



EXERCEO BUSINESS
INTERNATIONAL
COLLEGE



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Student Handbook

Student Handbook



Principal's message

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

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

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

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

Ruby Wu
Principal
Exerceo Business International College

Vision statement

Exerceo's vision is to be a leading business college in Singapore and to nurture a new generation of qualified and competent business professionals for the globalised world.

Mission statement

Exerceo's mission is to provide quality education which meet students' expectations, supported by operationally efficient management, to enable Exerceo to be a leading educational institution.

Values

- Seize global opportunities
- Honour social responsibility
- Advocate creative thinking
- Reinforce education quality
- Embrace lifelong learning

Company Culture

Earnest in behaviour and practice; Mutual in trust and support.

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1 About Exerceo Business International College

1.1. Profile

Exerceo Business School's courses and disciplines of learning, place emphasis on the changing demands of business arena in the Asia Pacific region.

Its youthful new age academic team is determined to create and provide unique education for the new generation of global citizens who see education as a liberator that allows pursuance of careers that fulfil their character and conscience.

With its vision, "nurturing globalised business professionals", Exerceo Business International College passionate educators aspire to deliver implicit education in a beautiful learning environment.

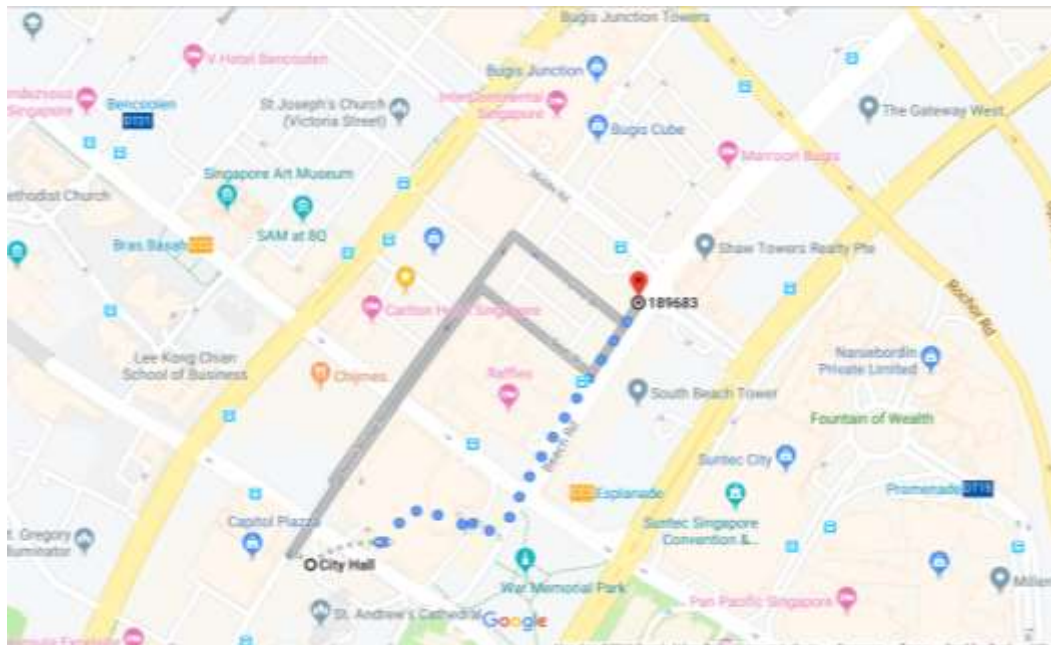
1.2. Corporate information

| | |
|---|--|
| ACRA Registration Details: | Entity/UEN No.: 200918181G Registration Date: 30 th September 2009 Registered Address: 47 Beach Road #04-00 Kheng Chiu Building, Singapore 189683 |
| Enhanced Registration Framework (ERF) Registration Details: | Registration No.: 200918181G Validity Period: 31 th Aug 2017 to 30 th Aug 2021 |



1.3. College location and facilities

Exerceo Business International College is located at 47 Beach Road Kheng Chiu Building, #04-00, Singapore 189683



It is conveniently located near junction of Beach Road and Middle Road, and is about 10 to 15 minutes' walk from City Hall MRT Station or Bugis MRT Station. There is a wide range of amenities within walking distance for the students such as food outlets, bookshops and library facilities.



1.4. Exerceo's Academic Board and Examination Board

Subject to the provisions of Government's legislations and regulatory frameworks, to the overall responsibility of Exerceo's Board of Directors, the Academic Board and Examination Board is responsible to oversee the development of the academic and related activities of the School and the resources needed to support them and for advising the Board of Directors on academic ethics, academic standards, course curriculum, pedagogy, students' learning experience, academic partnerships, research, examinations, as well as student admission.



For Exerceo's Academic Board and Examination Board details, please refer to Exerceo's official website <http://www.exerceo.edu.sg/academic-examination/>

1.5. Academic team

Exerceo's range of diploma and advance diploma courses is conducted by highly qualified teachers which meet the regulations set in the Private Education Act. The teachers possess substantial industry profession in order to ensure that students not only learn the theories but also able to relate to real life industry practices.



For Exerceo's academic team details, please refer to Exerceo's official website.

<http://www.exerceo.edu.sg/blank-27/>



1.6. Courses offered by Exerceo

Exerceo offers a range of diploma courses focusing on the most current business management needs of the enterprises, also the construction management diplomas. Quality of education in both the design of curriculum and its delivery method is crucial to the development of any scholar's ability to creatively progress in real work environment. Exerceo also offers various BTEC qualifications at level 4, 5 and 7.

| UNIVERSITY | | | |
|-------------------|-----------------------------------|--------------------------------|---|
| LEVEL 8 | Doctorate PhD | | |
| LEVEL 7 | Master's Degree MA, MSc, MPhil | | |
| LEVEL 6 | University Degree BA, BSc | | |
| LEVEL 5 | | Foundation Degree FdA, FdSc | HND |
| LEVEL 4 | | | HNC |
| LEVEL 3 | A-Level | A2 AS | L3 Extended Diploma (National Diploma) L3 Diploma (National Certificate) |
| LEVEL 2 | GCSE Grades A-C | | L2 Diploma (1st Diploma) |
| LEVEL 1 | GCSE Grades D-G | | L1 Diploma (Foundation) |
| ENTRY LEVEL 3 | Key Stage 3 | | E3 Diploma (Foundation) |
| SCHOOL / 6TH FORM | | F.E. COLLEGE | |



For Exerceo's course details, please refer to Exerceo's official website

<https://www.exerceo.edu.sg/>



1.7. Council for Private Education (CPE)

Established under the Private Education Act, the Council for Private Education is a statutory board empowered with the legislative power to regulate the private education sector. In addition to its role as the sectoral regulator of Private Education Institutions (PEI), the Council facilitates capability development efforts to uplift standards in the local private education industry.



For more information on CPE, please logon to <http://www.ssg-wsg.gov.sg>

1.8. PEI-Student contract

The PEI-Student contract is a very important document which spells out the important terms and conditions governing the relationship between Exerceo and the student, and construed in accordance with the laws of the Republic of Singapore. Students will be required to sign two original copies of the contract upon their enrollment of a course offered by Exerceo which one original copy will be given to them immediately.

Before students sign the contract they should:

- Understand the terms and conditions of the contract. They may seek Exerceo's assistance to explain the terms and conditions of the contract in their native language;
- check that the Refund Policy is clearly stated in the contract;
- be clear about the fee payment schedule, and the amount that you have to pay for each instalment where applicable;

Each contract is valid for one course and a new contract is required for a transfer of course. Exerceo and student have to acknowledge any amendment made in the contract else no amendments are allowed.

Students will be given a cooling-off period of 7 days to change their mind about enrolling in the programme that they have chosen (even after the contract has been signed), and still receive the maximum refund allowed by Exerceo.

For more information on the standard PEI-Student contract, please logon to



<http://www.ssg-wsg.gov.sg>



1.9. Student Centre

The Student Centre is an integral part of Exerceo's learning environment which complements our implicit educational experience. Our Student Centre is more than just a one-stop student services unit which deal with enrolment, course fees financing aids and course administration matters. The centre endeavours to enhance the quality of school life through taking charge of all our students' welfare and personal development. Students can also look out for enrichment activities which shall be entertaining at the same time

At Exerceo, we enjoy training and our students should have fun learning. We feel that students should not be bothered with course administrative load and believe in keeping our administration simple yet efficient. Exerceo's professional and friendly staff also strives to keep student affairs and administrative matters a breeze for our students. Our efforts boil down to creating an environment which students will be focused on their learning. As an Exerceo's student, you will benefit from abundant of useful course resources and industry updates exclusively prepared by the School for our students. These resources will keep you abreast of peers through the possession of latest industry knowledge, skills and news.

2. Fees payment

2.1. Types of fees

Fees paid by the student shall not be assignable or transferable towards the credit or benefit of another student.

Course fees are non-transferable and cannot be used to offset other fees and charges payable by the student to Exerceo, fees and charges attributable to service or goods provided by parties other than Exerceo (e.g. books purchase etc.) and expenses incurred by Exerceo on behalf of the student in respect of services or goods provided by third parties.

Please note that course fees may vary over time due to Exerceo's promotions or special concessions through an openly manner. When any promotion or special concession is given, it shall only apply to the intake(s) which is intended for.

Please note that students may be required to attend organised school excursions and activities, view and other multimedia presentations as part of the course of study. Such activities organised for the benefit of students may incur additional charges. This shall be advised in due course and invoiced accordingly.

2.2. Official receipt

Please note that an official receipt will be issued by the School upon receiving your payment. The receipt will stipulate the amount paid, date of payment, the purpose of the payment (with proper breakdown of payment amount where applicable) and outstanding amount (when applicable).

Students should request for the official receipt if they do not receive from the School. Students are advised to retain the official receipt.



3. Refund Policy

3.1. Refund for Withdrawal Due to Non-Delivery of Course

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

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

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.

3.2. 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, Exerceo 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: |
|--|--|
| 95% | ("Maximum Refund") More than 14 days before the course/programme commencement date |
| 75% | Before, but not more than 14 days before the course/programme commencement date |
| 50% | After, but not more than 14 days after the course/programme commencement date |
| No refund | More than 14 days after the course/programme commencement date |



3.3. Refund During Cooling-off Period

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

3.4. Conditions for cancellation of course and Refund

Exerceo reserves the right to cancel a course if the student number is four or less in which case the refund policy above applies. The College 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.

3.5. Non-Refundable Fees

The following are non-refundable:

- a. Application Fee. However, in the circumstance where Exerceo 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 Exerceo.
- b. Miscellaneous Fees paid to the college. However, a refund will be made for the scenarios in a 'Refund for Withdrawal Due to Non-Delivery of Course' above.
- c. Third party 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 Exerceo after due process of investigation by a Disciplinary Committee set up by the Principal.

The time taken by Exerceo 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 Exerceo's website, student contract and student handbook. Admin 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.



4. Course materials

4.1. Course materials set

Students may receive a combination of the following course materials in a folder of the module on the first day class:

Module Outline details the essential information about the module such as the synopses and objectives of the module, lesson plan, a guide to the area of study for each class and assessment due dates. It will also provide the full information about assessment of the module, including assignment questions, assignment weighting, submission deadlines and assessment guidelines.

PowerPoint Slides are used by the lecturer for lecturing or tutoring purposes. They are usually brief and need to be read with the lecture notes and recommended textbook.

Lecture Notes may be provided for each module. They serve as comprehensive study or revision materials for students. Class activities, review questions, exercises and case studies are also included in the notes.

Supplementary Readings are materials to provide additional information relevant to the module. They may be copyright materials such as copies of essential journal articles, newspaper clippings, short extracts from reference books.

All course materials supplied by Exerceo are copyright and shall remain the property of the Exerceo. The course materials are strictly for the learning purpose of students registered with Exerceo and should not be copied, disseminated or distributed for any commercial or non-commercial purposes. Legal actions may be taken against the person for unauthorised/unethical usage/representation/ duplication/distribution of any part(s) of the content of the course materials.

4.2. Importance of additional readings

The comprehensive set of course materials provided by Exerceo is sufficient to acquire the necessary skills and knowledge to meet learning objectives and needs. However, students are expected to conduct research on relevant literatures, studies, data and other information from resources available on the Internet, libraries and other resource mediums in order to accomplish assessments and meet the assessment requirements. Students are also strongly encouraged to do continuous self-learning by reading relevant books and materials.



5. Class schedule and attendance

5.1. Class schedule

Class schedules will be based on term-by-term. A printed copy will be given out upon the collection of course materials for the term from the Study Centre.

Please note that Exerceo reserves the rights to make modifications to the class schedule without prior notice due to unforeseen circumstances. Exerceo endeavours to minimise the occurrence of such situation to prevent inconveniences to our students. When such situation cannot be prevented e.g. caused by lecturer's medical/urgent leave and change in public holiday, students will receive the amended class schedules 2 weeks in advance whenever possible. For any last minute change, students will be informed via SMS which sends the amended class schedule.

5.2. Class attendance

All Exerceo's courses require at least an attendance rate of **75%** in order to qualify for the module examination. However, students are strongly encouraged to attend ALL classes following the class schedule provided for their course of study. Students may not receive his/her graduation cert should the compulsory attendance rate is not achieved.

Student with poor attendance and habitual absenteeism will receive warning from the School and refer to the School Counsellor for counselling. He/she is subject to the School's disciplinary action which may lead to suspension or expulsion from the School.

Attendance taking

Students shall attend all lessons and other scheduled activities such as seminars, professional visits and excursions, unless attendance is specifically declared optional by the School due to health problems approves a special exemption.

Lecturers will take attendance for each class. Attendance will be marked twice at once before the class starts and another time at the end of the class. When a student is not marked as present during any attendance taking, he/she will be considered as absenteeism. Attendance will also be monitored by the Student Centre. All absenteeism, regardless of circumstances becomes part of the student's permanent record.

Students who is absent from class for 2 days in a month without valid reason will receive a warning letter from the School. Students will also be arranged to attend a counselling session with the Vice Principal. Students who is absent for 3 days in a month without valid reason will receive a final warning letter.



A student absent for **4 consecutive scheduled class-days** without notice and did not contact the School shall be deemed as has withdrawn from the course. If the student reports to School with valid reason by the 7th day from his/her first day of absence, the School allows the student to continue with his/her studies.

Punctuality

Students should be punctual for classes. Should any student be late for class, he/she is required to provide valid explanation to the trainer after the scheduled break or class. Lateness will be recorded regardless of the explanation. Lecturers/trainers/tutors reserve the rights to mark students who are unable to provide a valid explanation as absenteeism. If a student is late for 20 minutes, the attendance for that class will be marked as absent even though student will be allowed to attend the class. Please note that this may also cause the attendance to fall short of the required minimum rate. Students will also receive punctuality warning from the Student Centre.

5.3. Medical leave

A student absent from class due to medical reason must obtain a Medical Certificate (MC) issued by a practicing medical doctor or dentist in Singapore and must submit it to the Student Centre within **2 business days** from the last day of medical leave. The student must telephone and inform the Student Centre of a medical leave on the same day. If the MC is not submitted accordingly to the School, the Student shall be deemed absent from class resulting in disciplinary action leading to expulsion from the course. Please note that this may also cause the attendance to fall short of the required minimum rate.



6. Students' code of conduct and disciplinary procedures

6.1. General conduct

Exerceo is committed to the highest ethical and professional standards of conduct as an integral part of our mission in providing a quality-learning environment and services. To achieve this goal, the School relies on each staff member and student's ethical behaviour, honesty, integrity and good judgment. Respect for each individual's rights is of paramount importance and accountability for his or her actions and reflects great future leadership qualities.

The rules lay down below is to ensure that no damage or defacement to the School's property on any other establishment or body visited in the course of study. The student and staff shall not act in a manner that is prejudicial to the comfort and convenience of others or is detrimental to the proper conduct of the School or its classes. The following conduct is unacceptable within the School and we would need your kind cooperation to make learning at Exerceo an enriching and enjoyable experience.

6.2. Definition of misconduct

- Conduct that constitutes disruption of or improper interference with the teaching, learning, research, administrative, consultative, social or other activities of the Exerceo, whether on the premises or elsewhere.
 - Any form of gambling in the School premises.
 - Photo-taking/video recording of classes, facility and any person within the School premises.
 - Defamation and false propaganda of Exerceo in public, including the Internet.
- Dishonesty –acts of dishonesty, including but not limited to the following:
 - Cheating, plagiarism or other forms of academic dishonesty.
 - Furnishing false information to any Exerceo Official, employee or office
 - Forgery, alteration or misuse of any Exerceo official documents, records or instruments of identification (e.g. identity card and passports).
- Physical Violence — physical violence or abuse including acquaintance rape, verbal abuse, threats, intimidation, harassment, coercion and/or other conduct which threatens or endangers the health or safety of any person.
- Trespass/unauthorised entry — a person knowingly enters or remains unlawfully in a building, office, classroom or any other properties of Exerceo at any time without permission or authorisation.



- Theft – a person is guilty of theft when he or she, knowing property not to be his or her own, takes such property for his or her own use, pleasure or possession and theft of services. Please note that Exerceo takes no responsibility for the loss or theft of students' property whilst attending classes. Lockers will be provided for student use (subject to availability).
- Doors tampering – disablement of a locking mechanism or blocking open a door intended to be closed and locked.
- Alcohol –use or possession of alcoholic beverages and distribution of alcohol beverages.
- Smoking –prohibited in all schools owned and operated buildings, doorway areas operated by Exerceo.
- Weapons – Illegal possession of firearms, explosives, other weapons or dangerous chemicals on Exerceo premises.
- Disorderly conduct – conduct which is disorderly, lewd or indecent, breach of peace, or aiding, abetting or procuring another person to breach the peace of Exerceo premises or at functions sponsored by or participated by Exerceo.
- Computer abuse – theft or other abuse of computer time including but not limited to unauthorised entry into a file, to use, read or change the contents or for any other purpose. Use of computing facilities and email to send obscene or abusive messages.
- Injury to library property - a person is guilty of injury to training property when he or she injures, defaces, or destroys any property belonging to or deposited in Exerceo.
- Assault – a person is guilty of assault when he or she slaps, kicks or otherwise strikes another person.
- Harassment – a person is guilty of harassment when he or she:
 - threatens or intimidates a person creating a rational fear within that person; or
 - engages in a course of conduct or repeatedly commits acts directed at another person which would seriously annoy a rational person; or
 - creates a condition, which endangers or threatens the health, safety or welfare of another person; or
 - physically restrains or detains any other person or removes any person from any place where he or she is authorised to remain.
- Arson – a person is liable if, by any act, he or she commits arson by causing a fire or explosion within the School premises.
- False Reporting – a person is guilty of falsely reporting an incident when he or she conveys information known to be false or without basis to any Exerceo's official and lecturers.



- Misuse of Exerceo supplies or documents – a person is guilty of misuse of Exerceo supplies and documents when he or she forges, alters, uses without authority, receives without authority or possesses without authority any Exerceo supplies or documents.
- Falsifying Exerceo application credentials – students found to have knowingly falsified application information will be subjected to immediate dismissal from Exerceo.
- Conduct that constitutes misuse or abuse of equipment, materials or services provided to students by the Exerceo, including:
 - Conduct that breaks the rules relating to the use of such equipment, materials or services in Singapore or overseas.
 - Conduct that breaks a software licensing agreement signed by the student, or constitutes unauthorised use of Exerceo computing or network resources.
 - Abuse of copyright e.g. reproduction of training materials.
- The unauthorised disclosure of confidential information including:
 - Information relating to the proceedings of the Exerceo
 - Personal data regarding applicants, other students, graduates, clients and staff
 - Information covered by the Exerceo registration under the Data Protection Act
- Disclosure of confidential information is subjected to the provisions of relevant Codes of Practice that may be issued from time to time.

Proceedings of misconduct

1. All staff of the School are authorised with general powers of jurisdiction. All staff can choose to exercise rectification actions for any alleged act of misconduct on the part of a student or any person within the premise of the School or refer the case to the appointed authorities with specific powers of jurisdiction usually managerial level and above.
2. Any misconduct of students may be referred to our Disciplinary Committee.
3. Our Disciplinary Committee reserves the right to suspend or expel any misconduct students from their course of study.



6.3. Course conduct

Exerceo requires all students to:

1. Make themselves familiar with, and abide by, the regulations as stated in the Student Handbook.
2. Make themselves familiar with and comply with the requirements of their course of studies.
3. Study diligently, attend timetabled classes as required, submit assignments on time and notify the School in case of difficulties.
4. Provide accurate information to enable the maintenance of proper records and keep the School informed of changes.
5. Pay all fees by the specified date and meet all outstanding debts, where these exist.



6.4. Plagiarism

Exerceo seeks to encourage the maintenance of the highest levels of academic integrity. Acts of cheating and plagiarism will be regarded as serious offences.

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

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

Substantiated plagiarism or cheating in a formative assessment will result in at least the loss of all marks in that component of the module and possible exclusion from the course.

Where cheating is found for an element of the assessment for a module then that element of the assessment may be marked down or failed. There could be five outcomes:

- If the student is marked down then this will be on the basis of marking the achievement taking into account the knowledge and skills displayed and discounting any possible unfair advantage.
- If the student failed in the assessment then the student will have to undertake a further assessment (as a first resit) for that element where the highest mark achievable will be a minimum pass mark. The required second assessment does not have to be in the same format as the first.
- It may also be considered that the student will not be allowed to be passed on that module even though the aggregate mark taking into account a failed element could be a pass. If a student fails a module as a result of this penalty then the module will have to be retaken in the normal way. Penalties cannot be applied to the new course.
- For more serious cases the student may be required to take the resit as a second resit, thus failure of the resit would result in failure of the module. If a student fails a module as a result of this penalty then the module will have to be retaken in a normal way. Penalties cannot be applied to the new course.
- In extreme cases the student may be denied the opportunity for any resit which would then result in failure of the module. If a student fails a module as a result of this penalty then the module will have to be retaken in the normal way. Penalties cannot be applied to the new course.

7. Assessments

7.1. Scope of assessments

Each module will be assessed through a combination of continuous assessments and tests/examination in order to achieve the learning outcomes and key skills:

- Thinking critically and making good judgments
- Solving problems and developing plans
- Performing procedures and demonstrating techniques
- *Managing and developing oneself*
- *Accessing and managing information*
- Demonstrating knowledge and understanding
- Designing, creating and performing
- Communicating

| Assessment | Weighting | Combination |
|---|-----------|---|
| Continuous Assessments e.g. <ul style="list-style-type: none"> ▪ Essay ▪ Report ▪ Proposal ▪ Journal ▪ Manual ▪ Oral presentation ▪ Skills demonstration ▪ Comment on an article's theoretical perspective ▪ Problem scenario ▪ Case analysis ▪ Role play ▪ Observation of real or simulated professional practice ▪ Poster/video/web production (can be in the form of individual and group work) | 70% | i. Industry-based assessments ii. Work-based assessments |
| Presentation | 30% | |



7.2. Submission of assignment/project

Students are encouraged to submit their assignment/project on time according to the due date stated in the module outline.

steps

- i. All assignments have to be submitted in hard copy, unless specified otherwise in the module outline. Please note that more than 1 copy may be required for submission for certain assessments which will be instructed in the module outline.
- ii. Students handing in assignments are to fill up the 'Assignment Cover Sheet'. If it is a group work, the Group Members & Declaration Form also has to be attached.
- iii. All assignments are to be submitted to the School by 7.00pm of the given assignment submission date, unless otherwise instructed.
- iv. Students are expected to keep a duplicate copy of their assignment(s).
- v. Upon receipt of your assignment by the School, an acknowledgement receipt of your assignment would be issued to you.



7.3. Extension of assignment/project due dates

Students need to adhere to the specified due date unless instructed otherwise. However, students are allowed to apply for an extension of assignment due date up to a maximum of **7 days from the assignment due date** subject to Exerceo's approval. Please note that Exerceo reserves the rights of not granting a request for extension of assignment due date without valid reason.

steps

- i. Students who wish to seek an assignment extension must complete the 'Request for Due Date Extension Form' and submit (email or fax) to the School at least **2 business days** before on the assignment due date. Valid supporting documents should be provided by students. **There will be a 5% deduction for any late submission if extension is not granted.**
- ii. If approved, students will be required to attach their approved Assignment Extension Request Form to their assignments after the 'Assignment Cover Sheet'. Alternatively, you can attach the formal extension approval from the School.

7.4. Standard of referencing for reports and essays

Students are required to follow the Harvard referencing system provided in the 'Presentation of Written Work Guide'. Exerceo will conduct a workshop to familiarise students with the referencing system for new students of relevant courses.

7.5. Collection of marked assignment/project

Students will be informed by the Student Centre via email to collect their marked assignment/project in about 4 to 6 weeks after the due date. Assignments/projects should be collected within 2 months else they will be destroyed by the School.

Please note that marks of assignments/projects are confidential and Exerceo will not reveal it to anyone.



7.6. Appeal

It is expected that most disputes over results for each piece of assessment will be resolved in discussion with the trainer in charge of the module. If the dispute is not resolved in this matter to the satisfaction of the student, the student has the right of appeal to the Examination Board for a formal inquiry into the result given through a request for review of grade. It is at this stage that any oversight, omission of marking or arithmetic discrepancies in the marking can be corrected.

Situations of appeal

The following situations are where an appeal can be made:

- There has been a material irregularity or a significant administrative error in the assessment process.
- The assessment was not conducted according to the regulations for the course
- An appeal is not acceptable if it challenges the academic judgment of the examiners.

Student who has qualm over their performance of an assessment may lodge an appeal to the School to review his/her grade.

steps

- i. Student must submit the 'Results Appeal Form' to the Student Centre within 1 week of the final grade released date.
- ii. Students will be required to pay a non-refundable Examination Appeal Fee of S\$50.00 along with the registration for the re-assessment or supplementary examination.

Under normal circumstances, it is expected that the outcome of each application for Review of Grade will be released within 1 month. Student will receive a letter from the School informing the outcome of the review. The decision of the Examination Board is final and there is no further right of appeal beyond this stage. The School will keep all documentation relating to a candidate appeal for a period of 12 months.



7.7. Releasing of results

Results of all module assessments shall be finalised by the Examination Board. Students will be informed via email by the Student Centre to collect their result slips from the School within 1 month after the completion of the final examination paper. Please note that only the final grade will be released.

Students are advised to take good care of their result slips as they will not be replaced. Please note that results will be withheld if students have outstanding fees or required documents with the School.

7.8. Diploma courses

Grades

Grade is a subset of the term result and reflects a judgement of academic achievement by a student enrolled in a module. All grades would be moderated and issued by the Board of Examiners. The grades of award are indicative as follows:

| Grade | Description |
|--------------|---|
| Distinction | Used in lieu of a composite mark of 90.0% and above. This credits the student for outstanding performance and indicates that the student has demonstrated understanding of a large aspect of the module at an extremely high level. |
| Merit | Used in lieu of a composite mark normally in the range of 70.0% - 89.9%. This indicates that the student has achieved an understanding in most of the module objectives at an extremely high level. |
| Pass | Used in lieu of a composite mark normally in the range of 50.0% - 69.9%. This indicates that the student has achieved a low understanding in the module objectives. |



8. Deferment

steps

- i. Submit the 'Request for Deferment Form' together with documentary proof (e.g. medical certificate, notification from the authority, death certificate or company letter) to the School. A S\$50.00 non-refundable Deferment Fee shall be made upon the request for such deferment.
- ii. The School will formally revert on the request status 7 days upon receipt of the formal request. The request shall be subject to approval by Exerceo.

The student shall be required to resume deferred course by the next academic year subject to the availability of class openings. Should the above conditions not be met, Exerceo is indemnified from any liability of the student expulsion from the course.



9. Transfer of course

steps

- i. Student who wishes to transfer to another course offered by the School shall ensure that the entry requirements of the course requested would be met before submitting the 'Request for Transfer of Course' Form. Please note that request for transfer of course will not be considered by Exerceo for any student who has any outstanding payment due to Exerceo. Student is required to settle and pay in full all outstanding payment (if any) upon request.
- ii. Students should then consult the Academic Manager for academic advice. The student would be able to arrange the meeting with the Academic Manager through the Student Centre.
- iii. If the student decides to proceed with a change of course, the 'Request for Transfer of Course Form' has to be submitted to the Student Centre. A non-refundable Course Transfer Fee of S\$150.00 will be levied upon request and is regardless of the application outcome. The School will formally revert on the request status within 14 days upon receipt of the request.

If the student is below 18 years of age, the parent or guardian's approval for the course transfer will be required.

Course fees paid for the current course shall be transferable to the new course. The amount transferable shall be the pro-rated value based on the balance of the current course not completed by the student as stipulated by the School subject always that the 'Request for Transfer of Course Form' is submitted to the School 14 days before the commencement of the new course.

A new PEI-Student Contract will be issued upon successful transfer of course. Should student transfer from the original course to a new course, then withdraw from the new course during the 7 days cooling-off period upon signing of the PEI-Student Contract, this will be treated as withdrawal from the original course.

For student transferring to another PEI, a set of past attendance records will be issued to the student within 7 business days from withdrawal from Exerceo's course.



10. Withdrawal

- Student who wishes to withdraw from a course must notify Exerceo in writing by submitting the 'Request for Withdrawal Form'. An Administrative Fee for Withdrawal Request of S\$350.00 will be charged to the student.
- If the student is below 18 years of age, the parent or guardian's approval for the course withdrawal will be required.
- The School will formally acknowledge and reply within 5 business days upon receipt of the written request and a consultation session provided by the Vice Principal.
- Please refer to Exerceo's Refund Policy on the eligibility to any refund upon withdrawal. Student withdrawing from a course shall be liable to settle and pay in full any outstanding payment due to Exerceo.
- Student who has withdrawn from the course, re-applies to return to the same course will be considered as a new student and acceptance of any previous course-study fulfilments as credit would be subject to Exerceo's consideration and discretion. Full course fee charges shall be applicable.

Deemed withdrawal

- Student absent for **4 consecutive scheduled class-days** without notice and did not contact the School shall be deemed as has withdrawn from the course.
- If the student reports to School with valid reason by the 7th day from the first day of absence, the School may allow the student to continue with his/her studies.
- Exerceo reserves the right to forfeit the course fees paid should a student is deemed withdrawn (without notice) from the course shall not be permitted to continue with the course of study.
- Should a student is deemed withdrawn from a course, he/she is liable to settle and pay in full any outstanding payment due to Exerceo. Exerceo reserves the right to institute legal action in recovering the outstanding payment from the student.



11. Students' feedback

As part of Exerceo's continuous effort to provide quality courses and services to all our students, the School carries periodic course evaluation such as the Student Survey and End-of-Course Graduate Survey to gather feedback about the effectiveness of the course, services and facilities.

We also welcome students to send any feedback anytime to <mailto:admin@ebs-edu.com>



12. Change of personal details

Students are required to notify the School in any changes in your personal particulars (address, email address, telephone numbers etc.) as soon as possible by filling in the 'Change of Personal Details Form'. Failure to notify the School of such changes could result in important correspondence(s) not reaching the student. Exerceo does not accept any responsibility for any communication that fails to reach a student who has not informed the School of a change in contact details.

Please be assured that your personal details will be kept confidential only for the School's record. Exerceo will consult the student in case which his/her personal details are required for official submission/disclosure to external organisations.



13. Graduation

13.1. Graduation ceremony

The Graduation Board shall convene in December to confirm the graduate list. Information on the graduation ceremony will be sent to graduates approximately 1 month before the graduation ceremony.

13.2. Certificate and transcript

All graduates will be issued a certificate by Exerceo together with their complete set of transcripts of results during the graduation ceremony.

Graduates who did not attend the graduation ceremony may collect their certificate and transcript from the Student Centre. They may authorise another person for collection on behalf by producing an authorisation letter and a copy of identification card. Postal of certificate and transcripts would be done through registered post service may be requested subject to the approval of the School.

Replacement of certificate and transcripts

Students are advised to always keep their certificate and transcript under safe custody. In any case of loss, it will cost S\$30.00 per replacement of transcript and S\$50.00 per replacement of certificate.

step

For replacement, students are required to fill up the 'Request for Replacement of Certificate & Transcript Form' and submit to the Student Centre along with a police report (for replacement of certificate only).

The graduate's name on the replaced certificate and/or transcript will be the same as the original certificate and/or transcript. The School will not re-issue certificate and/or transcript in account of a change in name arising out of marriage, divorce, deed poll or decision of graduate. The replacement of certificate and/or transcript will typically take 2 months.



14. Student Centre

14.1. Services from the Student Centre

At Exerceo, we enjoy teaching and our students should have fun learning. We feel that students should not be bothered with course administrative load and believe in keeping our administration simple yet efficient. Exerceo's professional and friendly staff also strives to keep student affairs and administrative matters a breeze for our students. Our efforts boils down to creating an environment which students will be focused on their learning. Our Student Centre takes charge of these services:

- Matriculation
- Re-enrollment
- Student concierge
- Course fees payment
- Course matters
- Student care & welfare
- Student enrichment
- Student counselling
- Redress matters



14.2. Contact Student Centre

There will be designated a Students Relation & Administrative Executive who will help you throughout your course of study. You may approach **Ms. Hester Huang** when you need help administratively.

You may contact her by:

Telephone : +65 6221 0603

Email : admin@ebs-edu.com

Address : 47 Beach Road #04-00, Kheng Chiu Building, Singapore 189683.

Office hours

Our office hours are as follows:

| | |
|------------------|--------------------|
| Monday to Sunday | 10.00am to 10.00pm |
| Public Holiday | Closed |



14.3. Exerceo Student hotline

+65 62210603

Students may call this 24-hour hotline to contact a School staff for help when they encounter any emergency problem and not being able to reach their immediate family or relatives:

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

14.4. Discussion/Self-study spaces

Students may utilise any vacant classrooms or open study areas for discussion or self-study. Just check with the Student Centre if using the classrooms.

14.5. Internet usage in school

Students may utilise any computer terminals allocated for learning and research use. Please note that users cannot upload or download copyright materials from Internet.

Users are not allowed to surf any sites containing pornography or sex related materials, or materials not promoted by cyber wellness under the scrutiny of Media Development Authority of Singapore and in violation of the Law of Singapore.

Users are not allowed to save any files in the hard-disk of Exerceo's computer.