contribute as fully as possible. It aims to create conditions whereby staff and students are treated solely on the basis of their merits, abilities and potential by ensuring that no member of the Group is unfairly discriminated against as a result of gender, color, ethnic or national origin, age, social background, disability, religious or political beliefs, family circumstances or sexual orientation.

The Supervisor / Principal may contacted directly for advise on Equal Opportunities.



RULES & REGULATIONS

1. ADMISSIONS

All students (foreign / international) must enter into a the Standard Student Contract as it is a requirement of the CASETRUST which Genetic Computer School adheres.

The CaseTrust for Education scheme is designed specifically by CASE for the education industry in Singapore . The scheme aims to improve the confidence of international students and their families in the quality of education in Singapore . From 1 September 2005 , all PEOs that want to enroll international students will need to have CaseTrust for Education status.

The regulatory framework focuses on building trustworthiness, professionalism, as well as business and academic excellence. A PEO that achieves CaseTrust for Education is certified as an organisation has adopted the good practices for student protection and welfare practices.

A PEO that achieves CaseTrust for Education is certified as an organisation that possesses the foundation for good quality student welfare /protection practices and standards. The PEO will have the following mechanisms in place:

- Clear Fee Policies
- Well-Defined Student Redress Practices and Systems
- Disclosure of the PEO's Commitment of Quality
- Well-Trained Personnel



2. PRIVACY POLICY

All personal information collected will be used mainly for evaluating your application, for internal business and administrative purposes which includes billing, program and service offerings, updating your records, notifying of upcoming events and customer service. Genetic Computer School will restrict access for personal information to authorised personnel and/or partner Universities and/or Colleges and external agencies on a need to know basis according to what Genetic Computer School's administrative office determines to be official and educational interest. Personal Information means personally identifiable student information received from the student or arising in the course of the student's time in Genetic Computer School.

Genetic Computer School will disclose personal information to external parties in the following cases -

- A. Ministry of Education requests of information;
- B Data sharing with Government agencies or statutory bodies or non-government agencies authorized to carry out specific Government services, in order to provide more effective and efficient services to a student;
- C. When it is customary to release or publish information by Universities or Colleges or other educational Institutions, including but not limited to prizes, medals, scholarships, classes of honours and other marks of distinction, and student or graduation status;

Besides official and educational interest, when the school wishes to use students' particulars for purposes other than internal marketing and billing, we make this known to the student before obtaining their particulars and obtain the consent of the student using Consent Form For Using Students' Particulars .



3. IMMIGRATION RULES

The student shall comply with the provisions of the Immigration Act and any regulations made hereunder or any statutory modification or re-enactment thereof for the time being in force in Singapore.

The purpose of stay in Singapore is solely for study only, and no other pass, extension of stay or permanent stay will be sought in Singapore.

The student shall not be adopted by any Singapore citizen or Permanent Resident in Singapore.

The student shall not indulge in any activities that are inconsistent with the purpose for which the Student's Pass has been issued.

The student shall not be engaged in any form of employment paid or unpaid, or in any business, profession or occupation, or in any activity which, in the opinion of the Controller of Immigration, is detrimental to the security, reputation and well-being of Singapore.

The student shall not smoke, administer to himself/herself or otherwise consume or be in anyway engaged in the trafficking of any controlled drug as defined in the Misuse of Drugs Act.

The student shall not be involved in any criminal offences in Singapore.

The student shall not remain in Singapore after the expiry of the Student's Pass.

The student shall surrender the Student's Pass for cancellation within 7 days of the date of cessation or termination of studies.

That a Security Deposit of a said amount in the form of Cashier's Order/Bank Guarantee be placed with the Immigration & Checkpoints Authority as a condition for the duration of approval of Student's Pass and that a breach of any or all of the aforesaid conditions will render the Security Deposit being forfeited.



4. ATTENDANCE

Genetic Computer School is obliged to report to the Immigration & Checkpoints Authority on International students who have failed to attend classes for a continuous period of 7 days or more without any valid reason and/or have not attended classes regularly i.e. where the percentage of attendance is 90% or lower in any month of the course without any valid reason. This may lead to the cancellation of the Student s Pass

Attendance is compulsory. In the event of absenteeism due to unforeseen or medical reasons, a letter from the parent/guardian or a doctor s medical certificate or an excuse letter must be submitted to the School on the following day.

Students who are unable to attend regular classes with valid reasons are required to submit the Request for Authorized Leave of Absence Form together with relevant supporting documents to the Administration Office at least one week before the date of absence.

No one is allowed to sign the register on behalf of other students. Those caught doing so will be penalized.

Students must be punctual for lessons or other School activities.

Students must be attentive in class and all assignments must be handed in on time and must be adequately prepared for their lessons.

Students must refrain from attending to private matters during lessons.

No student may leave a lesson without the prior permission of the teacher-in- charge.

5. CONDUCT

Loyalty, integrity and honesty are qualities expected of all students.

All students should be courteous, polite and well-behaved at all times.

Orderliness must be observed at all times.

