



GENETIC COMPUTER SCHOOL  
STUDENT HANDBOOK v30



## 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. We have since December 2009, engaged Lonpac Berhad for Insurance under the Fee Protection Scheme (FPS) in order to meet all the new requirements of the Enhanced Registration Framework and the voluntary Edutrust Requirements. Hospitalization Insurance is also provided to all students. We have gone a step further to only collect fees on a 6 monthly basis, thus leaving students with no risk.

Prior to enrollment, student or legal guardian signs the CPE-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.

It is Genetic Computer School's policy that all applicants will be given full details regarding the' curriculum, academic marking guidelines, disciplinary matters, fee refund policies, education pathway and career opportunity prior to the signing of the Student Contract.

This Hand book also includes the following information:

- \* Academic Governance and Policy
- \* Grievance Policy
- \* Refund Policy
- \* Privacy Policy
- \* Student Support Services

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. It is also standard procedure to protect the fees of all students with the Fee Protection Scheme (FPS).

William Goh  
CEO & Principal



## **GENETIC COMPUTER SCHOOL**

### **Vision**

To be a leading education provider in developing Knowledge Professionals for the global IT industry

### **Mission**

- ❖ Provide well-designed up-to-date curriculum
- ❖ Prepare students with the right computing skills
- ❖ Promote independent learning through projects and real-life case studies
- ❖ Plan and promote innovative teaching to achieve maximum learning outcomes
- ❖ Pursue close collaboration with academics and industry-experts

### **Values and Culture**

#### **Student Satisfaction**

Meeting or exceeding student expectations through excellence in service and delivery, each and every time

#### **Human Resource**

Top Management recognizes that human resource is the vital asset of the company and aims to develop them to their fullest potential

#### **Innovation**

Creating an environment that encourages innovative ideas in promoting continual improvement and developing best-in-class practices

#### **Professionalism**

Maintain the highest level of professionalism and integrity in everything we do



## **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 TUITION FEES**

The Student Tuition Fee Protection Scheme

As proof of our goodwill, Genetic Computer School has taken the extraordinary step to only collect tuition fees only on a quarterly basis thereby protecting the student's financial interest automatically.

### **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 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 test 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 be contacted directly for advice 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 Enhanced Regulatory Framework (ERF) which came into force on 21<sup>st</sup> December 2009.

These regulations supersede the CaseTrust for Education scheme requirements and is designed to enhance the protection of your school fees as well as included Hospitalisation Insurance. Additionally, our school has also adopted the standards of the voluntary EduTrust scheme which focuses on the continuous enhancement of quality of education and the education experience of the students.

EduTrust is a voluntary certification scheme that helps to distinguish higher quality players in Singapore's private education industry.

- Private education institutions need to be EduTrust-certified before being able to offer placement for international students who require a Student's Pass from the Immigration and Checkpoints Authority (ICA).

The following key areas are the focus of EduTrust:

Six criteria for EduTrust certification:

- Management commitment and responsibilities
- Corporate governance and administration
- External recruitment agents
- Student protection and support services
- Academic processes and assessment of students
- Quality assurance, monitoring and results



## 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

11. **Withdrawal for Cause:** Subject to Clause 7, the Student shall be entitled to immediately withdraw from the Course by giving written notice to the PEO of his/her intention to do so under the following circumstances:

- (i) the PEO fails, for any reason, to commence the Course on the Commencement Date;
- (ii) the PEO fails, for any reason, to complete the Course by the Completion Date;
- (iii) the PEO terminates the Course for any reason prior to the completion of the Course; or
- (iv) the PEO is in material breach of its obligations under this Agreement.

11. **Refunds for Withdrawal for Cause:** The PEO shall, as soon as practicable after receiving the Student's notice of withdrawal under Clause 2.1 (and in any event no more than fourteen (14) days after receiving such notice) refund to the Student:

- (i) the entire amount of the Tuition Fees and Deposit; and
- (ii) the Non-Tuition Fees and/or Additional Fees\*.

