

1. About Beacon International College

Beacon International College is a private education institution which is certified under the Enhanced Registration Framework (ERF) and EduTrust Certification Scheme with the Committee for Private Education (CPE) in Singapore. Its current location is at 70 Martaban Road, S'328667

Beacon believes in equal opportunities in education. Admission into any of its course of study is based solely on course admission requirements regardless of race, religion and gender.

It is set up to provide quality education to students who aspire to pursue a career in Business, Hospitality, Information Technology, or Design.

Beacon international College's education philosophy is to provide high quality and relevant curriculum and to empower the student with knowledge and skills for the work field.

It is committed to help its students develop key attributes such as:

- *Problem Solving & Analytical Ability*
- *Interpersonal Skills & Networking*
- *Global Citizenship (Diversity / Sustainability)*
- *Flexibility & Adaptability (Lifelong Learning)*
- *Effective Communication*
- *Creativity & Innovation*

Through our Student Development and Career Readiness Programme which provides opportunities for student learning in and out of class.

Beacon's management team consists of former lecturers with more than 30 years of industrial and teaching experiences and senior executives who are qualified in their own areas of expertise. Together the management team possesses the breadth and depth of experience in academia, industry, business and corporate governance.

Beacon's lecturers are highly qualified professionals and many of them hold the Master's degrees.

2. Vision Mission, Culture Statement, Core Values & Quality Policy

Vision To be an Institute of holistic education leading to achievement of individual aspirations.

Mission To be the preferred institution committed to nurturing and developing every student with skills, knowledge and virtues useful to society by providing a holistic educational experience.

Culture Statement At Beacon, we believe in a culture of teamwork, respect, integrity, care and diligence.

Our success is based on our shared values and our commitment to provide a nurturing and holistic educational experience for our students, to deliver quality services, and to seek excellence in everything we do.

We believe in an open culture where feedback, knowledge and experiences are shared freely and diversity of thoughts celebrated. This allows innovation to flourish to add value to our processes and stakeholders.

We are keenly aware that people are our richest resource and the key to our sustained organisational growth. We therefore strive to develop our staff to their fullest potential, while helping them maintain work life harmony.

Core Values

Team Spirit, Respect, Integrity, Caring Spirit & Diligence

Quality Policy

Holding fast to our Core Values and Culture, we are committed to excellence in our products and services through continual improvement in our structure, systems, processes and procedures within the relevant statutory and regulatory frameworks towards the achievement of quality objectives leading to financial sustainability with the long-term view to attain our Vision and Mission.

3. Service Guarantee

All academic courses are registered with the Committee for Private Education (CPE) (<https://www.ssg.gov.sg/cpe/pei.html>). All brochures and marketing collaterals of Beacon and its programmes are up-to-date and reflect accurate information. Consistent information is shown on our website and marketing collaterals.

4. Course Enrolment – Pre-requisites & Entry Requirements

All pre-requisites and entry requirements for admission are clearly stated in the Student Contract and marketing collaterals. Applications will only be processed upon submission of all required documents including payment of Application Fee. Incomplete applications may lead to a rejection and the application fee paid is non-refundable. Beacon reserves the right not to offer a specialisation or major or elective in a course if there is insufficient number to form a class.

5. Unit Exemption

Students who have obtained a previous qualification at a level equivalent to that of the Beacon unit are eligible to apply for exemption. Applicants must submit to the college a transcript showing their academic achievements in equivalent subjects; and submit a write-up (in English) on subject synopsis, subject content and assessment modes of all subjects which they successfully completed in another education institute. The application will be evaluated by the Course Manager. Where necessary, an interview or a subject test will be administered to assess the applicant's competencies. Based on the evaluation, a recommendation will be submitted to the Principal for final approval. Unit exemption will not be considered after the course has commenced.

