



Beacon
International College

STUDENT HANDBOOK 2026/2027



Table of Contents

1	GENERAL INFORMATION	6
1.1	Vision, Mission, Core Values, Culture and Quality Policy	6
1.2	About Us	7
1.3	College Location and Facilities	8
1.4	Principal’s Message	10
1.5	Academic and Examination Board	11
1.6	Programmes and Courses Offered	11
1.7	Service Targets	11
1.8	Essential Information for Students	11
1.9	Contact Information	12
2	POLICIES AND REGULATIONS	14
2.1.	Code of Conduct	14
2.2	Basic School Rules and Regulations	15
2.3	Student Discipline	16
2.4	Intervention Plan	17
2.5	ICA Student Pass for International Students	19
2.6	Student Contract	19
2.7	Cooling Off Period	20
2.8	Fee Payment Plan	20
2.9	Fee Payment Policy	20
2.10	Fee Protection Scheme Group (FPS-G)	21
2.11	Refund Policy	21
2.12	Refund Procedures	24
2.13	Transfer/Withdrawal & Deferment Policy	24
2.14	Transfer/Withdrawal & Deferment Procedures	27
2.15	Time-Table	31
2.16	Student Particulars	31
2.17	Confidentiality of Students’ Records	31
2.18	Safety Rules	32
3	STUDENT SUPPORT SERVICES	34
3.1	Airport pickup	34
3.2	Accommodation or hostel arrangements	34
3.3	New Student Orientation Programme	34
3.4	Medical Insurance Coverage	35
3.5	Assistance to Students	35
3.6	Facilities	36

3.7	Co-Curricular Activities/Clubs.....	36
3.8	Student Wellness Programmes	36
3.9	Community Involvement Programmes	37
3.10	Student Development and Career Readiness Programme	37
3.11	Counselling.....	40
3.12	Partnership with Parents / Guardians	42
3.13	Specialized External Support Services.....	42
3.14	Alumni Relations	42
3.15	Student Feedback and Dispute Resolution Process & Procedure.....	42
4	ACADEMIC MATTERS	46
4.1	Course Graduation, Failure, Dismissal and Re-instatement.....	46
4.2	Subject Assessment and Grading	47
4.3	Attendance	50
4.4	Assessment Submission	51
4.5	Academic Dishonesty / Fraud	57
4.6	Deferment of Course	59
4.7	Subject Exemption	59
4.8	Student Feedback on Teaching.....	62
4.9	BTEC Qualifications	62
4.10	Cardiff Metropolitan University	64
4.11	University of East London	64
4.12	University of West London	64
•	Appendix A – Essential Information for Students	66
•	Appendix B – Medical Insurance.....	66
•	Appendix C – Social Media Policy.....	66



1

GENERAL INFORMATION

1 GENERAL INFORMATION

1.1 Vision, Mission, Core Values, Culture and Quality Policy

Vision

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

Mission

To be an institution committed to nurturing and developing every student with skills, knowledge and virtues useful to society by providing a holistic educational experience for a sustainable future.

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 organizational growth. We therefore strive to develop our staff to their fullest potential, while helping them maintain work life harmony.

BEACON Spirit

- To provide a **B**alanced and Quality Education
- To nurture **E**nterprising Spirit
- To ignite the young **A**spiring Mind
- To **C**apture Opportunities
- To **O**vercome Challenges
- To **N**etwork the World

BEACON Values

The foundation for Beacon's vision are its values. Beacon's values define the manner in which our day-to-day activities are accomplished. They provide a sense of purpose and create strong ties within the college.

The five Beacon Values are as follows:

- Team Spirit
- Respect
- Integrity
- Caring Spirit
- Diligence

BEACON Quality Policy

Beacon is continually improving its overall performance so as to provide quality education and holistic learning experience for our students by adopting the following Quality Policy:

“Holding fast to our Core Values and Culture, we are committed to excellence in our products and services rendered to our customers.

Through continual improvement in our structure, systems, processes and procedures, we are customer-focused and strive to meet or exceed their expectations within the relevant statutory and regulatory frameworks.

In so doing, we work towards the achievement of quality objectives leading to financial sustainability with the long-term view to attain our Vision and Mission.”

Equality, Diversity and Inclusion (EDI) Policy

Beacon promotes inclusion by embracing diversity and ensuring equality for all staff and students. This means welcoming people of all identities and backgrounds, recognizing the value of differences, and seeking to eliminate all forms of discrimination and creating a culture to maximize everyone’s contribution which requires continuous effort that requires everyone’s involvement.

1.2 About Us

Beacon International College is a private educational school which is certified under the **Enhanced Registration Framework (ERF)** and **Edutrust Certification Scheme** with the **SkillsFuture Singapore (SSG)**. It was founded in 2004 as Beacon School of Technology.

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 careers in Business, Hospitality, Information Technology or Design.

Beacon International College’s education philosophy is to provide high quality and relevant curriculum so as 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 the Principal, Ms Lee, who has more than 30 years of industrial and teaching experience, 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. Please refer to the website for our Organization Chart showing the management team.

Beacon’s lecturers are highly qualified professionals and many of them hold Masters degrees.

1.3 College Location and Facilities

Our current location at 64 Cecil Street, #04-02 & #05-01, IOB Building, S'049711 is conducive for student learning and development and is adequate for our operations.

Beacon's modern classrooms are designed to cater for 12 to 76 students at any one time.

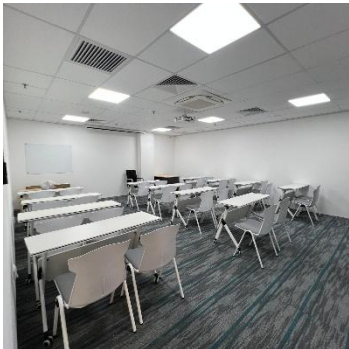
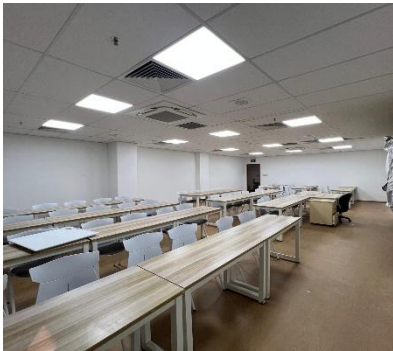
Kindly refer to the Beacon website at www.Beacon.edu.sg for

- photographs of actual physical school premises;
- facilities available;
- size and number of classrooms.

1.4 Teacher-Student Ratio

We strive to maintain an optimal teacher-student ratio to enhance the learning experience and provide adequate support to our students.

Kindly refer to the Beacon website at www.Beacon.edu.sg for the existing teacher-student ratio.





1.4 Principal's Message

Dear Students,

I would like to extend my warmest welcome. We are one family. Together, we work hand-in-hand to make your study at our school an enjoyable and enriching experience.

It is my strong belief that everyone irrespective of background, culture and races, is talented in one or more areas. In Beacon, the management and staff with the passion for education will provide the environment and opportunity to help you discover your potential to excel.

This handbook provides important and useful information as well as rules & regulations that all students of Beacon International College are required to know and observe.

We welcome your feedback on any area that can help us to improve and make your stay a pleasant and memorable experience.

Lee Hian
Principal

1.5 Academic and Examination Board

Academic Board

The role of the Academic Board is to develop policies and procedures to ensure academic quality.

Kindly refer to the Beacon website at www.Beacon.edu.sg for Members of Academic Board.

Examination Board

The Examination Board will be in charge of the development of examination and assessment procedures.

Kindly refer to the Beacon website at www.Beacon.edu.sg for Members of Examination Board.

Awarding Body

- Beacon International College, SG
- BTEC, Pearson Education Ltd, UK
- Cardiff Metropolitan University, UK
- University of East London, UK
- University of West London, UK

1.6 Programmes and Courses Offered

The List of Courses is available at www.Beacon.edu.sg.

For students enrolled in EDP courses, please refer to the respective Programme Handbook for more course-specific information.

1.7 Service Targets

Beacon's Service Targets can be found on the website at www.Beacon.edu.sg . Meeting our Service Targets will ensure quality standard of service to you.

1.8 Essential Information for Students

For your convenience, essential information contained in this Handbook is summarized in Appendix A – Essential Information for Students.

1.9 Contact Information

Should there be any enquiries or concerns regarding your studies with Beacon, you may contact us through the following contact details:

Mailing Address: 64 Cecil Street, #04-02 & #05-01, IOB Building, S'049711

Telephone No: +65 6338 5595 / +65 9028 5767 (for emergency)

Email: enquiries@Beacon.edu.sg



Beacon
International College

2

POLICIES

AND

REGULATIONS

2 POLICIES AND REGULATIONS

2.1. Code of Conduct

Beacon has expectations of its students which are summarized as follows:

2.1.1. Conduct

- a. Beacon students are expected to abide by Beacon's rules and regulations and the laws of Singapore.
- b. Students are expected to upkeep academic ethics by submitting their own original honest work according to the assessment requirements.

2.1.2. Attendance

- a. Students shall also attend classes punctually to meet the required attendance conditions for student pass issuance and graduation.

2.1.3. Academic Outcomes

- a. Students shall strive to meet the award criteria leading to successful completion of the course that they enrolled in.

The following channels are used to communicate expectations on conduct, attendance and academic outcomes, where applicable.

- Student Handbook
- Student Orientation
- Email to new students before semester begins
- Student Portal

Other channels that may be adopted for the communication of academic conduct and outcomes include start of term briefing during lesson, through assignment brief, etc.

Only relevant laws of Singapore are communicated to students through the above channels. It is the duty of students to familiarize themselves with the other laws of Singapore.

2.1.4 Beacon's Policy on Intimate Personal Relationships* between Staff and Students

At Beacon, we are committed to providing a safe, respectful, and inclusive environment for all students and staff.

Staff shall not date a current Beacon student. Staff shall avoid developing romantic, emotional and / or physical intimacy with students. Staff shall not exploit a position of power in relation to a student so as to apply pressure in a way which:

- may result in the student doing something, or refraining from doing something, that they may not have otherwise done; and
- that action or inaction could reasonably result in something that falls within the scope of an intimate personal relationship*.

**"intimate personal relationship" means a relationship that involves one or more of the following elements - physical intimacy including isolated or repeated sexual activity, or romantic or emotional intimacy.*

Staff and students shall declare excluded relationships* prior to joining Beacon as staff or students.

**"Excluded relationships" means any ongoing intimate relationship that existed before the date that the staff became a relevant staff member who has direct academic responsibilities or other direct professional responsibilities in relation to that student.*

To learn more about our policies on harassment, sexual misconduct, and support resources, please refer to the Single Comprehensive Source of Information (SCSI) available on our website (<https://beacon.edu.sg/edutrust/scsi-on-harassment-and-sexual-misconduct/>). Beacon shall ensure that students are appropriately informed during orientation to ensure understanding of the contents of SCSI.

2.1.5 Whistleblowing Channel

Beacon has a designated whistleblowing channel only for the reporting of wrongdoing that affects others/the public. Examples include fraud, safety violations, and bribery. Grievances such as a personal dispute or issue, should be handled instead by the existing feedback channels listed in Clause 3.15

Whistleblowers can email the PrincipalOffice@beacon.edu.sg to report a wrongdoing. Beacon provides the whistleblower with guarantees of protected disclosure.

2.2 Basic School Rules and Regulations

These are statements about what BEACON expects in terms of responsible standards of behaviour. They are designed to help create and maintain an atmosphere in which effective and enjoyable learning can flourish.

Do's

- a. Attend lessons/classes regularly. Be punctual for classes.
(Please refer to Section 4 Academic Matters for more details)
- b. Submit work on time.
(Please refer to Section 4 Academic Matters for more details)
- c. Maintain acceptable and responsible behaviour at all times,
- d. Observe standards of modesty in their dressing appropriate for a college
E.g. No shorts and slippers for class.
- e. Observe the 'No Smoking' policy.
- f. Maintain BEACON premises as a clean litter-free environment. Clear your table after lessons. No food and drinks (except plain water) are allowed in the classroom.
- g. Do not use hand phone in class. Turn off hand phone or set it on silent mode.
- h. Return all college's equipment and learning resources at the due time.