11. **Withdrawal Without Cause and Refunds:** Where the Student withdraws from the Course for any reason other than those set out in Clause 2.1 or Clause 7, the PEO shall, subject to Clause 3.4, 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 the PEO is entitled to make in accordance with Clause 1.9) together with the following sums (less any applicable bank administrative charges properly paid/payable under Clause 3):

% 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 30days before the Commencement Date
60%	After, but not more than 15 days after the Commencement Date
20%	More than 15 days after the Commencement Date, but not more than 30 days after the Commencement Date
0%	More than 30 days after the Commencement Date

11. **Deemed Withdrawal:** A Student who transfers from the Course to another course with the PEO shall, for the purposes of this Clause 2, be deemed to have withdrawn from the Course and the provisions of Clause 2.3 shall apply save as otherwise agreed between the PEO and the Student.



## **12. ACADEMIC GOVERNANCE OF PROGRAMMES**

### **1 PROGRAMME ADMINISTRATION**

All appointments to the Boards must be in accordance to the requirements of the prevailing Singapore Education Framework. All program administration will take cognisance of the requirements of the prevailing Singapore Enhanced Registration Framework and EduTrust Scheme. This document must therefore be read and interpreted together with the Singapore Enhanced Registration Framework and the EduTrust Scheme.

#### **1.1 Academic Board, Board of Examiners, Modules Boards.**

##### 1.1.1 Constitution of the Academic Board

- a) CEO of Genetic Computer School as chair;
- b) Genetic Chief Academic Officer (or nominee) as secretary;
- c) Two external examiners/moderators nominated by the chair;
- d) Up to four representatives of industry nominated by chair;
- e) such co-options as the Board may require

##### 1.1.2 Constitution of the Board of Examiners

- a) Nominee of the Chair of the Academic Board
- b) At least four (4) Independent Academics with a view of having 2/3 of the Board being external members
- c) Genetic Chief Academic Officer
- d) Such co-options as the Board may require

##### 1.1.3 Constitution of the relevant modular Boards

- a) Module level Supervisor
- b) All tutors of the relevant module as needed



## 1.2 Terms of reference of Boards

### 1.2.1 Academic Board

The Academic Board must sit at least once a year and will be responsible for general oversight, review and development of the of the Examination programmes. It will make recommendations to the Board of Examiners on matters of academic policy and regulations, and to the CEO of Genetic Computer School and the Genetic Board of Directors on matters of organisation and management of the **programmes**.

In particular, the Academic Board will consider: -

- a) inter-module and general matters for both examination programmes, including the addition and deletion of modules(subjects);
- b) to review assessment arrangements and regulations for the combined programmes. (The combined programmes being programmes from affiliated Institutions that are based on the Genetic Programme and use the Genetic assessment mode);
- c) matters referred by the Board of Examiners;
- d) matters relating to common issues concerning the School-based programmes such as access to new modules and ability of centres to conform to minimum standards;
- e) administrative issues;



### 1.2.2 Board of Examiners

The BoE may sit as a combined board for all the examination programmes or separately for each examination programme. For each examination programme the BoE must sit at least once before the core examination and at least once after the core examination. A minimum of 3 members must be present at each meeting with a 1:2 internal to external member ratio in accordance to the requirements of the Enhanced Registration Framework.

- a) set the assessment regulation for the programmes.
- b) oversight of the admission procedures to ensure they are implemented within agreed regulations and policies.
- c) to report promptly to the CEO any unacceptable deviations in standards or conduct by the Modular Board in particular with reference to assessment issues on test, coursework, projects and presentations.
- d) to advice the Modular Boards on matters of policy and good practice in assessment and in operation of the programmes, and to provide a formal annual report to the AB.
- e) to compile and decide the final draft examination papers and marking schemes to be accepted.
- f) to co-ordinate with the Examination Secretariat to inspect marked scripts for all papers;
  - to receive and consider, referrals and marginal cases from the Modular Board after the marking process; the BoE will not amend any module assessment or grades other than condonement
  - to agree on the pass list.



### 1.2.3 Examination Module Boards

The Examination Modular Board (EMB) oversee the setting of all assessments and examination for specific modules. Each Module will have its own separate board. The EMB shall meet at least once every three months and shall be responsible to the BoE for their respective sphere of influence in the following areas;

the proper conduct of the programmes and their assessment;

- b) provide the BOE with Examination Questions and marking schemes;
- c) conduct the marking for the final examinations as assigned by the Examination Secretariat, make decisions on the grade, failure, referral of each student in all module assessments in accordance with the approved assessment regulations.
- d) providing notes on special cases and circumstances for the BoE.