6. Course Enrolment – Information Dissemination

We aim to provide clear and accurate information on our institution and the courses offered in our brochures and website to assist students and their parents/guardians to make informed decisions. This information includes:

- Organisation & School profile
- Course title, duration, award
- Course content
- Partner institutions/universities
- Teaching and Assessment methods used
- Course accreditation status
- Fees payable
- Pre-requisites and entry requirements for admission
- Terms and conditions for admission
- Any other information deemed necessary

Other relevant information comprises:

- Details of our orientation and support programmes
- Details of Student Pass Application process
- Accommodation options for students
- Students' feedback procedures
- Mode of notification will be by telephone, email, letter and face-to-face meeting in the event of any changes

Students can approach our Agents / Marketing Staff who are trained to provide advice and counselling on the programmes and plans for progression.

7. Pricing Accuracy

To ensure accuracy of charging, it is our policy to list course fees clearly, including total amount payable, and its breakdown before and after the inclusion of the GST. BEACON, however reserves the

right to impose additional fees or charges due to any omission, neglect and error or government statutory increase without notice. Fees are reviewed from time to time and may be subject to change.

8. Fee Structure

There are 3 categories of fees chargeable by BEACON:

- i. **Application Fee** - Payable upon application
- ii. **Course Fees**
- iii. **Miscellaneous Fees** - Payable where applicable (e.g. Assessment Re-Submission Fee, Banker's Guarantee). Refer to Miscellaneous Fee List in the Student Contract and website.

9. Fee Payment Scheme

Payment can be made in full (for courses that are 12 months or less) or by instalments (for courses that are more than 12 months) according to a predetermined plan, in accordance with CPE regulations. Students are not required to pay any deposit or initial down-payment for the enrolment of Courses as specified under the Private Education Regulation.

10. Fee Payment Policy

All payments are in Singapore currency. **Application Fee, Course Fees and Miscellaneous Fee** can be paid to BEACON net of charges via the following:

- Cash, NETs, Cheque, Digital Wallet
- ATM Transfer
- Bank Draft, Money Order, Cashier's Order
Payable to: Beacon International College Pte Ltd
- Internet Banking and Telegraphic Transfer directly to:
Account name : Beacon International College Pte Ltd
Account number : 033-901828-7
SWIFT address : DBSSSGSG
Bank Name : DBS Bank Ltd / Raffles City Branch

Students should email and notify the school immediately of any payment made by Bank Transfer, ATM Transfers or Telegraphic Transfer.

Payment instructions stated in BEACON Fee Payable must be strictly followed. **Course fee payment should be made only after the signing of the Student Contract.**

Payment of the Course Fees by students may be made either in full or by instalments in accordance with the Fee Payment Plan as stated in the Fee Payable.

All course fees must be paid before the payment due dates which are reflected in the Fee Payable and Student Contract.

Agents shall not collect any fees from the students under any circumstances besides the commission. Agents shall not collect any consultation fees under the name of Beacon International College Pte Ltd. Any fees charged by the Agent (in its own name) for assisting the students with their application to Beacon is up to SGD2,000/-. This fee is to be fixed over the duration of this signed agreement.

Late Payment Policy

Payments made 1 day after the scheduled due date(s) in Schedule B will be considered as late.

In the event of a late payment, a penalty fee may be charged. Under extenuating circumstances, the Manager (Admin) may exercise his discretion to waive or reduce the late interest amount.

If the course fee is not paid after repeated reminders, the student may be dismissed and will not be allowed to graduate.

11. Refund Policy

Refund for Withdrawal Due to Non-Delivery of Course:

The PEI 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;
- (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 CPE; or
- (vi) The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

Beacon has the right to cancel a course if the conditions to commence a course are not met such as not meeting the minimum student number to commence the course.

Non-delivery of courses arises when:

- The External Partner withdraws a course or prematurely cancelling a course partnership agreement
- There are insufficient student numbers to commence the course
- There are too many student withdrawals from a commenced course

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

Refund for Withdrawal Due to Other Reasons Before Course Commencement Date:

If the Student withdraws from the Course for any reason other than those stated above, the PEI will, 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 the Standard PEI - Student Contract, reproduced below.