- i. Do take note of your own students' pass expiry date and inform the administration office 1 month before expiry date. BEACON will not be held responsible for your residential status in Singapore if the above is not met.

Don'ts

- a. Do not consume alcohol. It impairs your performance and endangers your peers.
- b. Do not litter. Do not bring food and drinks (except bottled water) into classrooms and lecture theatres. There will be a **penalty for each offence** of damaging school property and vandalism.
- c. Refrain from behaviour of any kind that might cause offence to others.
- d. Do not download any software (legal/illegal) onto any of the computers or servers within BEACON premises. Downloading onto or copying any computer software from or onto Beacon's computer system is a serious offence.
- e. Do not engage in cyber-bullying and spreading fake news on social media.

Disciplinary action will be taken against the offender.

2.3 Student Discipline

Breach of Beacon's Code of Conduct may lead to various actions taken against the student concerned subjected to the severity of the offence. These disciplinary measures taken may include verbal warning, written warning, suspension and expulsion or combination of these measures. The code covers any course-related activity within BEACON premises whether supervised or unsupervised.

The decision by BEACON management is final.

Examples of offences are:

- 2.3.1 Lateness, poor attendance, disruptive behaviour
- 2.3.2 Persistent failure to submit work on time
- 2.3.3 Rudeness, noisiness, littering
- 2.3.4 Offensive, anti-social behaviour
- 2.3.5 Breach of Library or Information Technology use guidelines
- 2.3.6 Serious attendance/lateness issues
- 2.3.7 Abusive, obscene, reckless, dangerous behaviour
- 2.3.8 Interference with/misuse of college facilities
- 2.3.9 Personal harassment
- 2.3.10 Breach of previous agreements
- 2.3.11 Use or possession of illegal drugs
- 2.3.12 Criminal acts of any kind in any location
- 2.3.13 Grossly offensive or threatening behaviour
- 2.3.14 Sexual or racial harassment
- 2.3.15 Bringing BEACON into disrepute

- 2.3.16 Gross insolence or willful behaviour
- 2.3.17 Spreading rumors or engaging in defamatory speech about students and staff
- 2.3.18 Serious misuse of the IT system
- 2.3.19 Prohibited Activities & Cyber Bullying (as per College's Social Media Policy)

2.4 Intervention Plan

- 2.4.1 To support students in meeting the expectations expressed in the Code of Conduct, Beacon puts in place an intervention place for students who need help.
- 2.4.2 Students in need may turn to their teachers for help due to the teachers' close and frequent interactions with the students. Where the support from other staff is required, appropriate arrangements can be made.
- 2.4.3 Examples of follow-up measures include:
 - Informal / formal counselling
 - Notification to parents / guardians
 - Financial penalties
 - Warning Letters and Dismissals.

**AGREEMENT BETWEEN
BEACON INTERNATIONAL COLLEGE AND ITS STUDENTS**

BEACON will provide for you:	What we ask of you:
<ul style="list-style-type: none"> • Initial and continuing guidance about courses to meet your needs • A planned programme of teaching and assessment • Personal Tutoring support which will help you to measure your progress and work towards your goals • Quality facilities and resources for study • Additional help with study skills • Opportunities to discuss issues of concern 	<ul style="list-style-type: none"> • Respect for others and their property at all times • Observe standards of modesty in dressing appropriately for classes. • Appropriate behaviour at all times • Prompt attendance at all time-tabled sessions, tutorials and additional commitments undertaken e.g. internship/field trips • Genuine effort to maintain good standards of work and meet course requirements • On time completion of all assessed activities • Planning and efficient use of study time to complete directed activities and to improve your own learning and performance • Care and respect for all equipment, resources and facilities used whilst attending a Beacon's programme • Compliance with Beacon's regulations and codes of conduct • Responsible use of Beacon's IT network

2.5 ICA Student Pass for International Students

The following clauses apply to international students only.

2.5.1 Student's Pass Application

Beacon undertakes to use best efforts to assist the student if he/she requires a Student's Pass from the Immigration & Checkpoints Authority of Singapore (ICA). This includes, without limitation, providing the student with advice on obtaining such pass, verifying the student's enrolment and immigration status, and doing all such things as may be necessary to procure the Student Pass on behalf of the student.

2.5.2 Student's Pass Not Transferable

The Student's Pass issued is not transferable and will expire upon the student ceasing to be a student of Beacon. Beacon is under an obligation to inform the ICA of the student's withdrawal from, or completion of his/her course of study at Beacon.

2.5.3 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 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 daily in college.

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.

2.6 Student Contract

Both local and international student need to sign the Student Contract with BEACON upon the acceptance of the offer made by Beacon during the Admission Process.

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 qualification which will be awarded to you upon successful completion of the course.

The Student Contract serves to minimize 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:

- **No Course Fee payments should be made before signing the contract.**
- A digital contract will be signed and kept by the student. Beacon keeps a similar digital copy of the contract.

2.7 Cooling Off Period

Beacon will provide the student with a cooling-off period of ten (10) calendar days after the date that the Contract has been signed by both parties.

The student will be refunded all of the Course Fees and Miscellaneous Fees already paid if the student submits a written notice of withdrawal to the PEI within the cooling-off period, regardless of whether the student has started the course or not.

2.8 Fee Payment Plan

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 SSG 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.

2.9 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, Cheque, Digital Wallet, Credit Card
- PayNow, 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 BEACON immediately of any payment made by Bank Transfer, ATM Transfers, PayNow 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 by 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.

2.9.1 Late Payment Policy

Payments made 1 day after the scheduled due date(s) in Schedule B for the Course Fees and 1 day after the scheduled due date(s) in the invoices for the Miscellaneous will be considered as late.

In the event of a late payment, a penalty fee may be charged. Under extenuating circumstances, the Head of Department (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.

2.10 Fee Protection Scheme Group (FPS-G)

Beacon has in place the FPS-G to provide full protection to all fees under Schedule B of the Student Contract excluding GST paid by all students as stipulated by the SSG.

Beacon adopts the FPS Group Insurance Scheme

2.8.1 FPS-G 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 SSG's website (<https://www.skillsfuture.gov.sg/pei>) for students to access more information on FPS.

2.11 Refund Policy

2.11.1 Refund for Withdrawal Due to Contract Refund Event (Schedule E):

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

- a. It cannot commence the provision of the Course on the Course Commencement Date;
- b. It cannot complete the provision of the Course by the Course Completion Date;
- c. The Course will be terminated before the Course Completion Date;
- d. The Student does not meet the course entry or matriculation requirements as stated in Schedule A; or
- e. The Immigration & Checkpoints Authority of Singapore (ICA) rejects the Student's application for the Student Pass.

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:

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

The student should be informed in writing of alternative study arrangements (if any) within ten (10) working days after Beacon informed the contracting party of the above contract refund event. A new contract would then have to be signed. If there are no possible alternative study arrangements or the student rejects the proposed arrangements, he/she may choose to withdraw from the course.

In the event that the initial contract is terminated, the student would be entitled to a refund within seven (7) working days.

- If it was due to Clause 2.11.1 a, d or e - All Course Fees and Miscellaneous Fees already paid will be refunded,
- If it was due to Clause 2.11.1 b or c – Course Fees and Miscellaneous Fees already paid will be refunded in proportion to the uncompleted portion or duration of the Course, whichever is higher.

2.11.2 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 in Clause 2.7 or 2.11, Beacon 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:
50%	("Maximum Refund") More than [10] working days before the Course Commencement Date
0%	On or before, but not more than [10] working days before the Course Commencement Date,
0%	After, but not more than [5] working days after the Course Commencement Date
0%	More than [5] working days after the Course Commencement Date

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

2.11.3 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:
 - i. 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.
 - ii. Course Transfer
 The fees paid for the current course is non-refundable and non-transferable to the new course.
 - iii. Course Deferment
 When the Student applies for deferment, the current course fee will be deferred accordingly and non-refundable.
 - iv. 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.

2.11.4 Refund during Cooling Period

There will be a ten (10) calendar-day Cooling-off Period from the date of signing of the Student Contract which will allow for a refund of all Course Fee and Miscellaneous Fees paid should students decide to withdraw within this period.

2.11.5 Refund due to Overpayment of Fees

Beacon does not collect the next instalment of course fees until a week before the next due date. Yet overpayment of fees due to bank charges may sometimes occur. Overpayment of fees exceeding SGD 30 will be refunded.

2.11.6 Processing of refunds

For eligible refunds, refunds will be made to students within seven (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 requests for the refunded amount be made via bank transfer/telegraphic transfer.

2.12 Refund Procedures

Beacon has refund procedures which are aligned with the refund policy to execute any refund request.

If the Student is eligible for refund, the student submits the Request Refund Form duly completed and signed by him / her together with supporting documents such as:

2.12.1 Bank account details (for Bank Transfer / Telegraphic Transfer) – where the student requests for the refund to be remitted via bank transfers.

2.12.2 Copy of Beacon Official Receipt of the course fee payment – for refund of overpayment of fees

to the Admin Staff.

A student who is not eligible to a refund may submit an appeal for special consideration using the Student Request Form together with supporting documents, if applicable. Each case will be reviewed by the Management on its own merit.

The student will be notified of the outcome of the appeal within seven (7) working days of the date of receipt of duly completed and signed Student Request Form with complete relevant documents.

Once approval is given for refund by Management, the student submits his / her Request Refund Form. Upon receipt of the duly completed and signed Request Refund Form and the supporting documents (if any), the Admin Staff obtains all necessary approvals. Thereafter these documents are passed on to the Finance Staff for processing. The Finance Staff also ensures that refund records are accurate and up-to-date, kept according to financial guidelines and easy to retrieve for audit purposes.

When the refund money is ready for collection, the student is notified by Admin Staff. Should the refund be provided via cash, the student signs on the payment voucher to acknowledge receipt of money. Should the refund money be requested to be remitted into the student's bank account, the date stamped by the bank or any remittance agency on which the transfer of funds is requested / applied for is deemed the date of payment of refund. In any of such methods, the student would have to acknowledge on the Request Refund Form that he/she understands how the college had computed the amount refunded.

All refunds shall be processed within seven (7) working days from the date of the duly completed and signed Request Refund with all relevant supporting documents, if any.

2.13 Transfer/Withdrawal & Deferment Policy

Beacon has a Transfer/Withdrawal & Deferment Policy that takes care of various kinds of transfer, withdrawals (voluntary or involuntary) and deferment 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
- Prior approval from parents / guardian for students below 18 years has been sought.

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

Upon approval or rejection of the Transfer / Withdrawal / Deferment, a letter will be issued to the student notifying 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 may be an admin fee of \$109. Under extenuating circumstances, the Head of Department (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 FPS insurance provider. However, there is no refund of unconsumed insurance premium under the FPS for Transfer / Withdrawal / Deferment as the premium was waived / borne by Beacon initially.

2.13.1 **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 complete a Transfer Form obtainable from Student Services. All requests are subject to Beacon's approval.

International students 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 and instruct that the current Student's Pass be cancelled, 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.

2.13.2 **Deferment**

Deferment refers to students taking a temporary break in their course, for a maximum of 1 semester.

Students must submit the Intake or Course Deferral Form. Students will be informed of the outcome in writing. If the student wishes to defer for more than 1 semester, the student will have to withdraw from the course, and the withdrawal policy applies. The student can then reapply back to the course at a later date. Waiver of this limitation will be reviewed on a case-by-case basis and subjected to Management's approval.

Applications to defer the starting intake must be submitted before the start of the next available intake. Application to defer course for the current semester must be submitted by the mid-week point of the current semester (E.g. the 4th week of a 8-week semester) and application to defer course for the next semester must be submitted 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 BEACON 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.