6. STUDENT'S PASS

All foreigners must hold a valid Student s Pass and be enrolled in a course on a full-time basis. The Student s Pass is issued by Immigration & Checkpoints Authority.

6.1 RENEWAL OF STUDENT'S PASS

Students must be responsible for their passports and Student s Pass. The completed forms for the renewal of Student s Pass must be submitted to the School s administrative staff two (2) weeks before the expiry date of the Student s Pass. The following administrative fee will be charged for late submissions:

Less than fourteen (14) days, an administrative fee of S\$10.00

Less than seven (7)days, an administrative fee of S\$50.00

7. COURSE DURATION

Students are required to complete their course (inclusive of examination) within the stipulated duration for each course of study.

Students must successfully complete the preceding level/stage before they can proceed to the next level/stage.



8. COURSE WITHDRAWAL / DEFERMENT

Students intending to withdraw from the course must complete the Course Withdrawal Form and submit it to the Senior Manager for consideration.

Request through telephone calls will not be entertained.

Refund of fees shall be in accordance with the Refund Policy as set out in Clause 11.

8.1 COURSE DEFERMENT

Request for course deferment must be made in writing and submitted together with duly completed Deferment Form and with supporting documents to the Senior Manager for consideration.

Deferment of a course will only be considered provided valid grounds are given. Valid grounds for applying for deferment include the following: - medical reasons - bereavement of immediate family members including parents, spouse and children.

Deferment is allowed only once for up to a maximum of six (6) months. Failing to resume the course after the deferment, the student will be deemed to have withdrawn from the course and no refund will be made. International students will be required to re-apply their Student's Pass (subject to ICA's approval) as a new applicant if he/she is still interested to pursue the course.

Students whose application for deferment is rejected may apply to withdraw from the course.

9. TERMINATION/EXPULSION

A student may be expelled from the School under the following circumstances:

Violation of ICA Regulation

Student's Pass holders who have been caught working in Singapore may lead to expulsion and deportation as well as the forfeiture of Security Deposit.

Misconduct - fighting, gambling, smoking or behaving disorderly.

Defamation - spreading untruth and damaging remarks about the School, its staff, or fellow students which are deemed to be detrimental to the good name and reputation of the School.

Vandalism, Mischief and/or Theft

Students who have been found to participate in any willful or negligent acts that cause damage to, loss, removal or theft of, or any other wrongful interference with any property of the School.

Cheating in examinations / tests Any form of plagiarism or cheating in tests and examinations may result in disciplinary action, not excluding expulsion from the course.

Attendance Students who do not meet the criteria for attendance of 90% may result in expulsion. See Clause 2. 9.7 Should any student be expelled from the course, no refund on fees paid will be made.

10 TRANSFER POLICY FOR STUDENT PASS HOLDER

Students intending to transfer, must complete the Course Transfer Form obtainable from the Admin. Office and settle all outstanding fees.

The School will consider allowing a transfer to another institution after the student have completed at least six (6) months of study with the School. However, a transfer may be considered for the first six months if such a transfer is considered to be in the interest of the student e.g. students meeting full requirements of government schools/institutions.



11. REFUND POLICY

The student shall be entitled to withdraw from the Course by giving written notice to Genetic Computer School of his/her intention to do so under the following circumstances:

- (i) Genetic Computer School fails to commence the Course on the Commencement Date;
- (ii) Genetic Computer School fails to complete the Course by the Completion date;
- (iii) Genetic Computer School terminates the Course prior to the completion of the Course; or
- (iv) Genetic Computer School is in material breach of its obligations under the Agreement signed.