% of the amount of fees paid under *Schedule B & C	If Student's written notice of withdrawal is received:
70%	("Maximum Refund") More than [30] days before the Course Commencement Date
50%	More than [13] days before the Course Commencement Date, but not more than [30] days before the Commencement Date
0%	Not more than [13] days before the Course Commencement Date

* Schedule B & C is found in the Standard PEI-Student Contract

Refund for Withdrawal AFTER course commencement

- a. After course commencement, the Student may withdraw from or cease to continue the course for reasons such as:
 - Rejection of Student's Pass by ICA upon renewal
The Student whose student's pass renewal is rejected by ICA upon renewal is NOT entitled to any refund of fees paid to Beacon as the rejection of student's pass renewal is normally due to student's poor attendance record, poor results or other reasons stipulated by ICA.
 - Course Transfer
The fees paid for the current course is non-refundable and non-transferable to the new course.
 - Course Deferment
When the Student applies for deferment, it is deemed that the course has commenced and there is no refund of fees.
 - All other reasons
No refund shall be given.
- b. In the above cases, the Student may nevertheless choose to appeal for refund. These requests will be reviewed on a case-by-case basis.

Refund during Cooling Period

There will be a 7-working-day Cooling-off Period from the date of signing of the Student Contract which will allow for a Maximum Refund in Schedule D (see above) of the Standard PEI-Student Contract should students decide to withdraw within this Period.

Refund due to Overpayment of Fees

Overpayment of course fees usually happens when fees are paid through telegraphic / bank transfers usually due to overprovision of bank charges or to exchange rate differential. Any overpayment of fees exceeding SGD 15 will be refunded.

Processing of refunds

For eligible refunds, refunds will be made to students within 7 working-days upon receipt of written notice with complete submission of all required documents.

The above refund policy applies to all courses offered by Beacon.

All fees are subject to the prevailing Goods & Services Tax (GST), unless otherwise stated.

All requests for refund must be submitted formally via the Request Refund form with the required document (if any). Verbal requests are not acceptable.

Student must bear the bank charges should he/she request for the refunded amount be made via bank transfer/telegraphic transfer.

12. Student Contract

It is a mandatory requirement by the CPE that all students, both local and international, sign the Student Contract with BEACON upon the acceptance of the offer made by BEACON during the Admission Process.

Note: Student Contract will not be required for non-award programmes with duration less than 50 hours or 1 month with waiver from CPE. Before signing the Student Contract, the students should read through the Advisory Note to Students and ensure that the following information have been included and are correct:

- The duration of the course, including holidays and examination schedules, and contact hours by day and week;
- The total fees payable, including course fees and other related costs;
- Dates when respective payments are due;
- The fee refund policy of the private school in the event of voluntary (initiated by student) and involuntary withdrawal (initiated by PEI).
- The Fee Protection Scheme you are subscribed to and its coverage;
- The dispute resolution methods available; and
- Information about the PEI's policies on academic and disciplinary matters
- The degree or diploma or qualification which will be awarded to you upon successful completion of the course.

The Student Contract serves to minimise future disputes and hence has to be understood by students prior to enrolment. If required and available, the contract in the available native language will also be provided to students. If the Contract is also signed or translated in any language other than English and there is a difference from the English language copy of this Contract, the English language copy will apply.

Information on the Student Contract is communicated to students throughout our various communication channels including our website. Students should understand the terms and conditions stated within the contract and be aware of the following:

- i. No Course Fee payments should be made before signing the contract.
- ii. An original contract will be signed and kept by the student. A digital copy of the contract will be kept by Beacon.

13. Fee Protection Scheme (FPS)

We have in place the FPS to provide full protection to all fees in Schedule B of the Student Contract excluding GST paid by all

students as stipulated by the Committee for Private Education (CPE).

• Insurance Scheme

BEACON has entered into a master insurance agreement with Lonpac Insurance Bhd for the purpose of insuring, among other things, the student. A copy of The Insurance Certificate can be found on our website <http://www.beacon.edu.sg>

Beacon's website has a link to CPE's website (<https://www.ssg.gov.sg/cpe/pei.html>) for students to access more information on the FPS.