2.13.3 **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 paragraphs 2.11.1 to 2.11.4 above.

2.13.4 **Withdrawal on Involuntary Basis**

This occurs as a result of misconduct (e.g. caught for breaking Singapore's law), unsatisfactory academic progress, poor attendance, outstanding fees and no-show. Students are issued with Warning Letter/s and their parents/guardians (for students 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:

a. **Suspension**

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

b. **Course Failure**

A student who fails any of the subject units at the end of the course is deemed to have failed the course. The student will be issued a Course Failure Notification.

c. **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 of the total number of units in a course will be dismissed from the course. The student will be issued a Course Dismissal Notification.

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.

Due to Poor Attendance

Students with poor attendance will be dismissed from Beacon if no there is no improvement despite repeated counselling/warnings.

Due to Non-Attendance

A student who has not attended class for a continuous period of seven (7) days or more without approval and is un-contactable will be issued a warning letter and/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.

d. Deemed Withdrawal

Due to No-Show

No-Show refers 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 seven (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 back to the college within seven (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 likely need to be cancelled and re-applied for under a new intake/course. Beacon will also provide a monthly update of students' attendance records to ICA.

2.14 Transfer/Withdrawal & Deferment Procedures

2.14.1 When a Request for Transfer is raised

Admin Staff speaks with the student to have a better understanding of their reasons for Transfer.

Admin Staff explains Transfer policy and procedures and the implications to the student. If needed, additional inputs from the Counsellor / Marketing Staff / Acad Staff may be sought.

Student is briefed on the details of the new course, entry requirements, course fees and the essential information for students.

Student then decides whether to transfer or not.

If he/she decides to proceed with the transfer, Student completes the Transfer Form and provides supporting document, if any.

For students below 18 years old, parents/guardian approval must be sought.

The student also indicates on the Transfer form to acknowledge that the Transfer Policy & Procedures have been explained and that he/she understands.

Admin Staff passes the Transfer form to Admission Staff to verify that the student is eligible for the new course. Meanwhile Admin Staff checks the existing payment status of the student to ensure that there are no fee and documents owing by the student.

Admin Staff then submits the Transfer form to Manager (Admin) for approval.

Approval for Transfer is granted under conditions listed in paragraph 2.13.

The Admin Staff then issues a letter to the student informing the outcome of his request.

If the Transfer Request is approved, Admin Staff follows up to process the following:

- i. Update student's status in the Student Management System (SMS) accordingly.
- ii. For FPS coverage, the student remains protected under the valid FPS-G Insurance scheme if the previously paid fees are credited over to the new contract. Should additional new fees be paid, additional FPS coverage will be assigned.
- iii. Inform Admission Staff for their follow-up actions on Student's Pass

In the event that the application of Student's Pass for the new course is rejected by ICA, the student may be unable to continue to study. Refund, if any, will be processed according to the Refund Policy & Procedures.

Upon approval of the new Student's Pass, the student signs a new Student Contract and pays course fees of the new course.

If the Transfer Request is rejected, the student may continue on with the existing course (provided the initial student pass is still valid)

2.14.2 When a Request for Withdrawal is raised

a. Withdrawal on Voluntary basis

Admin Staff speaks with the student to find out the reason(s) for the withdrawal and to explain the implications of withdrawal to the student. Depending on the reason for Withdrawal, inputs from the Counsellor / Marketing Staff / Acad Staff may be sought.

For students below 18 years old, parents/guardian approval will be sought.

When the student has made the final decision to withdraw, the student must complete and submit the Withdrawal form. After it has been approved by the Manager (Admin), the Admin Staff follows up with the necessary withdrawal matters including:

- i. Update student's status in the SMS accordingly.
- ii. FPS Coverage
The student will cease to be protected under the valid FPS-G insurance scheme.
- iii. Cancellation of Student's Pass
Staff cancels Student's Pass via ICA's Solar+ system within seven (7) working days of notification.

- iv. Issuance of Letter with Attendance Records
 Student is issued a letter on the outcome of the request of withdrawal.

The student's overall attendance rate will also be stated on the letter.

- v. Refund
 Refund, if applicable, shall be processed in accordance with the Refund Policy & Procedures.

b. Withdrawal on Involuntary basis

This includes suspension and dismissal for misconduct, poor attendance, outstanding fees or unsatisfactory academic progress, and deemed withdrawal for no-show cases.

Dismissal Letter / Suspension letters will be issued to the students and parents/guardian (for student below 18 years old).

For Suspension cases, the students are allowed to return to resume studies within the stipulated timeframe as indicated in the Suspension letter. For Suspension cases, there is no refund of unconsumed fees attributable to the suspension period. If the student fails to resume studies, any unconsumed fees is also non-refundable. Student is then deemed to have withdrawn.

For all Dismissal cases, the student will be temporarily suspended for two (2) weeks and the student may appeal and apply for reinstatement within the stipulated time frame from the date of course dismissal. Should no intention to or actual appeal be made within the two (2) weeks, the dismissal will be made official.

Admin Staff follows up:

- Update student's status in the SMS accordingly.
- All unconsumed paid fees are non-refundable and non-transferrable.
- Student's Pass (if applicable) will be cancelled within seven (7) working days after the temporary suspension period due to dismissal is over.
- FPS Coverage will also cease.

For all Deemed Withdrawal cases,

- Update student's status in the SMS accordingly.
- All unconsumed paid fees (including overpayments, if any) are non-refundable and non-transferrable
- FPS Coverage will also cease.
- Students may apply as a new applicant for subsequent intakes.

2.14.3 When a Request for Deferment is raised,

Admin Staff speaks with the student to have a better understanding of their reasons for Deferment.

Admin Staff explains Deferment policy and procedures and the implications to the student. Depending on the reason for Deferment, inputs from the Counsellor / Marketing Staff / Acad Staff may be sought.

Student is briefed on the details of the new course duration, course fees and the essential information for students.

Student then decides whether to defer or not.

Defer Intake or Course

- i. Student completes the Intake or Course Deferral Form and provides supporting document, if any.

For students below 18 years old, parents/guardian approval will be sought.

The student also indicates on the Intake or Course Deferral form to acknowledge that the Policy & Procedures have been explained and that he/she understands.

- ii. Admin Staff checks the payment status of the student to ensure that there are no fee and documents owing by the student before submitting it to the Manager (Admin) to vet.
- iii. Manager (Admin) approves defer intake requests while defer course requests are submitted to the relevant Course Manager / Coordinator / Head of Department (Acad) for approval.

Approval for Deferment is granted under the conditions listed in Clause 2.13.

The Admin Staff then issues a letter to the student informing the outcome of his/her request.

If the Deferment Request is approved, Admin Staff follows up to process the following:

- i. Update student's status in the SMS accordingly.
- ii. For FPS Coverage, the student remains protected under the valid FPS-G insurance scheme for the previously paid fees. Should additional new fees be paid based on the new addendum or Student Contract, additional FPS coverage will be assigned.
- iii. Inform Admission Staff for their follow-up actions on Student's Pass, (if required)
- iv. Upon returning from deferment, student signs either a duration extension addendum or a new Student Contract and pay course fees of the new course extension (if required).

In the event that the application of Student's Pass for the new course duration is rejected by ICA, the student is unable to continue to study. Refund, if any, will be processed according to the refund policy and procedures mentioned in paragraphs 2.11 and 2.12 respectively.

If the Deferment Request is rejected, the student may continue on with the existing course.

2.15 Time-Table

Individual timetable will be issued to every student at the beginning of each term. It will be posted on the Student Portal.

Normal Lesson Hours

- Full-Time Monday to Friday Between 9:00 am – 7:00 pm
- Part-Time Monday to Friday Between 6:00 pm – 10:00 pm
- Saturday / Sunday Between 9:00 am – 10:00 pm

International students on Student Pass are required to attend full-time classes from Mondays to Fridays.

Vacations would follow the Public Holidays observed in Singapore.

Beacon International College reserves the right to limit the enrolment, and to cancel or postpone any programmes in the event of insufficient enrolment numbers. Advanced notice will be given to those already enrolled in the course should there be any postponement / cancellation.

2.16 Student Particulars

Students are required to inform Beacon of any changes to their particulars by updating their profile by themselves on the Student Portal.

It is the student's responsibility to ensure that Beacon has his/her most recent personal particulars at any one time.

2.17 Confidentiality of Students' Records

Student personal data is handled in compliance with the Personal Data Protection Act (PDPA).

Students' personal particulars and academic results are treated with high confidentiality. Students' personal information will be used internally for administrative purposes only. Beacon will not divulge students' personal particulars to any third party without any written consent from the student unless it is required by the legislation and statutory requirements.

The consent could be withdrawn by notifying Beacon International College in writing.

S/N	Personal data obtained at the different stages	Example(s) of Personal Data	Possible purposes
1	Application	Educational Background, Family background, personal particulars, etc.	<p>Evaluative purposes (articulation, financial aids, scholarship and bursaries application);</p> <p>Beacon International College's website, brochures, other marketing collaterals and advertising materials.</p>
2	Enrolled	Academic results and images, etc.	<p>In-campus and field trip;</p> <p>Third parties for school-related activities or programmes;</p> <p>General student-related activities within Beacon, as well as related talks, seminars and/or events via postal mail, electronic mail, SMS or MMS, fax and/or voice calls;</p> <p>Class recording & Campus biometric devices</p> <p>Beacon International College's website, brochures, other marketing collaterals and advertising materials.</p>
3	Graduated	Further studies/employment status, etc.	Marketing activities (e.g. testimonials)

2.18 Safety Rules

Students are required to observe all safety regulations by the Singapore Government and building authority. Beacon will not be liable for any mishap, injury or any loss or damage incurred by any student during the course.

The endorsed Health, Safety & Security Policy is displayed on the website.



Beacon
International College

3

STUDENT SUPPORT SERVICES

3 STUDENT SUPPORT SERVICES

Beacon provides a variety of comprehensive student support services to meet the needs of all students from Beacon, past and present. These include:

3.1 Airport pickup

The Admin Staff can co-ordinate a student's arrival details and transfer the student to their preferred accommodation. Such requests must be informed in advance and in writing either by the students directly or through their agents.

3.2 Accommodation or hostel arrangements

Beacon works closely with hostel operators to provide accommodation options for its international students. Students should contact Beacon in advance and in writing if they require such assistance.

3.3 New Student Orientation Programme

All new students are required to attend the Orientation programme.

The Beacon Orientation Programme consists of 2 parts:

Part 1 - a New Student Briefing where Beacon's Marketing Staff / Admin Staff goes through the New Student Checklist and Student Handbook with the student to highlight the following:

- Important course information and other information that were covered in the Student Pre-Course Counselling session by the Recruitment Agent or Marketing Staff;
- Students' rights and obligations pertaining to refund, transfer and withdrawal policies, Student Feedback and Dispute Resolution Process, FPS, course deferment/extension criteria and procedures, suspension and expulsion conditions, details of the organization awarding the certificate where applicable and reference to SSG's official website for other information or updates.
- Advice / services available to help new students (especially international students) to adapt to the local environment e.g. opening of local bank accounts, general or specialist health services (physiological, dental, mental), accommodation options for international students, close collaboration with parents/guardians for students' performance upon request from parents/guardians, career guidance programmes to assist students with proceeding to higher education.
- Complete student pass formalities for international students (if required)

Part 2 - a New Student Orientation held every new semester to provide the opportunity for student and staff interaction through which Beacon's Vision, Mission and Core Values are introduced to and inculcated.

A sample programme of the new student orientation is as follows:

- Welcome Address
- Briefing on Essential Student Matters by various departments
- Games & Lucky Draw
- Refreshments

3.3.1 Matriculation with External Academic Partners

Students enrolled in courses under our external academic partners will go through further matriculation activities to obtain their identity numbers, introduction to respective course coordinators, familiarization of their policies/procedures, befriend fellow course mates and access to other useful resources.