## 1.3 Terms of reference of Officers

### 1.3.1 Chief Academic Officer

The Chief Academic Officer

- a) maintaining effective and regular contact with the Module Chiefs;
- b) ensuring that the monitoring of progress of the students on the programme is carried out satisfactorily;
- c) communicating with examiners and ensuring their requirements are attended to;
- d) moderation of marks

### 1.3.2 Secretary to the Board of Examiners :-

shall be in charge of the Examination Secretariat and is responsible for

- a) reporting to the CEO upon resources required for the programme and its development so that estimates and allocations can be considered;
- executing action agreed by the AB and Board of Examiners and for implementing any policy of the AB or that set by the CEO.
- c) ensuring that appropriate external contacts, such as those with professional bodies, are maintained;
  - d) maintaining effective consultative links with local employers.
  - e) Oversee the conduct of Assessments and Examination in compliance to policy

## 1.4 Assessment Regulations

Each module in all stages of all programmes has specific teaching aims and objectives. These are stated in the individual published syllabuses, together with a statement of the assessment methods used. The Assessment Schedules in these regulations correlate with the assessment



methods as shown in the syllabuses. Regulations are phrased so as to give students every opportunity to demonstrate their strengths.

#### 1.4.1 Responsibilities of Board of Examiners

The responsibilities of each Module Board and BOE is to make its judgement on student performance within these Regulations, and the programme definition.

#### 1.4.2 Valid Reasons for Poor Performance

If it is established to the satisfaction of the BOE that a student's absence, failure to submit work or poor performance in all or part of an assessment for a certificate/diploma was due to illness, or other cause found valid on production of acceptable evidence, the Board shall act in a manner appropriate to the case, i.e.

- a) a student whose case falls under the above has the right to be re-assessed as if for the first time in any or all of the elements of assessment, as specified by the BOE. If an assessment affected by illness was itself a second attempt the student shall be permitted to resit as if for the second time.
- b) where the BOE is satisfied that there is sufficient evidence of the student's achievement, or this evidence is subsequently obtained, the student may be recommended to progress to the next stage of the programme or for the award for which he or she is a candidate. In order to reach a decision, the BOE may assess the candidate by whatever means it considers appropriate.
- c) where there is insufficient evidence to determine the recommendation of an award but the BOE is nevertheless satisfied that the student would have qualified for the award for which he or she was a candidate had it not been for illness or other valid cause, an Aegrotat award may be recommended.
- d) before a recommendation under b) or c) above is submitted to the Academic Board or University (where applicable) , the student must have signified that he or she is willing to accept the award and understands that this implies waiving the right to be re-assessed under a) above. (amended 18 May 2009)

#### 1.4.3 Responsibilities of Students

- a) It is responsibility of students to attend examinations and submit work for assessment as required and to provide the examiners in advance of their meeting with any relevant information on personal circumstances which may have affected performance and which they wish to be taken into account.
- b) If a student fails to attend examinations or submit work for assessment without good cause, the examiners have authority to deem the student to have failed the assessment concerned.
- c) If a student fails without good cause to provide the examiners in advance of their meeting with information about any personal circumstances that may have affected performance in assessment, the Board of Studies, or other institutional body authorised by it to consider requests for the review of an examiner's decision, has the authority to reject the request on those grounds.
- d) If a student is found to have cheated or attempted to gain an unfair advantage, the BoE have the authority to deem the student to have failed part or all of the



assessment and the authority to determine whether or not the student shall be re-assessed. (amended 18 May 2009)

#### 1.4.4 Review of a decision of the Board of Examiners (amended 18 May 2009)

- a) The Academic Board, or a body authorised by it to act as a review group, may in the following circumstances require the BoE to reconsider its decision: (amended 18 May 2009 BoS to Academic Board )

if a candidate requests such a reconsideration and establishes to the satisfaction of the Academic Board or review group that his or her performance in the examinations was adversely affected by illness or other factors which he or she was unable or, for valid reasons, unwilling to divulge before the BoE reached its decision. The candidate's request must be supported by medical certificates or other documentary evidence acceptable to the Academic Board.

if the Academic Board or review group is satisfied on evidence produced by a candidate or any other person that there has been a material administrative error, or that the examinations were not conducted in accordance with the current regulations for the programme, or that some other material irregularity has occurred.

