

Newton International College

Student Handbook

BUILD YOUR FUTURE

SCHOOL OF ENGINEERING (DIPLOMA/HIGHER DIPLOMA)

- Civil Engineering (Construction)
- Electrical Engineering
- Mechanical Engineering
- Mechanical and Electrical Engineering (Energy Efficiency and Management)
- Facilities Management and M&E Engineering Services

SCHOOL OF MANAGEMENT (DIPLOMA/ADVANCED DIPLOMA/ POST-GRADUATE DIPLOMA)

- Diploma in Management
- Business Management
- International Hospitality and Service Management
- Logistics and Supply Chain Management



"Scan QR for Course Information"

- Entry Requirements
- Modules
- Fees and Payment

www.newtoncollege.edu.sg | info@newtoncollege.edu.sg

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1. About Newton International College:

Newton International College (NIC), formerly known as SMDC Business School, was established in 2001 as a descendant of Straits Union English School, which had been in operation since the late 1920s. In 2010, the company name was changed to Newton International College to reflect the new business strategy of offering business courses to both foreign and local students.

In 2013, NIC's new shareholders introduced many new diploma programmes to fulfill market demand. Students and graduates refer many new students. Local companies urge their graduates to study building at NIC. More than 95% of our students and graduates are holding work permits, Spass and few employment pass. They're from Bangladesh, India, Myanmar, the Philippines, and China.

Over 300 part-time students are pursuing diplomas at the college, with 10% supported by their companies. Land Transport Authority, Changi Airport Group, Singapore Land Authority, Defence Science & Technology Agency, Singapore Power, Jurong Town Corporation, Surbana, ST Synthesis, ISS Pte Ltd, Singapore Technologies, Jurong Town Corporation, Sang Yong, Peta Ocean, Low Keng Huat (S) Pte Ltd, Woh Hup, CBM, Teambuild Construction Pte Ltd, Fonda Construction, Hyundai Construction, Samsung, and others sponsors.

NIC is a one-stop shop for Diploma courses, Advanced, Higher Diploma courses, and a wide range of Singapore Certificate Courses and WSQ with high accreditation.

For over a decade, NIC has been teaching professionals from both the private and public sectors in Singapore with a comprehensive range of certificate courses, Workforce Skills Qualifications (WSQ) courses, and degrees in business and engineering. Additionally, the Ministry of Manpower and the SCDF have recognised NIC's ability for more than two decades.

Our certificate courses (mainly WSQ) are open to funding through the Skills Future scheme, offering a discounted option for professionals looking to further develop their skills in a rapidly evolving environment to promote student accessibility and multiply teacher workflow performance. Students can now complete their assignments at any time and from anywhere without any problems.

At Newton International College, we aspire to offer excellence and expertise irrespective of the course one has selected, offering consistently high-quality education in our diploma and certificate courses to ensure that our students can support society greatly.

NIC provides our students with the necessary knowledge and skills through our diverse related fields of engineering, built environment, business management, administrative, tourism & hospitality management, occupational safety, and information technology.

The knowledge and development made at NIC with highly resourceful lecturers would fulfill each and every student's needs. NIC is dedicated to educating students who share information in an engaging and versatile way. Therefore, it is established for students as a national and regional academy. Since the Private Education Act was enacted in 2009, NIC has successfully obtained a consecutive three-time successful 4-year ERF cycle. After the last successful renewal, the management team's business plan is to achieve

Edutrust Certification to maintain standards in providing services and continual improvement.

For more than two decades, our true educational services and holistic student development have helped thousands of NIC graduates successfully settle into their employment. Additional activities, such as industry visits and graduation ceremonies at the end of the academic year and inter-college sporting events such as talent shows and celebrations are indeed part of the NIC ethos.

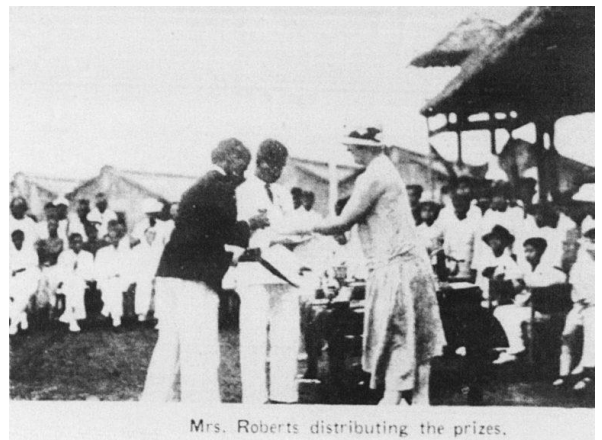
Hundreds of students' honest testimonies enabled us to grow many successful products. Our market presence for long period is due to word of mouth from successful graduates.

STRAITS UNION ENGLISH SCHOOL SPORTS.

In response to invitations issued by Mr. P. Dorakannu, Founder and Director of the Straits Union English School there was a large attendance at the Stadium on Thursday 12th instant for the annual school sports. Mrs. Roberts, wife of the Bishop of Singapore distributed the prizes.



Mrs. Roberts (on the right) at the sports.



Mrs. Roberts distributing the prizes.

Replacement for Certificate
 No. 1435 dated 21 Nov 2001

Form 2
 第二种表格
 Education Act
 教育法令

No 2834

CERTIFICATE OF REGISTRATION OF SCHOOL

学校注册证

This is to certify that the undermentioned school has been registered under the Education Act.
 下述学校曾依教育法令获准注册此证

Registered name of school SMDC BUSINESS SCHOOL
 学校注册名称 (in English) 英文

Registered name of school
 学校注册名称 (in Chinese where applicable) 华文

Address 1 SOPHIA ROAD #05-12A, PEACE CENTRE, SINGAPORE 228144
 学校地址

CAUTION
 School is to ensure that the statutory requirements of relevant authorities on buildings/premises are complied with at all times.

[Signature]
 SITOE YEW SING
 Director-General of Education
 提学司

Singapore, 11TH OCTOBER, 2007
 新加坡 二〇〇七年十月十一日

Note: The only authoritative version of this form is the English version. Versions in other languages are translation only.
 本表格以英文本为準, 其他语文本, 则是译文

Vision:

- To be the community's preferred college for transformative learning.

Mission:

- In a changing world, cultivating technological, knowledge, and ethical excellence.
- To improve our students' education in a welcoming and holistic atmosphere
- To make the best learning experience, be creative in everything we do.

Core Values:

N -nurturing is our passion

E -empowerment in communication

W-work with creativity and innovation

Management Team



Mr.SELVAMANI
(Academic & Exam Board Member)



Dr. VIGNESH NAGARAJ
Academic & Exam Board
Chairman

Message from Management Team:

We take great delight in hearing from current and former students and teachers about how our college has impacted lives far beyond the four walls of our campus. Companies and individuals have come to associate the Newton International College brand with the highest academic standards and community service. It's a reputation that's been earned the hard way, thanks to Newton International College's unwavering commitment to excellence.

Despite our success, we have a long way to go to live up to our Vision and Mission of being a transformative educational institution in Singapore for the past 20 years.

We hope you'll join us as we make progress that benefits the local and global business community. Finally, we would want to express our gratitude for choosing Newton International College as your campus for pursuing higher studies, and on behalf of the whole college, we wish you the best of luck throughout your time here.

Academic Board Members



Dr. VIGNESH NAGARAJ
*Academic & Exam Board
Chairman*



Mr.SELVAMANI
(Academic &Exam Board Member)

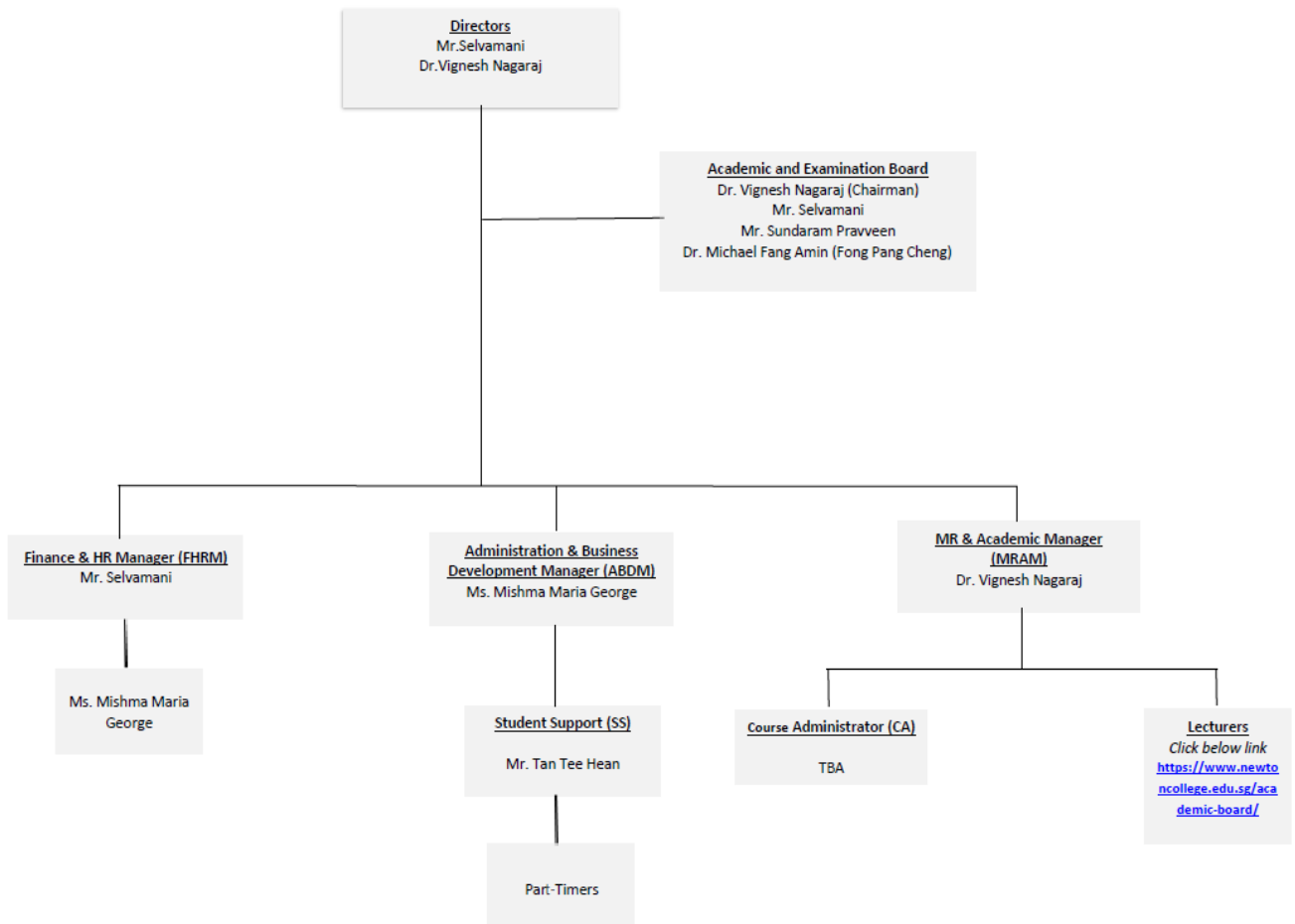


Mr. SUNDARAM PRAVVEEN
(Academic & Exam Board Member)



MR. MICHAEL FANG AMIN
Academic & Exam Board

1. Organization Chart:



2. Purpose of Student handbook

The Student Handbook serves as a guide for the policies and practices that support a productive working relationship between the college and its students. The primary goal is to clearly state what is expected of both sides. It is strongly advised that you go over the Handbook's contents before starting your studies, but probably most importantly, have a copy of it handy so you may review it in greater detail should specific situations come up.

These sections provide the answers to most of your inquiries concerning the college's procedures, including details on the design and content of the programmes as well as the learning resources offered to all of the college's students. It offers guidance and recommendations on a range of topics related to student life, such as studying.

3. Student Support Contact hours

Monday – Sunday: 10:00 Am to 10:00 Pm

Phone: +65 6332 7878 / +65 9037 9048 Free Course Counselling (Vignesh)

Fax: +65 6332 7879

Campus: 35 Selegie Road #09-14/15, Parklane Shopping Mall, Singapore 188307

Email: info@newtoncollege.edu.sg

4. Campus and Facilities



5. Student Conduct and Attendance

6.1 Attendance policy

- All full-time students who are holding Student's Pass should achieve a minimum attendance of 90% per month.
- To qualify for assessment/examination, students should achieve the following minimum attendance rate:
 - 90% attendance rate for Student's Pass holders
 - 75% attendance rate for non-Student's Pass holders.
- All students must submit a valid medical certificate to the Admin / Student Support Services whenever absent on medical grounds.
- Students who need to apply for leave of absence with valid reason(s) must submit the application form to Admin / Student Support Services for management approval prior to making traveling arrangements. Approval by the management will be considered on a case-by-case basis.
- (Please take note that written approval from parents or legal guardians is required for students below 18 years old).
- The College shall notify Immigration and Checkpoints Authority of Singapore (ICA) whenever the student on Student's Pass is absent continuously for more than seven (7) days or if the monthly attendance is less than 90% without a valid reason.
- The College shall not hesitate to take disciplinary actions against students who do not meet the requirements as stipulated under Clause 5.1 and 5.2. The disciplinary actions taken shall be in accordance with procedure.

- Warning Letter
- Counselling
- Expelled from the college
- However, the intervention action may vary depending on the seriousness of the offenses

6.2. Student Discipline Policy:

- Students are expected to put in reasonable time, attention and effort to engage in learning, and not to misbehave badly or to engage in wrongful behaviours which go contrary to the objectives for which they have been admitted into NIC. Bad or wrongful behaviours may be subject to disciplinary proceedings.
- Examples of bad or wrongful behaviour include but are not limited to the following:
 - Possession / consumption of prohibited product or drugs.
 - Vandalism
 - Plagiarism
 - Copying or cheating in tests or assessments
 - Physical or verbal abuse
 - Abuse or misuse of furniture or equipment
 - Stealing
 - Fighting, hooliganism and extortion
 - Absent without valid reason for more than 7 consecutive days
 - Wilful defiance of NIC's rules and regulations
 - Serious infringements of the laws of Singapore

- If a student is alleged to have misbehaved badly or engaged in wrongful behaviour, the MR conducts an investigation.
- Based on the facts that are uncovered, the MR in consultation with the Management Team decides on the appropriate disciplinary measure that is educative and proportionate to the bad or wrongful behaviour.
- While not limited to the list below, the disciplinary measure(s) may be one or more of the following
 - Counselling
 - Issuance of warning letters
 - Confiscation of items
 - Reduction of marks for a test or assessment
 - Suspension
 - Expulsion
 - A fine
 - Cancellation of student pass and repatriation to home country.
- There is no refund to the student for the course fees that are consumed during the period of suspension, or for the unutilised course fees in the case of expulsion.
- The offender may also have to pay for damages or legal charges.

6. Confidentiality and Security Policy

The System:

- All student's particular (i.e Application / Registration Form, other personal records) are stored in their respective student's personal data are captured in the computer data base.
- The personal file and computer records are only accessible by designated staff managing these records. The particulars stored in the computer are to have user Id and Password protected.
- The manual records of students' particulars are kept in steel cabinets under lock and key outside the school operating hours. During operating hours, only designated staff could have access for their work purposes. The Student records are not permitted to be booked out from the repository, unless permission is obtained from the Records Manager.
- It was specifically mentioned in the Application / Registration Form that the student's particulars completed through the Form are used only for the School's internal use. Prior permission must be obtained in writing from the student if the particulars are to be used for other purposes. In this instance, the student must give his/her consent by signing a ' Consent Form' where the purpose is mentioned.
- Permission to use the Students' particulars, data other than for the School Internal marketing or students' billing is to be sought from the School Manager/Principal.
- The proper use of a Students' particulars is disseminated in the orientation and training programmes of all staff to ensure they are aware of this policy. Internal directive on this is also circulated to existing staff

to ensure no one is ignorant of this ruling. This is to inculcate in them sense of responsibility towards safeguarding student data at all times.

- Failure to comply with the proper use of students' particulars may render those who flout the procedures to disciplinary measures. The penalty Imposed are
 - First-time offenders are given letter of reprimand or warning
 - Repeat offenders may result in dismissal action
 - Court action may be taken for those who wilfully repeat the offence

7. Fee Protection Scheme

- In order to protect the fees paid by students, NIC has adopted an Insurance Protection Scheme in partnership with an insurance company appointed by the Council for Private Education. Our partner insurance company is LONPAC INSURANCE BHD (www.lonpac.com/web/sg/singapore-branch).
- All students, regardless of their nationality and the type of pass held, whether full-time or part-time, shall come under this scheme.
- Insurance will be purchased through FPS-G after the money is credited into the School's bank account.
- Lonpac Insurance Policy Number : Z24BX01142197

8. Transfer Policy

- Course Transfer refers to a student request for a transfer to another course within Newton International College or a change in period of study (from full-time to part-time or vice versa). Courses offered in collaboration with partner institutions will be governed separately by different institution's regulations which are beyond the purview of college.
- The College shall provide pre-course counselling for the intended course
- Student's request for transfer can only be processed upon if the student meets the entry requirements of the new course and student has completed the instalment obligations (payments) for all overdue fees of the existing course (if any).
- The College's refund policy shall apply for all qualified refunds.
- Students requesting for course transfer within the College must withdraw from the existing course by terminating the existing Standard PEI-Student Contract, before signing a new Standard PEI-Student Contract for the new course.
- Fee Protection Scheme (FPS) for existing course fees paid will be cancelled. A new FPS will be purchased for the intended course fees paid after the contract is signed.
- Consent from parent/guardian is needed if a student is below the age of 18.
- The College will take a maximum of 4 weeks to complete the course transfer process.

For STP Holder

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

9. Withdrawal Policy

- NIC allows students to withdraw from a course in accordance with its refund policy.
- NIC allows students to transfer from a course X to another course Y within NIC with for free. This is treated as a withdrawal from course X (refund policy will apply) and a re-enrolment with NIC into course Y. NIC may at its discretion give the re-enrolled student a discount on the course fee for Y. The discount may be up to the un-used portion of the course fee for X.
- A transfer to another private education institution is regarded as a withdrawal from NIC.
- If the student is below 18 years of age, the parent or guardian's approval for the transfer / withdrawal will be required.

- For withdrawals, the service target is to complete the process (including assessing and replying to student's request, change of status of student's pass, refund made) within 7 working days.
- Prospective students are briefed on the Withdrawal Policy during pre-course counselling and later again during the orientation program. Full details of these policies are also available on the web site and student handbook. Student support/ admin manager checks that the policies and procedures are correctly reflected in the website and other relevant documents.
- During the orientation, students are informed about the implications of the status of the student pass if international students withdraw from NIC.

They are told that:

- if the international student withdraws from NIC, NIC would login to the ICA system to cancel the student pass. When cancelled the student would have 30 days to remain in Singapore.
- Students acknowledge their awareness of the transfer / withdrawal policy, and the implications of a transfer or withdrawal when they sign NIC 025-Student Orientation Checklist.

Withdrawal Procedure

- The procedure for withdrawal is as follows:

- When the student gives written notice of his intention to withdraw using NIC 023 Withdrawal Request Form, the counter staff hands the completed request form to Student support / Admin Manager , who will talk to the student to find out why he wants to withdraw. NIC 023 requires the signature of the parent/legal guardian if student is under 18 years of age.
- If student does not change his intention, the Student support / Admin Manager will inform MR, who will interview the student to understand his situation and to administer the end course survey (if necessary)
- The Student support / Admin Manager, working with the other managers, attends to the various withdrawal matters including
 - issuance of a letter to student effecting the withdrawal
 - cancellation of the student pass
 - informing the FPS provider within 3 working days
 - update FPS Data File 1
 - refunding the student (if applicable)
 - issuing the past attendance records to students that are enrolling in another course in another PEI
- Where a student has withdrawn without informing NIC Student support / Admin manager about any written request (signed hardcopy withdrawal form or the student's email request), NIC will treat this as an absence-for-an-extended-period case. After a continuous 7-day absence from class, the student name will be reported to Immigration and Checkpoints Authority (ICA), the student pass cancelled, and the FPS provider informed.

- Students who had to pay more than 3rd due instalment had be withdrawn from the course unless, otherwise obtain approval on “Deferment of due payment”

10. Refund Policy

Refund for Withdrawal Due to Non-Delivery of Course

- NIC will notify the Student within three (3) working days upon knowledge of any of the following:
 - It does not commence the Course on the Course Commencement Date;
 - It terminates the Course before the Course Commencement Date;
 - It does not complete the Course by the Course Completion Date;
 - It terminates the Course before the Course Completion Date;
 - It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A (of the student contract) within any stipulated timeline set by CPE; or
- The Student should be informed in writing of alternative study arrangements (if any), and also be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid should the Student decide to withdraw, within seven (7) working days of the above notice.

Refund for Withdrawal Due to Other Reasons

- If the Student withdraws from the Course for any reason other than those stated in Clause 2.1 of the standard student contract version 3.1,

NIC 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 that contract.

The said Schedule D reads as follows:

% of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received:
100 %	More than 14 days before the Course Commencement Date
75 %	Between 14 days before and 14 days after the Course Commencement Date
30 %	Between 15 to 40 days after the Course Commencement Date
0 %	More than 40 days after the Course Commencement Date
% of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received:
100 %	More than 14 days before the Course Commencement Date
75 %	Between 14 days before and 14 days after the Course Commencement Date

Refund During Cooling-Off Period

- NIC will provide the Student with a cooling-off period of seven (7) working days after the date that the Contract has been signed by both parties.
- The Student will be refunded the highest percentage (stated in Schedule D) of the fees already paid if the Student submits a written notice of

withdrawal to NIC within the cooling-off period, regardless of whether the Student has started the course or not.

Conditions for cancellation of course and Refund

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

Non Refundable Fees

- The following are non-refundable
 - a. Application Fee. However, in the circumstance where NIC has decided not to commence a course, the application fee will be refunded within seven (7) working days after the student is notified, unless the student takes up alternative study arrangements with NIC.
 - b. Miscellaneous Fees paid to NIC. However, a refund will be made for the scenarios in a 'Refund for Withdrawal Due to Non-Delivery of Course' above.
 - c. Third parties charges e.g. Bank charge, AEIS registration fee, ICA Student Pass application fee and Issuing Fee.

- d. No refund of any fee if the student has committed an offence and is expelled by NIC after due process of investigation by a Disciplinary Committee set up by the MR.
- The time taken by NIC to process refund requests shall not be more than 7 working days from the student's withdrawal/refund request for the issuing of refund.
 - Prospective students are briefed on the Refund Policy during pre-course counselling and later again during the orientation program.
 - Full details of the refund policy are also available on NIC's web site, student contract and student handbook. Finance Manager checks that the refund policy and procedure are correctly reflected in the website and other relevant documents.
 - The orientation checklist requires that students acknowledge that the refund policy has been explained to them.

11. Deferment Policy and Procedure

- Students are informed during orientation that NIC considers requests from students for course deferment on compassionate grounds.
- There must be a good reason deemed acceptable to NIC, and the course must be on-going such that by the time the student returns at the end of

the deferment period, he is still able to study all the required modules and successfully complete the requirements for graduation. Acceptable reasons may include:

- family members who are very sick or dying where the student's presence at home is required
 - traumatic family circumstances (e.g. death of a parent in an accident) where the family needs to be together to support each other
 - sickness or poor health where the student needs to have an extended period of rest
 - Deferment in employment status (part-time student)
-
- For deferment requests, the service target is to assess and reply to the student's deferment request within 7 working days.
 - To request for a course deferment, students are required to write to NIC giving the reason for their request and providing relevant documents (if available).
 - If the student is under 18 years of age, the Education Consultant will contact the parent / legal guardian and seek confirmation of the request for deferment. The Education Consultant records the exchange and confirmation given, and requests the parent/legal guardian to give written confirmation via email where appropriate.
 - The MR will consider the deferment request and may consult with his Academic Manager or other relevant staff as appropriate.

- Any deferment granted would ordinarily be up to a maximum of one year. If necessary and upon a fresh request, the deferment may be further extended.
- Student support / Admin Manager will give a written reply to the student (which may be via email) on whether the deferment request has been accepted, and if so, indicating the deferment period. This reply will include an addendum to the existing contract which the student (or his parent/guardian if the student is below 18) will be requested to sign and return to NIC.

Where a deferment is allowed,

- all supervisory processes are suspended. The student does not undertake any academic work and is considered to be 'inactive'
 - no course fees will be charged during the deferment period.
 - the length of time of the deferment is not included in the time period for completion of the program and any deadlines will be adjusted accordingly.
- The policy of the NIC is not to allow course extensions where a student is given an extended period to complete a course that other students in the same course would not normally be given.

12. Dispute Resolution Policy

- NIC has a documented close-loop feedback and complaint management system in place to gather and address all feedback / complaints received (either from the public, staff, students and prospective students).
- A student dispute may arise from any aspect of a student's educational experience which they believe to be unfair, unjust or unreasonable.
- NIC treats all grievances, disputes and appeals as our important feedback. NIC has staff to manage students' welfare, including the handling of their grievances and complaints according to our procedures. NIC is committed to resolving any feedback / complaint received within 21 working days. If the complaint is not resolved amicably within the stipulated period by the college or if the student is not satisfied with the outcome from the college, the student may seek redress via:
 - CPE Mediation – Arbitration Scheme; or
 - The Small Claims Tribunals (SCT), for clear cut fee refund issues of equivalent or less than S\$10,000/- or
 - Student's own legal counsel
 - # For amounts that exceed SGD\$10,000 but is less than SGD\$20,000, the claim can still proceed with SCT if both parties consent to it in writing

13. Data Protection

As an established and trusted private educational institution, NIC is committed to maintaining a high standard of confidentiality with respect to the personal data of our students, alumni, employees and associate lecturers in accordance with the requirements of the Personal Data Protection Act 2012 (the "PDPA").

To help you understand how we collect, use, share and protect the personal data of our students, alumni and associate lecturers please see our Data Protection Policy. Employees can refer to the employee personal data protection policy in HR policy manual in our intranet.

Should you have any feedback or enquiries relating to your personal data, please contact:

The Personal Data Protection Officer (DPO) at the following address:

Email: info@newtoncollege.edu.sg

For more information about the PDPA, please visit the Personal Data Protection Commission's website at <https://www.pdpc.gov.sg>.

Data Protection Policy

Introduction

1. "Personal Data" is defined under the PDPA to mean personal information, whether true or not and whether in electronic or other form, about an individual who can be identified:
 1. from that data; or
 2. from that data and other information to which we have access to or are likely to have access to.

Examples of personal data are your name, address, NRIC/FIN/Passport number, photograph or video image, telephone numbers and email addresses.

2. To find out more about PDPA, you may visit the [Singapore Personal Data Protection Commission's website](#)

Purposes for Collection, Use & Disclosure of Personal Data

1. Newton International College use and disclose your personal data for the following purposes in connection with the products or services which you have applied for, to the extent applicable:

1. general administration of your application and/or registration and/or enquiry, including those personal data collected by our recruitment agents, for any programme offered by us ;
 2. providing the student support and administrative services to you;
 3. responding to any complaints, feedback, requests and enquiries by you;
 4. disclosing your records to your parent(s) or guardian(s) at their request;
 5. informing you of events, talks, seminars, surveys and updates;
 6. conducting checks with the DO NOT CALL Registry;
 7. maintaining and updating our student, alumni, and associate lecturer records;
 8. generating financial, regulatory, management or survey reports and statistics for NIC's business and administrative purposes;
 9. meeting or complying with 'NIC' internal policies and procedures and any applicable laws, rules, regulations, codes of practice or guidelines, orders or requests issued by any court, legal or regulatory bodies (including but not limited to disclosures to regulatory bodies, conducting audit checks, surveillance and investigation);
 10. preventing, detecting and investigating crime, offences or breaches including that related to the security of NIC premises (including but not limited to the use of security cameras);
 11. purposes which are reasonably related to the above.
2. By providing the Personal Data, including those related to a third party (e.g.: information of your parents) to us through the various channels (e.g.: written form, webpage), you represent and warrant that consent, including that of the third party, has been obtained for collection, use and disclosure of the Personal Data for the respective purposes. In the event the personal

data is to be used for a new purpose, NIC will notify you and seek your consent.

3. NIC ensures that your Personal Data held by us shall be kept confidential. When transferring personal data to our third-party service providers, agents and/or our affiliates or related corporations whether in Singapore or elsewhere to carry out one or more of the purposes listed above, we will require them to ensure that your Personal Data disclosed to them is kept confidential and secure.

Withdrawal of Consent

4. Associate Lecturers and students may withdraw your consent to any or all use of Personal Data for any or all of the purposes set out in this policy in writing using the Withdrawal of Consent Form and submitting through our DPO email or through our Reception counter in either of NIC campuses. For alumni, you may “unsubscribe” to the relevant notifications from Alumni Engagement. Without prejudice, if you withdraw your consent to the use of your Personal Data for any or all purposes, depending on the nature of your request, NIC may not be in a position to continue to provide our services to you or administer any contractual relationship in place, in which case NIC reserves the right to cease providing the services and/or terminate the contractual relationship with you.

5. Without prejudice to the foregoing, you agree and acknowledge that any withdrawal of your consents in accordance with the terms set out in this notice will not affect any consent which you may have provided to NIC in respect of the use of your Singapore telephone number(s) for the receiving of marketing or promotional information.

Administration & Management of Personal Data

6. As NIC relies on your Personal Data to provide services to you, you shall ensure that at all times the information provided by you to us are correct, accurate and complete. Student shall update us in a timely manner of all changes to the information provided through “Updating of Particulars” via NIC website. Alumni and Associate lecturers shall update their Personal Data through our relevant departments as and when necessary or through our annual update.

7. You can view your personal data which NIC has collected and stored at any time. To do so, you will need to submit your request via email to the relevant schools to view your personal data residing with NIC. Your right to view your personal data is limited to your personal data only. NIC is not permitted to reveal any personal data about any other individual. NIC reserves the right to refuse access to your personal data if it will reveal or lead to the revelation of another individual’s personal data, cause harm to you or another individual or is contrary to the national interest.

8. Your Personal Data is retained to the extent one or more of the purposes for which it was collected remains valid and/or for other legal or business purposes for which retention may be necessary.

9. NIC will take commercially reasonable efforts to take appropriate precautions and preventive measures to ensure that the electronic storage and transmission of your Personal Data is adequately protected and secured with the appropriate security arrangements and that our data intermediary are aware of the requirements of PDPA. However, we cannot assume responsibility for any unauthorized use of your Personal Data by third parties which are wholly attributable to factors beyond our control.

If you have any feedback or enquiries relating to our PDPA related policies and procedures or would like to obtain access and make corrections to your Personal

Data, please do not hesitate to contact our Data Protection Officer at info@newtoncollege.edu.sg NIC reserves the right to amend this Policy with or without notice from time to time.

14. Code of Conduct

- Students shall comply fully with Singapore Laws and Regulations.
- Students shall comply with the conditions and obligations applicable to Students Pass stipulated by the Singapore's Immigration & Checkpoints Authority (ICA).
- Students shall surrender the Student Pass for cancellation within 3 working days of the date of cessation or termination of studies or course(s). If students without any valid reasons fail to meet the required attendance of attending classes for a continuous period of 7 days or more; or percentage of attendance for the course is 90% or below, the Student Pass will be cancelled.
- Students shall adhere to NIC Student Code of Conduct and diligently integrate STEI Institute's Core Values into their learning.
- Students shall practise Discipline, Obedience, Respect, Integrity, Perseverance and shall not cause any mischief to academic activities and administration of NIC and destroy or cause destruction to school property.
- Students shall not commit theft and /or be involved in any criminal activity.
- Students shall not commit acts of dishonesty and deliberately hide any information that should be dutifully disclosed to NIC.

- Students shall not endanger the safety of a person and abuse or assault anyone.
- Students shall not traffic or consume any controlled drugs.
- Students shall not consume alcohol in the school premises

15. **Appeal Procedure**

- Students may **within 7 working days** of results release, appeal by completing the Appeal of Examination Results Form.
- The Examination Secretary shall acknowledge the appeal and process the request for approval.
- Candidates on appeal cases will have their results withheld till the conclusive outcome of their appeals.
- Appeal results will be let known to the individual students **within 10 working days** from date of appeal.
- Appeal outcome is final and no further appeal shall be entertained.

16. **Student Support Service**

Medical Insurance Scheme

- Exemption for Singaporean / PR students if they are already covered by their own medical insurance plan. Newton International College which does not provide medical insurance coverage for any student not exempted will not be awarded the EduTrust certification.
- Newton International College after EduTrust certification will appoint medical insurance provider **AXA Insurance Singapore Pte Ltd**. Students

can download the group medical insurance policy's coverage, and any exclusion and claim procedure from NIC's website.

Accommodation Service

- Newton International College will assign Administrative staff /Sales Consultants/agents to pick up students from the airport and send students to the hostels recommended by Newton International College. The Administrative staff / Sales Consultant / Agent will provide students with information on medical check-ups, the location of nearby banks, MRT stations, and bus stops.
- Newton International College will also assist international students to complete the formalities at Immigration & Checkpoints Authority, Singapore.
- Hostel service providers recommended by NIC are: East Lodge Management Pte Ltd.

Orientation Service

- Newton International College provides orientation and induction programmes for all newly-enrolled students to:
 - Introduce the Administrative Staff as point-of-contact;
 - Tour of School Facilities;
 - Inform students of course admission requirements, modules, and synopses, courses duration, and classes schedule;
 - Inform students of total fees payable throughout the course duration;
 - Inform students of their rights (include dispute resolution procedure, fee protection scheme, and reference to CPE's official website);

- Inform students of course deferment/extension criteria and procedures, suspension and expulsion conditions;
- Brief students on education pathway, examination fees, and miscellaneous fees structure;
- Brief students on the transfer/withdrawal/refund policy;
- Brief students on relevant Singapore Laws and ICA regulations;
- Conduct a new student survey on agents (if students are recruited through an authorised recruitment agency);
- Acknowledge the receipt of the Newton International College Student Handbook, and
- Give details of the organisation awarding the certificate (if applicable).

Enrichment Talks

These talks are conducted to provide students with a holistic and well-rounded approach to learning. Professionals, school management staff and experts from the various fields conduct these talks on topics of interest, well-being, development and simply the world at large

WIFI Service

The entire campus is wireless surf-zone, students can surf the internet through computer stations, own laptops or smart phones anywhere in the institute.

17. Feedback & Complaint Procedure

- Feedback from students is most welcome. Students can download the Feedback Form from our website. Students can use the feedback form which is in the website <https://www.newtoncollege.edu.sg/student-feedback-complaint-form/>
- When Feedback is received from our students, Newton International College shall review them in earnest and existing processes and procedures will be streamlined, as appropriate.
- Your feedback will be acknowledged within 2 working days. NIC will officially respond to your feedback and complaint within 21 working days.
- In the event where the student and NIC are unable to resolve the issue, external mediation parties shall be sought. Either NIC or the student shall first refer the dispute to the Singapore Mediation Centre (SMC) through the Committee for Private Education (CPE) Student Services Centre. Information about the Dispute Resolution Scheme is available on the CPE website.

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