3.4 Medical Insurance Coverage

Beacon arranges for medical insurance coverage for hospitalization and related medical treatment for all students (except exempted students*) for the entire course duration.

Beacon arranges for a group insurance for all students who are not exempted. The minimum features/coverage for medical insurance includes:

- Annual limit not less than S\$20,000 per student
- At least B2 ward (in government and re-structured hospitals)
- 24 hours coverage in Singapore and overseas (if student is involved in school-related activities)

The insurance company provides a master copy of the medical insurance policy, which contains the policy's terms and conditions, claim procedures, any exclusions etc. to Beacon. Students may access the policy on their Student Portal.

When necessary, students make their claims via Beacon by completing the necessary forms and provide the required supporting documents specified by the insurance provider. Students can approach any of the Admin Staff for assistance with their medical claims.

*Exempted Students

Singaporeans, PRs and International Student not holding Student's Pass are exempted from Group Hospitalization & Surgical Insurance and Group Personal Accident Insurance coverage if they can provide evidence that they are covered by their own medical insurance plan. The names of these exempted students are maintained by the Administration Department.

3.5 Assistance to Students

• Financial Assistance

Scholarship, Bursary, Study Grant, Installment plans and bank loans are available. Students are required to fill out the respective forms for application. Financial assistance is granted on a case-by-case basis.

• Assistance to Disadvantaged Students

Early disclosure of any disability during the admissions cycle is strongly encouraged so that, together with the applicant, Beacon can consider appropriate support requirements and identify whether reasonable adjustments to the student experience can be made prior to the start of term.

Examples of possible support/adjustments include extra time for assessment, alternative assessment and assistive technology advice.

Beacon's campus is wheelchair friendly with a ramp entrance and lifts. The classroom entrances are also flat.

Should Beacon be unable to make the adjustments needed to provide the required support, Beacon will support the applicant in submitting an alternative application where appropriate.

- **Academic Assistance**

Additional remedial classes can be arranged if required and/or requested by students. The additional remedial classes are based on individual study plans and students' learning needs.

Where necessary, the English Placement test will be conducted to ensure that the student's English level has met the required English level for the enrolled course. For those who have been tested and found to have low command of the language, English language enrichment activities are available.

To facilitate self-learning and develop accountability, students are encouraged to own a set of the textbooks. Supplementary course materials will be provided.

3.6 Facilities

Library: Copies of textbooks and recommended reference books are available at the college's library. Students may also visit the nearby National Library which houses a wide range of reference books.

Student Lounge: Students may use the Student Lounge as study area or a place to wind down and relax.

Food & Beverages: Beacon is located close to convenience stores, food courts and restaurants. Students may wish to purchase food and beverage from these stores during their lunch time or breaks. Vending machines providing light snacks and beverages are also available within the campus.

Wireless Internet: Wireless internet connection is available within the campus.

3.7 Co-Curricular Activities/Clubs

Beacon encourages like-minded students and staff to also interact out of the classroom setting through co-curricular activities/clubs.

Students who are interested in forming their own interest groups are encouraged to approach the college for assistance and mentoring.

3.8 Student Wellness Programmes

Beacon firmly believes that for a student to do well academically, he must first be healthy and living an active lifestyle. He must also have the mental resilience to accept his emotions and overcome difficulties.

Where possible, wellness talks / posters will be conducted / displayed to remind the students of the importance of staying healthy and development of physical/mental wellness.

Where possible, vending machines with healthy snacks and drinks are installed to promote healthy consumption.

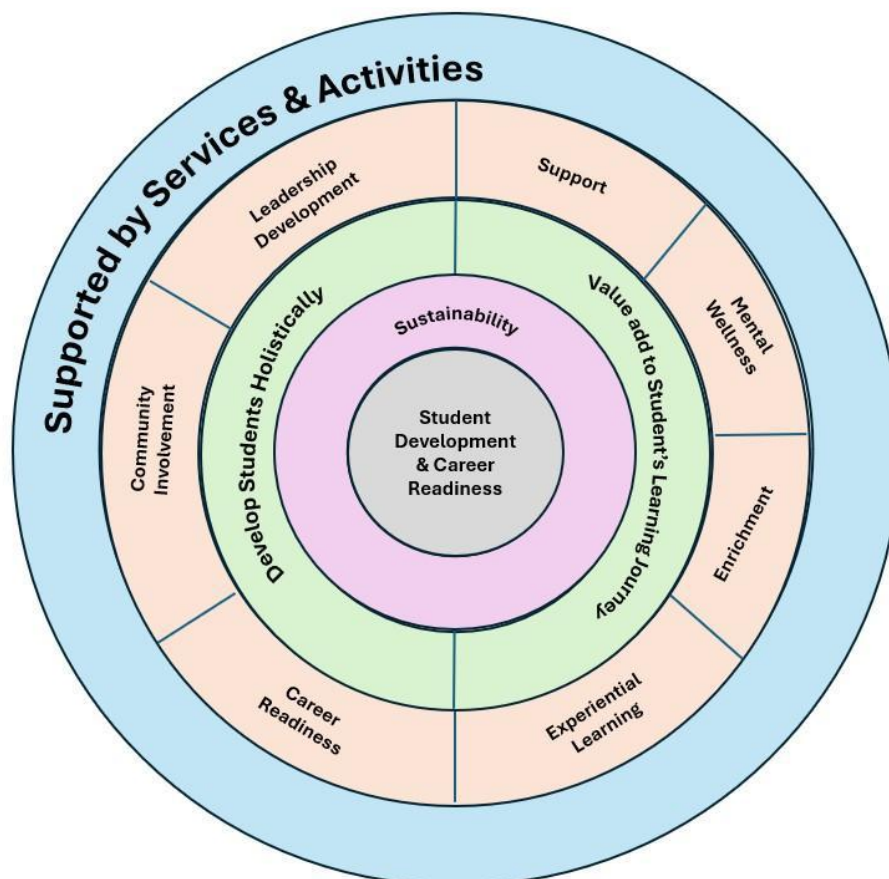
3.9 Community Involvement Programmes

Beacon encourages interaction with the local community by promoting the activities organized by nearby community clubs/local organizations.

Where possible, Beacon also looks out for volunteering opportunities to assist the local community.

3.10 Student Development and Career Readiness Programme

Beacon instituted the Student Development and Career Readiness (SDCR) Programme since 2015, and it has continued to form the core of all student activities and programmes. Over the years, its overall theme has evolved based on the stakeholder’s feedback and the needs of the students. This is a learning support system that recognizes that students come with different learning styles, attitudes, and aptitudes. It is an integrated programme, bringing together the collaborative efforts of Admin and Academic staff.



Within the sustainability framework guided by Beacon’s Mission, the 2 main goals of the SDCR programme are to “develop students holistically” and to “value-add to the students’ learning journey”.

- a.) The goal to “develop students holistically” is fulfilled by developing & promoting students’ education, career guidance and employability skills through services and activities under categories such as leadership development, community involvement and career readiness.
- b.) The goal to “value-add to the students’ learning journey’ is fulfilled by meeting the needs of students and enhancing their educational experience through services and activities under categories such as support, mental wellness, enrichment and experiential learning.

Ultimately it is to prepare the student for the demands of the working world by developing key graduate attributes such as:

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

3.10.1 Sub-Programme Category - Leadership Development

i. Beacon Student Union

- Creates a platform where student leaders are given the opportunities to develop and hone their leadership skills.
- Some members act as Beacon Ambassadors who represents Beacon in events like Education Fairs, School Talks, etc.
- Organize/support activities like Orientation, Discover Singapore with Beacon, Save The World, Graduation Ceremony, etc.

ii. EDP Course Representative

- Act as the voice of the students enrolled in the EDP courses.
- Participate in the Programme Committee Meetings with the University and provide feedback and suggestions regarding the course.

3.10.2 Sub-Programme Category – Community Involvement

This is carried out through Corporate Social Responsibility (CSR) activities in the SCA Plan.

3.10.3 Sub-Programme Category - Career Readiness

Proceeding to a higher education and selecting career paths can be a daunting task for most. It is also an ongoing quest for students to continue upgrading their knowledge/skills and gain new exposure to increase their employability.

Beacon conducts Personal Development classes for the students throughout the duration of their courses. Useful soft / technical skills are shared during these classes. Examples include Referencing Skills, Effective Resume Writing and Successful Interviewing Skills.

Students who desire to improve their conversational English can attend enrichment classes.

Beacon assists the students in their decision making with career guidance support. Useful Career Tools such as personality tests, job portal sites and career related articles are also provided on the college's website. Interested students may also make appointments with the student services staff to receive individualized career guidance counselling.

3.10.4 Sub-Programme Category – Support

Examples of basic student services include airport pickup, accommodation arrangements, award verification, medical insurance coverage and student pass renewal.

Through the Personal Tutoring programme, students enrolled into course with duration of at least 1 year are assigned with personal tutors and they assist the students with their academic, professional and personal development. These personal tutors would also be the students' first point of contact – providing academic advice/guidance, developing study/personal skills and attributes and motivating them to achieve their goals.

3.10.5 Sub-Programme Category – Mental Wellness

This includes providing wellness resources, pastoral counselling and specialized external support services.

3.10.6 Sub-Programme Category – Enrichment

Beacon provides programmes to enrich the students' educational experiences and develop them holistically so that they become socially responsible people while at the same time to encourage and inculcate Beacon's core values in students – Team Spirit, Respect, Integrity, Caring Spirit and Diligence.

Beacon has a Student Co-Curricular Activities (SCA) plan which lists out the types of activities planned and the objectives and outcomes of organizing these activities. Some of these activities are jointly organised by staff and students. Students' learning is not just confined to the classroom but involves outdoors and hands-on experience – 'Learning by Doing'.

Examples of co-curricular activities are:

- Field Trips to Companies/Destinations – e.g. NEWater plant, Sentosa
- Career & Motivation Talks by Industry Experts
- Life Skills – e.g. Financial Literacy, Secondary Research, etc
- Workshops & Talks – e.g. Photography Workshop, Fire Safety
- Go-Green & Save the Environment Activities – e.g. Visit to Pulau Semakau Landfill, One Million Tree Movement
- Community Services – e.g. Beach Cleanup, Food Bank
- Cultural & Festive Events – e.g. Chinese New Year and Mooncake Festival, Racial Harmony Day, Deepavali
- Event & Exhibition – e.g. Graduation Ceremonies, Food Hotel Asia Expo

3.10.7 Sub-Programme Category - Experiential Learning

Beacon's teachers adopt varied teaching and assessment methodologies to facilitate student learning. Learning through real-life scenarios are also organized.

For example, students on a trip to Sentosa build relationships with their course mates while at the same time conduct interviews with tourists as part of a hospitality assignment (for Hospitality students) or identify job positions available within the tourism industry (for Business students doing Human Resource Management unit).

3.11 Counselling

Beacon provides the following counselling services:

- Pre-Course Counselling
- Pastoral Counselling
- Intervention Counselling

Pre-course Counselling

The pre-course counselling framework recognizes that the person seeking to enroll at Beacon has 3 facets to be addressed:

- as an individual
- as a student
- as a professional in-the-making

As Individual	Relevant Singapore laws especially those relating to ICA and Ministry of Manpower (MOM). These include, but are not limited to, immigration requirements, laws on drugs and alcohol abuse, employment, smoking, traffic and littering;
As Individual	Standard PEI-Student contract clauses;
As Individual	Students' Support Services;
As Individual	Advice on personal and medical insurance;
As Individual	Advice on accommodation and the cost of living;
As Individual	General healthcare services in Singapore; and
As Individual	English language proficiency requirement (if applicable).