14. Medical Insurance (MI)

BEACON has in place a Medical Insurance (MI) scheme for all its students as required by CPE under the EduTrust certification scheme. This medical insurance scheme provides for an annual coverage limit of S\$20,000, B1 ward in government and restructured hospitals and 24 hours coverage in Singapore and overseas (if student is involved in school-related activities) throughout the course duration.

The students are also insured for death or permanent disablement for a sum assured of S\$20,000 per student. Full-time Local/Permanent Resident or non-Student Pass International students who are protected by their own medical insurance in Singapore can opt out of the aforementioned medical insurance scheme. Evidence of the medical insurance must be produced prior to course admission. This Medical Insurance scheme is not mandatory for part-time students.

15. Student Pass & Immigration Rules

International students are required to have a valid Student Pass to study in Singapore. The processing of student pass applications will be organised by BEACON and approval given by Immigration & Checkpoints Authority of Singapore (ICA).

International students must abide by the rules and regulations set out by the ICA which includes but is not limited to spending a minimum of at least 3 hours in school. **There is a strict prohibition against international students working while holding a Student Pass.** More information can be found on www.ica.gov.sg. **Any violation of the ICA rules and any other Singapore laws will result in an immediate cancellation of the Student Pass and Dismissal from BEACON.**

Students are advised to make arrangements to travel to Singapore only after their student pass application is approved by ICA.

16. Student Services

BEACON offers a comprehensive range of Student Services for our students including pre-admission services such as pre-course counselling, application and student pass processing for International students; as well as post-admission services in course administration. Information on the range of student support services is available on the BEACON website and student handbook.

17. Student Development and Career Readiness Programme

The Student Development and Career Readiness Programme integrates various Student Support Services (e.g. Enrichment Program) with Academic Curriculum (e.g. Experiential Learning) and Internship and Job Preparation Classes (e.g. Resume Writing).

This 3-pronged approach seeks to develop the student holistically as an individual and prepare him for the demands of the working world. Specifically, Beacon looks forward to working with students to develop the following key graduate attributes:

- *Problem Solving & Analytical Ability*
- *Interpersonal Skills & Networking*
- *Global Citizenship (Diversity / Sustainability)*
- *Flexibility & Adaptability (Lifelong Learning)*
- *Effective Communication*
- *Creativity & Innovation*

18. Attendance Requirement

It is important to achieve regular attendance and meet the attendance requirement stipulated by the authorities (e.g. ICA) and BEACON. Failure to meet this requirement may lead to the following:

- **Ineligibility to get the transcript/certificate upon completion of the course** if students do not meet the required course graduating attendance of at least 75%
- **Dismissal** if students do not make any improvement in their attendance rate and/or are consistently absent from classes, despite warnings and counselling given.
- **Rejection of Student Pass** on re-application/renewal for International students

Monthly Attendance Requirement is as follows:

- Full-time international students[^]: minimum 90%
- Full-time local students: minimum 75%

[^] *The School is required to report to the ICA for students who do not meet the 90% monthly attendance requirement or students who do not attend classes for a continuous period of 7 days or more without any valid reason.*

19. Transfer/Withdrawal & Deferment Policy

BEACON has a Transfer/Withdrawal & Deferment Policy that takes care of various kinds of transfer, withdrawals (voluntary or involuntary) and deferments that happen prior to the completion of a current course.

All requests for transfer / withdrawal / deferment must be submitted to Beacon in writing using prescribed forms (obtainable from Student Services) and are subject to Beacon's approval. Verbal requests by students are not acceptable. Students below the age of 18 are required to seek the approval of their parents/guardians before the request for Transfer/Withdrawal / Deferment is submitted to Beacon.

Approval for Transfer / Withdrawal / Deferment is granted under the following conditions:

- Legitimate reason for Transfer / Withdrawal / Deferment
- Complete supporting documents
- No outstanding payment and documents for current course
- Prior approval from parents / guardian for students below 18 years has been sought.

The processing time for Transfer/ Withdrawal / Deferment is 14 days from date of student's Transfer/ Withdrawal / Deferment request.

