



BRITISH EDUCATION CENTRE

# Student Handbook





## **BRITISH EDUCATION CENTRE**

### **Principal's message**

Education without doubt is the means to escape from poverty and discriminating social conditions. But education itself is by no means the answer to prosperity, what you do with it, between the means and the ends is what matters. The primary and secondary education that we received helps shape who we would become and ingrains values in an implicit manner. Tertiary education in tradition continues to provide us depth of understanding, gives us skills to navigate through life and designs our philosophy. Yet tertiary education does not promise success in life or career unless by design it ingrains values, skills and experiences that will help one to adapt to life after school and proceed to build a rewarding career.

The centre's team of industry and academic professionals deliver customised course content which will make our graduates greatly sought after. Our believe in the purpose of education as a tool for career and economic growth ensures that the content is well researched to include knowledge, skills and practical experience that enable betterment in life and career for our students.

At the centre, our management team and the board of governors have created a thriving organisational climate that is based on planning, research and development and effective management to achieve the vision of the centre. Our team of new age educators is committed to nurturing a next generation of leaders and professionals. The centre's premium boutique school concept strive to offer personalize services whereby I am sure our students and parents will be delighted. Our passionate student support team will ensure that students from all over the world are cared for and enjoy a hassle-free education experience.

I welcome you to our world of education where the beauty of learning is redefined. The opportunities are yours for the taking and I wish for your every success

Principal,  
British Education Centre



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## **BRITISH EDUCATION CENTRE**

### **1. About British Education Centre**

#### **1.1. Profile**

Over the years, British Education Centre has grown from a school offering only English and TESOL courses to offering a range of courses (Certificate/Diploma/Post-graduate Diploma levels) today in the following disciplines:

- English Language
- Built Environment
- Psychology
- Education Management
- Management
- BCA Preparatory Courses
- AEIS Preparatory Courses
- Hospitality and Tourism
- Artificial Intelligence
- Business Management

BEC courses and teaching emphasize on meeting the changing needs of prospective students and demands of the business arena.

BEC is determined to create and provide unique education for the new generation of global citizens who see education as a mean to improve their academic qualifications and at the same time enhance their working career. With its vision to nurture students into globalized business professional, BEC aspire to deliver implicit education to students in a conducive learning environment.



## BRITISH EDUCATION CENTRE

### 1.2. Corporate information

ACRA Registration Details:	Entity/UEN No.: 201113170W  Registration Date: 02/06/2011  Registered Address: 300 Beach Road The Concourse #20-01/02/07 Singapore 199555
Enhanced Registration Framework (ERF) Registration Details:	Registration No.: 201113170W  Validity Period: 19 <sup>th</sup> Nov 2024 to 18 <sup>th</sup> Nov 2028



### **1.3 Vision, Mission, Values and Culture**

#### **Our Vision**

A leading education institution that can make a difference to students' lives.

一所可以改变学生人生的领先教育机构。

By making a difference, we mean to have a positive effect on students, either through teaching professional knowledge and moral values, and/or broadening student's horizon.

我们所谓的改变学生人生，是指通过教授专业知识和道德价值观，和/或拓宽学生的视野，对学生产生积极影响。

#### **Our Mission**

Enabling our students to achieve their aspirations through providing high quality education.

提供高质量的教育，促使我们的学生能够实现他们的理想。

By high quality education, we mean a well designed well delivered course which provides the student with a development of relevant skills and knowledge.

我们所说的高质量教育是通过精心设计、讲授的课程，为学生提供相关技能和知识的发展。

#### **Our Values**

Best 最好的

We deliver high quality holistic education to bring out the best in our students.

我们以提供高质量全方位教育，激发出学生最好的潜力。

Equality 平等

We believe in providing opportunities for quality education to everyone.

我们愿意为每一个人提供接受优质教育的机会。

Commitment 承诺

We are committed to provide our students with a nurturing learning environment.