- c) All request for reviews of assessment decisions will be conducted in accordance with the review procedure agreed by the Academic Board.

## 2 EXAMINATION ADMINISTRATION & PROCEDURES

### 2.1 Setting of Question Papers

Coursework tests are conducted 2 times in the course duration for each subject. The whole syllabus is divided into 2 areas. Each area is assessed after it is finished. The course work test duration is 2 to 3 hours. Individual lecturers teaching a particular class are responsible for setting these three sets of test papers. These test papers will be passed to another lecturer teaching the same subject for checking the range and scope of the questions to ensure that the entire syllabus has been covered within each area.

For setting examination question papers, Subject specialist will be appointed by CAO who will submit a set of questions and marking schemes. All of these questions are then compiled together and passed to the 'Board of Examiners'. The board will choose from the pool of questions and set the question papers according to the standard structure. The weightage of topics are followed according to the Weightage given in the syllabus for each subject.

All the Question papers are checked for :

- Typographical errors
- Spelling errors
- Misleading / ambiguous questions
- No hidden assumptions are being made
- Depth of subject properly examined
- Within the syllabus

The papers are then transcribed and printed and are then modified accordingly and reprinted if



necessary. The person in charge from the Examination Secretariat Department will then print the appropriate number of copies at a secured site. These papers are then passed to the Principal to be stored in secured place until the date to send the examination papers to all the invigilators.

## **2.2 Invigilation**

A list of invigilators, the assigned rooms and seating arrangements are drawn up before the examination date. On the day of the exam, the invigilators collect and sign for their question papers from the office. They then proceed directly to the exam room, and place the papers face down on the desks. Candidates are allowed into the rooms 10 minutes before the start of the paper (They are to use this allocated time to read the question paper). They have to sit according to the seating arrangements.

Invigilators are not allowed to answer questions or queries made by candidates. No discussion or communication is allowed among candidates. If there are any errors in the question papers, one of the invigilators will notify an appointed person from the Examination Secretariat who will be informing the Chief Academic Officer about this matter so that it can be brought up during the Board meeting.

Candidates needing to use the toilet will be accompanied by an invigilator. Only one candidate is allowed at a time.

Each room is provided with a wall-clock clearly visible from any place in the room. Invigilators are still required to inform candidates of the time they have remaining starting from the last 30 minutes, and continue at 15, 10 and 5 minutes before the end of the paper. Both questions & answer papers are to be collected, counted and recorded. The scripts are then handed over to the appointed person from administration department for safekeeping.

All unused papers left in the rooms are to be collected by the invigilators.



### **2.3 Marking of Papers**

Class test papers are marked by the individual lecturers teaching the class for a particular subject. These test scripts are moderated by the CAO. Selected persons are appointed for marking of Examination papers. Marking periods are scheduled and all the students answer scripts along with the marking schemes for a particular subject will be passed to the appointed markers. The markers will follow the instructions of the marking schemes for grading the answer scripts. Upon completion of marking the papers will be returned to the person in charge from the Examination Secretariat

Some samples of marked papers are then remarked by a second marker to ensure consistency of marking. If the second marker finds the marking inconsistent, (if the difference is more than 5 marks) a different marker will be assigned to remark all the papers marked by that specific marker.

### **2.4 Moderation**

The Board of Examiners appoints an internal moderator for every examination. The internal moderator will then check samples of marked papers for each subject to ensure that marking is consistent and the marking scheme has been closely followed. Any discrepancy found will result in the remarking of all the papers for any particular subject.

Samples from the class test answer scripts and students projects from different programming language courses are also checked by the internal moderator.

These pass lists is then presented to the Board of Examiners and are then agreed upon, between the members of the Board.

### **2.5 Issue of Results and Certificates**

All results and certificates must be released within 90 days of the last paper of the examination and or assignments of the course.

The Examination Secretariat will then issue the appropriate certificates and supporting documents within 21 working days from the approval and hand it over to Genetic Computer School Administration Office for action.

## **STUDENT ASSESSMENT POLICY AND PROCEDURE**

### **Policy**

The purpose of this policy is to outline the process of collecting relevant evidence and making informed judgements to evaluate student learning outcomes.