Upon approval of the Transfer / Withdrawal / Deferment, a letter will be issued to the student notify them of the outcome. For Withdrawal cases, the overall attendance rate will be indicated on the letter.

Beacon does not charge any processing fee for a transfer/withdraw application. For deferment, there will be an admin fee of \$107. Under extenuating circumstances, Manager (Admin) may exercise discretion to waive or reduce the deferment fee. For transfer and deferment cases, all cost associated with the application of student pass for the new course is paid directly by the student to the relevant authorities.

No cancellation / transfer fee is charged by the insurance provider. However, there is no refund of unconsumed insurance premium under the FPS (Insurance) on Transfer / Withdrawal / Deferment as the premium was waived / borne by Beacon.

- **Transfer**
Transfer can take place prior to the completion of the current course

E.g. Change from Business to Hospitality diplomas / Full Time to Part Time

Students who wish to transfer must fill up a Transfer Form obtainable from the BEACON's Student Services Counter. All requests are subject to BEACON's approval.

International student must apply for a Student's Pass for the new course when the request for transfer has been approved. The student is warned that should ICA reject the application for the new Student's Pass, the previous Student's Pass may be cancelled, and the student would have to return home.

Course fees paid for the current course are not transferable to the next course. The Student may however apply for financial assistance. Such a request will be reviewed on a case-by-case basis by the Management.

- **Deferment**

Deferment refers to students postponing or taking a temporary break in their course, for a maximum of 1 semester. Students must submit the Course Deferral Form at the Student Services counter. Students will be informed of the outcome in writing. If the students wishes to defer for more than 1 semester, the student would have to withdraw from the course and the withdrawal policy applies.

Applications for starting intake deferment must be submitted before the start of the next available intake. Applications to defer course for the current semester must be submitted by the mid-week point of the current semester (E.g. 4th week of a 8 week semester) while Applications to defer course for the next semester must be at least 2 weeks before the commencement of the new semester.

If no official notice is received from the student, he/she is deemed to be still a student of the School and is liable for the course fee in lieu of notice. Any unconsumed course fees paid may be credited (subject to Management's approval) to the next term when the students return to resume their studies with BEACON.

- **Withdrawal on Voluntary Basis**

Withdrawal on voluntary basis refers to discontinuing a course prior to the completion of the current course.

A Student can withdraw under circumstances such as those spelt out in point 11 above.

- **Withdrawal on Involuntary Basis**

This occurs as a result of misconduct (e.g. caught for breaking Singapore's law) or unsatisfactory academic progress. Students are issued with Warning Letter/s and their parents/guardians (below 18-year-old) are informed formally when there is any misconduct or failure to meet the attendance requirements. The following are categorised as Withdrawal on Involuntary basis:

- **Suspension**

For Suspension, students are allowed to return to resume their studies within the stipulated timeframe, as indicated in the Suspension Letter.

- **Dismissal**

Students are informed by BEACON that they are no longer allowed to attend their course due to the following scenarios:

Due to Poor Academic Performance

During a course of study, a student who fails more than half the total number of units of in a course will be dismissed from the course.

Due to Disciplinary Issues

Students who do not improve after written and/or verbal warnings for their unacceptable behaviours that negatively affect themselves or disrupt other students' learning will be dismissed. Cases of major

misconduct can lead to immediate dismissal by the Disciplinary Committee.

Due to Poor Attendance

Students with poor attendance will be dismissed from the school after repeated counselling and warnings.

Due to Non-Attendance

A student who has not attended class for a continuous period of 7 days or more without approval and is uncontactable will be issued a warning letter or dismissal notification.

Due to Outstanding Fees

A student who does not settle his outstanding fees after repeated reminders will be dismissed from the course.

- **Deemed Withdrawal**

Due to No-Show

No-Show refer to students who have not reported to the college by the expiry date of their IPA and will be deemed to have withdrawn.

Due to Student Pass Renewal Rejection

In the event of a student pass renewal rejection and if the student decides not to appeal and/or is uncontactable for 7 days, he will be deemed to have withdrawn.