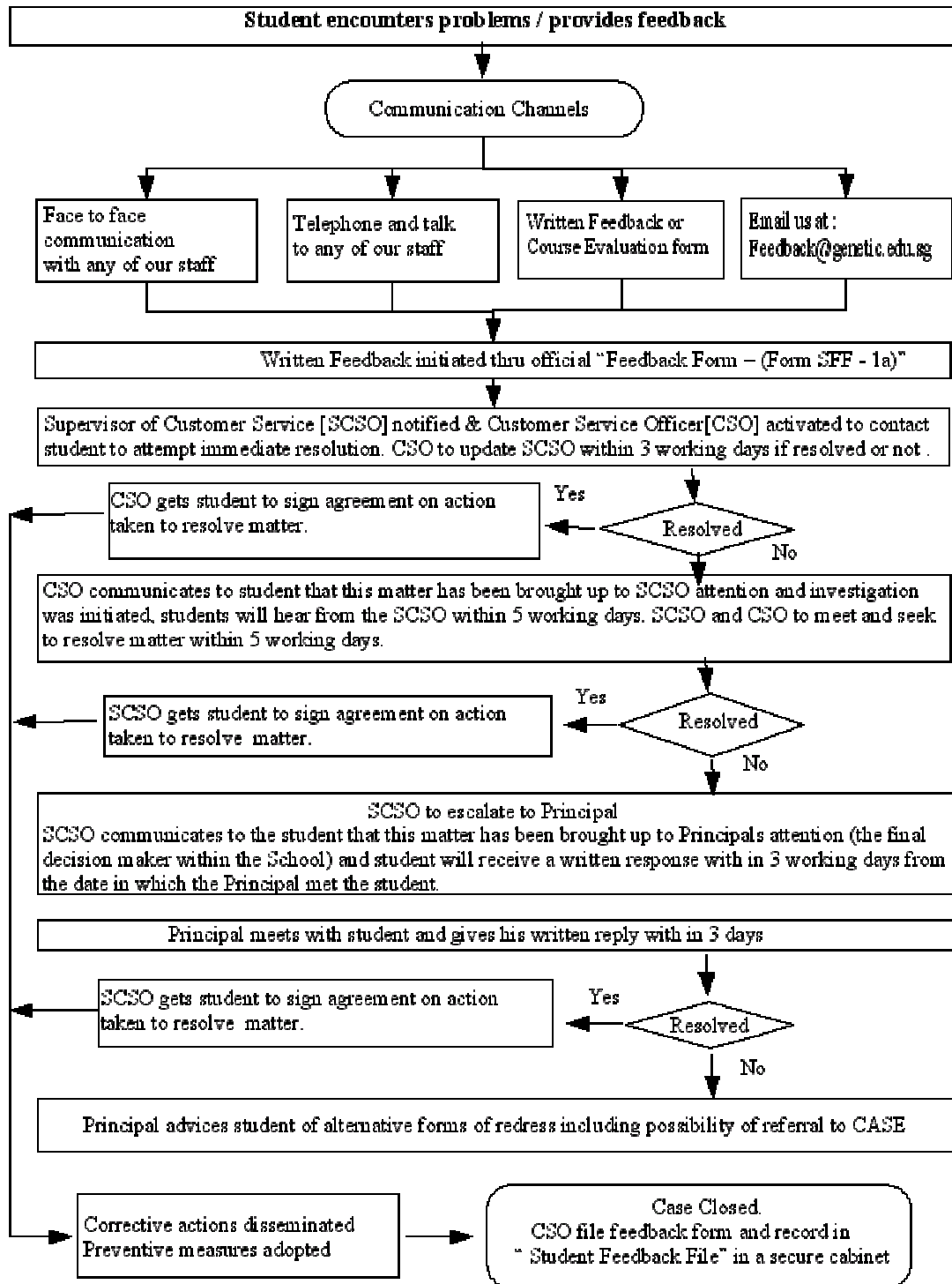
Genetic Computer School shall, as soon as practicable after receiving the student's written notice of withdrawal under Clause 11.1 (and in any event no more than fourteen (14) days after receiving such notice) refund the student the unconsumed portion of the Tuition Fees and Deposit (if any).

Where the student withdraws from the course for any reason other than those set out in Clause 11.1 Genetic Computer School shall, as soon as practicable after receiving the student's written notice of withdrawal (and in any event no more than fourteen (14) working days after receiving such notice) refund to the student the entire amount (100%) of the Deposit (less all such deductions which Genetic Computer School is entitled to make) together with the following sums (less any applicable bank administrative charges properly paid/payable):

REFUND POLICY	
% of the aggregate amount of the Course Fees and Additional Fees paid	If Student's written notice of withdrawal is received
100%	More than 30 days before the Commencement Date
80%	Before, but not more than 30 days before the Commencement Date
60%	After, but not more than 15 days after the Commencement Date
50%	More than 15 days after the Commencement Date, but not more than 30 days after the Commencement Date
20%	More than 30 days after the Commencement Date

12 GRIEVANCE PROCEDURE

Student Feedback & Grievance Process





13. PAYMENT OF COURSE FEES

For International Students, the full tuition fees must be paid before the collection of the student visa.

For local students, the first installment is payable one week before the Commencement Date. The remaining installments are payable on the dates indicated in the Payment Schedule unless otherwise stated.

An administrative fee of S\$10.00 (exclusive of GST) will be levied on each week of late payment.

Students who fail to make payment may be barred from the examinations and all pending results would be withheld by the School.

Students should retain their receipts as proof of payment. An administrative charge of S\$10.00 (exclusive of GST) will be levied for every request to retrieve a copy of the receipt. An official receipt will be issued immediately upon payment.



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14. SECURITY DEPOSIT TO ICA

Upon release of the Security Deposit by Singapore Immigration & Checkpoints Authority, which may take 8 to 12 weeks, the School will refund the money to the student or to the authorized person within one month from the date receipt of the monies from ICA. However, the School reserves the right to deduct any amount from the security deposit for payment of outstanding course fees and/or any other monies owed to the School.

The security deposit will be forfeited if any of the conditions stated in the security bond is breached. The school is required to inform ICA if :

The student has failed to attend classes for a continuous period of 7 days or more without any valid reason; or

Has not attended classes regularly i.e where the percentage of the attendance of 90% or lower in any month (more than 3 days in a month) of the course without valid reason;

The students studies in the school has been terminated; or

The student who is undergoing quarantine has flouted the quarantine rules or has flouted any of the immigration rules.