As Student	College's location(s) and a general description of the facilities and infrastructures;
As Student	Application requirements and procedures;
As Student	Total payable fee throughout the course duration. Fee must be transparent so that there are no hidden costs;
As Student	FPS adopted by the school, payment methods and schedule;
As Student	Refund policy;
As Student	Transfer, Deferment, withdrawal policy;
As Student	Course admission requirements and any exemption (if applicable);
As Student	Course units and outlines;
As Student	Course duration and assessment schedules;
As Student	Award criteria, including any special condition;

As Student	Reference to SSG official website (https://www.skillsfuture.gov.sg/pei) for more details; etc.
As Student	Visa and student's pass application requirements and procedures;
As Student	Student Portal and Learning Management System

As Professional	Course counselling to match the aspirations of the prospective students with the course learning outcomes;
As Professional	Type of certification awarded at the end of the course (certificate/diploma/higher diploma/degree/master/PhD etc);
As Professional	Opportunities for further education or job prospects after graduation

Pre-Course Counselling Requirements

The Recruitment Agent / Marketing Staff conducts the pre-course counselling with the aid of a pre-course counselling checklist. The students are required to sign the checklist to acknowledge that the information on the checklist has been explained accurately and he/she understands.

Pastoral Counselling

Beacon strives to provide holistic care for students. It sees each person as a star in the making. The 5 points of the star represent the 5 aspects of each person – physical, mental, social, emotional, spiritual.

Physical	During the orientation programme, the college reminds students that they need to look after themselves physically - by getting enough exercise and sleep, not drinking alcohol (excessively), not smoking, etc.
Mental	The academic programmes offered by the college address this need.
Social	Beacon creates opportunities for students to come together and socialize in social activities and events. They not only have fun doing so but also learn social skills.
Emotional	The emotional is how a person relates to and accepts himself and his situation. In dealing with students who may need counselling, Counsellors/Student Services Staff are sensitive as to how to address the emotional and social needs of each student who may be lonely or depressed.
Spiritual	Beacon encourages students to attend motivational talks organized by community centres, religious bodies and associations to inspire students as they struggle against the difficulties and challenges they face. Beacon may arrange for talks occasionally to guide and motivate students. The Counsellors/Student Services Staff also encourage students not to focus on their own problems, but also to consider the needs of others. The Student Union is set up to be a support group for students.

Methods of Pastoral Counselling

Basic pastoral counselling, if required, is provided by the Counsellors in the first instance. Should a professionally trained counsellor or psychologist be needed, Beacon will refer the student to an appropriate external service provider with the service fees made known to the student before he/she takes up the service.

Students may approach the Marketing/Admin Staff to arrange for a counselling session with the Counsellors when required. Counsellors may also be requested by teachers/lecturers to counsel students with behavioural, aptitude or non-performance issues. Areas of counselling include issues such as poor performance in studies, low attendance, disciplinary issues, personal problems, career or further studies, etc.

Beacon creates a culture and climate of care, trust and friendliness by educating the Marketing, Admin and Academic Staff about customer service, care and concern for the students using the college's family culture and core values as a foundation. Enrichment programmes and activities are organized to encourage students' involvement and attendance.

3.12 Partnership with Parents / Guardians

Parents / Guardians play an important part in the students' learning journey. They are key stakeholders for Beacon to achieve its mission and vision.

Beacon encourages students especially those below 18 years of age to stay at the recommended hostels for closer supervision. Experienced teachers deployed to teach younger students provide valuable feedback on students' needs and performance. Where necessary, assistance e.g. counselling, extra classes, is extended with parents / guardians kept in the loop as part of the Student Intervention Plan.

3.13 Specialized External Support Services

There are times when a student may need to seek other specialized support service providers, for example, to cope with Gambling Addiction and Mental Health issues.

A contact list containing their expertise and contact details is available. Many of these helplines are supported by the Ministry of Social and Family Development (MSF) and are assured to have quality service and sound management.

3.14 Alumni Relations

Beacon treasures its relationship with students, striving to maintain it even after graduation.

Beacon keeps in touch with its alumni in several ways:

- Updating their latest status through the Alumni Survey
- Providing updates of Beacon
- Inviting Alumni back to join college activities
- Returning as a guest speaker to motivate their juniors
- Providing job opportunities, if applicable

3.15 Student Feedback and Dispute Resolution Process & Procedure

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 issues 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 earliest opportunity. Feedbacks 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 endeavors to resolve all feedback within 21 working days and during the period of deliberation, provides a series of updates to students.

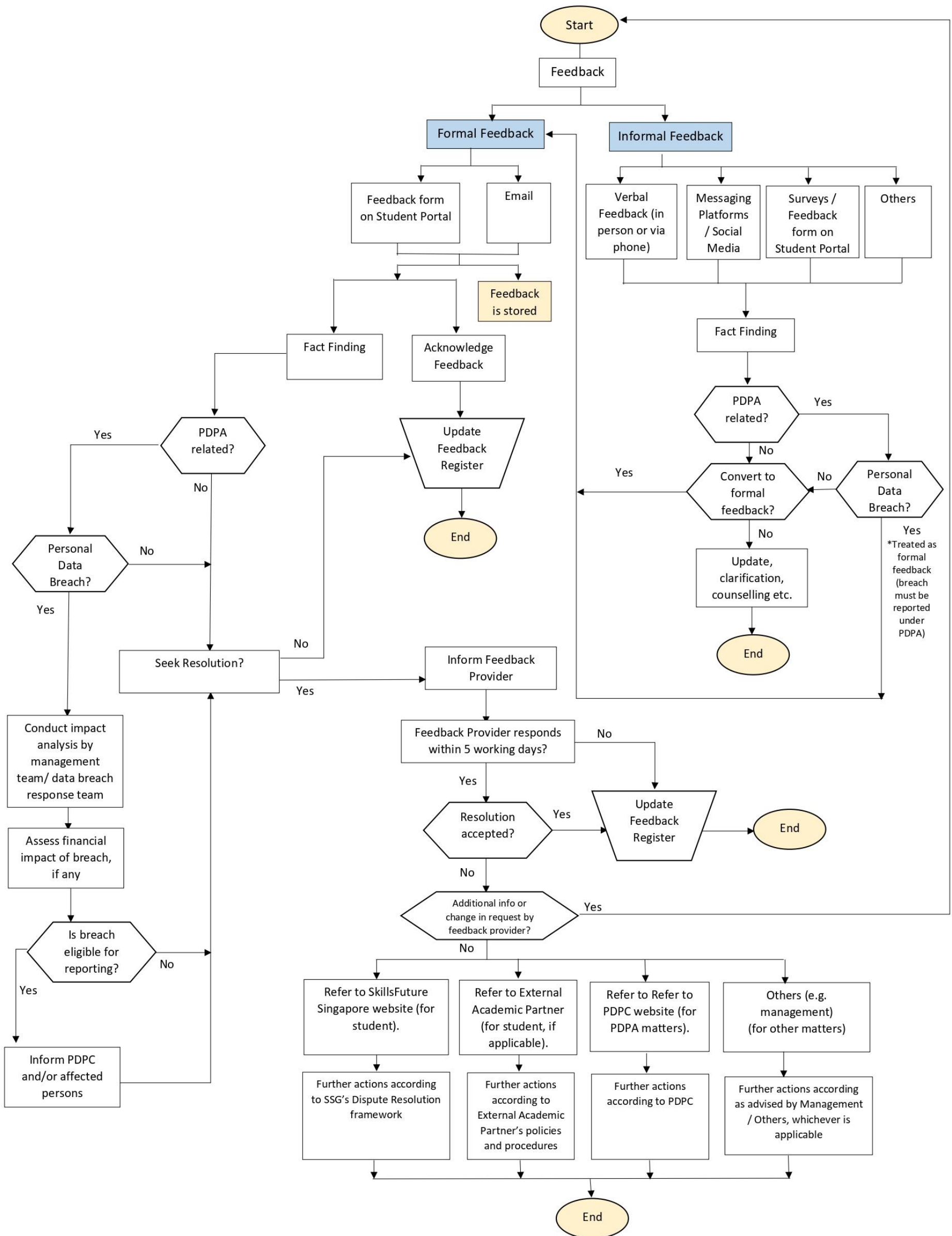
Complaints, however, need to be submitted in a written form via the Feedback form or a letter/email.

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

It is Beacon'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)'s One Call Centre for help at 6785 5785 or at <https://portal.ssg-wsg.gov.sg/feedback>. The Call Centre officers will review the complaints and may refer you to the SSG Mediation – Arbitration Scheme [Please note that fees are chargeable for using the Scheme] (<https://www.skillsfuture.gov.sg/pei/dispute-resolution>).

Student Feedback and Dispute Resolution Procedure





Beacon
International College

4

ACADEMIC MATTERS

4 ACADEMIC MATTERS

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

All students are required to participate in the orientation programme prior to the commencement of the course.

4.1 Course Graduation, Failure, Dismissal and Re-instatement

4.1.1 Course Graduation

A student must meet the course award criteria, which consists of both the academic award* and attendance criteria* of the course to graduate from the course.

- Academic Award Criteria - Pass all required modules of a course.
- Attendance Criteria - Fulfil at least 75% course attendance to be eligible to receive the certificate upon completion of the course.

Students are notified of results within three (3) months upon completion of the final examination and / or assessment in each semester.

The certificate and transcripts for in-house courses will be released within three (3) months upon completion of the final semester. Awards certificates and transcripts for courses under our Academic Partners will be issued according to the University's timeframe. All results will only be released after the approval of the Examination Board. No predictive grades will be provided.

4.1.2 Course Failure

A student who eventually fails any of the subject units and/or does not meet the graduating attendance criteria is deemed to have failed the course. The student will be issued a Course Failure Notification after the end of the course.

4.1.3 Course Dismissal

Dismissal can arise due to poor academic performance, poor attendance, outstanding fees and / or misconduct.

In the event of a dismissal, the student will be issued with a dismissal notification. Beacon will inform ICA to cancel the student's pass for international students. There is no refund of fees paid to the college.

4.1.3.1 Dismissal due to poor Attendance

A student who does not meet the class attendance criteria during a course will be issued a warning letter on attendance and counselled to give the student a chance to improve.

When a student is issued up to at least three (3) warning letters with no improvement, the student will be dismissed.

A student who fails to attend classes for a continuous period of seven (7) days or more will be issued a warning letter and/or Dismissal Notification.

4.1.3.2 Dismissal due to poor Academic Performance

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

4.1.3.3 Dismissal due to Outstanding Fees

A student should make payment of the course fees based on the amount and due dates agreed in the Student Contract. Late payment may be subjected to late interest charges. If the outstanding fees remain unpaid despite repeated reminders, the student will be dismissed from the course.

4.1.3.4 Dismissal due to Misconduct

A student should abide by Beacon's Code of Conduct and all local laws in Singapore. Should the student misbehave and break any of these regulations, an investigation would be carried out, and the student may be issued with a warning letter and/or dismissed based on the outcome.

4.1.4 Appeal for Reinstatement in a Course of Study

A student may submit a written appeal for course re-instatement.

The student fills up the Appeal Google Form and provides reason(s) for reinstatement with payment of appeal fees within fourteen (14) working days from the date of course failure or dismissal notification. Beyond 14 working days, approval is granted on a case-by-case basis.

The CM/CC and/or teacher review the appeal and make appropriate recommendation(s).

The Examination Board (at least 2 members) reviews the appeal and recommendation(s) and makes a decision. The Examination Board's decision is final

The student will be informed in writing the outcome of the appeal **within eight (8) weeks of the date of appeal for in-house courses and not later than twelve (12) weeks for courses administered by external partners.**

Upon successful appeal, a student will be given an opportunity to repeat failed subject units when next offered. The student will be given recognition of subject units passed.

4.2 Subject Assessment and Grading

The key characteristics of assessments are validity, reliability and fitness for purpose. Our college uses a variety of traditional and innovative assessment methods, including case studies, assignments, time-constrained assessment and work-based projects.

4.2.1. Grading

Pearson BTEC Courses (RQF)

Each unit will be graded as a **Pass, Merit, Distinction, Refer or Unclassified**.