我们致力于为我们的学生提供一个培育性的学习环境。

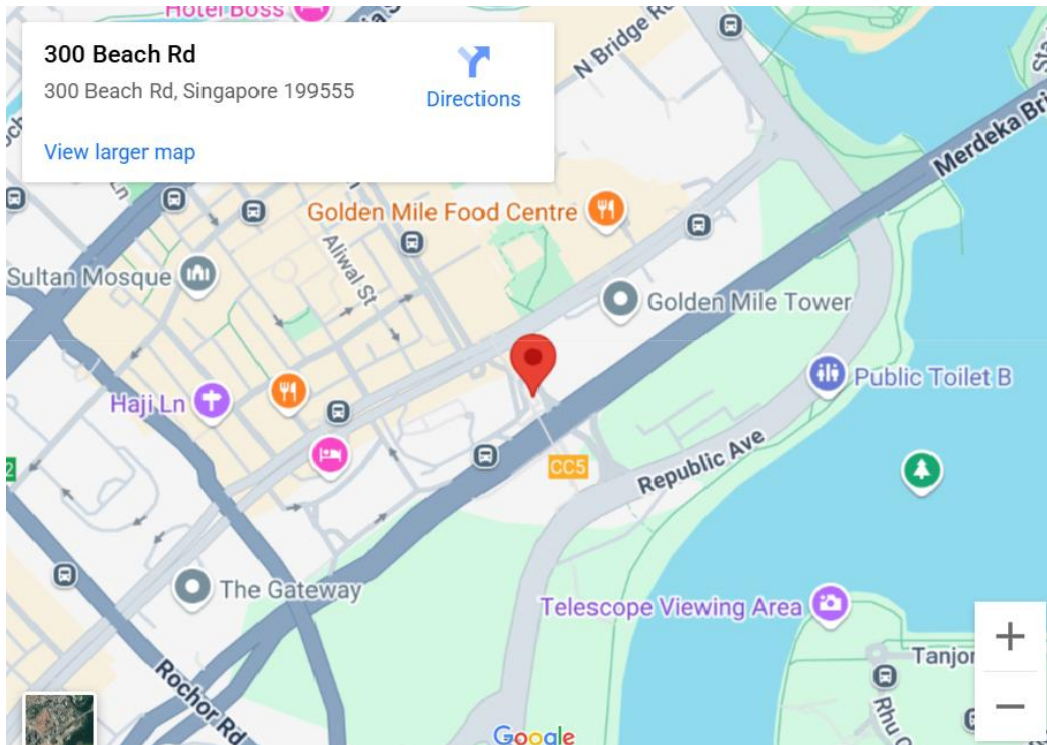


## BRITISH EDUCATION CENTRE

### 1.4 Centre Location and Nearby Amenities

British Education Centre is located at:

300 Beach Road, The Concourse #20-01/02/07 Singapore 199555



It is conveniently located in the popular area of CBD, along Beach Road, and is easily accessible by public transport.

A leisure walking distance of about 2 minutes from Nicoll Highway MRT Station.

There is a wide range of amenities such as food outlets and shopping malls within walking distance for the students.





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### **1.5 BEC's Faculty**

BEC's courses are delivered by qualified lecturers with vast teaching experiences. Many of our lecturers possess substantial industry experiences to ensure that our students learn the theories and concepts from the institutional training and also related examples of real life industry practices whenever possible. All our teachers are registered with the SkillsFuture Singapore (SSG).

Please refer to website: [www.bec.edu.sg](http://www.bec.edu.sg) to view our teacher's profile.



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### **2. Courses offered by BEC**

#### **2.1 BEC's Courses**

BEC offers courses in certificate and diploma (diploma/ advanced diploma/ Post-graduate) levels for the following disciplines:

- a. English Language
- b. Built Environment
- c. Psychology
- d. Education Management
- e. Management
- f. BCA Preparatory Courses
- g. AEIS Preparatory Courses
- h. Hospitality and Tourism
- i. Artificial Intelligence
- j. Business Management

Please refer to website: [www.bec.edu.sg](http://www.bec.edu.sg) to view our courses.

#### **2.2 Course's Minimum Entry Requirements**

Please refer our website [www.bec.edu.sg](http://www.bec.edu.sg) to view the Minimum Entry Requirements to each of our courses.

#### **2.3 Course Award Criteria**

BEC shall confer the award (certificate) upon student having successfully completed the course and obtaining minimum a 'pass' in all required modules. The certificate shall be released within 3 months from the date of final examination/assessment.



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### 3. Student Admission

#### 3.1 Standard PEI-Student Contract

The PEI-Student Contract (contract) is an important document which spelled out the terms and conditions governing the relationship between BEC and you which is construed in accordance with the laws of the Republic of Singapore. You are required to sign two original copies of the contract when you enrol into a course offered by BEC. You will keep one original copy and the other kept by BEC.