GCS has designed this policy to ensure that all student assessment tasks are appropriately designed to determine the extent to which students have met the learning and skills outcome requirements within a unit of study and to assist teaching staff to make decisions about the performance of individual students within a unit of study.

### **Purpose of Assessment**

The purpose of assessment is:

- to promote, enhance, and improve the quality of student learning through feedback that is clear, informative, timely, constructive and relevant to the needs of the student;

- to measure and confirm the standard of student performance and achievement in relation to a unit of study's defined learning objectives;
- to reward student effort and achievement with an appropriate grade;
- to provide relevant information in order to continuously evaluate and improve the quality of the curriculum and the effectiveness of the teaching-learning process.

### **Forms of Assessment**

Normally, assessment of a unit of study will involve a number of different forms of assessment. Some assessment is formative; it is specifically intended to assist students to identify weaknesses in their understanding, so that they may improve their understanding and enhance their learning. Other assessment is summative; its objective is primarily to pass judgment on the quality of a student's learning, generally in terms of assigned marks and grades. Furthermore, critical reflection on the outcomes of assessment tasks, both formative and summative, can inform lecturers and students, not only about the quality of student learning but also about the effectiveness of teaching. The forms of assessment to be utilised for each unit of study will be clearly set out in the documentation given to students at the commencement of each unit of study.

Forms of assessment may include:

- **Written Exams** - may take the form of short answer questions, multiple-choice questions and essays, where appropriate.
- **Written Assignments** - may take the form of essays, reports, case studies and portfolios.
- **Presentations** - normally based around formal discussion groups where students will be delegated particular topics for research and will be required to present their findings.
- **Practical Assignments/Projects** - students may be required to complete a series of practical assignments or a project designed to test students' abilities under 'real world' conditions.

### **Notification of Assessment**

A fundamental aspect of developing a unit of study is the specification of the prescribed assessment tasks in a way that relates them directly to the unit objectives (including expected learning outcomes), the course structure, the teaching methods to be used, and the learning strategies to be fostered. Lecturers should ensure that students are fully informed, in writing, by the end of the first week of the term, about unit objectives and expectations, including the assessment requirements. The details of all assessment tasks should be stated clearly in the unit outline, which should include a statement of the objectives of the unit; its assessment plan, including weights allocated to each assessable component and related submission dates; deadlines, sanctions and penalties; and the objectives of the unit in a way that is appropriate to the academic level of the students.

### **Timing and Weight of Assessments**

Students are expected to reach the objectives of a unit of study progressively throughout a term. They should be set tasks during the term that allow their progress to be evaluated against established criteria. Such tasks should contribute to the final assessment in a unit of study.

Assessment tasks should be designed carefully, first, to keep in proportion student time commitment and the weight of the assessment task in the overall assessment, and second, to reflect, as far as possible, the importance of each task in determining the effectiveness of students' having met the unit objectives. This might mean that an important task, such as a final examination, is weighted heavily. Care should be taken to avoid the imposition of a heavy imbalance of assessment load toward the second half of the term.

Usually, one or more assessment tasks should be set, submitted, marked and returned to students by the mid-point of a unit. Although students need regular feedback on their progress, set assessment tasks should be kept to the minimum that is sufficient to enable students to make judgements about



their progress. Due dates for assessment tasks should be well separated in time so as to give students periods of time for reflective learning that are free from the pressure engendered by a looming deadline.

In some disciplines, students are expected to practise skill development continuously. To evaluate students' ability to perform such on-going tasks, consideration should be given to strategies for self-assessment. In this way, students can obtain evidence concerning their level of understanding of the work, while avoiding the stress of frequent formal appraisal by an examiner.

Apart from examination scripts, all assessed work should be returned to the student, preferably in a class context where the student has the right to query the assessment result for clarification either then or at a later time.

Unit outlines should advise students at the beginning of a unit of study how all assessment results are to be combined to produce an overall mark for the unit. In particular, the unit outline should make expressly clear:

- the weight of each task in contributing to the overall mark;
- the formulas or rules used to determine the overall mark;
- minimum standards that are applied to specific assessment tasks, and the consequences if such standards are not met (including failure to submit particular tasks);
- rules regarding penalties applied to late submissions; and
- precise details of what is expected in terms of presentation of work for assessment.