A Pass is awarded for the achievement of all outcomes against the specified assessment criteria. Merit and Distinction grades are awarded for higher-level achievement. A Refer is issued if any one of the PASS outcomes has not been met in the first submission and an Unclassified if any one of the PASS outcomes has not been met in the second submission.

Beacon's Courses

Each unit will be graded as a **Pass, Merit, Distinction or Fail**.

Students are encouraged to work towards achieving Distinction / Merit Overall Course Grade and/ or Top Student Award. Academic recognition is provided to such students if he/she has not infringed the College disciplinary rules and regulations during their course of study.

1. Grade Point Average (GPA) Calculation

The GPA is calculated based on the average mark across all units except exempted units and Pass/Fail only units (e.g. Work-Based Experience).

Steps to Calculate GPA:

1. Round up the average mark to the nearest whole number.
2. Mark-up the average by 10% (capped at 100).
3. Convert to a 4.0 GPA scale by multiplying the result by 0.04.
4. Round up the GPA to two decimal places.

Formula:

$$\text{GPA} = (\text{Average Mark of All Graded Units}) \times 1.1 \times 0.04$$

2. Overall Course Grade

The Beacon graduating certificate will be tagged with an Overall Course Grade. It is calculated based on the average mark across all units except units that are assessed as Pass/Fail only (e.g. Work-Based Experience).

- Round up the average mark to the nearest whole number.
- The grade categories are as follows:

Average Mark	Course Grade
Below 70	Pass
70 – 79	Merit
80 and above	Distinction

3. Top Student Award

This will be awarded to a student who achieves a Distinction or Merit Course Grade and obtains the highest GPA for the academic year. The Top Student Award is issued once a year to eligible students from each active course.

4.2.2 Grade Appeal Procedure

A student who does not agree with the grade awarded for an assessment can appeal for a review of the assessment marking.

- 4.2.2.1 The student fills up the Appeal Google Form and provides reason(s) for appeal with payment of appeal fee within fourteen (14) working days from the receipt of assessment grade or otherwise stipulated by the University Academic provider. Beyond fourteen (14) working days, approval is granted on a case-by-case basis.
- 4.2.2.2 An appointed teacher and/or the CM / CC / IV will review the assessment upon receiving the appeal form. The findings and recommendations are then submitted to the Examination Board.
- 4.2.2.3 The Examination Board (at least 2 members) reviews the appeal and decides. The Examination Board's decision is final.
- 4.2.2.4 The student will be informed in writing the outcome of the appeal **within eight (8) weeks of the date of appeal for in-house courses and not later than twelve (12) weeks for courses administered by external partners.**
- 4.2.2.5 Refer to the following table for the details about the various types of appeal timeline:

	Beacon	Pearson	CMET Courses	UEL Courses	UWL Courses
Appeal documents	Beacon Form + Email CM/CC	Beacon Form + Email CM/CC	https://www.cardiffmet.ac.uk/registry/Pages/appeals.aspx	https://uel.ac.uk/about/governance/student-appeals	https://www.uwl.ac.uk/about-us/policies-and-regulations/appeal-regulations?redirect=1&source=about-us%252Fpolicies-and-regulations%252Fappeals-regulations
Type of Appeal	Appeal accepted based on max days from notification				
Assessment Failure Appeal	14 days	14 days	14 days	10 working days	10 working days
Unit Failure Appeal			NA		
Grade Appeal			14 days		
Dismissal Appeal					
Course Failure Appeal					
Appeal outcome timeframe	Beacon	Pearson	CMET Courses	UEL Courses	UWL Courses
All appeals	8 weeks	8 weeks	12 weeks	12 weeks	12 weeks

4.3 Attendance

4.3.1. Attendance Requirements

International students who hold a student pass must fulfill Immigration and Checkpoints Authority (ICA) requirement of 90% attendance, otherwise his/her Student's Pass may be cancelled.

For all other students who do not require ICA's Student's Pass (e.g. permanent resident), course attendance must be at least 75%.

All students must fulfill at least 75% course attendance requirements to be eligible to receive their certificate upon completion of the course.

4.3.2. Absence from Class

Submission of Leave Form

Students who are unable to come for lessons have to apply for leave of absence with valid reasons (e.g. sick leave, out of Singapore) using the **student leave application form** and submit to Student Services Office. The supporting evidence must accompany the leave form.

Students who are absent from classes due to sickness must submit a medical certificate from a registered practitioner to the Student Services Office together with the completed Leave Form within five (5) working days upon returning to school.

Under normal circumstances, leave application will not be approved during the semester. Urgent leave applications with supporting documents will be considered on a case-by-case basis. International students who need to return to their home country for urgent medical treatment during the semester would first have to visit a doctor in Singapore for diagnosis and recommendation for further treatment. If the student travels overseas without prior approval from the college, the medical certificates obtained from overseas will not be accepted. Relevant medical certificates would have to be provided during the process for verification.

4.3.3. Attendance Recording

4.3.3.1 Student are required to ensure their attendance are marked for **EVERY lesson** (including Self-study, tutorial and any lesson scheduled in timetables).

4.3.3.2 The teacher will conduct a roll call, via the Student Management System (SMS), within fifteen (15) minutes of both the start and end of each scheduled class to determine if a student is Present, Late or Absent.

4.3.3.3 At the same time,

- Students enrolled in the in-house courses are to self-record their attendance for the classes through the Learning Management System (Moodle).

Each student has a unique user login ID and password tied to their names and Student ID number. They can record their own attendance fifteen (15) minutes before the class start. Students only need to select the status "Present" and record their attendance.

- Students enrolled in the EDP courses are to ensure their attendance is recorded in the teacher's softcopy manual attendance records.

4.3.3.4 SMS attendance marked by teachers are cross-checked with the students' self-record on Moodle (In-House courses) or the teachers' softcopy manual attendance records (EDP courses).

4.3.3.5 Hardcopy attendance lists will be used when there is power or system failure.

4.3.4. Absenteeism Warning

An absenteeism warning letter is issued if the student does not meet the attendance requirement in 4.3.1. A student may be issued up to three (3) warning letters. At all three (3) stages, the student will be counselled on his attendance by the Student Counsellor or appointed Officer or Teacher.

4.3.5. Student Dismissal

Students with poor attendance will be dismissed from Beacon after repeated warnings and no improvement. Beacon will inform ICA to **cancel the student's pass**. There is **no refund of fees paid to school**.

4.4 Assessment Submission

Homework, class participation, laboratory work, assignments and work experience are vital elements in courses of study, and you are expected to adopt a diligent and responsible attitude to these elements. All students are expected to submit their work on time.

Most assignment submissions are completed via Moodle which has an integrated Turnitin Plagiarism checker.

Failure to submit will be treated as NO SUBMISSION.

4.4.1 Beacon Assessment Submission

Students on Beacon's in-house Courses are expected to submit/complete their assessments on time.

Extension of Assessment Deadline	Students with <u>valid reasons</u> can appeal for extension of assessment deadline by submitting the <u>Mitigating Circumstances Claim Form</u> to the assessor for approval <u>before</u> the assessment deadline or assessment session.
Late / No Submission of Assessments	All students are to submit their assessments on time. Late submission of Assessments after the deadline is NOT ACCEPTED.

	<p>Students who have NOT submitted their assessments will FAIL the assessment.</p> <p>Students who fail to sit for his/her scheduled assessment sessions (e.g. test) will be considered to have NOT submitted their assessments. They will be awarded a FAIL grade.</p>										
Re-assessment	<p>Students who fails a unit has to re-submit/re-sit the failed assessments for the unit.</p> <p>Only one – re-submission/re-test is allowed for each assessment.</p> <p>The grade for re-submission/re-sit will be capped as PASS.</p> <p>A prevailing resubmission fee is imposed for resubmission(s)/re-test(s) for each unit.</p>										
Subject Unit Fail/ Pass/ Merit/ Distinction	<table border="1"> <thead> <tr> <th>Grade</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>Fail</td> <td>Less than 50 marks</td> </tr> <tr> <td>Pass</td> <td>50 to 64 marks</td> </tr> <tr> <td>Merit</td> <td>65 to 79 marks</td> </tr> <tr> <td>Distinction</td> <td>Greater than or equal to 80 marks</td> </tr> </tbody> </table> <p>A student is deemed to have failed a subject unit if the overall mark awarded for the unit is below 50 even after re-submissions/re-tests.</p> <p>A grade will be recorded based on the total marks awarded.</p>	Grade	Marks	Fail	Less than 50 marks	Pass	50 to 64 marks	Merit	65 to 79 marks	Distinction	Greater than or equal to 80 marks
Grade	Marks										
Fail	Less than 50 marks										
Pass	50 to 64 marks										
Merit	65 to 79 marks										
Distinction	Greater than or equal to 80 marks										
Work-based experience unit	<p>For a project or work-based experience unit, the following grades will be recorded.</p> <table border="1"> <thead> <tr> <th>Grade</th> </tr> </thead> <tbody> <tr> <td>Fail</td> </tr> <tr> <td>Pass</td> </tr> </tbody> </table>	Grade	Fail	Pass							
Grade											
Fail											
Pass											
Subject Unit Retake	<p>A student who is allowed to repeat a unit must pay the prevailing <u>full unit tuition fee</u> to repeat the unit when next offered.</p>										

4.4.2 Pearson BTEC RQF Assessment Submission

Students on Pearson BTEC RQF Courses are expected to submit/complete their assessments on time.

Extension of Assessment Deadline	Students with valid reasons can appeal for extension of assessment deadline by submitting the Mitigating Circumstances Claim Form to the assessor for approval before the assessment deadline or assessment session.
Late /No Submission	<p>All students are to submit their assessments on time.</p> <p>Late submission of Assessments after the deadline is NOT ACCEPTED.</p> <p>Students who have NOT submitted their assessments will FAIL the assessment.</p>
Re-submission (for failed submitted Assessment)	<ul style="list-style-type: none"> ▪ Re-submission must be made within the deadline specified on the Assessment Failure Notification Letter and is only accepted when the prevailing resubmission fee is paid. ▪ The student does not need to re-submit the whole Assessment, but only those parts of the Assessment where he/she has failed the Pass Outcomes. ▪ A student will not be entitled to be reassessed in any component of assessment for which a Pass grade or higher has already been awarded.
Subject Unit Retake	A student who is allowed to repeat a unit must pay the prevailing <u>full unit tuition fee</u> to repeat the unit when next offered.

4.4.3 Repeating a Unit

A student may repeat a failed unit when the same unit is offered again. However, the student can only repeat a failed unit once.

In the event that the same unit is not available, a replacement unit could be a substitute.