Before you sign the contract, you should:

- read, understand and then sign the ‘Advisory Note to Student’;
- understand the terms and conditions stated in the contract.
- check that the Refund Policy is clearly stated in the contract;
- be clear about the fee payment schedule, and the amount that you have to pay for each instalment, where applicable;

Each contract is valid for one course. A new contract is required when you are transferred to a new course. You are required to sign a new contract or add an addendum to the existing contract for any re-module cases. Both BEC and you will need to acknowledge any amendment made in the contract.

The contract provides you with a 10 days cooling-off period. Should you decide to withdraw your enrolment during the cooling-off period, you will receive the maximum refund allowed by BEC.

To view a sample copy of the Standard PEI-Student Contract, please refer to our website: [www.bec.edu.sg](http://www.bec.edu.sg)



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### 3.2 Fees Payment

BEC is committed to the transparency and accuracy for all fees and charges.

#### A. Type of Course Fees

##### i. Application fee

Application fee is non-refundable and will not be protected under the Fee Protection Scheme (FPS)

##### ii. Course Fee

Course fee is refundable and subject to BEC Business International Centre's Refund Policy. Course fee paid will be protected

##### iii. Miscellaneous Fee

Miscellaneous fee paid will not be protected under the Fee Protection Scheme.  
Below are some examples of miscellaneous fees:

Purpose of Fee	Amount (with GST, if any) (S\$)
Administrative fee for renewal of Student's Pass	S\$87.20*
Penalty on late renewal of student's pass (less than 14days upon expiry date)	S\$109.00*
% of late payment penalty of outstanding course fee per month	1%*
Re-assessment (per module)	S\$163.50*
Re-module Part-time Re-module Full time	S\$1308.00* S\$1635.00*
Replacement of course material	S\$65.40*



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Textbook	Please refer to textbook listing for the price
Result appeal	S\$109.00*
Airport arrival pickup fees	S\$163.50*
Certificate replacement fees	S\$54.50*
Transcript replacement fees	S\$32.70*
Confirmation of study letter	S\$32.70*
Uniform (T-shirt)	S\$27.25*
Union Pay Transaction Fees	1.9%
Wechat/Alipay/Grab Pay/Shopee Pay/UnionPay QR Transaction Fees	1.8%
Photocopy service black & white Photocopy service colour	S\$0.30/pcs S\$0.60/pcs

### **Note:**

- All fees amount is spelt out in the Standard PEI-Student Contract;
- Please check with the website for the latest published course and non-course fee schedules.

### **B. Non - refundable Fees**

The following fees are non-refundable:



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- a. Application fee
- b. Administration fee
- c. Uniform – if uniforms have been given
- d. Accommodation placement fee – if accommodation has already been arranged
- e. Airport pick-up fee – if service has been used
- f. FPS insurance fee
- g. Medical insurance fee
- h. Banker's guarantee processing fee and premium for security deposit – if the service has been rendered
- i. Course material fee
- j. Examination fee / Re-assessment fee
- k. Fees payable to government authorities or other external parties
- l. Relevant bank charges paid by BEC British Education Centre Pte. Ltd.
- m. Fees charged for administration services (for example – late fees, re-print of transcripts)

### **3.3 Payment Modes**

Cash, NETS, Cheque, Telegraphic Transfer (TT), Internet banking, Wechat Pay, Alipay and Paynow

Payable to: British Education Centre Pte. Ltd.



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### **3.4 Late Payment Charges**

Students are required to make payment of their course fees on-time as stated in the Standard PEI-Student Contract. BEC reserves the right to impose late payment charges if payments are not received by the stipulated due dates

### **3.5 Issuance of Official Receipt**

BEC shall issue an official receipt upon receiving your payment. The receipt stipulates the amount paid, date of payment and the purpose of the payment reference to the invoice. The breakdown of total fee for payment is shown in the invoice attached to the original receipt. Students should request for the official receipt if they do not receive from the School. Students are advised to retain the official receipt.

### **3.6 Fee Protection Scheme**

Under the EduTrust Certification Scheme, BEC is required to adopt and comply with the Fee Protection Scheme to provide protection to all fees paid by their students. All fees refer to all monies paid by the students to enrol into a course offered by BEC, excluding the course application fee, agent commission fee (if applicable), miscellaneous fees (non-compulsory and non-standard fee paid only when necessary or where applicable, for example, the re-examination fee or charges for credit card payment etc.) and GST.