The unit outline should also make clear to students that the aggregated mark for the unit of study will be moderated by Unit Moderators. Moderation may result, in some cases, in a variation of the final grade awarded to the student for the unit of study which is inconsistent with the individual marks awarded to the student for individual assessment items.

Emphasis should be placed on appropriate referencing conventions and requirements, on the degree of cooperation permitted between students, and on what constitutes academic dishonesty and the consequences of committing it as outlined in the Institution's *Academic Dishonesty Policy and Procedure*.

### **Submission of Assessment Items**

Students are required to submit assessment items at the time and date specified in the unit outline. Assessment items submitted after the due date will be subject to a penalty unless the Lecturer or State Course Coordinator has given prior approval in writing for an extension of time to submit that item or mitigating circumstances apply.

Assessments should be submitted in the form specified in the unit outline or as notified by the Lecturer. Where assessment items are submitted electronically, the date and time the email was received will be considered the date and time of submission. Written papers or other physical submissions are to be time and date stamped as a record of receipt.

### **Penalties for Late Submission**

An assessment item submitted after the assessment due date, without an approved extension or without approved mitigating circumstance, will be penalised. The standard penalty is the reduction of the mark allocated to the assessment item by 5% of the total mark applicable for the assessment item, for each day or part day that the item is late (a 'day' for this purpose is defined as any day on which the relevant campus administration is open).

Extensions to assignment deadlines based on mitigating circumstances shall be at the discretion of the Lecturer or Course Coordinator, and should be granted in writing. Mitigating circumstances are circumstances outside of the student's control that have had an adverse affect on the student's work or



ability to work.

### **Assessment Feedback**

To minimise the number of requests for assessment appeals, the Institute will provide students with information and feedback which enables them to understand why they got the mark or grade they did.

### **Special Consideration**

Students whose ability to submit or attend an assessment item is affected by sickness, misadventure or other circumstances beyond their control, may be eligible for special consideration. No consideration is given when the condition or event is unrelated to the student's performance in a component of the assessment, or when it is considered not to be serious. Students must apply in writing to the relevant Head of School for special consideration within 3 days of the due date of the assessment item or exam.

When considering the special consideration application the Head of School (or nominee) may take into account one or more of the following conditions:

- the student's performance in other assessment in tasks in the unit;
- the severity of the event;
- the student's academic standing in other units and in the course; and
- any history of previous applications for special consideration, except where they indicate a chronic problem.

If an application for special consideration or misadventure is lodged, any one of the following outcomes may ensue:

- no action is taken;
- additional assessment or a supplementary examination is undertaken. Additional assessment may take a different form from the original assessment. If a student is granted additional assessment, the original assessment may be ignored at the discretion of the Head of School. Consequently, a revised mark based on additional assessment may be greater or less than the original mark;
- marks obtained for the completed assessment tasks are aggregated or averaged to achieve a percentage result;
- the deadline for assessment is extended; or
- the student is allowed to discontinue from the unit without failure. This is unlikely to occur after an examination or final assessment has taken place.

The student will be advised in writing of the final decision regarding their application for special consideration at the earliest opportunity.

## **ACADEMIC DISHONESTY POLICY AND PROCEDURE**

### **Policy**

GCS upholds the principle that academic integrity relies on the application of honesty in all scholarly endeavour. Students and staff of the Institution will conduct themselves in their academic studies honestly and ethically and are expected to carefully acknowledge the work of others in all their academic activities.

This policy defines academic dishonesty and outlines the Institution's response to instances of academic dishonesty which are detected.



## **Definitions**

Academic dishonesty includes:

1. Plagiarism - when students fail to acknowledge that the ideas of others are being used. Specifically plagiarism occurs when:
  1. other people's work and/or ideas are paraphrased and presented without a reference;
  2. other students' work is copied or partly copied;
  3. other people's designs, codes or images are presented as the student's own work;
  4. phrases and passages are used verbatim without quotation marks and/or without a reference to the author or a web page;
  5. lecture notes are reproduced without due acknowledgement.
2. Cheating - seeking to obtain an unfair advantage in an examination or in other written or practical work required to be submitted or completed for assessment; and
3. Collusion - unauthorised collaboration on assessable work with another person or persons. In the case of collusion, the word student in this policy may be read in the plural as well as the singular.