COUNTRIES	AMOUNT
Malaysia and Brunei	Nil
Indonesia, Philippines and Thailand	S\$1000 in the form of Banker's Guarantee
Bangladesh, China, India and Myanmar	S\$5000 in the form of Cashier's Order
Others	S\$1500 in the form of Banker's Guarantee
For latest Singapore Immigration regulations please visit their website : www.ica.gov.sg	

15. CHANGE OR UPDATE OF PERSONAL PARTICULARS

Students are required to inform the School in writing if there is a change in their personal particulars (such as name, address and contact numbers). Supporting documents must be submitted with the change. Genetic Computer School will not be responsible for misplaced mailings due to change in mailing address.

The cost and/or expense incurred as a result of misplaced mails will be borne by the student. Examination and assessment results will not be released over the telephone.



16. TIME-TABLE

The class time-table will be issued before the commencement of each term.

The information provided is correct at the time of issue. The School reserves the right to amend the time-table whenever deemed necessary.

17. FEEDBACK

Two evaluations will be conducted each term - Mid-term Evaluation & Final-term Evaluation. These are done to evaluate the effectiveness of the teacher/lecturer and the course coverage and to gather the students' feedback on other aspects of the course.

Students may also channel their feedback on the course or the services provided by contacting the management or filling up the Feedback Form obtained at the counter stand.

Students' feedback is valuable as such information will be used to help the School to improve its courses and services.

All evaluation and feedback will be treated in strictest confidence.

18. CLASS REGULATIONS

Students are required to be punctual for classes. Observe the timings for classes. The class schedule is given at the commencement of each term/level. Any changes thereafter, the student will be notified by the School through notices, and any other means available at the time.

Students are given 30 minutes break daily for full-time classes.

Students arriving after 15 minutes of class start time will be considered late and after 30 minutes of class start time will not be allowed to sign the attendance for the lesson.

Any student leaving before the end of class or before class is formally dismissed by the teacher will be treated as having been absent for the day.

19. EXAMINATIONS

The date and time of the examinations are specified in the time-table. A notification will also be issued one month prior to the examination.

Examination dates cannot be changed to cater to individual requests.

20. OFFICIAL LETTERS

Any requests for official letters must be made in writing. A minimum of three (3) working days is required.

A request will not be entertained if the issuance contradicts any of the following:

- a) Students have not achieved the minimum attendance. (Full-time:90%)
- b) Students having outstanding fees / payments(s).

21. INDEMNITY

Genetic Computer School will not be liable for any mishap, injury, loss or damage suffered by the students during the course.



22. OTHERS

All Foreigner's course students are required to sit for at least one examination during the course each year, or before they leave the School.

Students are not to bring valuables to School while attending lessons. School will not be liable for any loss or theft.

No use of mobile phone / SMS during lessons.

No food & drinks are to be brought into and/or consumed in the classroom.

Students are required to dress appropriately while attending lessons no slippers, shorts or mini-skirts are allowed. It is recommended that a jacket or sweater be worn in class.

The Smoking (Prohibition in Certain Places) (Amendment) Notification of 1997 came into operation on 15 August 1997. With the prohibition, smoking will not be allowed in the entire compound of the school. This is a directive from the Ministry of Education, Singapore.

23. MISCELLANEOUS

Refund of Banker's Guarantee – Students are to cancel their students pass before they can get a refund of their Bankers Guaranteed. If the School is your sponsor you will need to fill in the “Authorisation Letter for Refund of Bankers's Guarantee – Form BKG 1a” found in Appendix of this handbook for the refund at least a week before you are schedule to leave.

24 AMENDMENTS

Genetic Computer School reserves the right to amend the Rules and Regulations at its discretion.



25 GUIDELINES AND REGULATIONS FOR STUDENT PASS HOLDERS

25.1. IMPORTANT NOTES TO STUDENT PASS HOLDERS

a) Students must comply with the rules and regulations as stated in Clause 1 Rules & Regulations.

b) Students are not allowed to study without a valid Student's Pass.

Students should approach the School for any matters concerning Student's Pass.

On Completion of Course, if you cease to study at Genetic Computer School, you are required to obtain a "Cancellation of Student Pass Form – CSP – 1d" and surrender your student pass card and disembarkation / embarkation card at ICA 14 days before expiry of student pass or termination of studies.

25.2 LEAVING SINGAPORE

Foreign students on Student's Pass are not to travel from Singapore to any third country with prior approval from the School. Students are to inform the School of any intention for travel, and a written application must be submitted to the School for necessary clearance.

Students wishing to return to their home country during or after term / examination breaks are to submit their application in writing to the School at least two (2) weeks prior to traveling.

Genetic Computer School will provide such documents to ICA as required.

All travel period must not affect class attendance. The School must be notified of any emergency leaves. Students are to submit a written notice to the School with documents (where applicable). The School will then forward such documents to ICA as required. Malaysian students holding Student's Pass may travel to their hometown daily provided it does not affect their attendance.