BEC has appointed Lonpac Insurance Bhd as the Fee Protection Scheme (FPS) insurance provider. Under the FPS insurance scheme, students' fees are insured by Lonpac Insurance Bhd. In an event of a claim, student shall make a claim with the FPS Provider as per terms stated in the insurance coverage for the fees. More details of the FPS can also be found in the FPS Instruction Manual, available at SSG's website



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### **4. Student Support Services**

#### **4.1 Student Support Services Department**

The Student Support Services Department is an integral part of BEC's learning environment which complements our implicit educational experience. Our Student Support Services Department provides services to enhance the quality of school life of students through taking charge of students' welfare, needs and personal development. In addition, students can also look forward and participate in our experiential activities to enrich their learning journey.

Below is the list of student support services provided by our Student Centre:

- a. Student orientation programme
- b. Pastoral counselling
- c. Matriculation
- d. Re-enrolment
- e. Student's Pass matters
- f. Student concierge
- g. Student Contract
- h. Course fees payment
- i. Fee Protection Scheme
- j. Course matters
- k. Transfer Procedure
- l. Withdrawal Procedure
- m. Deferment Procedure
- n. Refund Procedure
- o. Student care & welfare
- p. Student enrichment activities
- q. Redress matters
- r. Career Advice
- s. Medical Insurance
- t. Advice on accommodation and Cost of Living
- u. General Health Care Services in Singapore





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### 4.2 Deferment Policy and Procedure

- 4.2.1 The Course Consultants (Sales staff) and/or recruitment agents shall brief all prospective students on the Deferment Policy and Procedure during Pre-course Counselling. The Student Support Services staff and/or Course Consultant shall brief the new students on the deferment policy and procedure during the new student orientation.

The Deferment Policy and Deferment Procedure can also be found in the centre's website: [www.bec.edu.sg](http://www.bec.edu.sg).

- 4.2.2 The Student Support Services staff explains the following to the student whenever a deferment request is granted:

- a. The implication on the status of the Student's Pass, if applicable; and
- b. The need to sign a new Student Contract or an addendum to the existing Student Contract, if applicable.

- 4.2.3 Circumstances in which a deferment application will be granted:

**A Deferment of course**

Student who request to defer his/her course commencement date to a later intake is required to submit the completed form 'FRM-038 Request for Deferment of Course or Module Form' with reason(s) to the Student Centre (Student Support Services). The request shall be processed by following the below criteria:

- a. Parent / Legal guardian's written consent is required if the student is under 18 years of age;
- b. The maximum allowable period for deferment is 12 months;
- c. Request for deferment must be approved by the Principal.

**B Deferment of module(s)**

Student who request to defer the remaining module(s) of the current course he/she is studying is required to submit the completed form 'FRM-038 Request for Deferment of Course or Module Form' with reason(s) to the Student Support Service Department. The request shall be processed in accordance with the following criteria:



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- a. Parent / Legal guardian's written consent is required if the student is under 18 years of age.
- b. The maximum allowable period for the deferment shall be not more than 12 months or the allowable date to complete the course whichever is earlier;
- c. Request for deferment must be approved by the Principal.

### **4.2.4 Administrative fees for Deferment**

No administrative fee is charged for processing deferment cases.

### **4.2.5 Time Frame for processing a deferment case**

BEC shall complete the processing of deferment request within 4 weeks from the date of submission of the request by student.

## **4.3 Transfer Policy and Procedure**

### **A. Transfer Policy**

- a. Course Transfer refers to a student request for a transfer to another course within BEC. Course offered in collaboration with partner institution will be governed separately by different institution's regulations which are beyond the purview of BEC.
- b. BEC will provide pre-course counselling and orientation for the intended course. Student's request for transfer can only be processed upon if the student meets the entry requirements of the new course. It is also subjected to external partner's approval for courses requiring matriculation with external partners (if applicable).
- c. BEC's refund policy shall apply for all qualified refunds.
- d. Student requesting for course transfer within the centre must withdraw from the existing course by cancelling the existing Standard PEI-Student Contract, before signing a new Standard PEI-Student Contract for the new course
- e. Fee Protection Scheme (FPS) for existing course fees paid will be canceled. A new FPS will be purchased for the intended course fees paid after contract signed.
- f. Consent from parent/guardian is needed if student is below the age of 18.
- g. BEC shall complete the transfer process within 4 weeks from the date the transfer request is receipt.