4.4.4 Assessment Submission Overview

		Beacon	BTEC RQF	Undergraduate	Postgraduate														
Subject Unit Grade (Failure/ Pass/Merit/ Distinction)	Definition of Failure of Unit	A student is deemed to have failed a subject unit if the overall mark awarded for the unit is below 50 even after re-submissions/re-tests.	A student is deemed to have failed a unit if he/she: <ul style="list-style-type: none"> • fails to submit all the Assessments of the unit • fails to pass all the Assessments of the unit even after re-submissions 	A student is deemed to have failed a subject unit if the overall mark awarded for the unit is below 40% even after re-submissions/re-tests.	A student is deemed to have failed a subject unit / module if the overall mark awarded for the unit is below 50% even after re-submissions/re-tests.														
	Fail / Pass / Merit / Distinction	A grade will be recorded based on the total marks awarded. <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Grade</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>F</td> <td>Less than 50</td> </tr> <tr> <td>P*</td> <td>Less than 50 subject to Examination Board approval</td> </tr> <tr> <td>P</td> <td>50 to 64</td> </tr> <tr> <td>M</td> <td>65 to 79</td> </tr> <tr> <td>D</td> <td>80 and above</td> </tr> </tbody> </table>	Grade	Marks	F	Less than 50	P*	Less than 50 subject to Examination Board approval	P	50 to 64	M	65 to 79	D	80 and above	A student is awarded >> a PASS in the UNIT by attaining ALL Pass Outcome specifications of the unit >> a MERIT in the UNIT by attaining ALL Pass Outcome and ALL Merit Outcome specifications of the unit	A student is awarded >> an Ordinary Degree will normally successfully achieve 300 credits in total (120 credits at level 4, 120 credits at level 5 and 60 credits at level 6) >> an Honours Degree will normally successfully achieve 360 credits in total (120 credits at level 4, 120 credits at level 5 and 120 credits at level 6)	Each module will be graded: 0 to 49 Fail 50 to 100 Pass The overall grading for each course is classified as follows: 0 to 49 Fail 50 to 59 Pass 60 to 69 Merit 70 to 100 Distinction		
	Grade	Marks																	
F	Less than 50																		
P*	Less than 50 subject to Examination Board approval																		
P	50 to 64																		
M	65 to 79																		
D	80 and above																		
	For a work-based experience (WBE) unit, the following grades will be recorded. <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Grade</th> </tr> </thead> <tbody> <tr> <td>Fail</td> </tr> <tr> <td>Pass</td> </tr> </tbody> </table>	Grade	Fail	Pass	>> a DISTINCTION in the UNIT by attaining ALL Pass Outcome, ALL Merit Outcome and ALL Distinction outcome specifications of the unit. >> a REFER if any one of the PASS outcomes has not been met in the first submission. >> an UNCLASSIFIED if any one of the PASS outcomes has not been met in the second submission.	<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Grade</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>First Class</td> <td>Greater than or equal to 70 marks</td> </tr> <tr> <td>Upper Second Class</td> <td>60 to 69 marks</td> </tr> <tr> <td>Lower Second Class</td> <td>50 to 59 marks</td> </tr> <tr> <td>Third Class</td> <td>40 to 49 marks</td> </tr> <tr> <td>Fail</td> <td>Less than 40 marks</td> </tr> </tbody> </table>	Grade	Marks	First Class	Greater than or equal to 70 marks	Upper Second Class	60 to 69 marks	Lower Second Class	50 to 59 marks	Third Class	40 to 49 marks	Fail	Less than 40 marks	
Grade																			
Fail																			
Pass																			
Grade	Marks																		
First Class	Greater than or equal to 70 marks																		
Upper Second Class	60 to 69 marks																		
Lower Second Class	50 to 59 marks																		
Third Class	40 to 49 marks																		
Fail	Less than 40 marks																		

		Beacon	BTEC RQF	Undergraduate	Postgraduate
Extension of Assessment Deadline		<p>Students with valid reasons can appeal for extension of Assessment deadline by submitting the Mitigating Circumstances Claim Form to the assessor for approval before the Assessment deadline / session. If a student was unable to submit the Mitigating Circumstances Claim Form before the Assessment deadline / session, the student will be required to submit an appeal for the Mitigating Circumstances to be considered. The appeal will be subjected to approval by Beacon for in-house courses.</p> <p>For courses under the University partners, Beacon follows the process and procedures set by each University Partner. Appeals are also subjected to review and approval by the University Partner</p>			
Failure to sit for Assessment Session		Students who fail to sit for his/her scheduled assessment sessions (e.g. test) will be considered to have NOT submitted their assessments. They will be awarded a FAIL grade.	NA	Students who fail to sit for his/her scheduled assessment sessions (e.g. test) will be considered to have NOT submitted their assessments. They will receive a 0% mark. For courses under the University partners, Beacon follows the process and procedures set by each University Partner.	Students who fail to sit for his/her scheduled assessment sessions (e.g. test) will be considered to have NOT submitted their assessments. They will receive a 0% mark. For courses under the University partners, Beacon follows the process and procedures set by each University Partner.
Failure to complete Internship		Students who fail to complete internship successfully being dismissed/ terminated by company (within 6 months) – They will be awarded a FAIL grade (WBE Unit Failure). And need to do retake the unit.	Students who fail to complete internship successfully being dismissed/ terminated by company (within 6 months) – They will be awarded a FAIL grade (WBE Unit Failure). They will be required to retake the HRM unit as a REUNIT.	NA	NA
Late /No Submission of Assessment		<p>>> All students are to submit their Assessments on time. >> LATE submission of Assessment after the deadline is NOT ACCEPTED. >> Students who have NOT submitted their Assessments by the deadline will FAIL the Assessment. >> Students who fail to sit for his/her scheduled assessment sessions (e.g. test) will be considered to have NOT submitted their assessments. They will be awarded a FAIL grade. >> For courses under the University Partners, Beacon follows the process and procedures set by each University Partner.</p>			
Re-assessment / Re-submission / Re-Test (for failed assessment / test)	General	<p>>> Students are allowed 1 re-submission / resit (the first attempt and re-assessment / -submission / -test) for each assessment / test for in-house courses or in accordance with the university partner’s rules and policies, e.g. 3 attempts for CMET courses. Refer to “Subject Unit Retake” row for more details. >> Re-submission must be made within the deadline specified on the Assessment Failure Notification and is only accepted when the prevailing resubmission fee is paid, if applicable (see Payment of Resubmission Fee below).</p>			
		Students who fail an assessment / test may re-submit/re-sit the failed assessment / test for the unit.	<p>>> Student does not need to re-submit the whole Assessment, but only those parts of the Assessment where he/she has failed the Outcomes. >> A student will not be entitled to be reassessed in any component of assessment for which a Pass grade or higher has already been awarded.</p>	Students who fail an assessment / test may re-submit/re-sit the failed assessment / test for the unit.	Students who fail an assessment / test may re-submit/re-sit the failed assessment / test for the unit.

	<p>Payment of Resubmission Fee</p>	<p>The prevailing resubmission fee is imposed.</p>			
	<p>Grading</p>	<p>The grade for re-submission/re-sit will be capped as PASS.</p>	<p>A student who undertakes a re-assessment will have their grade capped at a Pass for that unit.</p>	<p>>> The grade for re-submission/re-sit is capped, e.g. 40% (CMET BA).</p>	<p>>> The grade for re-submission/re-sit is capped, e.g. 50% (UEL MBA).</p>
<p>Subject Unit Retake</p>	<p>Students are allowed 2 attempts per module for in-house courses. If a student fails the 1st 2 attempts, a student is allowed to repeat a unit by paying the prevailing full unit tuition fee to repeat the unit when next offered.</p>	<p>BTEC RQF: Students are allowed 2 attempts per module for BTEC courses. If a student fails the 1st 2 attempts, a student is allowed to repeat a unit by paying the prevailing full unit tuition fee to repeat the unit when next offered. Students can repeat a unit/module once only. If a student fails a reunit/remodule, the student will be issued a course failure.</p>	<p>CMET: Students are not allowed any remodule. Students are only allowed 3 attempts per module for CMET courses. If a student fails all 3 attempts for any module, the student will be issued a course failure.</p> <p>UEL: Students are allowed 2 attempts per module for UEL courses. If a student fails the 1st 2 attempts, the student is allowed to repeat a unit/module by paying the prevailing full unit tuition fee to repeat the unit when offered next. Students can repeat a unit/module once only. If a student fails a reunit/remodule, the student will be issued a course failure.</p> <p>UWL: For each module enrolment, a student has two attempts at each assessment; a first attempt and capped resit attempt (also known as a second attempt). If a student fails a module at the resit attempt and cannot be compensated, a second enrolment on the module is available, known as a retake. Modules can be retaken once only. All resits and retakes must be taken at the next available opportunity. Retakes normally involve re-enrolment, attendance repayment and submissions to all assessments (even if the assessment was passed on the first enrolment).</p>	<p>CMET: Students are not allowed any remodule. Students are only allowed 3 attempts per module for CMET courses. If a student fails all 3 attempts for any module, the student will be issued a course failure.</p> <p>UEL: Students are allowed 2 attempts per module for UEL courses. If a student fails the 1st 2 attempts, the student is allowed to repeat a unit/module by paying the prevailing full unit tuition fee to repeat the unit when offered next. Students can repeat a unit/module once only. If a student fails a reunit/remodule, the student will be issued a course failure.</p> <p>UWL: For each module enrolment, a student has two attempts at each assessment; a first attempt and capped resit attempt (also known as a second attempt). If a student fails a module at the resit attempt and cannot be compensated, a second enrolment on the module is available, known as a retake. Modules can be retaken only once. All resits and retakes must be taken at the next available opportunity. Retakes normally involve re-enrolment, attendance repayment and submissions to all assessments (even if the assessment was passed on the first enrolment).</p>	

4.5 Academic Dishonesty / Fraud

All students must provide accurate references in their written assessment for any piece of information that is obtained from other sources (e.g. web sites, books, magazines, journals, newspaper etc.). Should this guideline not be followed, the student may be at risk of Academic Dishonesty.

4.5.1 Definition of Academic Dishonesty / Fraud

- a. Plagiarism
 - Copying someone else's (human or AI) work and claiming them as one's own,
 - Allowing others to copy one's work,
 - Submitting assessments without citations and references
 - AI related offenses such as the use of AI generated content without proper attribution, manipulation of AI tools for unfair academic advantage and submitting AI written work as one's own and any other recognized or accepted by the Examination Board
- b. Cheating on exams
- c. Using unauthorized resources
- d. Using false citation
- e. Collusion - sharing ideas, answers, information or work with the intent to deceive or gain an unfair advantage
- f. Contract cheating involves hiring or paying someone else to do the assignment or impersonation

4.5.2 Consequence of Academic Dishonesty / Fraud

Academic Dishonesty / Fraud is a serious offence and will lead to undesirable consequences including but not limited to:

- Warning
- Assessment failure
- Subject Unit failure
- Course dismissal

Assessment Failure

Student(s) found guilty of Academic Dishonesty will fail the assessment but will be permitted to re-submit the failed assessment.

The student(s) will be asked to sign the Academic Dishonesty Confession Report. An Assessment Failure Notification letter will be issued to the student(s).

A re-submission fee due to academic dishonesty must be paid before the re-submitted assessment is marked. Refer to paragraph 4.5.5

Failure to re-submit the assessment will mean an assessment failure.

Subject Unit Failure

A student who has committed academic dishonesty but fails to sign the Academic Dishonesty Confession Report or commits academic dishonesty/fraud again during the re-submission will fail the unit even though the learning outcomes are met.

Depending on the seriousness of the offence, the student may be allowed to repeat the subject unit when it is next offered or may be dismissed from the course with no further attempts allowed. The decision will be discussed and verdict made by at least three (3) members of the Examination Board.

4.5.3 Academic Dishonesty / Fraud Investigation

Upon discovery of academic dishonesty in a student's submitted assessment, the assessor will write an Academic Dishonesty Investigation Report, indicating areas of academic dishonesty and submits this to the Course Manager / Course Coordinator.

The assessor, the Course Manager / Course Coordinator and / or other relevant personnel will meet the student(s) involved to investigate and verify the extent of academic dishonesty. A summary of the Academic Dishonesty Viva Session will be recorded in the Academic Dishonesty Investigation Report.

4.5.4 Academic Dishonesty Viva Session

A student is required to attend a Viva session if the unit assessor (i.e. Teacher marking an assessment) suspects the work submitted by the student is not done by the student or when there is valid evidence that plagiarism exceeds 30%

The Viva should be conducted as soon as possible subject to staff availability and not student availability.

The Unit Assessor and Course Manager informs the student of the date and time of the Viva.

The Unit Assessor conducts the session with a witness who may be the Course Manager, Internal Verifier, Manager / Head of Department (Academic).

The Unit Assessor asks student questions based on the assessment to assess the student's understanding of the subject matter and work done.

The Unit Assessor records the comments and results of the Viva in the Academic Dishonesty Investigation Report.

A student who fails to turn up for the Viva session or has been found to have knowingly committed academic dishonesty is deemed to have failed the assessment.