26. Frequently asked Questions about Student Pass.

26.1 Who can apply for a Student's Pass?

Any foreigner who wishes to pursue full time studies in Singapore in an institution that is registered with the Ministry of Education or has obtained approval from the Controller of Immigration to accept foreign students, is required to apply for a Student's Pass.

However, Dependant's Pass holders studying in Government, Government-Aided, Independent, Foreign System School, Kindergartens and Immigration Exemption Order holders are exempted from applying for Student's Passes.

26.2 Where can I obtain/submit the application Forms for a Student's Pass?

You may obtain/submit the application forms together with the supporting documents to Visitor Services Centre (VSC), Singapore Immigration & Registration Building, SIR Building, 4th Storey, 10 Kallang Road, Singapore 208718, Information/Queue Ticket Counter.

However, you can also submit your applications through the school you intend to study in.

26.3 Who can be a local sponsor?

Any Singapore Citizen (SC) or Permanent Resident (SPR) above the age of 21 years old or the school that the applicant intends to study in can be the local sponsor. Companies are not allowed to act as sponsors.

As of December 15 2008, ICA no longer requires a local sponsor.

26.4 Is there any fees involved?

The fee for Student's Pass is \$ 40 per year or part thereof. The fee for the issue of the visa is \$20.

Upon approval, the local sponsor is also required to furnish a security bond and deposit. The security deposit amount varies, depending on the student's nationality.

No security bond and deposit is required for Malaysians, Brunei nationals, holders of valid



Dependant's Pass, Employment Pass, Long-Term Social Visit Pass, Work Permit and children of SC/SPR. Students attending kindergartens are also exempted from the requirement of security bond and deposit.

For Dependant's Pass holder, a letter of consent in lieu of a Student's Pass is issued. Hence, no fee is required.

26.5 Is the security deposit refundable?

The security deposit is refundable provided that the student has not breached any of the conditions stated in the security bond executed by the local sponsor and his/her departure from Singapore is confirmed by Singapore Immigration & Registration. Generally, it takes about 6 weeks to process the refund or release of the cash deposit or banker's guarantee, whichever is applicable.

26.6 What are the forms and documents required to apply for a Student's Pass?

26.6.1 Applicant is required to submit the following:

- ☞ The attached acknowledgement card duly completed;
- 1 copy of acceptance letter from the school; 2 copies of duly completed Form 16, Form V-391 and Form V36;
- ☞ 1 copy of duly completed IMM (E)555;
- ☞ 1 copy of Form (E) 5 duly completed by the school (where applicable);
- ☞ 1 copy each of applicant's highest educational certificate, birth certificate, and parents' marriage certificate;
- ☞ 2 recent passport sized photographs (Colour/Black & White);
- ☞ The local sponsor's identity card (for SC) or re-entry permit (for SPR);
- ☞ Applicant's valid travel document or photocopy of pages showing applicant's full particulars.

26.6.2 For applicants who are children or spouses of SCs or SPRs,

1 copy each of the following additional documents are required:

- ☞ For spouse of SC/SPR, the applicant's marriage certificate;
- ☞ For children of SC/SPR, the parents' marriage certificate;



if the parents are divorced, the divorce certificate and custody paper; if the parent is widowed, the spouse's death certificate;

- ☞ Spouse/Parents' highest educational certificate;

Spouse/Parents' letter of employment stating the date of commencement, designation and salary per month;

- ☞ Spouse/Parents' CPF statement for the last 12 months;
- ☞ Spouse/Parents' Income Tax Assessment Notices for the last 3 years.

26.6.3 For applicants whose one/both parents are working or residing in Singapore, 1 copy each of the following additional documents are required:

- ☞ Parents' valid Singapore work/immigration passes
- ☞ The parents' marriage certificate; if the parents are divorced, the divorce certificate and custody paper; if the parents is widowed, the spouse's death certificate;

26.6.4 For Dependant's Pass holders, applicant is only required to submit the following:

- ☞ 2 copies of duly completed Form 16 and V36;
- ☞ 1 copy each of the school's acceptance letter;
- ☞ Applicant's highest educational certificate and Form (E) 5 (where applicable)

26.7. What is the processing time?

The normal processing time is about 4 weeks upon receipt for new applications. However, some applications may take a longer time to process. Please do not call the Section to check on the outcome of the application within the normal processing period. The local sponsor and school will be notified of the outcome by post as soon as possible.

26.8. Are Student's Pass holders allowed to work?

Student's Pass holders are strictly not allowed to engage in any form of employment, whether paid or unpaid or in any business, profession or occupation in Singapore during the validity of their Student's passes unless they have the consent in writing from the Controller of Immigration. Violators will be prosecuted by law.



APPLICATION AND ADMISSION PROCEDURES

27 .Admission Procedure

Students will be sent an Information Kit upon inquiry. The kit will contain the following information:

Course Details
Application/ Registration forms
Student Pass Application forms
Immigration Details
SPS Insurance Details
Application flow chart.