**For Student's Pass Holder**

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

**B. Transfer Procedure**

- a. Student submit the completed form 'FRM-023 Transfer Request Form' to Student Support Services Department.  
Note: A formal letter of consent from the student's parent or guardian is required for student below 18 years old.
- b. Student Support Service staff and the education consultant will then check to:
  - ensure student meets 'Entry Requirements' for new course and conduct Pre-course Counselling and Student Orientation once the transfer is confirmed;
  - discuss with student the reasons for his wanting to transfer, and explain to the student the implications for his student pass, etc. BEC must cancel the current student pass and apply for a new student pass for the new course. Students should not hold BEC liable should the student's pass application not be approved by the Singapore ICA.
  - determine whether student qualified for any refund;
- c. Obtain Management approval for transfer request;
- d. Inform student of Management's approval; Refund qualified amount within 7 working days from date of receiving the request;
- e. Apply for new Student's Pass (if applicable) under the new course for international student. Student's Pass approval is subject to ICA approval;
- f. Cancel current Student's Pass, if applicable and update student's FPS status;
- g. Notify student upon receiving approval of Student's Pass from ICA; Sign new Standard PEI-Student Contract for new course.



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### **4.4 Withdrawal Policy and Procedure**

#### **A. Withdrawal Policy**

- a. If the student is below 18 years of age, the parent or guardian's approval for the withdrawal will be required.
- b. BEC shall complete the withdrawal process within 4 weeks and any qualified refund are made within 7 working days from the date of the request.
- c. Students are briefed on the Withdrawal Policy and Procedure during pre-course counselling and also during new student orientation. The withdrawal policy and procedure is also available in BEC website. The Operations Director shall maintain the withdrawal policy and procedure updated in the website.
- d. During new student orientation, students are informed on the implications to the status of the student pass for international students who withdraw from their course. They are informed that BEC will need to cancel the student pass. Upon cancellation, the student would have 30 days to remain in Singapore.
- e. Students shall sign the FRM-030 Pre-course Counselling and FRM-032 Orientation Form to acknowledge their awareness of the withdrawal policy and procedure, including implications to Student's Pass for international students.
  - i. Course Withdrawal refers to a student's request for withdrawal from a course that he/she has been enrolled in or currently studying.
  - ii. Despite the students having signed the Standard PEI-Student Contract, the Management is prepared to listen and give consideration to genuine cases of withdrawal requested by the students.
  - iii. Consent from parent/guardian is needed if student is below 18 years old.
  - iv. Students are liable for overdue fees (if any).
  - v. BEC's refund policy shall apply for all qualified refunds.
  - vi. Fee Protection Scheme (FPS) for the course fee paid will be cancelled.
  - vii. BEC will take a maximum of 4 weeks to complete the course withdrawal process.



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### **For Student's Pass Holder**

Student's Pass holder is required to submit his/her passport and Student's Pass to BEC for cancellation of Student's Pass with ICA.

### **B. Withdrawal Procedure**

- a. Student submits the completed 'FRM-022 Withdrawal Request Form' to Student Support Services Department.

Note: Parent/Guardian consent is required for students under 18 years old;

- b. Student Support Service staff checks whether student qualified for refund;
- c. Submit withdrawal request to management for approval;
- d. Inform student of the outcome. If approved, refund qualified amount within 7 working days from date of receiving the request;
- e. Cancel Student's Pass for international students and update student's FPS status;

## **4.5 Refund Policy and Procedure**

### **A. Refund Policy**

BEC shall complete the processing of all refund requests within 7 working days from the date of student's request.

Prospective students are briefed on the Refund Policy during pre-course counselling and again during the new student orientation.

More details of the refund policy are available on BEC's website.

#### **a. Refund for withdrawal due to non-delivery of course**

BEC will notify the Student within three (3) working days upon knowledge of any of the following:

- i. It does not commence the Course on the Course Commencement Date;
- ii. It terminates the Course before the Course Commencement Date;
- iii. It does not complete the Course by the Course Completion Date;



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- iv. It terminates the Course before the Course Completion Date;
- v. It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A within any stipulated timeline set by SSG; or
- vi. The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

### **b. Refund for withdrawal due to other reasons**

If the Student withdraws from the Course for any reason other than those stated in Clause 6.1 of the Standard PEI-Student Contract (Student Contract), BEC shall within seven (7) working days of receiving the Student's written notice of withdrawal, refund to the Student an amount based on the table in Schedule D of that contract.