The decision of the Viva panel is final.

4.5.5 Academic Dishonesty / Fraud Resubmission Fee

A student who commits Academic Dishonesty / Fraud will have to pay a higher than usual re-submission fees as a penalty.

1st attempt = \$200 + GST

2nd attempt = \$300 + GST

3rd attempt = \$400 + GST (maximum)

4.6 Deferment of Course

Deferment of a course is allowed only on **legitimate grounds**. Students are required to fill out a course deferment request form to apply for a deferral of course. A written letter of consent from the parents or legal guardian is required for students below 18 years old. Supporting documents are required. Approval for deferment will be on a case-by-case basis subject to Beacon's policies on Deferment.

4.7 Subject Exemption

4.7.1 Beacon In-house Courses

Subject exemptions may be granted to students admitted to the Diploma and Higher Diploma courses awarded by Beacon International College. Applicants must complete the Subject Exemption form and provide the necessary supporting documents to apply. The request will be evaluated by the Course Manager/ Coordinator/ Principal.

POLICY ON SUBJECT EXEMPTION

No more than half (1/2) of the total number of subjects in a particular course may be granted exemption (e.g. NO more than three (3) subject exemptions can be granted in a course of six (6) subject units).

This shall not apply to ex- Beacon students who re-apply to repeat previously failed unit(s) provided that

- a. there is no change in the unit(s) that has / have been successfully completed for that course; AND
- b. the student is granted a Student Pass to study in Singapore, where applicable; OR
- c. the failed unit is the Work-based unit.

4.7.2 Pearson BTEC Courses (RQF)

Subject exemptions may be granted to students admitted to the Pearson BTEC courses. Applicants must complete the Subject Exemption form and provide the necessary supporting documents to apply. This will be evaluated by the Course Manager and submitted to the Head of Department (Academic) / Principal for final approval.

Accreditation of Prior Learning (APL) may be granted to students admitted to Pearson BTEC courses delivered by Beacon. Assessment and certification of prior learning is determined by Pearson as the awarding body. There is no limit on how much prior learning is accredited. However, students will only be granted APL on the successful submission of authentic, current, relevant and sufficient evidence. Such evidence will be submitted to Pearson for consideration against learning outcomes. The evidence, in the form of a portfolio, is assessed by Pearson may count towards one of the following:

- A part of a unit or unit(s) accumulated towards a full qualification.
- Unit or units recognized by a Pearson BTEC Certificate of Achievement
- A full Pearson BTEC qualification

APL provides the possibility of a claim for an entire qualification. However, this is unlikely due to a student's previous qualification(s) matching every aspect of a Pearson BTEC qualification.

4.7.3 Cardiff Metropolitan University (CMET)

Cardiff Metropolitan University recognizes and gives credit to a student's prior learning and work experience.

If you have achieved qualifications such as a Foundation Degree, Certificate of Higher Education, Higher National Diploma or modules of an undergraduate or postgraduate degree at another university, we can consider an application for module exemption. Direct entry into the second or third year of an undergraduate programme is also possible, dependent on what has been achieved and its relevance to the programme applied for. This process is called Credit Transfer and is granted where we can directly map the modules you already have, and their content to those delivered on the programme applied for. Credit can only be applied against whole completed modules; partial completion cannot be considered.

There is a time limit on the currency of prior learning and applicants will need to demonstrate that their qualifications and/or experience has been achieved within the last 5 years and is current.

Applicable students would have to indicate their prior experience in the RPL and/or RPEL submitted to Beacon during the application process.

4.7.4 University of East London (UEL)

Students may be admitted with credit recognition in accordance with the approved University of East London regulations on recognition of prior learning, including accredited prior certificated learning and accredited prior experiential learning.

Credit recognition may be considered where an applicant has previously completed relevant higher education study or can demonstrate prior experiential learning that is equivalent to the learning outcomes and academic level of the module(s) within the programme.

Credit recognition may be granted for:

- specific modules within an undergraduate programme; or
- advanced entry to Level 5 or Level 6 of an undergraduate programme, where prior learning is considered equivalent to the required level and credit volume.

Applications for credit recognition are assessed on an individual basis. In considering an application, the University will review:

- the academic level of prior learning;
- the credit value and volume achieved;
- equivalence of module learning outcomes and content;
- the currency and relevance of prior learning; and
- any professional, statutory or regulatory body requirements where applicable.

In line with UEL regulations:

- up to half of the credits associated with an award may be recognized through accredited prior experiential learning (APEL);
- up to two-thirds of the credits associated with an award may be recognized through accredited prior certificated learning (APCL); and
- where a combination of experiential and certificated learning is considered, the total recognized credit must not exceed the limits set out in UEL regulations.

For undergraduate Honours degrees, students must complete the minimum UEL credit requirements at the required academic level in order to qualify for the final award and classification.

All requests for credit recognition, including recognition for individual modules or advanced entry to Level 5 or Level 6, must be reviewed and approved by the Academic Link Tutor (ALT) before confirmation of admission or enrolment.

The applicant is responsible for providing all supporting documentation required to assess the request. This may include academic transcripts, module descriptors, certificates, and any additional evidence requested by the University.

Credit recognition is granted at the University's discretion and is subject to academic approval and compliance with University regulations.

4.7.5 University of West London (UWL)

The University of West London recognizes and gives credit for a student's prior learning, qualifications, and relevant work experience through a process called Recognition of Prior Learning (RPL). If you have achieved qualifications such as a Foundation Degree, Certificate of Higher Education, Higher National Diploma (HND), professional qualifications, or completed modules from an undergraduate or postgraduate programme at another institution, UWL may consider your application for module exemption or advanced standing. Direct entry into Year 2 or Year 3 of an undergraduate programme may also be possible depending on the relevance and level of your previous studies and experience.

This process may include:

- Credit Transfer – transferring academic credits from another institution where the module learning outcomes match the UWL programme.
- Recognition of Prior Certificated Learning (RPCL) – recognition of prior academic or professional qualifications.
- Recognition of Prior Experiential Learning (RPEL) – recognition of relevant work or voluntary experience through a portfolio of evidence.

Credits and prior learning must normally be relevant to the course applied for and, in most cases, should have been completed within the last 4 years. Credit can only be granted for completed modules or demonstrated learning outcomes. Dissertation or Final Year Project modules are normally not eligible for exemption.

Applicable students are required to declare their prior qualifications and/or relevant experience during the application process and submit supporting documents such as academic transcripts, module syllabi, certificates, and employment evidence where applicable.

4.8 Student Feedback on Teaching

Beacon International College is committed to maintaining a high standard of teaching and this is done in a variety of ways, including obtaining feedback from students. You can expect to be asked regularly to participate in confidential survey questionnaires for each of the unit you are studying.

Please take this responsibility seriously and give your honest response to the questions asked. By doing this conscientiously you will be assisting the teaching staff to improve their teaching and Beacon to create a better learning environment for yourself and for future students.

4.9 BTEC Qualifications

4.9.1 What is BTEC

BTEC Higher Nationals are Higher Education qualifications at level 4 and 5 that are equivalent to the first and second years of a university degree. They provide specialist work-related learning, reflecting the requirements of employers and professional organizations, meeting the National Occupational Standards for each sector or industry.

Available in over 40 subjects, BTEC Higher Nationals are delivered at both universities and colleges and are an ideal choice for learners seeking a cost-effective and relevant route to higher education or employment.

4.9.2 BTEC Assessment Methods

BTEC Higher National units are assessed internally. You are graded for each individual unit with a Pass, Merit or Distinction, and you may be assessed in a number of different ways, such as:

- presentations, written reports, accounts, surveys;
- log books, production diaries;
- role play;
- observations of practical tasks or performance;
- articles for journals, press releases;
- production of visual or audio materials, artefacts, products and specimens;
- or
- peer and self-assessment.

All internal assessments are quality assured through internal verification and sampled through external verification by Pearson.

For more details about BTEC Grading, Assessment and Exemptions at Beacon, please refer to paragraphs 4.2.1, 4.4.2 and 4.7.2 respectively above.

4.9.3 BTEC Course Specification & Learning Outcomes

For full course specifications and unit write-ups under the BTEC Higher Nationals, please refer to <https://qualifications.pearson.com/en/qualifications/btec-higher-nationals.html>

Learning Outcomes

The learning outcomes identify what each learner must do in order to pass the unit. Learning outcomes state exactly what a learner should 'know, understand or be able to do, as a result of completing the unit. Learners must achieve all the learning outcomes in order to pass the unit.

The learning outcomes and assessment criteria can also be found on the respective assignment cover page.

4.9.4 Support for BTEC Students

HN Global

HN Global is an exciting new online platform created by Pearson for BTEC Higher National students around the world. Created in parallel with the development of the new BTEC Higher National qualifications, HN Global houses a great number of resources for students to get the most out of their BTEC Higher National experience.

BTEC students may sign up for HN Global at <https://qualifications.pearson.com/en/qualifications/btec-higher-nationals/hn-global.html>

Degree Course Finder

The Degree Course Finder (DCF) tool has been created for students enrolled in a Pearson qualification (Edexcel, BTEC or LCCI) who are looking for progression options to university. The DCF also guides parents, teachers, and school support staff to help students make informed decisions.

BTEC students may access the DCF at <https://degreecoursefinder.pearson.com/>

Replacement Certificates

BTEC students who need to provide a copy of their results or certificate to a university, employer and agency may submit their request at <https://qualifications.pearson.com/en/support/Services/replacement-certificates.html>

For more information on BTEC Courses, please refer to Pearson website at <http://qualifications.pearson.com/en/qualifications/btec-higher-nationals.html>

4.10 Cardiff Metropolitan University

4.10.1 Academic Handbook

Cardiff Met's academic regulations, policies and procedures have been developed to promote a consistency of approach to academic delivery and assessment, and fairness of treatment to the University's students. As part of the Enrolment process, students accept the University Terms and Conditions which includes the regulations and procedures within the Academic Handbook.

The documents within the Academic Handbook are maintained in line with sector best practice frameworks and are regularly reviewed and updated where necessary. Any changes to Volume One of the Academic Handbook would only usually be made during the academic year for purposes of clarification.

Refer to the following link for the CMET Academic Handbook:

<https://www.cardiffmet.ac.uk/registry/academichandbook/Pages/default.aspx>

4.11 University of East London

4.11.1 Academic Handbook

The Academic and General Regulations (also known as the Manual of General Regulations) provides students, staff and external bodies with the framework that enables the University of East London to maintain quality and standards and to confer academic awards.

The Academic and General Regulations also serves to ensure that students registered on University of East London courses are treated equitably and fairly.

Refer to the following link for the UEL Academic Handbook:

<https://www.uel.ac.uk/about/governance/manual-general-regulations/part-3-academic-regulations-2025-26>

4.12 University of West London

4.12.1 Policies and Regulations

The academic regulations guarantee the standards of the University's awards, including research degrees. The academic regulations (including any changes made to the regulations) are the responsibility of the University's Academic Board. They apply to all academic awards that the University has the right to make under powers granted through the Further and Higher Education Act, 1992.

These regulations shall take effect from the start of the Academic Year 2024-25, and shall supersede all previous regulations, except where it is specifically stated that the regulations in force at the time of a student's enrolment apply. These may include:

- a) students admitted with advanced standing to a subsequent year of study on a course. The regulations for the cohort joined shall apply;
- b) students transferred from other courses within the University. The regulations for the cohort joined shall apply;
- c) students changing course duration (for example, from a four-year course to a three-year course). The regulations for the cohort joined shall apply;

- d) where courses have existing and approved special regulations;
- e) where it is otherwise specified in these regulations.

All staff and students must adhere to the University's academic regulations.

Refer to the following link for the UWL Policies and Regulations:

<https://www.uwl.ac.uk/about-us/policies-and-regulations>



5

APPENDIX

- Appendix A – Essential Information for Students
- Appendix B – Medical Insurance
- Appendix C – Social Media Policy