Overseas applicants requiring a Student Pass must follow the following steps:

Step 1: Applicant must complete the Application / Registration Forms and send it to us along with **Notarised** or **Certified** copies of the following supporting documents:

High School & Highest Qualification Certificate
Mark Sheet/ Transcript of Record of High School & Highest Standard
Photocopy of Passport (if any)
Applicant's recent Photograph 3 (Three) Copies (37mm x 37mm)
Birth Certificate (Indicating both father's and mother's name & their date of birth)
Marriage Certificate (If applicant is married OR Parent's Marriage Certificate)
Proof of sufficient funds (e.g. Bank solvency certificate)

Step 2: Once 'Genetic' receive the above mentioned application material, Genetic will go through all the documents and issue the Confirmation of Acceptance Letter & Acceptance Reply, Bank Permission Letter (for payment of fees) & Invoice, Student Contract, Student Pass Application forms from Immigration to the eligible applicants.

Step 3: Applicant needs to sign the Student Contract (if minor the Parent / guardian) send it back to us together with the filled up Immigration Forms as well as the Registration and Administrative fee totaling SGD \$380 (Bank Draft) (payable to Genetic Computer School)

Step 4: Upon receipt of the Registration and Administrative Fee and the Student protection Scheme processing fees of \$150 therefore the total to be received is \$530, Genetic Computer School will process the SPS Insurance and make the application for a Student Pass to the Immigration and Custom Authority (ICA). (Processing takes between 4 to 6 weeks and may be longer in some cases). Application for Student Pass is subjected to the approval of the ICA.

Step 5: Upon receipt of the Student Pass Approval Letter from the ICA, the applicant will be informed and at this stage the applicant needs to pay his/her Tuition Fee (IDCS) (before arrival) under Full Payment, otherwise student can pay on a monthly installment basis.



(Please note that Student Pass may need to be renewed periodically and it is renewed at the discretion of **ICA**.)

Step 6: Security Deposit must be deposited in a form of Banker's Guarantee or Cashier's Order from any bank in Singapore to the ICA for collection of Student Pass upon arrival in Singapore.

Important Notes

Please note that all original documents must be presented for verification.

An official translation in English is required for all documents not in the English Language.

Please ensure that all forms are duly signed and completed by the applicant, the local sponsor and the school. Any incomplete forms or documents may result in non-acceptance at the counter.

Applicant and local sponsor will have to furnish additional information and documents whenever necessary.



28 . Estimated Cost of Living in Singapore

These figures are based on the average spending by students at Genetic Computer School. The actual cost will depend on the life style that the student wishes to enjoy.

It is our advice that students should have additional funds at their disposal in case of emergency.

Students should also not expect to get any funds from employment in Singapore. Working in Singapore is illegal while on a "student visa" and will result in prosecution as well as deportation. Students are advised not to depend on their Immigration Security Deposits for travel return tickets and should have sufficient additional funds.

Cost Areas	Per Month	Per Year (12 months)
Housing *	S\$400	S\$ 4,200
Transport #	S\$150	S\$ 1,800
Food	S\$300	S\$ 3,600
Others	S\$ 50	S\$ 600
Total	S\$850	S\$ 10,200

Twin Sharing basis # Bus/Train

We recommend you contact Housing Agent who will find you accommodation. Please feel free to make your own accommodation arrangements.

The following website may be helpful: < www.Singaporerentals.com >



29. INTERNATIONAL DIPLOMA IN COMPUTER STUDIES FEE SCHEDULE

29.1 Course Fees

Tuition Fees	Payment by Instalment		Payment in Advance	
	Amount (S\$)	Date Due	Amount (S\$)	Date Due
<u>For Course Pre-requisites:</u>	N/A	N/A	N/A	N/A
Not Applicable				
<u>For Course:</u>				
Year 1 (12 months) Monthly payments	170 X 12	By the 6 th day of each month	\$4030	On the first day
Year 2 (12 months)	170 X 11 120 X 1			
Total Tuition Fees Payable	4030			
Non-Tuition Fees	Amount (S\$)	Date Due	Amount (S\$)	Date Due
Registration Fee	10	With Application	N/A	N/A
Administrative Fee	90	With Application		
Book Fee	342	On Orientation day		
Total Course Fees Payable	4472		[total]	

29.2 Additional Fees and Deposit

Purpose of Fee	Amount (S\$) and When Payable
<i>Late payment fees,</i>	\$10
<i>Replacement of student ID,</i>	\$18
<i>Re-taking examinations per module,</i>	\$63
<i>Late Student Pass Renewal submission</i>	
• <i>Less than 14 days before but more than 7 days before renewal date</i>	\$10
• <i>Less than 7 days before renewal date</i>	\$50
Deposit	Amount (S\$) and Date Due
Student Pass Deposit	

29.3 Registration and admission Fee to be paid upon joining the course. The Balance Fee to be paid after the approval of the ‘Student Pass’ from the Immigration Department of Singapore. Admission Fee is refundable if the Immigration Department of Singapore does not approve the application for Students Pass.

29.4 A Security Deposit is to be paid to the Immigration Department of Singapore in a form of Banker’s Guarantee (from any Bank in Singapore) before the collection of ‘Student Pass’. The Security Deposit is refundable upon completion or termination of the Student’s Pass.