Schedule D (refund table):

% of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received:
95%	("Maximum Refund") More than 14 days before the course/programme commencement date
75%	Before, but not more than 14 days before the course/programme commencement date
50%	After, but not more than 14 days after the course/programme commencement date
No refund	More than 14 days after the course/programme commencement date



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### **c. Refund during cooling-off period**

BEC shall provide the Student with a cooling-off period of ten (10) working days after the date that the Student Contract has been signed by both parties.

The Student will be refunded the highest percentage (stated in Schedule D) of the fees already paid if the Student submits a written notice of withdrawal to BEC within the cooling-off period, regardless of whether the Student has started the course or not.

### **d. Conditions for cancellation of course and refund of fees**

BEC reserves the right to cancel a course if the student number is four or less, in which case the refund policy above applies. The centre will inform students of the cancellation of course not less than three (3) working days before the course commencement. In such a case, the application fee will also be refunded within seven (7) working days after the announcement of cancellation of course.

## **B. Refund Procedure**

- a. The student submits the completed form 'FRM-022 Withdrawal Request Form' and 'FRM-072 Refund Form' or submits a written letter to BEC requesting a refund with the reasons.
- b. The Student Support Services Manager submits the request to the Director, Operations for processing.
- c. The Principal looks into the student's eligibility for a refund. He shall instruct the Student Support Services Manager to calculate the amount of refund and briefs the student showing the breakdown of the refund on FRM-072 Refund Form.
- d. The Student Support Services Manager shall obtain approval from the Principal.



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After the Principal's approval is obtained, the Student Support Services Manager prepare and refund the approved amount to the student. The student is required to acknowledge confirming receipt of refund.

### **4.6 Student Feedback**

BEC conducts student satisfaction survey twice a year to gather students' feedback on quality of courses and services provided by the centre. Students may also channel their feedback pertaining to the quality of the course or the services provided by submitting the completed respective form 'FRM-053 Student Feedback Form or FRM-051 Student Complaint Form' to the Student Support Services Department.

BEC treats students' feedback as valuable information which will be used to help the centre to improve its courses and services. All evaluation and feedback will be treated in strictest confidence.

BEC shall acknowledge all feedback within 3 days from the date the feedback was received. For handling of feedback other than complaint, BEC shall reply to the student on the outcome(s) after appropriate action(s) had been taken.

For handling of complaint, BEC is committed to resolve the complaint within 21 working days from the date of complaint receipt. If the complaint is not resolved within 21 days, the matter will be then be handled as 'Dispute/Grievance' case as mentioned under clause 4.7.

### **4.7 Dispute Resolution Procedure**

If a complaint/dispute/grievance is unable to resolve amicably within the stipulated timeline by the school, or if the student is not satisfied with the outcome(s) from the school, the student may seek redress via:

- a. SSG Mediation-Arbitration Scheme; or
- b. The Small Claims Tribunals (SCT), clear-cut fee refund issues of equivalent or less than S\$20,000\*; or
- c. Student's own legal counsel





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\*For amounts that exceed SGD\$20,000 but is less than SGD\$30,000, the claim can still proceed with SCT if both parties consent to it in writing

All complaints and the actions taken to resolve disputes are filed in BEC's Complaint Log that also provides information on the nature of the complaint / grievance and the time taken to resolve.

### **4.8 Student Attendance**

#### **A. ICA Rules and Regulations on Student's Pass Holders**

- a. The student shall comply with the provisions of the Immigration Act and any regulations made here under or any statutory modification or re-enactment thereof for the time being in force in Singapore.
- b. 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.
- c. The student shall not be adopted by any Singapore citizen or Permanent Resident in Singapore.
- d. The student shall not indulge in any activities that are inconsistent with the purpose for which the Student's Pass has been issued.
- e. 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.
- f. 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.
- g. The student shall not be involved in any criminal offence in Singapore.
- h. The student shall not remain in Singapore after the expiry of the Student's Pass.
- i. The student shall surrender the Student's Pass for cancellation within 7 days of the date of cessation or termination of studies.
- j. BEC is obliged to report to the Immigration & Checkpoints Authority on International students (holding Student's Pass) who have failed to attend classes for a continuous period of 7 days without any valid reason and/or have not



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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.