## **Notification to Students**

All unit outlines will explain the meaning of academic dishonesty and will give students clear instructions as to whether they are permitted to work on an assignment jointly. The unit outline will also refer students to this policy.

## **Suspicion of Academic Dishonesty**

1. Where academic dishonesty is suspected, the lecturer will discuss the matter with the student. If it is alleged that an internet site is the source of plagiarism, it would be advisable to print out the material in case the site is changed.
2. If, after speaking informally with the student, the Lecturer believes that academic dishonesty has occurred then the relevant State Course Coordinator should be notified in writing.
3. The Course Coordinator (or nominee) will assess the allegation of academic dishonesty and, if apparent grounds exist, the student will be notified in writing of the allegation and invited to respond in writing or in person within 5 working days. Where meetings occur between the Course Coordinator (or nominee) and the student, the student may be accompanied by a support person.
4. If the Course Coordinator (or nominee) is satisfied that academic dishonesty has occurred they will write to the student outlining the particulars of the offence, the penalty imposed, the date of determination and the student's right to appeal.

## **Penalties**

Depending on the severity of the academic dishonesty, one or more of the following penalties may be imposed:

- warn the student and mark the assessment without penalty (deduction of marks);
- warn the student and mark the assessment with penalty;
- warn the student, request resubmission, and mark the assessment with or without penalty;
- require the student to undertake additional or alternative assessment (the maximum mark possible being a Pass grade);
- allocate zero marks for the assessment task;
- record a grade of Fail for the unit of study;



- suspend the student from the course for a specified period of time;
- terminate the student's enrolment and expel the student from the Institution.

The most serious penalties may be considered in the case of repeated academic dishonesty.

In the case of course suspension or expulsion the matter must be discussed with the National Academic Director before making the final decision.

### **Appeals**

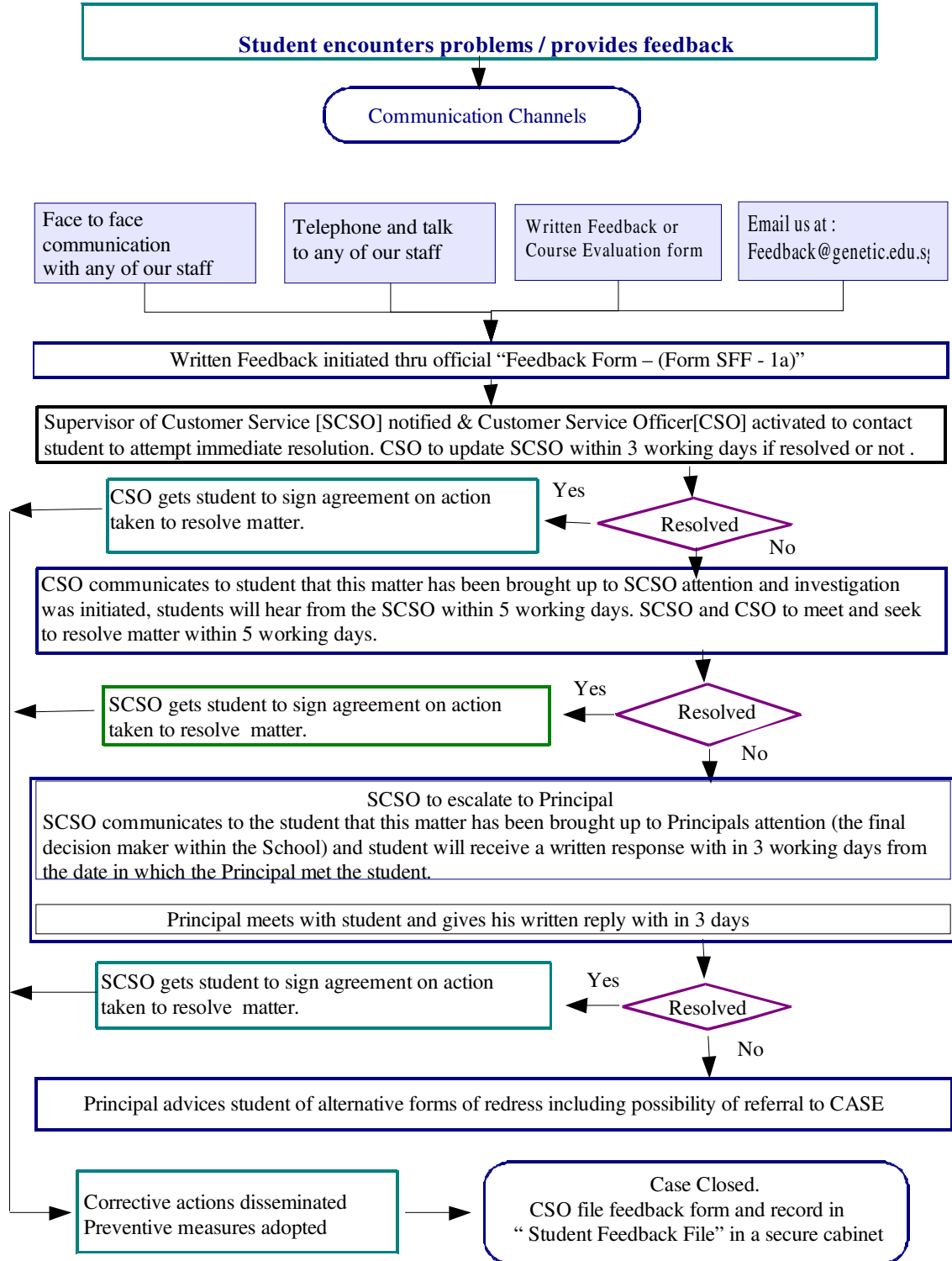
A student may appeal against a decision made under this policy. The grounds for appeal are that:

- the decision is inconsistent with this policy;
- there was a denial of natural justice;
- the penalty is excessive or inappropriate;
- there is new evidence that was not available at the time of the decision.

Appeals must be made as prescribed in the appeals process outlined in the *Student Complaints and Appeals Policy and Procedure*

*Appeals will be review by a committee of at least 3 members set up specifically to review such appeals, and the decision of the committee is final.*

## Student Feedback & Grievance Process





**13. PAYMENT OF COURSE FEES**

Of course fees will be according to the agreed schedule in your student contract.

**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 : <a href="http://www.ica.gov.sg">www.ica.gov.sg</a>	

**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, 4<sup>th</sup> 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  
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 The Application and Registration Fees of SG\$730 and the **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, Student Contract,

**Step 3:** Applicant needs to sign the Student Contract ( if minor the Parent / guardian) send it back to us.

**Step 4:** Student contract duly signed, one copy will be returned to you while the other will be filed., Genetic Computer School will make the online application for a Student Pass to the Immigration and Custom Authority ( ICA). And issue the applicant with a reference number . Using this reference number, the applicant will complete the online ICA documents and inform Genetic Computer Scholl when it is already done. GCS will proceed to make the ICA application fee payment to commence the student pass application processing by ICA. (The 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 disrection 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 . 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.

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

### **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 deportment. 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)
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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](http://www.Singaporerentals.com) >



### 29.2 Incidental 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
<b>Student Pass Security Deposit</b>	

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:

<b>Professional Diploma in Computer Studies</b> - Entry requirement is 'O' GCSE levels or equivalent
<b>International Diploma in Computer Studies</b> - Entry requirement is 'A' GCSE levels or equivalent
<b>International Higher Diploma in Computer Studies</b> - Entry requirement is International Diploma in Computer Studies or equivalent



### 31. Tuition Fees Protection Scheme

In order to prove our sincerity in wanting to protect student's Tuition Fees, Genetic Computer School has taken the extraordinary step only collect the student tuition fee on a quarterly basis i.e every 3 months. This ensure that the students exposure is minimum.

### 32. EMERGENCY NUMBERS

#### SCHOOL CONTACTS

DAY (9.00am to 6.00 pm)

<b>Principal</b>	<b>Mr. William Goh</b>	<b>63397588</b>	<b>Gcs@genetic.edu.sg</b>
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)	<b>999</b>
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
	International Higher Diploma in Computer Studies
	Professional Diploma in Software Technology

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, we will reserve the place for you and commence your student pass application.

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:

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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 form 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 form 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

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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:

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Yours truly,

Signature:  
Name:  
Date:

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Received on behalf of Genetic Computer School

Signature:  
Name:  
Date:



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

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: _____
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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:	
Overseas Contact address, telephone number and email:	

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

Date:



**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:	

Please return this page duly signed to the Officer giving the briefing for filing.

Thank you