Due to No Return from Approved Deferment

In the event of a student does not report to the college within 7 days after the end of his approved deferment period, he will be deemed to have withdrawn.

Implications to International Students

All international students' passes will be affected by the different types of student movements. In most cases, the student pass under the current course will need to be cancelled and re-applied for under a new intake/course. The school will also report "Missing-In-Action" (MIA) students to the ICA, where the student has not formally withdrawn and has stopped meeting attendance requirements and has not responded to correspondence.

20. Study Mode

Full-Time: This generally requires a student to undertake a study during normal day time working hours, according to the course. In exceptional circumstances where modules may not be available at these times, students may have to attend classes scheduled on weekday evening or weekends.

Part-Time: Students may have classes scheduled on weekday evenings or weekdays or weekends.

21. Student Feedback and Dispute Resolution Process

BEACON welcomes your feedback and suggestions that will help us to support you in your learning journey. Be it a feedback on teaching and learning, student services and welfare, or the school environment, we are all ears. Students may provide feedback or raise issue of concern via the following channels:

- Student Services Counter
- Customers Feedback Form
- Email: feedback@Beacon.edu.sg
- Telephone: +65 6338 5595
- Discussions and meetings with mentors, school counsellor, managers or staff

Students are encouraged to raise their concerns to our staff or managers at the earlier opportunity. Feedback are logged and handled by Beacon's Feedback Management System that ensures that the first acknowledgement of the feedback is given within 3 working days. Beacon endeavours to resolve all feedback within 21 working days and during the period of deliberation, provides a series of updates to students.

Complaints however, need to be submitted in a written form via the Feedback form or a letter/email.

In the event that counselling services is required, you will be referred to the School Counsellor.

It is the School's policy to establish facts and conduct objective investigations to reach a fair and amicable, or a 'win-win' solution to address a grievance. Complaints should be brought to the attention of Beacon so that they may be resolved internally. Students who lodge complaints with external agencies without giving an opportunity for BEACON to address their concern are considered to be in violation of the student code of conduct.

Despite all efforts, if you are unsatisfied with the feedback outcome, you may approach the SkillsFuture Singapore (SSG) One Call Centre for help. SSG officers will review the complaints and may refer you to the CPE Mediation – Arbitration Scheme [Please note that fees are chargeable for using the Scheme]

22. Mentoring & Counselling

• **Mentor**

BEACON lecturers are also mentors and care persons to students providing academic and other relevant supports. Students are encouraged to maintain constant contact with their mentors.

• **Pastoral Counselling**

Students can approach the school counsellor, their lecturers, and Student Services for general academic and non-academic advice. Professional Counsellors are available on appointment basis, should any students need help in counselling pertaining to personal problems.

23. After Office Hour Emergency International Student Help Line

In case of emergency after school operation hours, International Students can call our Emergency Student Help Line at Tel: +65 9773 5317 or +65 9028 5767

24. Confidentiality of Student Data

Student personal data is handled in compliance with the Personal Data Protection Act

All personal data and information provided by students shall be kept strictly confidential. Every effort shall be made to ensure the integrity of students' personal and confidential information entrusted to BEACON is not compromised. Unless the disclosure is required by the law, government authorities and relevant university partners and accreditation bodies as part of the regulatory or course requirements and/or order of any courts of Singapore for their internal use only, BEACON undertakes not to divulge any of the student's personal information to any unauthorised third party without the prior written consent of the student.