### **B. Attendance Requirement**

- a. All students who are holders of Student's Pass shall achieve a minimum attendance of 90% per month.
- b. Students must achieve at least 75% attendance rate for the entire course to qualify for the approval of award.
- c. In the event of absenteeism due to medical or unforeseen reasons, students are required to submit medical certificate or the completed form 'FRM-024 Application for Leave of Absence' together with relevant supporting documents to the Student Support Services Department.

BEC is obliged to report to the ICA on students holding Student's Pass who:

- failed to attend classes for a continuous period of 7 days and
- had not attend classes regularly i.e. where the percentage of attendance is below 90% per month

Student who does not meet the required attendance rate shall be subjected to disciplinary actions such as counselling.

### **C. Leave**

Students who are unable to come for lessons on the following day are expected to apply for a leave of absence at least one day earlier, using FRM-024 Application for Leave of Absence Form.

## **4.9 Student 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.



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### 4.10 Termination / Expulsion

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

a. **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.

b. **Misconduct:**

Fighting, gambling, smoking or behaving disorderly.

c. **Defamation:**

Spreading untruth and damaging remarks about BEC, its staff, or fellow students which are deemed to be detrimental to the good name and reputation of BEC.

d. **Vandalism, Mischief and/ or Theft:**

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

e. **Academic fraud in examinations/ tests:**

Any form of plagiarism, or academic fraud such as cheating, collusion, falsification of data, false citation and contract cheating in tests and examinations may result in disciplinary action, not excluding expulsion from the course.

f. **Attendance:**

Students who do not meet the criteria for attendance or who have been continuously absent from class despite warnings may result in expulsion.

Should any student be expelled from the course, no refund on fees paid will be made.



## **BRITISH EDUCATION CENTRE**

### **Confidential and Security Policy**

BEC had in place a 'Confidential and Security Policy' to ensure all personal data pertaining to students are treated as 'confidential' as follows:

- a. All personal data pertaining to students, staff and lecturers, financial, medical, course assessment materials and academic results shall be kept confidential and secured at all times under lock and key, and for internal use only.
- b. Every effort shall be made to ensure that the integrity of confidential information is not compromised unless the disclosure is required by laws, order of any courts of Singapore and government agencies like SSG.
- c. All staff shall not divulge any of the above confidential information to any unauthorized third party without prior written consent of the Principal.
- d. BEC has a Student Management System to manage the data pertaining to student and their academic (examination) results. Accessibility to such data by staff are controlled using security IDs with passwords to ensure the confidentiality and security of such data
- e. BEC shall keep all course assessment materials in a locked cabinet located in the secured room.

#### **4.11 Other Matters**

- a. Students are not to bring valuables to BEC while attending lessons. BEC will not be liable for any loss or theft.
- b. No usage of mobile phone during lessons.
- c. No food & drinks are to be brought into and/or consumed in the classroom.
- d. Students are required to dress appropriately while attending lessons – no slippers, shorts or mini-skirts, and also no ear studs for males are allowed. It is recommended that a jacket or sweater be worn in class.
- e. 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 premises of BEC. This is a directive from the Ministry of Education, Singapore.



## BRITISH EDUCATION CENTRE

### 5. Academic Assessment

#### 5.1 Course Assessment

BEC shall conduct assessments (examinations/assignments) in accordance to procedure C5.5.1 Student Assessment.

- a. All assessments administered shall encourage, reinforce and form an integral part of teaching and learning;
- b. Assessment shall provide quality and timely feedback to enhance learning;
- c. Assessment practices shall be valid, reliable and consistent;
- d. Assessment is integral to course and topic;
- e. Information about assessment is readily available;
- f. Assessment is fair, equitable and inclusive;
- g. The amount of assessment is manageable for students and staff;
- h. Assessment practices are monitored for quality assurance and improvement;
- i. All assessment questions set must be aligned to the intended learning outcomes and contents of the examination subject.

The date and time of the assessments (or due date for submission of assignment) are specified in the time-table. The assessment dates cannot be changed to cater to individual requests.

For **submission of assignment**, all students shall submit their assignments by the due date (stated in the course time-table). Should the student fail to submit the assignment by the due date, the student will be penalised for the late submission by a mark deduction.

The results shall be released to students after approval by Examination Board within 3 months from the date of assessment/assignment due date.

For students who failed the assessment (examination/assignment) during their first attempt or absence from examination with valid reason, the student shall be given the opportunity:

- a. **For examination**, to re-sit the assessment which is conducted within 14 days from the date after the result has been released. However, this is subject to respective examination authority regulations.
- b. **For assignment**, to re-submit the assignment as per agreed date with the lecturer.