30. OVERSEAS ACADEMIC REQUIREMENTS

The academic qualifications for admission are set out as below:

For all countries : A pass at 12-year formal education.

Applicants from overseas must also meet the current Singapore Immigration Department requirements.



31. Student Tuition Fees Insurance

31.1. Is the Student Tuition Fee Insurance provided by all PEOs?

No. This insurance coverage is available only with PEOs that have applied and are approved by the insurance company endorsed by CASE (ie. NTUC Income).

31.2. What is the period of insurance offered by the Student Tuition Fee Insurance?

The period of insurance will at least cover the entire duration of the course enrolled by the insured student. In certain cases, this period may begin before the course commencement date, upon approval by NTUC Income of PEO's application for insurance.

31.3. What is the expected amount of insurance premium and how is it calculated?

For NTUC Income, the premium is calculated based on the course fees payable. NTUC applies a low premium rate of 0.15% per month multiplied by the course duration in months, and such premium rate is capped at 3% regardless of the duration of the course.

So the premium payable for a 36 month course will be:

With the 3% cap on premium rate

Full tuition fees X 3%

Without the 3% cap on premium rate

Full tuition fees X (0.15% X 36 months) = Full tuition fees X 5.4%

Premiums payments must be made before the insurance documents are issued to the PEO. Premium rates are subject to change without notice from time to time at the discretion of NTUC Income.

31.4. How does a student make a claim?

The insured student needs to produce his/her Certificate of Student Insurance and official course fees receipts when submitting a claim under the insurance. NTUC Income will notify all insured students of the relevant claims procedures to be followed.

31.5. Is the Student Tuition Fees Insurance available for local students?

The Student Tuition Fees Insurance scheme is non-discriminatory. It is up to the PEOs to decide whether to cover their local students under this scheme.



B1

32. EMERGENCY NUMBERS

SCHOOL CONTACTS

DAY (9.00am to 6.00 pm)

<i>Principal</i>	<i>Mr. William Goh</i>	<i>63397588</i>	<i>Gcs@genetic.edu.sg</i>
Head, Business Development	Mr Hugh B. Dason	63397588	James@genetic.edu.sg
CSO	Mr Lawrence Low	63397588	low@genetic.edu.sg
Head, Academic	Mr Tony Toe	63397588	Tony@genetic.edu.sg

After School Hours

Mr Tony Toe	94778909	Tony@genetic.edu.sg
Mr Hugh B. Dason	97753064	James@genetic.edu.sg

USEFUL NUMBERS and EMERGENCY NUMBERS

POLICE (toll – free)	999
Fire & Ambulance (toll – free)	995
Non- Emergency Ambulance (chargeable)	1777
Immigration and Checkpoint Authority (ICA)	+ 65 69316100
International Calls Operator	104
Weather Forecast	65427788
Samaritans of Singapore (SOS)	1800-221 4444
Raffles Hospital 24 hour emergency assistance	63111555
Residential Telephone Enquiries	1609



STANDARD FORMS

(samples only - please get original from the Office or any Student Care Officer [SCO])



Sample Letter of Offer you will receive if your application is successful.

Date:

To < Student Applicant >

<Address overseas >

Dear < Applicant >,

We are please to make the following offer for a place in our International Diploma in Computer Studies course of study for the academic year _____.

The course will commence on _____ and will end on _____.

We will need to receive your confirm of your acceptance by _____ for us to hold a reserve for you. To confirm your acceptance's, you will need to returned the Student contract attached duly signed by the above date together with the completed student pass application forms for immigration purposes. You study in Singapore is subject to immigration approval.

Upon receipt of the Student Contract & Student Contract,we will reserve the place for you.

Before we make your student pass application you will need to transfer the amounts stated in the attached Fee Schedule according to the instructions given. Do note that it normally takes between 4 to 6 weeks for immigration to process the student pass from the time it is received. Thus please plan your timing accordingly.

Once again Congratulations and we look forward to you presence at our School.

Yours truly,

Registrar's Office



COURSE DEFERMENT FORM
(used to postpone the commencement date to a later date)

To Genetic Computer School
No. 118, Aljunied Avenue 2
#02-100
Singapore 380118

Dear Sir,

Re: Course Deferment from Course

I, _____, Student ID / Passport No. _____

wish to defer my course the International Diploma in Computer Studies commencing on
: ___/___/___ to the next intake subject to availability of place for me.

I understand that by deferring, my student pass visa would be canceled. I am still responsible for any monies owed to the school and that the school is entitled to recover the said sum it is entitled to from me.

Yours truly,

Signature:

Name:

Date:

Received on behalf of Genetic Computer School

Signature:

Name:

Date:





COURSE WITHDRAWAL FORM FORM CW 1

To Genetic Computer School
No. 118, Aljunied Avenue 2
#02-100
Singapore 380118

Dear Sir,

Re: Withdrawal from Course

I, _____, Student ID / Passport No. _____

wish to withdraw from the International Diploma in Computer Studies as of the following date: ___/___/___.