25. Non-Discriminatory Policy

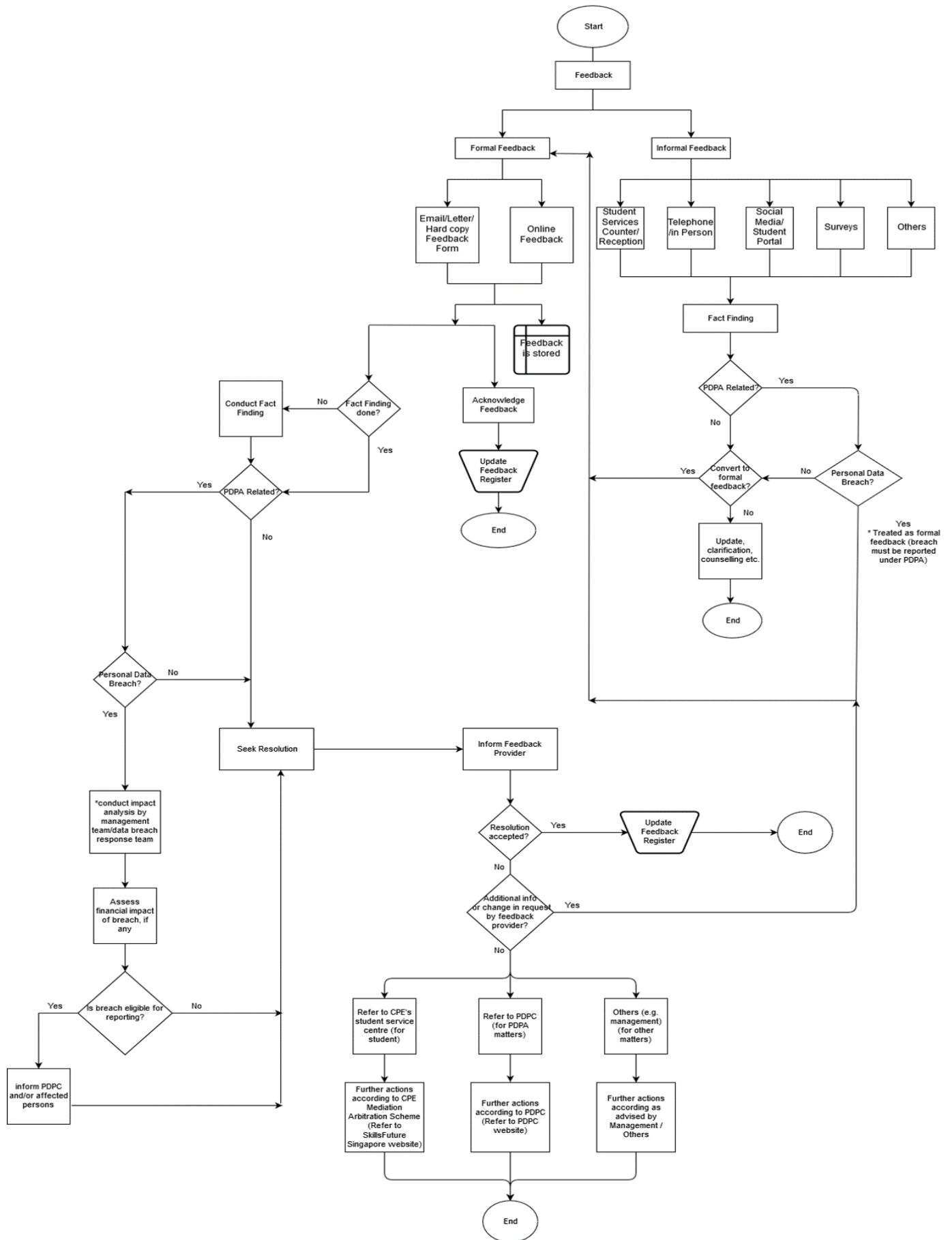
BEACON complies with the relevant Singapore non-discrimination laws and government policies. This non-discrimination policy applies to student selection, admission, retention, dismissal, appeal and treatment in BEACON programmes and activities.

26. Student with Physical Disabilities

BEACON does her best to provide students with physical disabilities with appropriate facilities and services to assist them through the course of study. Every effort is made to ensure that the disabled person is not discriminated and excluded in the learning experience at BEACON. BEACON will do whatever is possible to make the school accessible for disabled people. Disabled students should not be treated less favourably than other students due to their disability. Students with such needs must inform BEACON formally.

Disclaimer:
The information stated herein is correct at the time of printing. BEACON reserves the right to vary this information at any time without prior notice.

Student Feedback and Dispute Resolution Procedure



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