Should the student fail the re-assessment or re-submission of assignment, the student will then be required to **re-module** the module.

## **5.2 Plagiarism and Academic Fraud**

BEC seeks to maintain the highest level of academic integrity. Acts of academic fraud and plagiarism will be regarded as a serious offence.

Plagiarism is a malpractice which one take and use another person's thoughts, writing etc. and to present as his own. Plagiarism includes such acts as not detailing any or all relevant information concerning a published (or any form of information dissemination) author's work as well as using the work of a fellow student or students from the same course/module.

While it is acceptable to discuss problems and share ideas, these ideas should be applied to the problem/assignment etc. by yourself to achieve your own solution.

Academic Fraud is an act of dishonesty which undermines the integrity of the educational system, inclusive of collusion, falsification of data, false citation and contract cheating.

Plagiarism or any forms of academic fraud will result in student failing the assessment (assignment/examination) and even possibility in expulsion from the course.

## **5.3 Appeal of Result**

- a. Any student who wishes to appeal against his/her module result is required to submit the completed form 'FRM-009 Results Appeal Form' to the Student Support Services Officer within 7 working days after the release of assessment results. The appeal should state clearly the student's name, course and module being appealed, contact details and reason for appeal. The appeal will be processed in accordance with the centre's procedure.
- b. Student is required to pay an appeal fee of S\$109.00 to the Student Support Services Department. Upon payment, the Academic Manager will make necessary arrangement to process the appeal.



## BRITISH EDUCATION CENTRE

- c. If the appeal process requires the student's paper/assignment to be remark, the Academic Manager will assign the student's paper/assignment to a different marker. The re-mark will be assessed and approved by the Examinations Board and/or External Educational Partners (For all External Education Partners' courses) if applicable. The Examinations Board will notify the appeal results to the 'Academic Department' for release to the student.
- d. British Education Centre releases the appeal results within 4 weeks from the official date of release of the assessment results. All appeal results released are final.

Please note: Assessment results **will not** be released over the telephone.



## BRITISH EDUCATION CENTRE

### 6. Student's Code of Conduct and Discipline Policy

Students must maintain good conduct and observe the following at all time:

- a. The Laws of the Republic of Singapore;
- b. The rules and regulations of Immigration and Checkpoints Authority (ICA) Singapore; and
- c. The rules and regulations of the centre.

Student will be disciplined and may results in dismissal from his/her course of study if he/she **does not adhere to the code of conduct and/or has violated any of the major disciplinary offence mentioned below:**

- a. Possession / consumption of prohibited product or drugs.
- b. Vandalism
- c. Plagiarism
- d. Academic fraud in tests or assessments
- e. Physical or verbal abuse
- f. Abuse or misuse of furniture or equipment
- g. Stealing
- h. Fighting, hooliganism and extortion
- i. Absent without valid reason for more than 7 consecutive days
- j. Wilful defiance of British Education Centre's rules and regulations
- k. Serious infringements of the laws of Singapore

Students who fail to abide by the guidelines and regulations of the BEC's Student's Code of Conduct may be subject to disciplinary proceedings.

The disciplinary measure that is appropriate would depend on the seriousness of the offence and on whether it is first time or recurrent. While not limited to the list below, the disciplinary measure(s) may be one or more of the following

1. Counselling
2. Issuance of warning letters
3. Confiscation of items
4. Reduction of marks for a test or assessment





## **BRITISH EDUCATION CENTRE**

5. Suspension
6. Expulsion
7. A fine
8. Cancellation of student pass and repatriation to home country.

There is no refund to the student for the course fees that are consumed during the period of suspension, or for the unutilised course fees in the case of expulsion and the offender may also have to pay for damages or legal charges.



## BRITISH EDUCATION CENTRE

### 7. Student Hotline

**+65 93855001**

Students may call our 24-hour hotline no. +65 93855001 to contact a BEC staff for help when they encounter any emergency problem such as:

- Sickness (e.g. dengue fever)
- Accident/injury
- Theft
- Public offence
- Loss
- Emotional distress

Email: [admin@bec.edu.sg](mailto:admin@bec.edu.sg)

Centre's Address: 300 Beach Road, The Concourse #20-01/02/07 Singapore 199555

#### Office hours

Our office hours are as follows:

Sunday to Friday : 11.00am to 5.00pm

Closed on Saturday and Public Holidays