I understand that by withdrawing, that by withdrawing I am still responsible for any monies owed to the school and that the school is entitled to recover the said sum it is entitled to from me.

Yours truly,

Signature:

Name:

Date:

Received on behalf of Genetic Computer School

Signature:

Name:

Date:



Cancellation of Student Pass

FORM CSP-1a

To Genetic Computer School
No. 118, Aljunied Avenue 2
#02-100
Singapore 380118

Dear Sir,

Re: Cancellation of Student Pass

I, _____, Student ID / Passport No. _____

wish to withdraw from the International Diploma in Computer Studies as of the following date: ___/___/___.

I understand that by withdrawing, that by withdrawing I am still responsible for any monies owed to the school and that the school is entitled to recover the said sum it is entitled to from me. Please accordingly cancel my student pass.

Yours truly,

Signature:

Name:

Date:

Received on behalf of Genetic Computer School

Signature:

Name:

Date:



REQUEST for TRANSFER

[FORM CTF-2]

To Genetic Computer School
No. 118, Aljunied Avenue 2
#02-100
Singapore 380118

Dear Sir,

Re: TRANSFER OF COURSE

I, _____, Student ID / Passport No. _____

wish to withdraw from the International Diploma in Computer Studies as of the following date: ___/___/___ and Transfer to the following course:

Course Name:

Conducted by (School Name) :

Commencement date:

I understand that by withdrawing, and transferring course, that I am still responsible for any monies owed to the Genetic Computer School and that the school is entitled to recover the said sum it is entitled to from me.

Yours truly,

Signature:

Name:

Date:

Received on behalf of Genetic Computer School

Signature:

Name:

Date:



LEAVE OF ABSENCE FORM

[FORM AA-1]

To Genetic Computer School
No. 118, Aljunied Avenue 2
#02-100
Singapore 380118

Dear Sir,

Re: Leave of Absence Form

I, _____, Student ID / Passport No. _____
request leave of absence from _____ to _____ for the following reason/s:

Yours truly,

Signature:
Name:
Date:

Received on behalf of Genetic Computer School

Signature:
Name:
Date:



Authorization Letter for Refund of Banker's Guarantee / Visa Deposit [FORM BKG-1a].

To Genetic Computer School
No. 118, Aljunied Avenue 2
#02-100
Singapore 380118

Attn: Principal

Dear Sir,

I, the named person below, authorize Genetic Computer School to collect on my behalf the visa deposit in the form of the Bankers guarantee / Cashier's Order and to remit the sum to me accordingly less any expensed or sums owed by me to Genetic Computer School in accordance to the following instructions:

Signature : _____

Name of Student:

Passport Number:

Student Pass Number:

Date: _____



FORM SFF – 1a

OFFICIAL FEEDBACK FORM

Date:

Time:

Attended by:

Signature

Customer Service Officer in Charge / Assigned:

Type: Event Administration

Policy

Others: _____

Student Complain / Feedback

Name of Student:

Signature:

Date: DD/MM/YY

Date of Event :

Time:

Persons involved:

Report (in students own words):



FORM SFF – 1a

Stage 1 [3 days]

CSO name:

Date taken: DD/MM/YY

Signature:

Remedy:

Sign: _____

Accept / Do not Accept Remedy*

Student name:

Date: DD/MM/YY

Stage 2 (if not accepted above) [5 days]

SCSO Signature:

Date taken: DD/MM/YY

Remedy:

Sign: _____

Accept / Do not Accept Remedy*

Student name:

Date: DD/MM/YY

Stage 3 Principal (if not accepted above) [3 days]

Signature:

Date taken: DD/MM/YY

Remedy:

Sign: _____

Accept / Do not Accept Remedy*

Student name:

Date: DD/MM/YY Matter referred to CASE within 2 days on :DD/MM/YY



LEAVE APPLICATION FORM FORM LA 1

Controller of Immigration
Immigration & Checkpoints Authority Singapore

Dear Sir,

Leave Application

Name of Student:

Fin No:

Passport No:

Date of Birth:

Origin:

Please be informed that I plan to travel back to my home country with details as follows:

Destination:

Date of Departure:

Flight No:

Date of Return & Flight No:

Purpose of Travel:

Total No. of Days:

I understand that if I do not return to Singapore on the date indicated above, my Student's Pass might be canceled by the Immigration & Checkpoints Authority.

Yours faithfully

Name of student & signature



STUDENT'S UNDERTAKING

By signing below, I confirm that the School' s representative has gone through the contents of this Handbook, and I undertake to do the following:

" I (particulars as stated below) have read and fully understood the content, terms and conditions as stated in this Handbook. "

I shall undertake to fully comply with the requirements and expectations as laid-out herewith. " I shall take full responsibility for the consequences, should I fail to adhere to the requirements as stated. " I also acknowledge that I have received a copy of the Student's Handbook.

Student s Name:

FIN No. / Passport No.:

Date of Birth:

Country of Origin:

Signature of student:

Date:

Briefing done by:

Date: