TMC
ACADEMY
SINCE 1981
EVERY STEP WITH YOU

Student Handbook

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This handbook is to be read in conjunction with the following documents:

COURSE REGULATIONS

PRE-COURSE COUNSELLING INFORMATION SHEET

COURSE DETAILS

INTRODUCTION TO TMC ACADEMY

TMC Academy, established in Singapore in 1981, provides courses in Accounting, Business, Hospitality & Tourism Management, Infocomm Technology, Engineering, Mass Communications, Psychology, Financial Planning and English Language. Partnering with highly renowned Universities such as University of Northampton, TMC offers courses ranging from Preparatory courses to Certificate, Diploma, Higher Diploma, Postgraduate Diploma, Bachelor's and Master's degrees.

TMC Academy has a highly diverse population with students coming from many countries across the globe. This provides a platform for our students to interact and learn within a multinational and cross-cultural environment. Our students can certainly look forward to a nurturing and vibrant learning environment to pursue their studies. The success of TMC Academy in the industry for more than four decades has been attributed to its quality and reputation of being a caring institution. At TMC Academy, we make it a point to ensure that our students enjoy a high quality and internationally recognised academic qualification that will greatly enhance the success of their professional careers. Our credo "Every Step With You" is a brand promise. We are committed to be with our students in helping them to reach their maximum potential in their studies.

In May 2010, TMC Academy was amongst the first 6 private education institutions (PEIs) in Singapore to achieve the prestigious 4-year EduTrust Certification awarded by the SkillsFuture Singapore (SSG).

Cert No.: EDU-2-2144
Validity: 15/01/2022 - 14/01/2026

VISION, MISSION AND CORE VALUES

Vision

The Global Academy that develops leaders of tomorrow

Mission

Delivering high quality industry relevant skills for global careers

Values & Desired Culture

TMC's Values and Culture provide the guiding principles that we follow to achieve our goals.

Harmony
We foster an environment in which students and staff can engage with confidence.

Innovation
We support continual improvement and creativity to promote innovation.

Integrity
We strive to build trusting relationship through honesty and fairness in all our endeavours. We treat every individual with dignity and respect.

Professionalism
We aim to provide the highest quality performance and productivity in all of our programmes and operations.

Culture

A professional and innovative organisation that promotes integrity and harmony amongst students and staff

Tagline

Every Step with You

GENERAL REGULATIONS

1. STUDENT DISCIPLINARY POLICY

Students must observe the following Student's Code of Conduct.

TMC takes student disciplinary issues very seriously and the following, which are not exhaustive in scope, would constitute student misconduct:

- Improper attire
- Disruptive phone usage during lessons / examinations
- Consumption of food and drinks in classrooms
- Frequent lateness for classes / leaving class early / absent from class without valid reasons
- Smoking on campus grounds
- Consumption or selling of alcohol within campus premises
- Any criminal offences, including but not limited to fights, possession of dangerous weapons, theft and drug consumption
- Gambling including all forms of activities that has obvious associations with gambling
- Vandalism or mishandling of office premises / assets / properties
- Foul / abusive language / rumours mongering / slanderous allegations directed at fellow students / staff / office bearers / business associates with the Academy
- Disruptive behaviour / mischief during lessons
- Bringing the image of the Academy into disrepute
- Falsification of information with regards to information given to the Academy and / or any authorities
- Cheating, colluding, engaging in ghost writing and plagiarism (for any assessments, examinations and assignments)
- Students caught signing / marking attendance for friends
- Students caught recording lectures without permission in session or bringing in photocopied books.
- Working while on student pass (for international students)
- Infringement of any Academy policies or procedures, including the Student's Code of Conduct

Depending on the severity and at the sole discretion of the Academy, actions can and will be taken against students with misconduct and in violation of the Student Disciplinary Policy.

2. STUDENT ATTENDANCE POLICY

2.1 Attendance Requirement

Course Attendance	
International Students on Student-Pass	≥ 90% per month
All Non-Student Pass Holders	≥ 60% per month
Part-time Students (SSG-funded)*	≥ 75% per module

All students must satisfy the **Attendance** requirement.

Immigration and Checkpoints Authority of Singapore (ICA) will be notified by the Academy whenever an International Students on Student Pass has a monthly attendance of less than 90%.

Student Pass Holders who miss 7 consecutive days of class will be liable to have their student pass be cancelled with effect from the 8th day and the Letter of Cancellation will be sent to student's place of residence in Singapore as registered with the Academy

*SSG-funded students who do not meet the attendance requirements will not be eligible for the government subsidy and will be liable to pay the full course fees.

Attendance Taking

- Lecturer will mark students' attendance in the classroom during each lesson.
- Students that enter the class within 15 minutes of the lesson time will be considered late
- Please note that students will be considered absent if they are late for more than 30 minutes.

For e-learning courses, synchronous sessions are conducted via Zoom or other online assessment platform, which is accessed via Learning Management System. Students are required to log into their issued Academy accounts to access and to keep their cameras turned on throughout the session, except during break time. Each session is recorded, and a screenshot of the students will be taken within the first 30 minutes of the class.

2.2 Absence from Class

Authorised absence from lessons:

a. Generally, absence is authorised only on the following grounds:

Medical reasons	Documentary evidence must be submitted
Overseas Business Trip only applicable to part-time students)	
Reservist In-camp training (ICT)	
Compassionate Leave	

b. Prior written notification (where possible) must be given to the Student Services. The School must receive written notification not **later than 3 working days after the date of absence**. Otherwise, the absence shall be deemed unauthorised, notwithstanding it may be due to valid grounds.

2.3 Leave Application for International Students with Student Pass

Any leave applications made during the school term will be treated on case-to-case basis. Students' attendance may be affected.

2.4 Attendance Monitoring

Any students whose overall attendance falls close to below the minimum attendance requirements in the Student Attendance Policy will receive Alert Letter/warning letter from Student Services.

Students with persistent low attendance will be called in for counselling as part of early intervention measures.

Disciplinary actions and the Student Disciplinary Policy would apply (for repeated offences).

As attendance is monitored and tracked by the Academy's Attendance System, Alert Letter, Warning Letters and Counselling would be issued based on the following operational guidelines:

International Student on Student Pass:

Attendance Rate (prorated weekly)	Action to be Taken
1st Week of module, for any absence	Alert Letter/Email *students will receive an alert letter to inform students of their current attendance rate and notification of absence.
2nd Week of Module, for absence leading to attendance rate <90%	Warning Letter
3rd Week of Module, for absence leading to attendance rate: 71% - 89%	Warning Letter
3rd Week of Module, for absence leading to attendance rate: 70% and below	Warning Letter and Counselling
Miss 7 consecutive days of class	Final Expulsion Letter *Include Letter of Cancellation of Student Pass

Non-Student Pass Holders:

Attendance Rate (prorated weekly)	Action to be Taken
1st Week of module, for any absence	Alert Letter/Email *students will receive an alert letter to inform students of their current attendance rate and notification of absence.
2nd Week of Module, for absence leading to attendance rate <60%	Warning Letter
3rd Week of Module, for absence leading to attendance rate: 41% - 59%	Warning Letter
3rd Week of Module, for absence leading to attendance rate: 40% and below	Warning Letter and Counselling

3. FEE PROTECTION SCHEME

The Fee Protection Scheme (FPS) is put in place to provide full protection to all fees paid by all students as stipulated by the SkillsFuture Singapore (SSG). The FPS provided by TMC is from Lonpac Insurance BHD.

Please refer to the Pre-Course Counselling Information Sheet for more details.

4. MEDICAL INSURANCE SCHEME

TMC has in place a Medical Insurance (MI) scheme for all its students. Full-time local/Permanent Resident or non-Student Pass international students who are protected by their own medical insurance in Singapore can opt out of the aforementioned scheme.

Please refer to the TMC Website or Pre-Course Counselling Information Sheet for more details.

5. PAYMENT OF COURSE FEES & OTHER FEES

The application fee paid upon registration of the course is non-refundable.

An official receipt will be issued upon payment of all fees. Official receipts must be collected from the school and be kept for verification of payment status when required.

5.1 Payment of first instalment

- Students shall pay the first instalment no later than the specified due date, according to the payment instructions as stated in the Student Contract, or upon signing the student contract.
- Students shall be barred from attending classes if they do not pay the first instalment before the course commencement date. Students' enrolment shall be terminated if the course fee is not paid within 1 month of instalmetn due date.
- Students who have difficulty meeting the fee payment due date and have a good case for extension must apply for an extension before the payment due date. All extensions requests are subjected to the school's approval.

5.2 Payment of subsequent instalments

- Students shall pay the subsequent instalment(s), if applicable, before the due date stated in the Student Contract.
- Students shall be barred from attending classes if they fail to pay the subsequent instalment(s) by the due date. Students' enrolment might be terminated if the course fee is not paid within 1 month from the due date.
- Students who have difficulty meeting the fee payment due date and have a good case for extension must apply for an extension before the payment due date. All extensions requests are subjected to the school's approval.
- The school has the right to refer any outstanding fee cases to the Small Claims Tribunal.

6. REFUND POLICY

The Refund Policy covers the refund of the Course Fee, Repeat Fee, Application Fee and Miscellaneous Fee collected from the students. The maximum processing time from student's refund request to the issuance of the qualified refund amount shall not exceed more than 7 working days.

As the Student Contract can differ based on which periods that they are signed, and that each Student Contract is a legally binding document, reference should be made to each Student Contract that is signed with TMC with regards to the refund terms and conditions.

Please refer to the TMC Website or Pre-Course Counselling Information Sheet for more details.

7. STUDENT MOVEMENT POLICY

7.1 Voluntary Movements

Voluntary movements refer to students' requests to transfer, defer or withdraw from the course. Such requests must be submitted to TMC in writing as verbal requests will not be accepted. The maximum processing time for all voluntary student movement requests should not exceed 4 weeks.

For a student aged below 18 years, the request must be submitted with the approval of the parents/guardians, otherwise it will not be accepted. All requests are subjected to TMC's approval.

Please refer to the Pre-Course Counselling Information Sheet for information related to:

- **Course Deferment**
- **Course Transfer**
- **Course Withdrawal**

7.2 Involuntary Movements

Involuntary Movements refer to Expulsion (Termination), where students can be expelled due to misconduct or academic or attendance issues. A Termination Letter will be issued to the student. For students under 18 years of age, student's parents / legal guardians will be informed formally.

Expulsion
The student is not allowed to return to the course and any unconsumed course fees are NOT refundable and transferable.

Expulsion due to Non-Attendance
For Expulsion due to Non-Attendance, where a non-student pass holder is absent for a continuous period of one month or more, the student is contacted in writing / email by the Student Services to determine their student status.

Students are required to respond within 1 week, failing which the student is expelled. The student is still liable for any outstanding fees due to TMC and/or the respective partner institution. TMC reserves the rights to refer the case to the Small Claims Tribunals.

7.3 Implications to International Students

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

8. STUDENT PASS (for international students on full-time study only)

All international full-time students need a Student Pass in order to study in Singapore. Once they have been accepted as a student at TMC Academy, their Student Pass allows them to study only at this Academy. All International Students holding a student pass are not permitted to work in Singapore.

They can seek the advice of our Student Services for more information on the following:

- **Progression**
  Students who wish to progress to the next level of studies with the Academy have to submit their application 2 weeks before the expiry of their student pass or 2 weeks before the commencement of the new course.

- **Renewal**
  Students who are unable to complete their course within the stipulated time due to valid reason/s have to submit their application 2 weeks before the expiry of their student pass.

Please note that applications of a new student pass for any student movement requests/ renewal of period; are granted at the discretion of ICA. The factors taken into consideration are school attendance, performance and prevailing government policies.

- **Return of Student Pass for Cancellation**
  Student Pass must be cancelled at least 7 working days before the expiry of the student pass. Upon cancellation of student pass, student will be granted a 1-month Social Visit Pass (SVP) (up to the discretion of ICA) by ICA for student to make arrangements for departure from Singapore. Student can only stay in Singapore within the validity period of the SVP. Overstaying is an offence. The school will not be responsible for any extension or arrangement of the SVP.

9. Student Disabilities Policy

TMC refer students with disabilities as “those whose prospects of securing, retaining places and advancing in education and training institutions, employment and recreation as equal members of the community are substantially reduced as a result of physical, sensory, intellectual and developmental impairments”. TMC does her best to provide students with appropriate facilities and services to assist him/her through the course of study. Every effort is made to ensure that the disabled person is not discriminated and excluded in the learning experience at TMC. TMC will do whatever is possible to make the Academy accessible for disabled people. Disabled students should not be treated less favourably than other students due to their disability. The student’s declaration and indication of the assistance required is necessary in the application form.

Existing students who have encountered temporary/ permanent disabilities during the course of study may also apply for assistance. The Assistance for Students with Disabilities Form can be obtained from the Student Services.

10. CONTRACTUAL LIABILITY

The School undertakes all reasonable steps to offer the courses as advertised but reserves the right to:

- Cancel or delay starting a class, if necessary
- Substitute the lecturing staff and change the time-schedule, when necessary

STUDENT TIMETABLE MATTERS

1. STUDENT TIMETABLE

1.1 Student Timetable for each term is available for viewing at the TMC Portal.

1.2 Upon receiving the TMC Portal login ID/password, student will be able to access the Student Timetable in TMC Portal. The timetable for the subsequent term will be released on TMC Portal one week before start of next term.

1.3 Student Timetable will consists of lessons of all modules and examination.

1.4 The school will notify any amendments in the timetable through TMC Portal. It is the responsibility of the student to log on to TMC Portal to check the updated Student Timetable.

1.5 Our Academic Services will contact student through phone/email to communicate any last minutes changes made to the Student Timetable (e.g. due to lecturer's medical/urgent leave).

2. MODULE STUDY GUIDE / TEXTBOOK

2.1 Study guide/textbook will be made available to students either in printed or softcopy on the first lesson of each module.

2.2 Students will need to pay to replace any lost textbooks.

2.3 The collection is available at the Student Services during the operating hours as follows:

Mondays to Fridays : 9.00am to 6.00pm
Saturdays, Sundays and Public Holidays : Closed

3. CHANGES TO STUDENT TIMETABLE

The schedule is subjected to changes with prior notice from TMC – Academic Services. Changes to the timetable will be informed via call/email. Do ensure you provide Student Services with your latest personal particulars.

EXAMINATION MATTERS

1. TEST AND EXAM DATES

The student timetable includes the date, time and venue of the lessons and activities for the term. It also includes examination date and venue.

The timetable is available on TMC Portal. Please refer to the Student Timetable Matters section for the retrieval of the updated timetable. It is the responsibility of the students to log on to TMC Portal to check the updated student timetable. The school will notify any changes in Student Timetable to students via the announcement on TMC Portal/ phone call/ email.

2. ASSIGNMENT SUBMISSION DATES

Students must adhere to coursework submission due dates. All submissions comply with the regulations as stated:

1. Students are to adhere to the coursework submission due date which is indicated either on the coursework question or as advised by the lecturer.

2. Students can submit within three calendar days after the coursework due date, after which the coursework will not be accepted for marking.

3. Coursework submitted within three calendar days after the due date will be capped to a pass grade (i.e. 40 marks)

A student, whose work has been affected by illness or other serious causes, may apply in writing for special consideration by the examiners or board of examiners. Such serious causes include i.e. serious illness, psychological condition, loss or bereavement or hardship/trauma. You may inform your lecturer via email. Any extension to coursework submission is subjected to the lecturer's approval.

The assignment submission week is reflected in the lesson plan. The lecturers will announce the actual submission dates in class.

3. ASSIGNMENT QUESTIONS

The assignment questions are uploaded in TMC Portal or given by the lecturer during the lesson. The lectuer will provide guidance to the students during the lessons.

4. ASSIGNMENT FEEDBACK

Students will receive feedback during lesson for assessments that are submitted during the term. Students who do not perform well in assessments that are completed at the end of the term will receive feedback after the release of the results.

Students will also receive feedback for their assignment if they are eligible for the resit exam/assessment.

5. ASSESSMENT

The assessments for each module may consist of assignments, projects, case studies, tests and/or time constrained written examinations.

The assessments of modules will be guided by the following principles:

i) Each module should be taught and assessed in the way that best fits the subject.

ii) A variety of different ways of working (individual and team-based) will be introduced in order to demonstrate the students' skills and knowledge in the best way possible.

For modules which require examinations, the examinations will be held at the end of each term. These examination sessions can be held during the daytime and/or evenings on weekdays and/or weekends at the discretion of the school.

The examination answer scripts and coursework assignments/projects will not be returned to the students.

6. EXAMINATION RESULT RELEASE

Students will be notified via email for each exam result release. A step-by-step instruction will be provided to students to access to their result with specific login ID and password. The result will be posted on TMC Portal for student's viewing within a stipulated period.

A general email notification which consists of repeat registration and appeal application guidelines with deadlines listed will be issued to Students upon exam result release. It is the responsibility for the students to follow the deadlines set for repeat registration and appeal application; the Academy will not be issuing further reminders.

Students are encouraged to register their respective repeat modules in the nearest exam sitting set by the school.

7. CERTIFICATES/TRANSCRIPT

Graduands will be expecting to collect their transcripts and certificate about 1.5 month after the result release of their final examination session.

Graduands who require the school to certify that they have graduated from the course but are pending for the collection of the certificate, may approach the Academic Services for a Letter of Completion (LOCP) which is non-chargeable.

Graduands are advised to collect their certificate/transcript promptly within the collection period.

Additional copies of transcripts and replacement certificate (for lost or damaged certificate) can be requested. Administrative fee applies.

8. TOP STUDENT AWARDS

Candidates with outstanding performances will be eligible for

- Top Student Award (per course)
- Honours Degree Merit Award (for undergraduate courses)
- Other scholarship awards from partner associations

Terms and conditions will apply for all these Awards. Their conferment will be confirmed by the Academic Services and the respective Universities. Recipients will be notified of collection details.

OUR FACILTIES

1. LIBRARY

Operating Hours

All students are entitled to use the library. Students may access the library during library operation hours as follows:-

Monday to Friday	08.00 am to 7.30 pm
Sunday	10.00 am to 5.00 pm
Saturday & Public Holiday	Closed

Note:

- Loan and return of Library items can only be processed during the library operating hours. You may seek assistance from the Student Services counter after operation hours on the weekday.
- Students who do not have active enrolment status will not be permitted to loan any item.

Rules & Regulations

Criteria for Borrowing

- Members must present their identification cards to the Student Services at the time they check out library books.
- Members may borrow up to three (3) items or books for up to 14 days.
- Loaned items must be returned on the due date within the library operation hours. You may seek assistance from the reception counter after operation hours on the weekday.

Renewal

- Members can renew each library book for up to 2 times for another 14 days. A third time renewal will be subjected to any reservation of the library book.
- Renewals of loaned items are not permitted if there are outstanding items which are overdue.

Over-due Loan & Library Fines

- Library members who fail to return their loaned items by the stipulated due date are liable for a fine of SG$0.50 per item per day with a cap of $40 fine per item.
- Library members who lose loaned item will need to replace the item and make payment for any overdue fine accumulated.
- All fines are payable to TMC Academy Pte Ltd. Members who fail or refuse to pay shall have their membership withdrawn and the matter referred to the Small Claims Tribunals.

2. IT FACILITIES

2.1 RULES AND REGULATIONS

Students using the IT facilities within TMC premises must observe the following in the computer laboratories:

1. Students must not consume food or drink.
2. Students are not allowed to tamper with the computer hardware (cable, monitor, CPU, keyboard, mouse, etc).
3. Students must be aware of the TMC Web Surfing Policy:
   - No surfing of pornographic materials
   - No surfing of gaming materials
   - No surfing of sites that promote software piracy
   - No surfing of sites that pose security hazards
   - No downloading of programs/games
   - No downloading of music/video contents
   - No downloading of cracks/keygen for programs

Students who fail to observe the IT rules and regulations and commit any of these offences will face disciplinary action.

Students are requested to report any computer malfunction to the lecturer or Student Services.

2.2 BOOKING OF COMPUTERS AND CLASSROOMS

Student can book classrooms and computer laboratories, depending on availability, through the Student Services. Student who did not register is not allowed to be in the room.

Students must comply with the rules and regulations stipulated in Section 2.1.

2.3 TMC WIRELESS NETWORK

Students are welcome to utilise wireless network provided by logging in into “TMC GUEST” network.

After selecting the network, the students will be auto directed to “term and condition” page which they will have to read through and abide before they can start using the TMC Wireless Network.

2.4 TMC Portal & Course Administrators

All students are given access to TMC Portal. Students can log in to the system via http://www.tmc-portal.com/

Students will receive an email notification of the login details at the end of the first week of the orientation. To log in, please type in your username and password according to the following:

Username: TMXX-XXXXX (eg. TM13-12345)
Password: Date of Birth (eg. 03051990)

The Student Service is the main point of contact for the students. The staff are contactable during office hours via the counter, phone and email.

Course	Tel No.	Email Address
All courses	6727 2666	studentservices@tmc.edu.sg

3. Management of Resources and Facilities

Reporting of Facilities Breakdown

Channels for reporting of Facilities Breakdowns

- Student Services
- Academic Staff

Examples:

- Classrooms (Projectors/ SmartTV, Chairs, Tables, etc)
- Toilets (Water Leaking, Toilet Choke, etc)
- General Facilities
- Unsafe Practices or Hazards

Note: Please kindly report any breakdown immediately so that repairs can be carried out.

Environment Management

Staff and students are encouraged to play a part in creating a clean and green environment within TMC.

Please switch off all lights switches, computers and air-conditioners when not in use.

OUR SERVICES

1. The comprehensive list of student support services and programmes that is provided by the Academy to meet the needs of students and enhance overall educational experience is as follow:

For New Students

- Arrangement for Medical Screening
- Student Pass Application
- Student Orientation Programme

For Current Students

- Fee Protection Scheme
- Medical and Personal Accident Insurance
- Student Counsellor (Intervention for Academic, Attendance and Disciplinary issues)
- Feedback and Dispute Resolution
- Pastoral Counsellor
- Students' Outings, Activities and Excursion
- Student Performance & Graduate Outcome
- Graduation Ceremony
- Reprint of Student's Academic Certificate or Transcript
- Career Guidance and Advice
- Student Facilities & Privileges

For Graduated Students

- Alumni Network
- Student Privileges

2. FEEDBACK AND DISPUTE RESOLUTION POLICY

TMC's Feedback Management System allows the receiving of feedback through multiple channels as part of its efforts to use feedback to drive improvements and organisational excellence. Feedback can be from both formal and informal channels.

Any stakeholder can fill up the Feedback Form and submit it to the Academy via email or hardcopy. For any official feedback to be processed, the Feedback Form would need to be submitted. Any other feedback from other channels would be considered as informal feedback.

Student Help Desk

Students can seek advice from the Student Services.

Student Help Line

Students can also call our Student Help Line at Tel: +65 6 7272 666 (main line) during Academy's operating hours.

For all students' official complaints received, it would need to adhere to the **Dispute Resolution Policy and Procedure**.

- Students are to approach the Student Services / Academic Services to request for a Feedback Form and submit the hardcopy to Student Services / Academic Services or send it via email: *studentservices@tmc.edu.sg*
- The Student Services / Academic Services is to acknowledge the feedback / complaint received within 3 working days.
- TMC will then propose a solution for the issue raised and explain it clearly to the student within 7 working days upon receipt of the Complaint.
- Student should acknowledge the situation whether they are satisfied with the proposed solution within 14 working days upon receipt of the Complaint.
- If the student is not satisfied with the proposed solution, they can escalate the matter up to the HODs / Management Team. The decision of the HODs / Management Team is final.
- Final outcome made, including this entire process, should not take more than 21 working days unless otherwise specified.
- If the student is still not satisfied with the outcome / decision, they will be referred to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb).

NO SMOKING POLICY

The smoking policy is governed by the National Environment Agency Smoking (Prohibition in Certain Places) Act, cap 310.

The Policy

- The policy covers all indoor areas within the school/campus premises including staircase, lobbies, common areas, car parks, toilets and within five metres of the school premises.
- Defines areas where smoking is prohibited in the interest of a healthy and safe environment
- Seeks to provide a clean, safe and healthy environment for the staff, students and public and to safeguard them from the harmful health effects of second-hand smoke. It is the duty of the student and staff to ensure that the smoking prohibition is observed at the premises. The student and staff have a duty to ask smokers to stop smoking or leave the premises

Purposes

- To encourage all students and staff to be healthy.
- To encourage all students and staff who are smokers to stop smoking.
- To promote a no passive smoking environment for all students and staff.

Guide for Prohibition on Smoking

- A 'Smoke-Free' Campus is adopted at all TMC Campus/School. Students and Staff found smoking within the campus/school will be issued with warning letter. Parents/ Guardians may be notified of all warning letters issued for students who are below 18 years old.
- Smoking under the age of 18 is an offence in Singapore. Convicted persons are liable to a fine of up to $300. All who are found Smoking under the age of 18 will be referred to the National Environment Agency Officer for further actions.
- Smoking is prohibited in school premises including all indoor areas within the school/campus premises including staircase, lobbies, common areas, car parks, toilets and within five metres of the school premises.
- It is the duty of all to regularly inspect and ask smokers to stop smoking or leave the premises. If the smoker were found to be repeating his/her smoking habits within the campus, he or she will be reported to the Security, Facilities Management and/or Human Resource for further actions
- Under the law, any person who hinders, obstructs, threatens, abuses, molests or assaults the staff in the performance of his duty is liable on conviction to a fine of up to $1,000, a jail term not exceeding 6 months, or both.
- Student/Staff may wish to report the incident to lecturers/ HR / HOD and subsequently to NEA at 1800-CALL-NEA (1800-2255 632) so that NEA officers may schedule the premises for inspection to help ensure compliance. If the smoker becomes abusive or violent, assistance from the Police to be requested.

TEST/ EXAM INSTRUCTIONS TO ALL CANDIDATES

CANDIDATES SITTING FOR THE WRITTEN TEST / EXAMINATIONS SHOULD FAMILIARISE THEMSELVES WITH THE INSTRUCTIONS STATED BELOW. **A CANDIDATE WHO IS FOUND BREACHING ANY OF THE EXAMINATION REGULATIONS IS LIABLE TO BE DEALT WITH BY THE EXAMINATION BOARD.**

1. Ensure that you bring your **Student ID / Photo Identity Card or Passport** to the examination. Without the personal identification, you will not be allowed to attend the examination.

2. Be at the examination hall at least **15 minutes** before the commencement time for the paper.

3. Do not bring any **unauthorised items** (example: bags, handphone, smart watches, books or papers) to your desk unless specified. You are only allowed to bring pens, pencils, long ruler, and eraser.

4. Programmable Calculators are **NOT** permitted. Pocket calculator, subject to scrutiny, must conform to the following conditions:
   a. Is silent in operation
   b. Is not programmable
   c. Has one numeric memory only
   d. Has no other storage capacity and, specifically, is not of the 'MEMO' type.
   e. Has no print capability

5. All electronic gadgets (example: handphones, smart watches, tablet, MP3/4, electronic dictionary, programmable calculators, etc) are not allowed.

6. **Student who is found possessed with any unauthorized materials and/or devices will be disqualified immediately from the examination and deemed to fail the examination.**

7. Write your answers in black or blue ink only. Pencil and coloured ink can only be used for drawings. Correction fluid/Correction tape is not allowed. You may cancel any unwanted answers by striking through them. Answers written in pencil will not be marked.

8. Ensure that your Exam Index number (TMC Student number) is written on the answer booklet and on all continuation sheets/additional answer booklets. You must not write your name on the answer booklet and all continuation sheets.

9. Entry and exit from the examination room
   a. CERTIFICATE / FOUNDATION DIPLOMA / ADVANCED DIPLOMA / DIPLOMA / PROFESSIONAL DIPLOMA / HIGHER DIPLOMA / POSTGRADUATE DIPLOMA
   You will not be admitted to the examination hall if you arrive more than 30 minutes after the commencement of writing time. You will not be allowed to leave the examination hall until at least 30 minutes after the start of the writing time and during the last 15 minutes of the examination.

   b. GCE / AEIS
   You will not be admitted to the examination hall if you arrive more than 30 minutes after the commencement of writing time. You will not be allowed to leave the examination hall until the end of the examination.

c. Hawthorn English programme
You will not be admitted to the examination hall if you arrive more than 30 minutes after the commencement of writing time. You will not be allowed to leave the examination hall until at least 30 minutes after the start of the writing time.
**Note: You are NOT ALLOWED TO LEAVE the examination hall early during the LISTENING examinations*

d. Universities
Refer to the respective partner universities examination regulations.

10. **No communication** in any form between candidates is allowed during the examination.

11. Any candidate attempting to **cheat or gain an unfair advantage** IN ANY WAY WHATSOEVER will be **disqualified**.

12. All materials (example: question papers, used/unused answer Booklets and any used/unused continuous sheets) will be collected after each examination.

13. TMC reserves the right to refuse to accept scripts for marking if it is deemed that the security of the examination has been jeopardised.

14. **ABSENCE FROM EXAMINATIONS**
    a. If a student is unable to attend an examination due to serious illness or another compelling reason, he/she may complete the Exam Transfer form for special consideration with appropriate documentary evidence. The application is to be submitted with admin fee and supporting document (i.e. valid medical certificate) to the Student Services within three calendar days after the date of examination (inclusive of the date of examination). Once the Exam Transfer application is approved, the student will be allowed to take the examination at a stipulated period. The results will not be capped. A fee shall be incurred for each application.

    b. A student must not enter the exam room if he feels unwell and should consult the doctor immediately. If student chooses to enter the exam room, he will be deemed as having attempted the exam and “fit-to-sit” for the examination.

15. Students must attempt the examination if there are coursework and examination components in a module in order to pass the module. Failure to do so will result in a repeat of the module.

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COURSE REGULATIONS

Version 20.0

Modification History

Revision	Date	Revision Description
1.0	October 2011	First Draft
2.0	February 2012	Included purchasing of assignments as a form of plagiarism in Appendix A. Included the notification of appeal outcome.
3.0	September 2012	1. Introduce penalty for late submission of coursework 2. Included details of the procedure for progression and unsatisfactory progress within the document and removed the related appendices 3. Included details of the policy on credits and removed the related appendix
4.0	January 2013	1. Computation of overall score for the Higher Diploma (section 2.0 B) 2. Update in criteria for compensation (section 5.0 B) 3. Inclusion of credit application for different groups of students (section 12.0)
5.0	September 2013	1. Inclusion of Certificate in Tertiary Foundation Programme. Graduate Diploma of Psychology, Post-Graduate Diploma in Accounting and Post-Graduate Diploma in Finance in the Course Regulations document. 2. The final grade for SAS001 for students who are exempted from the ACE component shall be taken solely from the ISS component. (Section 2.0 A. II. B.) 3. Indicate regulations for repeating foundation modules (Section 4.0) 4. Credit is being replaced by exemptions. The awarding and computation of final grade of the award are being updated (Section 12.0)
6.0	July 2014	1. Updated the period of eligibility for the revised Higher Diploma in Hospitality and Tourism Management which has an Industrial Attachment module 2. Exclusion in the supplementary, re-sit, repeat and compensation for the Industrial Attachment module 3. Updated the exemption rules which include the Industrial Attachment module 4. Editorial changes in the compensation rules
7.0	November 2014	5. Updated the compensated pass rules
8.0	July 2015	1. Inclusion of Higher Diploma in Business Studies (Section 1.0) 2. Inclusion of calculation of GPA (Section 2.0 C) 3. Removal of re-sit assessment (Section 3.0) 4. Update in the progression rule (Section 4.0) 5. Update in the compensation pass condition (Section 5.0) 6. Update in the procedure for handling students with unsatisfactory progress (Section 11.0 A)

		7. Update in the Exemption policy (Section 12.0) 8. Editorial changes
9.0	July 2016	1. Inclusion of UMKC American Degree Transfer Program (ADTP) 2. Inclusion of ADTP and Diploma in Accounting and Finance into the course validity period 3. Specify the alternate modules to IA module in HDBS 4. Inclusion of regulations on IA 5. Inclusion of Credit Transfer 6. Elaborate on acceptance for exemptions
10.	Oct 2016	1. Remove exemptions of foundation modules in Diploma in Accounting and Finance (Section 13.0) 2. Elaborate the criteria for approving exemption for an Industrial Attachment module (Section 13.0)
11.	Feb 2017	1. Include the 'Declaration of own work' and 'Permission to publish students' work' clauses (Section 11.0)
12.	May 2017	1. Inclusion of new and revised courses 2. Update course validity of all programmes due to change in course duration 3. Re-arranged the sequence of the sections within the document 4. Updated the exemption policy which includes specified and unspecified exemptions 5. Included Credit Transfer 6. Updated the pass criteria, supplementary assessments, progression rules, compensation sections to include the new modules/courses 7. Rename the description for unsuccessful placement of Industrial Attachment 8. Updated the minimum module attendance requirement 9. Removed the section: Valid Reasons for Absence or Poor Performance 10. Updated the criteria for unsatisfactory progress 11. Editorial changes
13.	March 2018	1. Updated course validity period for Part Time mode with 1.5 modules per term 2. Include exemption application must be done before commencement of course 3. Updated the section on "Deferment of exam" to "Examination Transfer and Module Transfer" 4. Include service for replacement certificate and additional transcripts 5. Include disciplinary actions for repeat offenders in academic misconduct
14.	June 2018	1. Include a clause in the 'Pass Criteria and Grades' section that students will need to at least attempt the exam before they are allowed to pass a module.

		2. Update two theory replacement modules for IA in HDBS with Accounting 3. Include new course Postgraduate Diploma in Mgt Studies and Leadership.
15	October 2018	1. Inclusion of the new course Higher Diploma in Business Infocomm Technology 2. Removal of English components in Foundation Diploma and Diploma in Hospitality and Tourism Management 3. Changed supplementary assessment to resit assessment; Updated the resit and repeat regulations
16	November 2021	1. Editorial Change (update TMC logo) 2. Added course validity for Post Graduate Diploma in Management Studies and Leadership – part time mode 3. Update in exemption regulation 4. Update in compensation pass 5. Update in minimum module attendance requirement for show cause 6. Update in counselling for unsatisfactory academic performance
17	February 2023	1. Reword “Unsucesful Placement” with “Not attempted” for Industrial Attachment module 2. Remove the module attendance requirement
18	July 2023	1. Rephrase “Period of eligibility” to “Maximum Course Duration” 2. Add special circumstances which may serve as valid ground for extension of maximum course duration 3. Redefine “under-performing” students
19	September 2023	1. Update the Authorised Person to approve maximum course duration 2. Update REGULATIONS ON DEALING WITH BREACHES OF ASSESSMENT REGULATIONS: PLAGIARISM to align with Operation Manual 3. Remove Module Transfer 4. Rename “Unsatisfactory Progress” to “Student At Risk”
20	December 2024	1. Update grading schemes 2. Rename REGULATIONS ON DEALING WITH BREACHES OF ASSESSMENT REGULATIONS 3. Update the Resit/ Repeat section to SPECIAL PROVISIONS ON ASSESSMENTS

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GENERAL OVERVIEW

The following material details the Course Regulations applicable to all TMC-Awarded Courses.

1.0 MAXIMUM COURSE DURATION

Course	Delivery Mode (Full-time or Part-time)	Maximum Course Duration (from course commencement)
Advanced Diploma in Business (Mandarin)	Full-time	12 months
	Part-time	12 months
Advanced Diploma in Hospitality and Tourism Management	Full-time	18 months
	Part-time	18 months
Certificate In English	Full-time	24 months
Certificate In General English and English for Academic Purposes	Full-time	24 months
	Part-time	24 months
Certificate in Tertiary Foundation Programme	Full-time	24 months
	Part-time	18 months
Diploma*	Full-time	18 months
	Part-time	24 months
Diploma in Hospitality and Tourism Management#	Full-time	24 months
	Part-time	26 months
Foundation Diploma for Tertiary Studies	Full-time	18 months
	Part-time	20 months
Foundation Diploma in Business (Mandarin)	Full-time	18 months
	Part-time	20 months
Higher Diploma*	Full-time	24 months
	Part-Time	28 months
Higher Diploma in Business Infocomm Technology#	Full-time	30 months
	Part-Time	34 months
Higher Diploma in Business Studies#	Full-time	30 months
	Part-Time	34 months
Higher Diploma in Hospitality and Tourism Management#	Full-time	30 months
	Part-Time	34 months
Post-Graduate Diploma in Accounting	Full-time	32 months
	Part-time	40 months

Course	Delivery Mode (Full-time or Part-time)	Maximum Course Duration (from course commencement)
Post-Graduate Diploma in Finance	Full-time	16 months
	Part-time	16 months
Postgraduate Diploma in Management Studies and Leadership	Full-time	24 months
	Part-Time	24 months
Postgraduate Diploma in Management Studies and Leadership (E-Learning)	Full-time	24 months
	Part-Time	24 months
Professional Diploma in Accounting and Finance	Full-time	24 months
	Part-time	28 months
Graduate Diploma of Psychology	Full-time	18 months
	Part-time	36 months

** except Diploma & Higher Diploma in Hospitality and Tourism Management, Higher Diploma in Business Studies and Higher Diploma in Business Infocomm Technology which include an Industrial Attachment (IA) module.*
 # The period of eligibility for these courses with IA includes the IA duration of 6 months.

The above is the maximum course duration under normal circumstances. Students who do not complete the course within the stipulated maximum course duration would be deemed to have failed the whole course.

For exceptional cases with valid reasons, the extension may be approved by the Chief Academic Officer. The following circumstances may be considered as valid ground for extension of maximum course duration:
a) National Service
b) Prolonged illness/hospitalization/maternity/depression (capped at 60 days)
c) Family matters (bereavement/wedding of immediate family members)
d) Political/Environment reasons (civil unrest, travel ban/lockdown)
e) Assigned to overseas deployment (for part-time students only)

In the event any module of the original course or the original course is unavailable when student return to resume their studies after a prolonged break, the Academy reserves the rights to either arrange the student to undertake an alternative module(s) as approved by the Head of School or to transfer the student to another course of equivalent value and academic standing.

2.0 EXEMPTIONS

TMC recognises a student's prior learning record, which normally includes formal academic qualifications and/or professional certifications. Exemptions shall only be granted with respect to specific modules and at an appropriate level. Application of exemption must be submitted prior to the commencement of the course of study.

Students who have previous studies that are relevant to the module/s in the course applied for can request to receive exemption based on the prior learning.

There are two types of module exemptions – specified and unspecified.

A. Specified Exemption

Specified exemption means the students have studied one module which is equivalent to a TMC module.

For a specified exemption to be considered, a student must have obtained at least a Pass grade in the specified module and this module must cover 80% of the content of the module for which exemption is sought.
For exemption of the English modules in the Certificate in Tertiary Foundation Programme, students must produce evidence (e.g. IELTS scores, TMC Certificate in English, Hawthorn placement results or others) for the achievement of equivalent English standards.

B. Unspecified Exemption

Unspecified exemption means the module the students have studied is not exactly the same as a TMC module, but is of the same level or higher and can be used to count towards a module of the TMC course.

For an unspecified exemption to be considered, a student must have obtained at least a Pass grade in the unspecified module.

TMC reserves the right to recognise only certain qualification for exemptions.

The maximum number of modules that may be exempted in

- Advanced Diploma, Foundation Diploma, Diploma, Professional Diploma, Higher Diploma, Graduate Diploma and Postgraduate Diploma in Management Studies and Leadership is two-thirds[#] of the total number of modules.
- Certificate in Tertiary Foundation Programme is all the English modules.

[#] If the computation of the number of modules to be exempted does not result in a whole number, the number shall be rounded down. For example, the maximum number of modules that can be exempted from Professional Diploma in Accounting and Finance is computed as (2/3 * 8 modules) = 5.3. It shall be rounded down to 5 modules. This means the student shall be required to complete 3 modules in order to be awarded the Professional Diploma in Accounting and Finance.

Applications for exemption (except English modules in Certificate in Tertiary Foundation Programme) must be made in the "Module Exemption" section in the Application Form during course application. Applications for exemption after course commencement will not be accepted unless there is special approval by the Head of School. Exemptions will only be considered upon submission of necessary certificates and related supporting documents. It is the responsibility of the student to provide documentary evidence of the relevant qualification(s) on which to base eligibility decisions. The evidence shall normally include certificate(s), transcript(s) and module outline(s). For Industrial Attachment module, a detailed CV or letter of employment stating clearly the number of years of working experience in the relevant industry must be included. It is generally one year of working experience in a supervisory role in a related industry, subjected to approval of the Head/designate.

The Head/designate will assess the standard of the module by comparing it with the module learning objectives and assessments of the equivalent module in our proprietary courses. The mapping of the modules must be tabulated in the Module Exemption Mapping Document.

Student shall be exempted from attending lessons and attempting assessments for the exempted module(s).

Student shall be notified of the outcome within 1 week from the complete submission of application form and supporting documents.

If exemption is granted for some modules, the computation of the final grade of the award shall be the average of the remaining modules.

For every exempted module, a waiver amount will be deducted from the gross course fees.

3.0 CREDIT TRANSFER

When a student is approved for a transfer within courses in TMC Academy, the grades of common or equivalent modules that had been successfully completed in the previous course can be carried over to the new course and shall be treated as "Credit Transfer".

The grades obtained in the previous course will be carried over to the new course and will be reflected in the transcript. All the modules, including the modules transferred from the previous course, shall be included in the computation of the final grade of the award.

This is not applicable to all postgraduate diplomas.

4.0 PASS CRITERIA AND GRADES

A. Module level

I. English modules in the Certificate in Tertiary Foundation Programme course

To achieve a pass grade in any module, students must achieve a minimum mark of 50% in the overall score of each module.

Each module may be awarded at PASS, CREDIT, DISTINCTION and HIGH DISTINCTION levels according to the following criteria, based upon the overall score.

Grade	Score
HIGH DISTINCTION	80% to 100%
DISTINCTION	70% to 79%
CREDIT	60% to 69%
PASS	50% to 59%
REPEAT	0% to 49%

II. Certificate, Foundation Diploma, Diploma, Advanced Diploma, Professional Diploma, Higher Diploma, Graduate Diploma, and Post-Graduate Diploma Program (all modules except English modules)

To achieve a pass grade in any module, students must achieve a minimum mark of 40% for their coursework, their examination, the combined score of coursework and examination or both their coursework and their examination (if there are both coursework and examination in the assessment), unless otherwise stated in the Course Master Document. Students must attempt the examination if there are coursework and examination components in a module in order to pass the module. Failure to do so will result in a repeat of the module.

Each module may be awarded at PASS, CREDIT, DISTINCTION and HIGH DISTINCTION levels according to the following criteria, based upon the overall score.

Grade	**Score**
HIGH DISTINCTION	80% and above
DISTINCTION	70% to 79%
CREDIT	60% to 69%
PASS	40% to 59%
COMPENSATED PASS	35% to 39%
REPEAT	0% to 39%

III. **Preparatory Courses for Admission to Government Schools (Primary 2/3/4/5, Secondary 1/2/3)**

To achieve a pass grade in any module, students must achieve a minimum mark of 50% in the following score of each module.

Mathematic

Preparatory Courses for Admission to Government Schools (Primary 2/3/4/5, Secondary 1/2/3)

Score	**Descriptor**
80% – 100%	Exceeds Expectations
60% – 79%	Meets Expectations
50% – 59%	Approaching Expectations
Below 50%	Needs Support

English

Preparatory Courses for Admission to Government Schools (Primary 2/3)

Cambridge Score	**Descriptor**
100 and above	Doing Very Well
90 – 99	Meeting Expectations
Below 90	Needs Support

Preparatory Courses for Admission to Government Schools (Primary 4/5)

Cambridge Score	**Descriptor**
130 and above	Doing Very Well
120 - 129	Meeting Expectations
Below 120	Needs Support

Preparatory Courses for Admission to Government Schools (Secondary 1/2/3)

Score	Descriptor
80 – 100	Exceeds Expectations
60 – 79	Meets Expectations
50 – 59	Approaching Expectations
Below 50	Needs Support

IV. **Preparatory Course for Singapore-Cambridge General Certificate of Education (Ordinary level) Examination – 1 Year/ 2-Year**

Grade	Score
A1	75% and above
A2	70-74%
B3	65-69%
B4	60-64%
C5	55-59%
C6	50-54%
D7	45-49% (considered a failing grade)
D8	40-44% (considered a failing grade)
F9	Below 40% (considered a failing grade)

V. **Preparatory Course for Singapore-Cambridge General Certificate of Education (Advanced level) Examination**

Grade	Score
A	70% and above
B	60-69%
C	55-59%
D	50-54%
E	45-49%
S	40-44% (considered a failing grade)
U	39% or less (considered a failing grade)

B. Course level

In order to be awarded the certification, a student must obtain at least a Pass in ALL the modules within the eligibility period.

For the Certificate, Advanced Diploma, Foundation Diploma, Diploma, Professional Diploma, Higher Diploma, Graduate Diploma, and Post-Graduate Diploma may be awarded at PASS, CREDIT, DISTINCTION and HIGH DISTINCTION levels according to the following criteria, based upon the overall Cumulative Grade Point Average (CGPA).

PASS	40% to 59%
CREDIT	60% to 69%
DISTINCTION	70% to 79%
HIGH DISTINCTION	80% to 100%

C. Cumulative Grade Point Average (CGPA)

A Cumulative Grade Point Average (CGPA) is computed at each examination session to reflect students' up-to-date performance.

The formula for calculating the CGPA is:

$$CGPA = \frac{\text{Total score obtained to date}}{\text{Total number of modules completed to date}}$$

Note: 1) The computation of the overall grade of the Certificate is the average of all the modules excluding the English modules.
2) The CGPA grade will be reflected as a "Repeat (RP)" whenever there is any outstanding repeat module.
3) The computation of the overall grade of Advanced Diploma, Foundation Diploma, Diploma, Professional Diploma, Higher Diploma, Graduate Diploma, and Post-Graduate Diploma awards is the average of all the modules in the respective courses.

5.0 SPECIAL PROVISIONS ON ASSESSMENTS

Special provisions may include:

- Re-sitting of assessment
- Repeat of assessment
- Deferred sitting of assessments
- Extension of submission date
- Special examination arrangements

These may be approved on a case-by-case basis due to multiple reasons listed, but not limited to, below:

i. Absence from Examination:

If a student is unable to sit for any examination due to unforeseen circumstances, he/she must submit the absence documentation within two (2) days from the day of examination. If no document is received after two (2) days of absence, the candidate is deemed to have failed the examination. Absence from examination without notice will be treated as failure.

ii. Medical Reasons:

For medical reasons, the Academy accepts medical certificates from any Singapore registered medical practitioners, to verify their absence from the examination. The medical certificate produced must be dated on the day of the examination.

The medical certificate or absence document, together with the Application for Examination Transfer Form, must be submitted to the Academic Services within two (2) days from the day of examination.

Medical Certificates issued by registered traditional medical practitioners (TCM) can be accepted.

iii. Overseas Business Trip (only applicable to part-time students)

An official letter from the company certifying the business trip and travel documents (e.g. air tickets, e-ticket, travel confirmation, passport page, etc.) must be submitted to Academic Services at least two (2) days before the examination.

iv. Reservist In-camp training (ICT)

A copy of the "Order to Report for Reservist" has to be submitted to the Academy at least two (2) days before the examination.

v. Compassionate Leave

To provide death certificate and birth certificate / marriage cert to show proof of relationship. Meant for immediate family (parent / spouse / children only)

a. Resitting of Assessment:

i. Students who score below the passing mark in a module shall be permitted for a resit of the failed assessment components. Resit will not be permitted if the students fail to submit the coursework during the given submission deadline or fail to sit for the examination on the scheduled examination date. Special considerations may be given for students with valid reasons, subjected to Head of School's approval.

ii. Examination or Test component: Students shall be allowed a resit of the examination or test on a fixed resit examination/test date published by the Academic Services.

iii. Coursework component: Students shall be allowed to re-submit the coursework within the given period published by the Academic Services.

iv. Resit Examination Dates will be set by the Academic Services. The resit assessment is usually held 5 weeks after the examination week.

v. The Academic Services will inform the student of the Resit Examination Date and Student Services will collect the resit fee (if any) from the student.

vi. The final mark awarded for the module with any resit component shall be capped at the passing mark. The transcript shall reflect a PASS grade if the student passes the resit attempt and shall reflect REPEAT if the student fails the resit attempt.

vii. Students who fail the resit shall be required to repeat the module.

b. Repeat of Assessment:

i. Students shall be permitted to repeat the module in the following scenarios:
- Score below the passing mark after the resit attempt;
- Fail to attempt the resit during the resit period;
- Fail to submit the coursework during the given submission deadline or fail to sit for the examination on the scheduled examination date.
- A student who repeats a module shall be required to attend classes again.

ii. There shall be a maximum of two repeat attempts for a given module, provided repeated attempts take place within the maximum course duration. Failure of a module due to non-submission of an assignment and absence at the date of examination without a valid reason are also considered as attempts. A student who does not pass the same module after two repeat attempts would be deemed to have failed the course. The student would need to redo the whole course to receive the award.

iii. If a student fails a first repeat attempt, he/she may be required to meet the HOS/ designate for academic counselling.

iv. The transcript shall include all modules attempted, including the grade of all repeat attempts. No cap shall be imposed on the marks gain in the repeated attempt.

c. Deferred Sitting of Assessment (i.e. Examination Transfer):

i. Students are to submit a request for deferred sitting of examinations to the Academic Services together with any supporting documents to support their case.

ii. The Academic Services will review the request and make the decision to allow or disallow the student to defer his/her examination.

iii. Once the deferred sitting of assessments (i.e., examination transfer) application is approved, the student must take the examination at a stipulated period. Results will not be capped or recorded as 'repeat' in the transcript.

iv. For deferred exams, the process outlined for assessments will be followed.

v. For courses with External Academic Partners, the decision to allow deference of examination lies with them and the Academic Services would need to seek their approval.

d. Extension of submission date and/or Special examination arrangements

For any extensions of assignment submission dates and/or any special examination arrangements, students may submit a request for special provision together with any supporting documents to the Academic Services.

6.0 PROGRESSION RULES

Maximum number of modules can be attempted per term is capped at 2 for full-time students and 1.5 (1 module to be completed within the term and another is stretched over 2 terms) for part-time students. Students must get approval from the Head of the School if they wish to take more than the allowed number. As modules are not being offered every term, students are encouraged to resit the assessments of any failed assessment components within the allowable time frame and to repeat the modules in the next available term when they are being offered to ensure that they can complete the course within the eligibility period.

Additionally, students must pass all English modules before they are allowed to take the Certificate in Tertiary Foundation Programme modules.

7.0 COMPENSATION

Compensation rules are set out so that borderline students who scored an overall mark within 5% below the passing mark in a particular module can save on a repeat attempt in the said module in order to pass the course. Such students must demonstrate suitable academic ability for the compensation to be granted.

Compensation shall only be considered after a student has completed at least 2 modules for Certificate, Foundation Diploma and Diploma courses and 4 modules in all other courses and if the student has performed well in other modules (i.e. arithmetic mean score of other modules must be at least 5% above the passing mark). The overall grade of the course will not affected by the award of the compensated pass.

Compensation is not applicable to the following:

- English modules in the Certificate in Tertiary Foundation Programme
- Industrial Attachment module in the Diploma in Hospitality and Tourism Management, Higher Diploma in Hospitality and Tourism Management, Higher Diploma in Business Studies and Higher Diploma in Business Infocomm Technology courses.

A. Certificate, Foundation Diploma, Diploma, Professional Diploma, and Post Graduate Diploma

The Examination Board may, at its discretion, allow a module with an overall mark within 5% below the passing mark of the module to be compensated by a pass. A maximum of ONE module can be compensated for the whole award.

B. Advanced Diploma, Higher Diploma and Graduate Diploma

The Examination Board may, at its discretion, allow a module with an overall mark within 5% below the passing mark of the module to be compensated by a Pass. A maximum of TWO modules can be compensated for the whole award.

8.0 REGULATIONS ON INDUSTRIAL ATTACHMENT

Students who are enrolled in the Higher Diploma in Business Studies (all specialisations) or Diploma/ Higher Diploma in Hospitality and Tourism Management or Higher Diploma in Business Infocomm Technology must complete the Industrial Attachment module in order to graduate from the respective course.

Students who are enrolled in these courses (except for Diploma in Hospitality and Tourism Management) and subsequently do not intend to take the Industrial Attachment module must put in a request through Student Services to change the course to the corresponding course without Industrial Attachment, that is, Higher Diploma in Business or Higher Diploma in Tourism, Hospitality and Leisure Management. The request will not be accepted if it is made after the student has attended 8 modules in the course.

Students who do not complete the Industrial Attachment due to the reasons listed in the following table will be given the respective grades in the transcript as indicated in the table below.

Reasons for not completing the Industrial Attachment modules*	**Grades to be reflected in the transcript**
Students choose not to take up any Industrial Attachment	Not attempted
Students' employment is terminated by the employers	Incomplete
Students do not perform good enough in the Industrial Attachment to be awarded at least a Pass grade	Incomplete
Interviews with companies are arranged but students fail to secure a job placement	Not attempted
TMC is not able to secure any interview for the student	Not attempted
Training Work Pass is not approved by the Ministry of Manpower	Not attempted

* Other reasons may be considered on a case by case basis with supporting documents.

Students who are not able to complete the Industrial Attachment module are not permitted to take any resit assessment or repeat the module. They are required to take one/two theory modules in order to complete the course.

i. For students in the Higher Diploma in Hospitality and Tourism Management course, the two modules are:
   - HOS101 Hospitality Operations Management
   - COM102 Communication Management in the Hospitality Industry

ii. For students in the Higher Diploma in Business Studies (all specialisations except Accounting) course, the two modules are:
   - BMG101 Introduction to Management
   - COM101 Business Communication and ICT

iii. For students in the Higher Diploma in Business Studies with Accounting course, the two modules are:

BMG101 Introduction to Management
COM101 Business Strategy

iv. For students in the Higher Diploma in Business Infocomm Technology course, the module is:

- COS209 Project

OR

- COS213 Professional Certification Preparation

v. For students in the Diploma in Hospitality and Tourism Management, the module is:

- PJT003 Project

A footnote stating that the one/ two theory modules were completed in replacement of the Industrial Attachment module shall be indicated in the transcript.

9.0 CODE OF CONDUCT (STUDENTS) – REGULATIONS ON DEALING WITH BREACHES OF ASSESSMENT REGULATIONS

Academic offences are viewed very seriously by the Academy. If a student has been identified as committing this offence intentionally or unintentionally, he/she will be called for an investigation.

All cases will be decided in accordance with TMC's Examination Regulations Guide.

Academic misconduct can be broken down into the five categories below:

Plagiarism is the presentation of the thoughts or work of another as one's own. Examples include:

- the unacknowledged incorporation in a student's work of material derived from the work (published or unpublished) of another.
- the inclusion in a student's work of more than a single phrase from another person's work without the use of quotation marks and acknowledgement of the sources.
- the summarising of another person's work by simply changing a few words or altering the order of presentation, without acknowledgement.
- the use of the ideas of another person without acknowledgement of the source.
- the unacknowledged use of images (digital or otherwise) music, patents or other creative material either in the entirety or in the creation of a derivative work.
- copying the work of another student, with or without their knowledge or agreement. Refer to Collusion.
- the unacknowledged re-submission of work the student had previously submitted to gain academic credit at Institute or elsewhere.

Collusion exists where a student:

- submits as entirely his/her own with intention to gain unfair advantage the work done in collaboration with another person.
- collaborates with another student in the completion of work which is intended to be submitted as that other student's own unaided work.
- knowingly permits another student to copy all or part of his/her own work and to submit it as that student's own unaided work

Falsification includes:

- the falsification of data. The presentation of data in laboratory reports, projects or other forms of assessment based on experimental or other work falsely purported to have been carried out by the student or obtained by unfair means.
- the falsification of references, including the invention of references and/or false claims

Ghosting exists where:

- a student submits as their own, work which has been produced in whole or part by another person on their behalf, e.g. the use of a 'ghost writing' service or similar.
- a student will also be guilty of academic misconduct if he/she deliberately makes available or seeks to make available material to another student (of this university or elsewhere) whether in exchange for financial gain or otherwise with the intention that the material is to be used by the other student to commit academic misconduct

Cheating in an examination is a serious offence and may lead to expulsion. If a student is caught during the examination with evidence, he/she needs to stop the examination.

- Communicating with or copying from any other student during an examination except insofar as the examination regulations may specifically permit this, e.g. group assessments.
- Communicating during an examination with any person other than a properly authorised Invigilator or another authorised member of staff.
- Introducing any written or printed materials into the examination room unless expressly permitted by the examination or programme regulations.
- Introducing any electronically stored information into the examination room, unless expressly permitted by the examination or programme regulations.
- Gaining access to any unauthorised material relating to an assessment.

The following procedure applies across **all modules in the TMC proprietary courses** that the student is studying. If **two or more students** are involved in academic misconduct, the penalty will apply to **all** students involved, regardless of who was the originator and who did the copying, unless the originator has proof to indicate his/her ignorance in the content theft.

In the case of **group projects**, the student responsible for the plagiarised portion will face the penalty. Where it is not clear who is responsible for the plagiarism, **all group members** will face the penalty. The group leader should ensure that no part of the submission has been plagiarised.

DISCIPLINARY PROCEDURE

a. If an invigilator/ Academic Staff suspects that academic misconduct has occurred he/she, together with the Head of School and any other relevant party will form an Assessment Review Committee (ARC) and shall analyse the work in question in order to assess the extent and nature of the academic misconduct and all academic misconduct cases (either partial or total) shall be indicated on the assignment and included in the Assessment Misconduct Form.

   The work in question shall be marked at face value, i.e. as though academic misconduct had not occurred, if negligible content is affected. Then, the marks will be deducted proportionately with the academic misconduct sections.

Where a substantial amount of the work in question has clearly been taken entirely from a published source and the content is plagiarized, the coursework shall not be marked.

b. Where academic misconduct is suspected, the student concerned shall be informed and invited to attend an interview with the ARC. A copy of these regulations shall be given to the student.

c. If the student acknowledges the academic misconduct as indicated in the Assessment Misconduct Form, he/she shall sign the Assessment Misconduct Form, which shall then be sent to the Academic Services.

The student can produce a written statement addressed to the ARC outlining any relevant factors that the ARC should take into account when considering the case concerned.

If the student does not acknowledge the academic misconduct as indicated in the Assessment Misconduct Form, the case will be discussed at the ARC meeting.

The decision of the ARC shall be final.

d. The findings of the ARC shall be that either: academic misconduct did not occur or academic misconduct did occur.

The ARC shall then assess the nature and seriousness of the academic misconduct and recommend to the Examination Board as appropriate.

e. Repeated offences (includes all types of academic misconduct) may lead to expulsion from the course.

If it is determined that academic misconduct has occurred, the following penalties may be applied:

a. to reduce the mark of the relevant assessment;
b. to deem the student to have failed the relevant assessment and to determine the nature of repeat attempts, if any;
c. to deem the student to have failed the group of assessments of which it forms part and to determine the condition, if any, upon which he/she shall be admitted for reassessment;
d. to examine the student *viva voce*;
e. to vary the class of award recommended.

Where it has been established that a candidate has engaged in any academic misconduct stated above, in an examination or other assessment, the Examination Board may deem that the candidate has failed all or part of the assessment concerned.
The Academic Services shall inform the student of the decision of the Assessment Review Committee and the Examination Board.

10.0 SUBMISSION OF COURSEWORK

A. Declaration of own work

Students must ensure that any coursework submitted (individual or group assessment, hardcopy or online submission) is the students' own work and not copied from elsewhere, and that any extracts from books, papers, internet or other sources are properly acknowledged as references or quotations.

Full consent is given to TMC for any investigation for the detection of Academic misconduct (e.g. collusion, plagiarism, falsification, ghosting, cheating) and other forms of unfair advantage.

B. Late submission

Students are required to submit all coursework by the stated due dates. Any coursework submitted within three calendar days after the due date will be capped at the pass mark of 40%. No submission is accepted after 72 hours of the submission deadline, and a zero mark will be awarded.

A candidate whose work has been affected by illness or other serious causes may apply in writing for special consideration. Such serious causes include, for example, serious illness, psychological condition, loss, bereavement, or hardship/trauma.

Any extension to coursework submission is subject to the lecturer's approval.

C. Permission to publish students' work

Students shall give permission to TMC to publish the students' academic works as testimonials in TMC's communication or marketing materials. Students may write in to TMC to revoke this.

11.0 STUDENTS AT RISK

TMC holds the view that any student who falls under the unsatisfactory academic criterion in any period of study is 'at risk' and advises that such students should discuss their future study plans with an appropriate academic staff and with student services.

Students at risk would refer to, but not limited to, the following areas:

i. Weak / Poor Academic Performance in areas of assessments, assignments and during class participation, such as:
   - Fails the same module twice during the course (without valid reason). Student who failed the same module more than twice during the course may "Show cause" if they are unable to attempt the exam or are adversely affected due to extenuating circumstances. Regardless of the reason provided, the maximum number of times a student may fail a specific module is three.
   - From 3rd modules onwards, student must maintain a pass rate of 50% or more. For example, if a student fails the 1st, 2nd, and 4th modules (without reason), i.e. 25% pass rate, the student may be excluded from the course.
   - A student who continuously fail 3 or more modules (without valid reason) may be excluded from the course.

ii. Persistent act of not submitting assignments

iii. Persistent late coming

iv. Inattentiveness in class
v. Poor attendance
vi. Poor conduct

TMC's aim is to encourage students to explore other options open to them and prevent students incurring significant costs for repeating a module or resitting an exam/resubmission of assignment. TMC believes it must exercise a duty of care to students who incur fees and who are not well suited to study and not permit poorly performing students to continue to study indefinitely.

Academic Staff would liaise with the Student Services to arrange for Student Counselling Sessions for these identified students at risk. This is to ensure that there is early intervention taken and that pro-active mechanisms are in place as part of the on-going student learning support process.

In addition to the on-going learning support, for students that consistently perform poorly in their academic results, formalized additional learning support would include Student Counselling / Supplementary Classes / Provision of Additional Reading Materials or Video Links / Resit/ Remodule (i.e. Repeat).

Students who do not show improvement after counselling and learning supports may be issued with warning letter and terminated from the course.

A. Termination

Where a student has been identified as being 'at risk' and his/her poor academic performance continues he/she may face termination.

A student may be excluded if he/she has failed a module on more than two occasions and cannot show cause why he/she should not be terminated.

A student facing termination has the right of appeal.

B. Appeals for Termination

A letter will be sent to the student advising him/her of his/her termination in which he/she will be informed of his/her right of appeal and the deadline for submission of an appeal.

An appeal must be made in writing to the Appeals Committee (AC) and must clearly state the grounds for appeal. Students shall not have an automatic right to appear in person before the AC. Appeals must include appropriate documentation (statements from counsellors, medical certificates, etc.) to substantiate the grounds for appeal.

The AC shall only consider appeals that have been received by the due date. Upon receipt of an appeal, the Chair of the Examination Board (EB) shall convene an Appeals Committee, which shall include at least two members of the EB. The decision of the AC shall be final.

The Academic Services will inform the student of the final decision of the AC.

12.0 ASSESSMENT APPEAL PROCEDURE

TMC has a policy to govern the appeal for students against their official results.

i. All appeals must be submitted in writing (with the full appeal fee) within 7 working days of release of the examination results. Refer to the Miscellaneous Fee List for the appeal fee.

ii. 100% of the appeal fee paid shall be refunded if the appeal is successful. There will be no refund for unsuccessful appeal.

iii. Appeals shall be dealt with by the Appeals Committee in accordance with TMC's Appeals Procedure.

iv. The appeal outcome will be provided to the students within one month from the appeal closing date.

13.0 LOSS OF CERTIFICATE/TRANSCRIPT

These services are available for TMC-validated only courses.

Certificate

A replacement certificate can be issued for damaged or lost originals. Replacement certificate will have the wording “REPRINT” reflected.

i. Students need to return the damaged original copy to TMC in exchange for a replacement certificate.
ii. Students who have lost their original need to send in a declaration statement.

Students who have changed their names after the issuance of the certificate cannot apply for a replacement certificate with their new names. If they have damaged or lost their original certificates, the replacement certificate can be reprinted but will reflect the names that appeared in the original certificate.

Transcript

Students may request for additional original copies of transcript.

All requests are to be submitted to the Academic Services in writing. A fee shall be charged for the above services. Refer to the Miscellaneous Fee List for the fee payable.

1. About TMC Academy

TMC Academy, established in Singapore in 1981, provides training and education courses in Accounting, Business, Hospitality & Tourism, Infocomm Technology, Engineering, Mass Communication, Psychology, Financial Planning and English Language. TMC offers courses ranging from Preparatory courses to Certificate, Foundation / Professional Diploma, Higher Diploma, Bachelors, Post-Graduate Diplomas and Master courses.

TMC is an approved Private Education Institute (PEI) registered with the Skillsfuture Singapore (SSG) and renewed its EduTrust certification (4 years) in 2022. TMC is also a Registered Training Provider with Skillsfuture Singapore. In addition, TMC has received organisational approval for the Institute of Banking & Finance (IBF) Standards Training Scheme (IBF-STS).

Our Paya Lebar Campus is located near Paya Lebar Road. It is easily accessible and conveniently located near to the Paya Lebar MRT station and have a total of 19 classrooms and a computer laboratory. There are more than 40 full-time staff providing services to our students.

TMC seeks to develop students holistically beyond mere academic excellence. As a caring partner in their education journey, we are always beside them, offering all the support and assistance necessary to help fulfil their academic dreams. Here at TMC, we are always Every Step With You.

For other essential information on TMC, please refer to the website http://www.tmc.edu.sg

2. TMC's Vision, Mission and Values

We aim to be the **Global Academy that develops leaders of tomorrow**. To do so, we commit to **delivering high quality industry relevant skills for global careers**.

TMC's Values and Culture provide the guiding principles that we follow to achieve our goals.

Harmony: We foster an environment in which students and staff can engage with confidence.

Innovation: We support continual improvement and creativity to promote innovation.

Integrity: We strive to build trusting relationship through honesty and fairness in all our endeavours. We treat every individual with dignity and respect.

Professionalism: We aim to provide the highest quality performance and productivity in all of our courses and operations.

Culture: A professional and innovative organisation that promotes integrity and harmony amongst students and staff.

3. Customer Experience Strategy

We are committed that students will experience our:

- Customer-centric and hassle-free delivery processes
- Relevant, accurate and timely information and services
- Experienced, qualified and passionate academic staff

Thus ensuring we are with students every step of the way to nurture, inspire, care for and empower them to turn their dreams into reality.

4. Course Enrolment – Prerequisites and Requirements

All pre-requisites and entry requirements for admission are clearly stated in the Student Contract and marketing collaterals. Applications will only be processed upon submission of all required documents including payment of Application Fee. Incomplete applications may lead to a rejection and the application fee paid is non-refundable.

TMC 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, etc. Such decision will be normally made known to the students at least 3 working days (for full-time and part-time class) before commencement date.

TMC reserves the right not to offer a course or a specialisation/elective in a course if there is inadequate number to form a class.

5. Course Enrolment – Information Dissemination

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

- Organisation profile
- Course Information (title, duration, content and award)
- Partner institutions/universities
- Assessment methods
- Course accreditation status
- Fees payable
- Pre-requisites and entry requirements for admission
- Any other information deemed necessary

Other relevant information comprises:

- Student support services
- Student Pass Application process
- Feedback and Dispute Resolution policy and procedures

In view of covid-19 situation and/ or any other unforeseen circumstances, TMC Academy reserves the right to change the lesson delivery mode to online mode, according to the latest government advisory.

6. Exemption Application

Students who have obtained a previous qualification at a level equivalent to that of the TMC module for which exemption is sought are eligible to apply for exemption. Exemption application must be put forth in writing at the point of course application. Exemption application will not be considered once the course has commenced.

For a specified exemption to be considered, a student must have obtained at least a Pass grade in the specified module and this module must cover 80% of the content of the module for which exemption is sought. For an unspecified exemption to be considered, a student must have obtained at least a Pass grade in the unspecified module. TMC reserves the right to recognise only certain qualification for exemption. It is the students' responsibility to submit supporting documents (i.e., certificate, transcripts and module outline) of the relevant qualification(s) on which to base eligibility decisions. For every exempted module, a waiver amount will be deducted from the gross course fees.

7. Industrial Attachment (IA)

For courses with the IA component, a student's industrial attachment placement is subjected to a successful selection & interview process, MOM's approval of a training work pass, etc. If a student fails to obtain an IA placement, he/she will be required to complete 1 (for Diploma) or 2 (for Higher Diploma) additional modules in replacement of the IA component.

8. Pricing Accuracy

To ensure accuracy of charging, it is our policy to list course fees clearly, including total amount payable and the inclusion of the GST where applicable. TMC also provides a list of miscellaneous fees which may be applied to the students during their studies with us. This list is included in the Student Contract when a student signs up a course with us and the updated version is made available on the TMC website. TMC, however reserves the right to impose additional fees or charges due to any omission, neglect, error or government statutory requirement. The affected students shall be notified for any such changes.

Course fees and administrative fees are reviewed annually and may be subjected to changes.

All the course fees published are inclusive of course materials, examination fees and lab fees, unless it is stated otherwise. Students may be required to purchase the textbooks in addition to the study materials provided.

Students who show interest in courses in a pathway (only for courses delivered at TMC) will be able to enjoy the course fee at the point of application for the subsequent courses if they commence the subsequent courses according to the expected date of commencement stated in the Letter of Offer. The prevailing course fees will be applicable for the subsequent courses if the students deviate from the expected course commencement dates stated in the Letter of Offer due to a repeat of module/level/course or course break or any other causes not initiated by TMC.

9. Fee Structure

There are 3 categories of fees chargeable by TMC:

i. ***Application Fee** - Payable upon application and non-refundable
ii. **Course Fees** - Refer to table below

Local Students	Total Course Fees Payable	=	Course Fee + ^Fee Protection Scheme Fee (FPS) + #Medical Insurance Fee (MI)

Inter-national Students	Total Course Fees Payable	=	Course Fee + International Student Administrative Fee (ISA) + ^Fee Protection Scheme Fee (FPS) + #Medical Insurance Fee (MI)

* ***Application Fee*** *is chargeable for any additional courses applied, or additional week(s) of Holiday English. It is also applicable where there is a change of course.*

^ ***FPS*** *is payable for the subscription to the Fee Protection Scheme. Refer to Section 14 on Fee Protection Scheme in this document. It is chargeable for every course applied except for short courses (less than 50 hours or 1 month).*

\# ***MI*** *is payable for the Medical Insurance. Refer to Section 15 on Medical Insurance in this document. It is charged based on per course per year and it is chargeable for any additional courses applied and repeat module(s)registration that are not conducted within the previously protected period.*

iii. **Miscellaneous Fees**

- Payable where applicable (e.g. Repeat Fee, Graduation fee). Refer to Miscellaneous Fee List in the Student Contract and website.

10. Fee Payment Scheme

Payment shall 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 the duration of the course, 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.

11. Fee Payment Modes

Application Fee, Course Fees and **Miscellaneous Fee** can be paid over the counter in cash, NETs, credit cards (Visa, Master, Unionpay), Paynow, wechat, Unionpay, Alipay, Internet Banking/ GIRO, cheque, bank draft, Cashiers Order (issued Singapore bank only), online payment via flywire (visa, Master, Amex, Unionpay), PSEA and/ or Skillsfuture Credit (for local students) or via Telegraphic Transfer directly to the TMC account:

Account name : **TMC Academy Pte Ltd**
Account number : **003-911304-8**
Bank Name : **DBS Bank Ltd**
SWIFT address : **DBSSSGSG**

Or
Paynow : 201003953ZTMC

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 Student Contract.

All course fees must be paid before the payment due dates which are reflected in the Student Contract. A penalty fee will be charged if there is a late payment. If the course fee is not paid, the student may not be allowed to attend classes and the enrolment may be withdrawn.

Students are to make course fee payments upon signing the student contract. If the student pass application is unsuccessful after appeals, the course fees paid will be refunded according to TMC Refund Policy.

All payments made over the counter in Singapore must be in Singapore Dollars.

12. Refund Policy

TMC Refund Policy covers the refund of the Course Fee, Repeat Fee, Application Fee and Miscellaneous Fee collected from the students. :

i. Application Fee is non-refundable except when TMC cancel the course or the application is rejected by the university.

ii. In the event that TMC cannot commence the provision of the course on the course commencement date; cannot complete the provision of the course by the course completion date; the course will be terminated before the course completion date; the student does not meet the course entry or matriculation requirements as stated in Schedule A of the Student Contract; or The Immigration & Checkpoints Authority of Singapore (the "ICA") rejects the student's application for the Student Pass; refund will be processed according to refund policy as per https://www.tmc.edu.sg/administrative-information/refund-policy-and-procedure.

The refund of Course Fees will be based on the Refund Policy Table below:

% of [the amount of Course Fees and Miscellaneous Fees paid under Schedules B and C]	If the Contracting Party's written notice of withdrawal is received:
[80]	more than [40] working days before the Course Commencement Date
[50]	on or before, but not more than [20] working days before the Course Commencement Date
[5]	after, but not more than [3] working days after the Course Commencement Date
[0]	more than [3] working days after the Course Commencement Date

a. There will be a 10-calendar-day Cooling-off Period from the date of signing of the Student Contract which will allow for "100% refund of all course fee and miscellaneous fee paid" should students decide to withdraw within this Period.

b. Refunds will be made to students within 7 working-days## upon receipt of written notice and complete submission of all required documents.

c. There will be a Refund Processing Fee of 10% of the refunded amount (with a minimum charge of S$10 and maximum cap of S$200) for excess fee received; for avoidance of doubt, this fee is not applicable to refund for all course withdrawals. Any bank charges will be borne by students. In the case of assessment appeal fee, the appeal fee shall be refunded to the student without the refund processing fee if the appeal is successful. No refund is required if the appeal is not successful.

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

Refers to TMC's working days which are from Monday to Friday, excluding Public-holiday & School Holiday

13. Student Contract

It is a mandatory requirement by the SSG that all students, both local and international, sign the Student Contract with TMC upon the acceptance of the offer made by TMC during the Admission Process. (Note: Student Contract will not be required for non-award courses with duration less than 50 hours or 1 month).

The Standard Student Contract is a legally binding document hence it is important that students understood all the terms and conditions of the Standard Student Contract prior to signing, including the cooling off period of at least 7 working days (i.e., 10 calendar days), the breakdown of all fees, inclusive of any non-refundable fees, discounts/rebates and grants/funding given, fee payment modes.

Before signing the Student Contract, the students should read through the Advisory Note to Students and ensure that the following information has been included and accurate:

- The duration of the course, including holidays and examination schedules, and contact hours by days and week;
- The total fees payable, including course fees and other related costs;
- Dates when respective payments are due;
- The refund policy in the event of voluntary withdrawal (by you) or enforced dismissal from the course or programme (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 minimise future disputes and hence must be completely understood by students prior to enrolment. Information on the Student Contract is communicated to students throughout our various communication channels including our website.

Students should understand the terms and conditions stated within the contract and be aware of the following:

i. No Course Fee payments should be made before signing the contract.

ii. All students would need to have a duly executed Standard Student Contract for each individual course

iii. There should be no more amendments to the contract after signing, unless both TMC and the student sign beside the amendments made or an Addendum to the Student Contract is signed by both TMC and the student.

iv. Please refer to the SkillsFuture Singapore (SSG) website to view the standard Student Contracts and advisory notes to students.

14. Fee Protection Scheme (FPS)

We have in place the Fee Protection Scheme (FPS) to provide full protection to *all fees** paid by all students as stipulated by the SSG. TMC chose to adopt the insurance scheme to provide fee protection for the students.

* *All fees refer to all monies that are paid by the student to be enrolled in TMC except for course application fee and miscellaneous fee. The coverage of FPS is for the entire course duration, including period of Industrial Attachment (if any). GST is not inclusive as part of the fees to be protected.*

- **Insurance Scheme**
  TMC has entered into a master insurance agreement with Lonpac Insurance Bhd (the "Master Insurance Agreement") for the purpose of insuring, among other things, the Student. This Master Insurance Agreement can be found on our website http://www.tmc.edu.sg, and sets out, among other things, the events under which students are indemnified for their Course fees paid to TMC.

15. Medical Insurance (MI)

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

The students are also insured for death or permanent disablement for a sum assured of S$20,000 per Student.

Local/Permanent Resident or non-Student Pass International students who are protected by their own medical insurance in Singapore can opt out of the medical insurance scheme.

16. Student Pass & Immigration Rules

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

International students must abide by the rules and regulations set out by the ICA which includes but is not limited to, achieving the required monthly attendance. There is a strict prohibition which prevents international students from working (in any form of employment, regardless paid or unpaid) 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.

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

Students are required to make payment of SGD60 or SGD90 (depending on nationality) to ICA before collection of In-Principle Approval (IPA) letter or student pass.

International students are also advised not to enter into any accommodation contract or agreement before the student pass application is approved by ICA. This is to prevent students from incurring unnecessary penalties if the student pass is not approved and especially during the Covid-19 period.

Foreign-born children aged 12 years old and below, who are applying for the Student's Pass are required to submit documented proof of vaccination or evidence of immunity for diphtheria and measles to the Health Promotion Board (HPB) for verification, before application to ICA.

17. Security Deposit

As TMC has been awarded the EduTrust status, international students who attend a full-time course on student pass are not required to lodge a security deposit with the Immigration & Checkpoints Authorities of Singapore (ICA) upon enrolment of any TMC courses.

18. Student Services

TMC offers a comprehensive range of Student Services for our students including pre-admission services such as pre-course counselling, application and student pass processing for International students; as well as post-admission services in course administration.

Information on the range of student support services is available on the TMC website and student handbook.

19. Attendance Requirement

It is important to achieve regular attendance and meet the attendance requirement stipulated by the authorities (e.g. ICA) and TMC. Alert letters and warning letters will be issued to student and parent/ guardian when a student does not meet the minimum attendance requirement. Students may need to attend counselling sessions with the Student Services and/or Academic.

Failure to meet this requirement may lead to the following:

- **Expulsion** if students do not make any improvement in their attendance rate and/or are consistently absent from classes, despite warnings and counselling given in accordance with the governance of the TMC policies on student conduct and attendance.
- **Rejection of Student Pass** on re-application/renewal for International students

Monthly Attendance Requirement is as follows:

- International students on student pass: minimum 90% (for all courses) required by ICA
- Non-student pass holders: minimum 60%
- SSG/IBF-funded students: minimum 75%

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

20. Student Movement Policy

The Student Movement Policy addresses voluntary (course transfer, withdrawals and deferment) or involuntary student movement (termination) that occur prior to the completion of a course. The maximum processing time for all voluntary student movement requests should not exceed 4 weeks.

The policy takes into consideration any transfer of the unconsumed fee for all courses offered by TMC, except courses jointly offered with partner institutions which may be separately governed by the respective partner institutions regulations beyond the purview of TMC.

Voluntary Movements means requests initiated by the student. This includes actions such as course transfer within TMC, deferment or withdrawal. All requests must be submitted to Student Service and supported by valid reason. Verbal requests will not be accepted.

For any Course Transfers, Withdrawal or Deferment, TMC would need to obtain the student's parent / legal guardian's written consent if they are under 18 years of age. All requests are subjected to TMC's approval.

- **Course Transfer**

  Student changes the course or period of study (from full-time to part-time or vice versa) but remains as a student of the Academy.

  Course transfer includes the following scenarios:

  -Change of specialisation

  -Change of course

  -Change from part time to full time, or vice versa

  Administrative fees apply and are non-refundable and non-transferable

  Student must fulfil the admission criteria of the new course and will be subjected to the Academy's student selection and admission procedures.

  Student Pass holders are subjected to ICA's approval of their new Student Pass.

  All requests are subjected to TMC's approval. Students will be informed of the outcome in writing. A new letter of offer will be issued, where applicable.

  A New Student Contract is to be signed when a course transfer has been approved by the Academy.

  In the case of course transfer, any unconsumed fee from the current course will be subject to the refund policy and any amount that is non-refundable may be considered to be credited to the next course for successful applications.

- **Course Withdrawal**

  Course Withdrawal refers to student discontinues all courses with the Academy . Upon review and approval, the students will receive a letter confirming the withdrawal. The Student Contract will be terminated and the student shall no longer be deemed a student of TMC.

  All outstanding fees must be settled prior to approval of request.

International students must surrender their student pass for cancellation immediately upon approval of the withdrawal request.

- **Course Deferment**

  Course Deferment refers to student delays or postpones the course (or modules). The maximum period of deferment that is allowed will be 12 months (i.e., Student will need to commence the Course within this maximum period). Requests for extension can be considered on a case-by-case basis.

  Deferment is subjected to the availability of courses and modules offered. The Academy reserves the right to offer similar courses and modules in replacement of discontinued courses or modules.

  For international student: Student's whose deferment period is 3 months or less need not cancel and reapply for student pass. Student's whose deferment period is more than 3 months are to note that they will need to apply for a new student pass when re-joining the Academy and this is subjected to ICA's approval.

  A Course Deferment Fee applies.

  For courses under External Academic Partners, the maximum period of deferment allowed is based on the External Academic Partners' Deferment policy.

  For more information, please visit https://www.tmc.edu.sg/administrative-information/course-transfer-and-withdrawal.

Involuntary Movements refer to Expulsion (Termination), where students can be expelled due to misconduct or academic or attendance issues. A Termination Letter will be issued to the student. For students under 18 years of age, student's parents / legal guardians will be informed formally.

- **Expulsion**

  The student is not allowed to return to the course and any unconsumed course fees are NOT refundable and transferable.

- **Expulsion due to Non-Attendance**

  For Expulsion due to Non-Attendance, where a non-student pass holder is absent for a continuous period of one month or more, the student is contacted in writing / email by the Student Services to determine their student status. Students are required to respond within 1 week, failing which the student is expelled. The student is still liable for any outstanding fees due to TMC and/or the respective partner institution.
  TMC reserves the rights to refer the case to the Small Claims Tribunals.

International students will be asked to return their student pass for cancellation and ICA is informed.

21. Study Mode

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

Part-Time: Classes are normally scheduled on weekday evenings or weekends.

Blended-Learning: The course is delivered through face-to-face learning hours, e-learning and online support. This is only applicable to selected courses.

E-Learning: Students are expected to attend classes online via zoom according to the scheduled classes.

22. Feedback and Dispute Resolution Policy and Procedure

TMC's Feedback Management System allows the receiving of feedback through multiple channels as part of its efforts to use feedback to drive improvements and organisational excellence. Feedback can be from both formal and informal channels.

Any stakeholder can fill up the Feedback Form and submit it to the Academy via email or hardcopy. For any official feedback to be processed, the Feedback Form would need to be submitted. Any other feedback from other channels would be considered as informal feedback.

- **Student Help Desk**

  Students can seek advice from the Student Services.

- **Student Help Line**

  Students can also call our Student Help Line at Tel: +65 6 7272 666 (main line) during school operating hours.

For all students' official complaints received, it would need to adhere to the Dispute Resolution Policy and Procedure.

- Students are to approach the Student Services / Academic Services to request for a Feedback Form and submit the hardcopy to Student Services / Academic Services or send it via email: studentservices@tmc.edu.sg
- The Student Services / Academic Services is to acknowledge the feedback / complaint received within 3 working days.
- TMC will then propose a solution for the issue raised and explain it clearly to the student within 7 working days upon receipt of the Complaint.
- Student should acknowledge the situation whether they are satisfied with the proposed solution within 14 working days upon receipt of the Complaint.
- If the student is not satisfied with the proposed solution, they can escalate the matter up to the HODs / Management Team. The decision of the HODs / Management Team is final.
- Final outcome made, including this entire process, should not take more than 21 working days unless otherwise specified.
- If the student is still not satisfied with the outcome / decision, they will be referred to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb).

For more information, please visit: https://www.tmc.edu.sg/student-feedback

23. List of Student Support Services

- For New Students

  Arrangement for Medical Screening; Student Pass Application; Student Orientation Programme

- For Current Students

  Fee Protection Scheme; Medical and Personal Accident Insurance; Student Counsellor (Intervention for Academic, Attendance and Disciplinary issues); Feedback and Dispute Resolution; Pastoral Counsellor; Students' Outings Activities and Excursion; Student Performance & Graduate Outcome; Graduation Ceremony; Reprint of Student's Academic Certificate or Transcript; Career Guidance and Advice; Student Facilities & Privilege

- For Graduated Students

  Alumni Network; Student Privileges

24. Confidentiality of Student Data

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

25. Non-Discriminatory Policy

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

26. Student Disabilities Policy

TMC refer students with disabilities as "those whose prospects of securing, retaining places and advancing in education and training institutions, employment and recreation as equal members of the community are substantially reduced as a result of physical, sensory, intellectual and developmental impairments". TMC does her best to provide students with appropriate facilities and services to assist them through the course of study. Every effort is made to ensure that the disabled person is not discriminated and excluded in the learning experience at TMC. TMC will do whatever is possible to make the school accessible for disabled people. Disabled students should not be treated less favourably than other students due to their disability. The student's declaration and indication of the assistance required is necessary in the application form.

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