

Student Handbook

Table of Contents

1.	About International Management and Sports College	3
1.1	Our Profile	3
1.2	Our Vision	3
1.3	Our Mission	3
1.4	Our Values	3
1.5	Our Culture	4
1.6	Our Service Guarantees	4
1.7	Our College Campus & Facilities	5
1.8	Our Management Team	5
1.9	Our Academic and Examination Board	5
1.10	Course Information	6
2.	Policy & Procedure for Student Admission	9
2.1	Course Admission Criteria	9
2.2	Course Completion Criteria & Award	9
2.3	Contractual Commitment	10
2.4	College Fees & Policy	10
2.5	Payment of Course Fees	10
2.6	Administration/Miscellaneous Fees	11
2.7	Fee Protection Scheme	11
2.8	Payment of School Fees	12
2.9	Medical Insurance	12
2.10	Refund Policy & Procedure	12
2.11	Student Confidentiality & Security Policy	13
2.12	Leave of Absence & Application Procedures	14
3.	Student Services Support	15
3.1	Provision of Student Services	15
3.2	Course Materials	15
3.3	Course Timetable	15
3.4	Attendance & Class Regulations	15
3.5	Absenteeism & Warning Letter	16
3.6	Student Feedback	17
3.7	Deferment/Transfer/Withdrawal/Termination Policy & Procedure	17
3.7.1	Course Deferment	17
3.7.2	Transfer Policy	18
3.7.3	Course Withdrawal	18
3.7.4	Termination & Expulsion	19
3.8	Course Duration	19
3.9	Indemnity	19
3.10	Change or Update of Personal Particulars	19
3.11	Mentorship / Industrial Attachment / Work-Based Experience	19
3.12	Mitigating Circumstances	20
3.13	Flexible Arrangements for Learning & Assessment for Students with Recognised Sporting Talent	22
4.	Academic & Assessment	24
4.1	Examination Policy	24
4.2	Final Results Appeals	24
4.3	Progression	25
5.	Dispute Resolution Policy & Procedure	26
6.	Code of Conduct	26
7.	Important Contacts and Helplines	27

1. About International Management and Sports College

1.1 Our Profile

The International Management and Sports College (IMSC) was formed after a rebranding exercise undertaken by the International Sports Academy (ISA).

ISA was officially founded in 2003 by graduates from the United States Sports Academy (USSA) diploma programmes, which were then organised by the then-Singapore Sports Council. With growing interest in sports and fitness, there was a need to meet the nation's desire to promote a healthier lifestyle as well as to use sports as a means of social cohesion. ISA was thus founded to provide the much-needed knowledge and skills required to empower individuals with the right tools to achieve success in the sporting industry.

Since its founding, ISA has grown from strength to strength. Together with our partners from the USSA, the Australian Sports Academy (ASA), the National Strength and Conditioning Association (NSCA), and the American Council on Exercise (ACE), we provide quality certifications and diplomas that are recognised internationally, to provide our students with an edge in the sports and fitness industry and meet their needs for lifelong learning.

Over the years, the sports and fitness industry has evolved greatly and ISA has received numerous requests from our students and partners to increase our course offerings in order to cater to the industry's changing needs, which now extends beyond just your traditional sports science, coaching or fitness domains. In recent years, the local sports scene has seen an explosion of world class sports events, from Formula One, WTA Finals, Standard Chartered Singapore Marathon, SMBC Finals and many more. There is now a demand for trained personnel in not just sports science and fitness, but also in tourism, hospitality, events management, marketing, retail, and facilities management. Thus this rename and rebrand signify our efforts in answering to these fast-evolving market demands, and to better serve the needs of our students and partners.

ISA, now IMSC, will continue to serve as Singapore's and the region's premier private education institution, in providing a holistic education that equips individuals with the skillsets and competencies required for the future economy. To this end, we have a series of academic programmes, professional certifications and continuing education courses that cater to our students' different needs and schedules. As recognition of the high quality of our programmes, we have been conferred the 4-year Edutrust certification by the Committee for Private Education, the regulatory authority for private education in Singapore. We have also been recognised as an Approved Centre by OTHM Qualifications, which are approved and regulated by Ofqual in the UK. This means that our students are eligible to progress to top-up degree and master's programmes at many universities in the UK and overseas with advanced standing.

IMSC is committed to providing quality education to help you achieve your lifelong learning goals.

1.2 Our Vision

Developing industry-ready individuals for the future economy.

1.3 Our Mission

To provide a holistic education that equips individuals with the skillsets and competencies required for the industry.

1.4 Our Values

Passion | Progress | Purpose

1.5 **Our Culture**

Where success is not quantified by just the end result, but rather by the calibre of the pursuit.

1.6 **Our Service Guarantees**

We commit to maintain the confidentiality of our students' personal information and undertake not to divulge their personal information to any third party without their prior written consent.

We shall try our best endeavors to adhere to the total hours of teaching instruction in accordance with the time schedule provided to the students at their enrolment.

We will try our best endeavors to offer our students the necessary facilities and support services necessary to foster a conducive and pleasant learning experience.

We will offer a transparent fee structure and our fee components shall be made known to students before registration.

We will offer a Certificate of Completion (or equivalent) for our courses for students who meet our required level of proficiency.

We will conduct a careful assessment of our students' needs and proficiencies to match the courses offered, by conducting appropriate tests to ascertain their suitability for entry and progression.

We welcome feedback and suggestions for improvement and commit to investigate and act on all areas of concern and dissatisfaction. We will try our best endeavors to resolve them within 3 to 14 working days, depending on the complexity of each case.

We commit to refund in full should we be unable to continue business due to insolvency and/or regulatory closure and/or termination of course before completion date, or non-conformance during service delivery.

We shall honor all terms and conditions contained in our application form, our Student Handbook and the Student Contract signed between the students and ourselves.

1.7 Our College Campus & Facilities

Located in the heart of the Singapore Sports Hub at Kallang Wave Mall, we are only a 5-minute walk from Stadium MRT Station.

Our College occupies an area of almost 4,000 square feet with access to the beach volleyball court, the OCBC Aquatic Center and many eateries nearby.

Our College employs qualified, experienced and committed staff to provide effective and efficient services and programmes to our students. Currently, we have more than 15 lecturers. In line with our commitment to the quality and effectiveness of our services, our College maintains a student/teacher ratio of 40:1 for all our courses.



1.8 Our Management Team

No	Name	Appointment
1.	Mr. Joel Lim	Executive Director
2.	Ms. Ou Yang Eling	General Manager
3.	Mr. Melvin Lim	Associate Director, Academic and Program Management
4.	Ms. Phua Xiu Quan	Senior Executive, Academic and Program Management
5.	Ms. Kim Ng	Executive, Student Administration and Operations
6.	Ms. Crystal Alice Han	Senior Executive, Marketing and Business Development

1.9 Our Academic and Examination Boards

No	Name	Appointment
1.	Mr. Mark Chay	Chairman, Academic Board and Member, Examination Board
2.	Mr. Muthiah Rethinam	Chairman, Examination Board and Member, Academic Board
3.	Ms. Phua Xiu Quan	Secretary, Academic and Examination Boards
4.	Mr Kelvin Chua	Member, Academic and Examination Boards
5.	Mr. Raymond Wang	Member, Academic and Examination Boards
6.	Ms. Soh Sze Ying	Member, Academic and Examination Boards

1.10 Course Information

All students must know the course they have applied for, the date of commencement and the duration of the course. Latest course information is available from the School Administration. Please enquire directly from the Student Services office.

International Certificate, Diploma and Bachelor Courses

International Management & Sports College is proud to be collaborating with the United States Sports Academy (USSA), Australian Sports Academy (ASA), Business and Technology Education Council (BTEC), OTHM Qualifications and Edith Cowan University (ECU) to bring to Singapore quality training programmes to meet the increasing demand for trained professionals in the sports, wellness, recreation, retail, management, tourism and hospitality industries.

The United States Sports Academy, also known as America's Sports University, is a private, non-profit institution, accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award baccalaureate, master's, and doctoral degrees. These degrees are on the approved list of the Sports Management Program Review Committee (SMPRC), a joint committee of the National Association for Sport and Physical Education (NASPE) and North American Society for Sport Management (NASSM).

The Australian Sports Academy on the other hand, offers a comprehensive scope of individually designed, and highly specialised sports education and training programmes which cover a wide range of skillsets, certification and diploma qualifications in the areas of sports coaching, fitness, facilities management, football coaching, sports and recreations, sports administration, sports officiating, sports development, sports marketing and event management.

The BTEC Higher Nationals in Sport and Exercise Sciences provide learners with practical skills and key sporting concepts for progression to, or within employment. Some units offered include training and fitness for sport and exercise, functional physiology, biomechanics for sport and research methods.

OTHM Qualifications are approved and regulated by Ofqual (Office of the Qualifications and Examinations Regulation) in the UK. This means that learners are eligible to progress to top-up degree and master's programmes with advanced standing at many universities in the UK and overseas.

The Edith Cowan University provides programmes that improve general health, prevention of chronic diseases, health promotion and enhanced sports performance. They allow students to specialize in the design, implementation and evaluation of exercise and physical activity for better health.

At present, the list of programmes that we offer is as follows:

No.	Course Title	Course Level	Awarded by	Estimated Course Duration (Months)	
				Full-time	Part-Time
1.	Certificate III in Fitness	Certificate	Australian Sports Academy	0	6
2.	Certificate III in Sport Coaching	Certificate	Australian Sports Academy	0	6
3.	Certificate III in Sports Trainer	Certificate	Australian Sports Academy	0	3

4.	Certificate IV in Fitness	Certificate	Australian Sports Academy	0	6
5.	Certificate IV in Sport Coaching	Certificate	Australian Sports Academy	0	6
6.	Certification in Sports Coaching	Certificate	United States Sports Academy	0	11
7.	Certification in Sports Management	Certificate	United States Sports Academy	0	11
8.	Diploma in Business and Retail Management	Diploma	International Management & Sports College	6	0
9.	Diploma in Sports Science and Management	Diploma	International Management & Sports College	6	0
10.	Diploma of Fitness	Diploma	Australian Sports Academy	12	18
11.	Diploma of Sport Coaching	Diploma	Australian Sports Academy	12	18
12.	Diploma of Sport Development	Diploma	Australian Sports Academy	12	0
13.	International Sports Diploma in Sports and Exercise Science (Sports Fitness)	Diploma	United States Sports Academy	6	12
14.	International Sports Diploma in Sports Coaching	Diploma	United States Sports Academy	6	12
15.	International Sports Diploma in Sports Management	Diploma	United States Sports Academy	6	12
16.	Pearson BTEC Level 4 HNC Diploma in Sport (Leisure Management) (QCF)	Diploma	Pearson Education Limited	9	18
17.	Pearson BTEC Level 4 HNC Diploma in Sport and Exercise Sciences (QCF)	Diploma	Pearson Education Limited	9	18
18.	Pearson BTEC Level 5 HND Diploma in Sport and Exercise Sciences (QCF)	Diploma	Pearson Education Limited	18	30
19.	Advanced Diploma in Hospitality and Tourism Management	Advanced Diploma	International Management & Sports College	6	0
20.	Diploma in Hospitality and Tourism Management	Diploma	International Management & Sports College	6	0

21.	OTHM Level 4 Diploma in Business Management	Diploma	OTHM	8	8
22.	OTHM Level 4 Diploma in Tourism and Hospitality Management	Diploma	OTHM	8	8
23.	OTHM Level 5 Diploma in Business Management	Diploma	OTHM	8	8
24.	OTHM Level 5 Diploma in Tourism and Hospitality Management	Diploma	OTHM	8	8
25.	OTHM Level 7 Diploma in Strategic Management and Leadership	Graduate Diploma	OTHM	8	8

2. Policy & Procedure for Student Admission

2.1 Course Admission Criteria

Kindly refer to the Standard Student Contract for the specific admission criteria. However, in general, the admission criteria are as follows:

Programme	Age Criteria	Academic & English Proficiency Criteria
USSA Certificate	Min. 16 years old	<ul style="list-style-type: none"> – GCE 'O' Level Pass in English at C6 and above, or IELTS 5.0 and above
USSA Diploma	Min. 16 years old	<ul style="list-style-type: none"> • 3 GCE 'O' Level Passes at C6 and above; or • NITEC, or Higher NITEC; or • Formal education equivalent GCE 'O' Levels; and – GCE 'O' Level Pass in English at C6 and above; or – IELTS 5.0 and above; or – Pass in ASA Language Literacy & Numeracy (LLN)
ASA Certificate III	Min. 16 years old	Nil
ASA Certificate IV	Min. 16 years old	Relevant Australian Qualifications Framework Certificate III
ASA Diploma	Min. 16 years old	<ul style="list-style-type: none"> • 3 GCE 'O' Level Passes at C6 and above; or • NITEC, or Higher NITEC; or • Formal education equivalent GCE 'O' Levels; or • Relevant Australian Qualifications Framework Certificate IV, and – GCE 'O' Level Pass in English at C6 and above; or – IELTS 5.0 and above; or – Pass in ASA Language Literacy & Numeracy (LLN)
IMSC Diploma	Min. 16 years old	<ul style="list-style-type: none"> • 3 GCE 'O' Level Passes at C6 and above; or • NITEC, or Higher NITEC; or • Formal education equivalent GCE 'O' Levels; or • Relevant Australian Qualifications Framework Certificate IV, and – GCE 'O' Level Pass in English at C6 and above; or – IELTS 5.0 and above; or – Pass in ASA Language Literacy & Numeracy (LLN)
BTEC Diploma	Min. 16 years old	<ul style="list-style-type: none"> • 1 GCE "A" Level Pass at E and above; or • Polytechnic Diploma or foreign qualification equivalent; or • Relevant certification issued by the United States Sports Academy; or • Australian Framework Certificate IV, and

		<ul style="list-style-type: none"> – GCE ‘O’ Level Pass in English at C6 and above; or – IELTS 5.0 and above
ECU Degree	Min. 18 years old	<ul style="list-style-type: none"> • GCE “O” Level Pass in English at C6 and above, or IELTS of 6.0 with no individual band less than 6.0, and • “A” Level results with a minimum aggregated score of 5 from a minimum of 2 and a maximum of 3 A Level subjects; or • Recognised Polytechnic Diploma; or • Relevant Diploma issued by the United States Sports Academy; or • Australian Qualification Framework Certificate IV or above; or • Pearson BTEC Level 4 HNC Diploma. – GCE ‘O’ Level Pass in English at C6 and above; or – IELTS 6.0 and above

*Mature candidates with substantial work experience, and who do not fulfil any of the above-criteria, will be considered on a case by case basis.

IMPORTANT NOTICE

You are required to consult and seek confirmation from our admissions office on the required course entry requirements prior to signing up for any of our programmes.

2.2 Course Completion Criteria & Award

The relevant Award and/or Certificate will be conferred by the International Management & Sports College to you upon your successful completion of the course, and your having achieved the minimum criteria necessary to obtain a “pass” from the relevant awarding institution.

2.3 Contractual Commitment

All prospective students will enter into a **CPE Standard Student Contract** with International Management & Sports College upon admission. A copy of the Standard Student Contract may also be downloaded from our webpage, or from CPE's webpage.

2.4 College Fees and Policy

International Management & Sports College is committed to the transparency and accuracy of all fees and charges. A schedule setting out the fees potentially payable will be enclosed in the Standard Student Contract.

2.5 Payment of Course Fees

The first installment (where applicable) is payable before the Course Commencement Date.

The remaining installments are payable on the dates indicated in the Payment Schedule unless otherwise stated. An administrative fee of S\$10.70 will be levied on each week of late payment.

Students who fail to make payment may be barred from the examinations and all pending results would be withheld by the College.

2.6 Administration/Miscellaneous Fee

Note: Please check with the College administration for the latest published tuition and non-tuition fee schedules.

Purpose of Fee	Amount (with GST) S\$
Deferment Fees	235.40
Re-Assessment Fees (per module)	214.00
Re-Module Fees (per module)	856.00
Re-Module Fees (per module) – ECU Degree Programme	2,236.30
Penalty for Late Payment (per week)	10.70
Replacement of Student ID	21.40
Medical Insurance (if applicable)	96.30
IMSC T-shirt	32.10

2.7 Fee Protection Scheme

The Fee Protection Scheme seeks to protect a student's fees in the event that IMSC is unable to continue operations due to insolvency and/or regulatory closure and/or any other reasons. The Fee Protection Scheme also protects students if IMSC fails to pay penalties or return fees to the students arising from judgement made against it by the Singapore courts.

International Management & Sports College (IMSC) has selected the FPS Insurance Scheme with Lonpac Insurance for the convenience of our students.

Fees refer to all monies that are paid to IMSC by students to IMSC. Apart from the following fees, all fees paid by students to IMSC are protected under FPS.

1. Course application fee;
2. Prevailing Goods and Services Tax (GST); and
3. Miscellaneous fees (any non-compulsory fees and payable only when applicable).

2.8 Payment of School Fees

You can pay your school fees either via bank transfer or cheque to our Oversea-Chinese Banking Corporation Limited (OCBC) account.

The details of IMSC's OCBC account are as follow:

Account name : International Management & Sports College Pte Ltd
Account number : 508 707 999 001

Please inform our student administration staff each time you make payment by bank transfer.

Cheques are to be made payable to "International Management & Sports College Pte Ltd".

2.9 Medical Insurance

We have purchased a Group Hospitalisation and Surgical Insurance Policy for both local (Singapore Citizens, Permanent Residents or non-Student Pass international students) and international students.

The policy will minimally provide for an annual coverage limit of SGD 20,000 per student, at least B2 ward in government and restructured hospitals and 24-hours coverage in Singapore and overseas (if students are involved in school-related activities) throughout the entire course duration.

You can choose to opt out of the medical insurance scheme if you can show that you are already covered by your own medical insurance. For more information on International Management & Sports College's Group Hospitalisation Exclusion of pre-existing illness and Surgical Insurance Policy, kindly refer to the information found on our website, at the following address: <http://www.imsc.edu.sg/insurance>

Medical insurance is not applicable to part-time students and students taking courses with duration of not more than one month or 50 hours (cumulative).

AXA INSURANCE SINGAPORE PTE LTD has been appointed as the insurance provider for all our students.

2.10 Refund Policy and Procedure

You are entitled to withdraw from the Course by giving written notice to the College of your intention to do so under the following circumstances:

1. International Management & Sports College fails, for any reason, to commence the Course on the Course Commencement Date; or
2. International Management & Sports College terminates the Course, for any reason, prior to the Course Commencement Date; or
3. International Management & Sports College fails, for any reason, to complete the Course by the Course Completion Date; or
4. International Management & Sports College terminates the Course, for any reason, prior to Course Completion Date; or
5. International Management & Sports College has not ensured that the student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A of the Student Contract within any stipulated timeline set by CPE; or
6. The student's Student Pass application is rejected by Immigration and Checkpoints Authority (ICA)

You will be informed, in writing, of alternative study arrangements (if any), and also be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid by you to International Management & Sports College, should you decide to withdraw, within 7 working days of receiving the notice from the International Management & Sports College of any of the circumstances as set out in points 1 – 6 above.

If you withdraw from the course for any reason other than those stated under points 1 – 6 above, IMSC shall, within 7 working days of receiving your written notice of withdrawal, refund to you an amount based on the Refund Table below.

% of Aggregate Amount of Course Fee	If Student's Written Notice of Withdrawal is Received
100%	More than 30 days before the Course Commencement Date
50%	Before, but not more than 30 days before the Commencement Date
10%	After, but not more than 10 days after the Commencement Date
5%	More than 10 days after the Course Commencement Date, but not more than 30 days after the Course Commencement Date
0%	More than 30 days after the Commencement Date

Cooling Off Period

International Management & Sports College shall provide you with a cooling-off period of 7 working days after the date that the relevant Student Contract has been signed by both parties. You will be refunded the highest percentage (stated in the Refund Table above) of the fees already paid if you submit a written notice of withdrawal to IMSC within the cooling-off period regardless of whether you have started the course or not.

2.11 Student Confidentiality and Security Policy

Except otherwise specifically provided for below, International Management & Sports College will grant access to Confidential Student Information to authorised International Management & Sports College personnel only on a “need to know” basis. This is, in turn, based on what is, in our view, a need for said personnel from the International Management & Sports College to access said student’s information.

“Confidential Student Information” means any personally identifiable information relating to the student which is received from the student or arises out of the student’s course of study with the International Management & Sports College or information relating to the student’s whereabouts or physical or mental condition and well-being.

“Confidential Student Information” shall not include:

1. Any information which becomes generally known to the public, other than by reason of any wilful or negligent act or omission of International Management & Sports College, or any of its representatives;
2. Any information which is required to be disclosed pursuant to any applicable laws or to any competent governmental or statutory authority or pursuant to rules or regulations of any

- relevant regulatory, administrative or supervisory body (including, without limitation, any relevant stock exchange or securities council);
3. Any information that has been lawfully received by a third party without a breach of this privacy statement; (iv)
 4. Any information that is already known by or available to the International Management & Sports College without a confidentiality obligation; or
 5. Any information that is disclosed by us with prior written approval of the student.

Without affecting the generality of the above paragraph and for the avoidance of doubt, the following shall be deemed to meet the requirement for disclosure stated in the above paragraph above:

1. A request for information by the Ministry of Education or the Committee for Private Education;
2. Sharing of information or data with Government agencies or statutory bodies or non-government agencies authorised to carry out specific Government services or duties;
3. Sharing of information with persons or organizations providing a student with financial aid;
4. Sharing of information with third parties, including members of the student's family or medical or security personnel, in an emergency if the International Management & Sports College deems it necessary in order to protect the health or safety of the student or other persons; or Publication or release of information that is customary by universities or other educational institutions, including but not limited to awards of prizes, medals, scholarships, classes of honors and other marks of distinction, and student or graduation status.

Prior permission will be obtained in writing from the student if the particulars are to be used for any other purposes apart from the instances that are set out above. In this instance, we will obtain the student's written consent prior to the disclosure of such confidential student information.

For the convenience of our students, we may also display to said student data that said student had previously supplied to us or other Government agencies. In the event that a student provides consent for the disclosure or use of information other than for an official or educational purpose, the College will retain a student's personal data only as necessary for the effective delivery of College services to the student.

To safeguard a student's personal data that had been provided electronically or had been converted into an electronic form, we have taken reasonable steps to secure all electronic devices, and taken further steps to secure the transmission of all personal data with the appropriate security technologies.

This Policy is subject to any applicable law mandating or otherwise requiring disclosure.

This Policy is subject to revision at the discretion of the College from time to time.

2.12 Leave of Absence and Application Procedures

Students are to inform the College of any intention for travel, and a written application must be submitted to the College prior to such travel arrangements, for our approval, prior to leaving Singapore. All travel period must not affect class attendance. The College must be notified of any emergency leave. Students are to submit a written notice to the College with supporting documents (where applicable).

3. Student Services Support

3.1 Provision of Student Services

Orientation Programme for All Newly-Enrolled Students

An orientation programme will be conducted to welcome and induct all new students prior to the start of course. The orientation programme will cover the following:

1. IMSC's location(s) and a general description of our facilities and infrastructures;
2. Type of certification awarded at the end of the course (certificate/diploma/advanced diploma/degree/master/PhD etc.);
3. Opportunities for further education after graduation and job prospects after graduation;
4. Total payable fee throughout the course duration;
5. Fee Protection Scheme adopted by IMSC, payment methods and schedule;
6. Student contract clauses;
7. Refund policy;
8. Transfer and withdrawal policy;
9. Student support services available;
10. Course admission requirements and any exemption (if applicable);
11. Course modules and outline;
12. Course duration and assessment schedules;
13. Promotion and award criteria, including any special condition;
14. IMSC's response time for feedback/complaint/grievance received and to resolve the feedback/complaint/grievance (within 21 working days) to the prospective students;
15. Reference to IMSC's website for course syllabi and module synopsis; and
16. Reference to CPE's official website at www.ssg.gov.sg/cpe/pei.html for more details.

The Student Handbook will be used as the main source of information during the orientation.

In the event where any information is changed, we will ensure all students are promptly notified through available communication channels and sufficient time is given to prepare for the changes.

3.2 Course Materials

An approved set of course notes will be provided for all courses conducted by us. The course notes are subject to revision to meet the new challenges and requirements of the course.

3.3 Course Time-table

The course time-table will be issued before the commencement of each term.

The information provided is correct at the time of issue. We reserve the right to amend the time-table whenever deemed necessary.

3.4 Attendance and Class Regulations

Attendance is compulsory. In the event of absenteeism due to unforeseen or medical reasons, a letter from the parent/guardian or a doctor's medical certificate or an excuse letter must be submitted to the College on the following day.

Students are required to be punctual for classes and observe the timings for classes according to the class schedule given at the commencement of each term/ level. If there any changes made thereafter, the student will be notified by the College through WhatsApp messages, email, notices, and/or any other means available at the time.

Students arriving after 15 minutes of class start time will be considered late and after 30 minutes of class start time will not be allowed to sign the attendance for the lesson, and will be marked as absent.

Any student leaving before the end of class or before class is formally dismissed by the teacher will be treated as having been absent for the day.

Students who are unable to attend regular classes with valid reasons are required to submit the Student Leave Application Form together with relevant supporting documents to the Administration Office at least one week before the date of absence.

Students must be punctual for lessons or other College activities.

Students must be attentive in class and all assignments must be handed in on time and must be adequately prepared for their lessons.

Students must refrain from attending to private matters during lessons.

No student may leave a lesson without the prior permission of the teacher-in-charge.

Attendance Requirement

Local students shall ensure that their attendance for each module shall minimally be at least 75% per month.

International students shall ensure that their attendance for each module shall minimally be at least 90% per module.

3.5 Absenteeism & Warning Letter

For Local Students:

A warning letter will be issued to any student who:

- Is absent for class for more than 3 consecutive days without medical proof or prior approval from the IMSC; or
- Falls below the 75% attendance mark for the relevant calendar month.
- A final warning letter will be issued to any student who:
 - is absent from class for more than 7 consecutive days without medical proof or prior approval from IMSC; or
 - has accumulated more than **3** warning letters during the course of the relevant programme.

For International Students

International students shall ensure that their attendance for each module/month is at least 90% per month.

A warning letter will be issued to the relevant international student if the student is absent from class for more than 3 consecutive school days without medical proof or prior approval.

A final warning shall be issued if the relevant international student:

- is absent for more than 7 consecutive days without medical proof or prior approval, or
- has accumulated more than 3 warning letters during the course of the relevant programme, or

- fails to meet the minimum attendance required for any particular month.

The Manager, Student Administration & Operations shall send the list of students not meeting the 90% attendance requirement to the ICA. For students aged below 18 years, the Manager, Student Administration & Operations shall also include the student's parent/guardian (where applicable) in the email.

International students who fail to meet the required 90% attendance may have their Student Pass withdrawn by the ICA. The Manager, Student Administration & Operations shall keep student's parent/guardian informed upon issuance of warning letters.

Poor Attendance (for Both Local and International Students)

For students who have accumulated 3 occurrences of poor attendance, the Executive, Academic & Programme Management shall arrange for a counselling session with the student and the issue shall be escalated to the Academic Director. The Academic Director shall determine the academic penalty (as indicated in the respective Student Handbook) to be awarded to the student. Academic penalties may range from capping of assessment marks, barring from examinations, termination from the programme, etc.

3.6 Student Feedback

An evaluation will be conducted at the end of each module/month (where applicable). A final term evaluation after the course will also be conducted to evaluate the effectiveness of the teacher/lecturer and the course coverage, and to gather students' feedback on other aspects of the course.

Students may also channel their feedback on the course or the services provided by contacting any member of the top management team.

Students' feedback is valuable as such information will be used to help the College to improve our courses and services.

All evaluation and feedback will be treated in strictest confidence.

3.7 Deferment/Transfer/Withdrawal/Termination Policy & Procedure

3.7.1 Course Deferment

Deferment is only allowed once for up to a maximum of six months. Exceptions can be made in special cases, on a case-by-case basis, subject to approval. Such instances include National Service.

Request for course deferment must be made in writing via a Course Deferment Application Form. The Course Deferment Application Form, duly executed, must be submitted together with the supporting documents.

The student will receive an acknowledgement email within 3 working days upon the College's receipt of said application.

The student will be informed of the College's decision via email within 4 working days upon receipt of the deferment application.

There will be no refund of course fees paid in the event of deferment. If there is an increase in the course fees by the time the student attends the course, the student is liable to pay the difference.

Students who wish to request for a deferment are required to pay a deferment application fee of S\$235.40

3.7.2 Transfer Policy

Transfer of course is defined as the student transferring to a different course within IMSC.

The procedure relating to a transfer to a different course is as such:

- A written notice of transfer of course (via the Transfer / Withdrawal Form) must be delivered to the Manager, Student Administration & Operations.;
- Within 3 working days of receipt of the Transfer / Withdrawal Form, IMSC will arrange for a counselling session with said student. For students under 18 years of age, IMSC shall seek parental / legal guardian approval prior to processing the request for transfer of course;
- During the counselling process, IMSC will also assess, and advise the student on his/her eligibility to enroll into the new course;
- The student must settle any outstanding fees payable to IMSC before the transfer of course shall be processed;
- IMSC will advise the student on the final outcome within a reasonable time frame of not more than 4 weeks;
- Upon acceptance of the transfer, the student will be offered a new contract;
- Refunds (if any) will be processed within 7 working days from the student's request for withdrawal (excludes time taken for postal services or external processing by banks);
- Applications for course transfer within IMSC are granted on a case-by-case basis subject to the student meeting the student selection requirement of the new programme and approval from the partner programme provider where applicable.

For International Students:

- IMSC will inform ICA of the course transfer within 3 working days; and
- Course transfer is subject to approval by the ICA. Students are to note that should the application be rejected for whatever reasons, students may not be able to continue their studies in Singapore.

3.7.3 Course Withdrawal

Withdrawal is defined as the student contract being terminated, and the student is no longer a student of IMSC. Transferring to another institution of study of equivalent credit transfer is also deemed as a withdrawal from IMSC.

The procedure relating to transfer to a different course is as such:

- A written notice of withdrawal (via the Transfer / Withdrawal Form) must be delivered to the Manager, Student Administration & Operations.;
- Within 3 working days of receipt of the Transfer / Withdrawal Form, IMSC will arrange for a counselling session with the said student. For students under 18 years of age, IMSC shall seek parental / legal guardian approval prior to processing the request for transfer of course;
- IMSC will advise the student on the final outcome within a reasonable time frame of not more than 4 weeks; and
- Refunds (if any) will be processed within 7 working days from the student's request for withdrawal (excludes time taken for postal services or external processing by banks).

For International Students:

- Transferring to another institution of study is subject to approval by ICA. Students are to note that should the application be rejected for whatever reasons, students may not be able to continue their studies in Singapore

3.7.4 Termination & Expulsion

A student may be expelled from the College under the following circumstances:

Misconduct: Fighting, gambling, smoking or behaving in a disorderly manner.

Defamation: Spreading untruth and damaging remarks about the College, its staff, or fellow students which are deemed to be detrimental to the good name and reputation of the College.

Vandalism, Mischief and/ or Theft: Students who have been found to participate in any wilful or negligent acts that cause damage to, loss, removal or theft of, or any other wrongful interference with any property of the College.

Cheating in examinations/tests: Any form of plagiarism or cheating in tests and examinations may result in disciplinary action such as expulsion from the course.

Should any student be expelled from the course, no refund on fees paid will be made.

3.8 Course Duration

Students are required to complete their course (inclusive of examination) within the stipulated duration for each course of study.

Students must successfully complete the preceding level/stage before they can proceed to the next level/stage.

3.9 Indemnity

International Management & Sports College will not be liable for any mishap, injury, loss or damage suffered by students during the course.

3.10 Change or Update of Personal Particulars

Students are required to inform the College and complete the Student Particulars Update Form if there is a change in their personal particulars (such as name, address and contact numbers). Supporting documents, where necessary, must be submitted with the Student Particulars Update Form.

International Management & Sports College will not be responsible for misplaced mailings due to change in mailing address. The cost and/or expense incurred as a result of misplaced mails will be borne by the student. Examination and assessment results **will not** be released over the telephone.

3.11 Mentorship / Industrial Attachment / Work-Based Experience

USSA Diploma

The USSA Mentorship Programme is a unique educational plan that allows students to apply their classroom knowledge in a safe work environment under the close guidance of a relevant

and experienced supervisor. More details about the qualifying criteria of the supervisor can be found in your Mentorship Handbook.

The student must:

1. Pass 6 core and 4 elective modules
2. Achieve 75% attendance for all modules
3. Have no outstanding payments

IMSC Diplomas

The IMSC Diploma in Sports Science and Management, IMSC Diploma in Business and Retail Management, IMSC Diploma in Hospitality and Tourism, as well as the IMSC Advanced Diploma in Hospitality and Tourism all include a module on Industrial Attachment, which allows students to carry out work experience in an appropriate and safe manner, and reflect on work experience undertaken and its influence on personal and professional development.

The Industrial Attachment (IA) will be for a period of up to 6 months and students must fulfil a minimum of 360 hours to complete the IA.

BTEC Diploma

The BTEC Work-based Experience (WBE) programme enables students to experience the scope and depth of learning which takes place in a work-based context. This optional programme allows flexibility of study for students and they are supervised in the workplace and their academic supervisor to plan, carry out, monitor and evaluate work-based activities.

3.12 Mitigating Circumstances

Introduction

IMSC recognises that students may suffer from a sudden illness or other serious and unforeseen events or set of circumstances which may adversely affect their ability to complete an assessment or the results they obtain for an assessment. In such cases the mitigating circumstances regulations and procedures may be applied.

Mitigating circumstances may include:

- Significant physical or psychological illness
- Severe personal difficulties
- Serious illness affecting a close family member
- Sudden deterioration in a long standing medical condition or disability
- Being the victim of a serious crime
- Legal proceedings requiring attendance at court
- Unforeseeable or unpreventable events.

The following **will not** be regarded as mitigating circumstances:

- Failure to attend an examination due to misreading the examination timetable
- Events such as holidays and weddings
- Inadequate planning and time management
- Having more than one examination on the same day
- Examination clashes arising from incorrect registration by the student, i.e. examinations scheduled to take place at the same time (students are responsible for reporting any examination clashes which occur in their examination timetable to their Departmental Examinations Officer and the Student Administration and Support Division so that alternative arrangements can be made)

- Any event that could have been reasonably expected or anticipated, such as sporting events or pressures from paid employment, or other study commitments.

The Management Team of IMSC shall demonstrate fair and consistent treatment of its students in support of these mitigating circumstances.

Process Of Submission Of Evidence

The student is responsible for obtaining all appropriate documentary evidence and ensuring that it is submitted on time.

It is the student's responsibility to obtain and submit a verified translation if the original evidence is in another language, apart from English.

The student shall submit the appropriate Mitigating Circumstances Form and provide IMSC with supporting documentation from an appropriate third-party as evidence of the mitigating circumstance.

The evidence must explain: (1) what the circumstance is; (2) exactly how it affected the student in relation to his/her studies/assessment; (3) precisely when (i.e. identifying which assessments were affected).

The student shall submit the documentary evidence to IMSC before the expiry of the relevant deadline for the submission of evidence in relation to mitigating circumstances claims. In most circumstances, the deadline will be no later than five working days after the relevant coursework submission date or the date of the examination but you should check the specific date with IMSC.

Failure to divulge information and provide evidence at the appropriate time may mean that IMSC has insufficient information to accept mitigating circumstances or to judge their severity. Appeals against academic decisions may be disallowed if the appeal is based on evidence of mitigating circumstances could have reasonably been supplied to IMSC earlier.

The student shall contact and/or consult the Executive, Academic and Programme Management for issues concerning the submission if required.

IMSC will decide whether or not the student has established sufficient grounds of mitigating circumstances relevant to his/her assessment.

The student shall receive a response from IMSC within two weeks of submitting his/her Mitigating Circumstances Form and evidence.

If IMSC accepts the student's mitigating circumstance, it shall make a corresponding recommendation about the affected assessment(s) to the Academic and Examination Board for his/her course.

The recommendations that IMSC is allowed to make shall include, for example, the opportunity to take the affected assessment again as if for the first time (i.e. a 'sit' or 'submit'), or the waiving of a late submission penalty incurred for the affected assessment.

The student shall note that presentation of mitigating circumstances evidence does not guarantee that a concession shall be applied and accepted mitigating circumstances do not lead to marks being changed.

Depending on the circumstance, IMSC will normally inform student to hand in his/her coursework at the earliest possible opportunity that his/her circumstances allow. If the student's mitigation is accepted for the affected assessment, no penalty shall be applied for its late/non submission. If

the student's mitigation is accepted but IMSC agrees he/she could have submitted his/her work earlier, a partial penalty is likely to be applied.

IMSC is allowed to set a revised submission date in cases where it is possible and appropriate to do so in order to account for accepted mitigating circumstances.

The student shall notify IMSC at his/her earliest possible opportunity if he/she experience a sudden illness or other serious and unforeseen event or set of circumstances that mean he/she will not be able to meet a coursework deadline.

The student shall also provide appropriate documentary evidence so that IMSC can consider the student's case and determine if and how it is appropriate to account for his/her circumstances.

IMSC's Potential Scope of Assistance

IMSC shall help the student in dealing with his/her mitigating circumstances if:

- His/her circumstances mean he/she might need time away from study, IMSC shall be able to advise him/her whether a formal suspension of studies is a possibility and discuss arrangements for returning to his/her course;
- He/she has or suspects he/she has a learning difficulty (e.g. dyslexia), IMSC will refer him/her for professional help; and
- He/she is experiencing financial difficulties, IMSC shall direct him/her to the relevant bodies/organisations for financial aid.

3.13 Flexible Arrangements for Learning and Assessment for Students with Recognised Sporting Talent

Introduction

Students with a sporting talent may apply for IMSC recognition as an elite athlete and may be eligible for consideration for flexible arrangements for learning and assessment.

Recognised elite athletes should discuss their training and competition schedules with the Executive, Academic and Programme Management and with their respective lecturer at the earliest opportunity, normally at the start of each academic year.

Procedures to Apply

Students should submit the Elite Athlete Application form, either on acceptance of an offer of a place at IMSC or at the time of registration with IMSC. These applications will be considered by the Management Team.

Students who have been recognised by IMSC as having and maintaining sporting talent may apply in writing, citing key dates and a justification for alternative learning or assessment arrangements, to the Chairman and Chief Executive Officer for consideration for the following types of flexible arrangements:

- Authorised absence from scheduled lectures, seminars or other teaching sessions;
- Revised deadlines for submission of formative or summative coursework;
- Special considerations in the allocation and timing of placements; and in exceptional circumstances such as competing in or preparing for a major international sporting event, alternative assessments or examinations

The Chairman and Chief Executive Officer will ensure that the names of recognised elite athletes are notified to the relevant Heads of Department and Academic Director.

Where necessary, Heads of Department will verify an applicant's supporting evidence such as competition dates and times or references with a National Sport Governing Body.

Only those students who maintain the required level of academic progress on their programme of study, as determined by the Chairman and Chief Executive Officer shall be considered for the flexible arrangements.

The following are examples of sporting commitments for which students might be granted flexible arrangements:

- Athletes competing in national/international competitions;
- Student athletes attending special training camps to maintain or enhance their inclusion in a regional or national (senior or age group) squad; and
- Students competing for a team that has reached the semi-final or final of a National Competition.

It is expected that any student requiring any concession in academic schedules under this policy will know of and have discussed with the relevant IMSC staff their commitments and any potential clashes with academic requirements well in advance. Under normal circumstances, the student would also make his/her own arrangements to catch up on material missed.

The decision of the Chairman and Chief Executive Officer on the application for concession will be final.

4. Academic and Assessment

4.1 a) Examination Policy - USSA

Students who **do not** achieve the minimum attendance requirement will not be allowed to sit for their test/ examination.

The date and time of the examination are specified in the time-table. A notification will also be issued one month prior to the examination.

The passing mark for class tests/external examination is 70%.

Examination dates cannot be changed to cater to individual requests.

Students who are late more than 30 minutes are not allowed to sit for the examination.

In cases of failure in examination or absence during examination, the student will usually be given the chance to re-sit paper approximately 4 weeks after the confirmed result is released. However, it is subject to respective examination authorities regulations. Should the student fail again, the student will be required to **re-module** the subject.

b) Examination Policy - ASA

The ASA Diploma is a competency-based diploma, and students are not required to sit for any written examination. However, all students are required to demonstrate the relevant competency required of them for the relevant module(s).

c) Examination Policy – IMSC

Students who **do not** achieve the minimum attendance requirement will not be allowed to sit for their test/ examination.

The date and time of the examination are specified in the time-table. A notification will also be issued one month prior to the examination.

The passing mark for examination is 60%.

Examination dates cannot be changed to cater to individual requests.

Students who are late more than 30 minutes are not allowed to sit for the examination.

In cases of failure in examination or absence during examination, the student will usually be given the chance to re-sit paper approximately 4 weeks after the confirmed result is released. However, it is subject to respective examination authorities regulations. Should the student fail again, the student will be required to **re-module** the subject.

d) Examination Policy - BTEC

The BTEC Diploma is a competency-based diploma, and students are not required to sit for any written examination. However, all students are required to demonstrate the relevant competency required of them for the relevant module(s).

4.2 Final Result Appeals

All appeal cases will have to be submitted via an Assessment / Award Appeal Form to IMSC within the stipulated timeline after the release of examination results. Please check with the school administration on the timeline for your respective course.

The appeal will be processed in accordance with the College's appeal policy.

The Executive, Academic & Programme Management shall inform the student of the result of the appeal via email within 4 weeks for in-house courses, and no later than 8 weeks for courses administered by a partner organization from the date of appeal.

Examination and assessment results **will not** be released over telephone.

4.3 Progression

1. The Academic Director will assess the student's progression criteria. Once assessed, the Academic Director will inform the student of his/her progression to the next course or level. For non-performing students who do not meet the progression criteria or unsuccessful appeal cases, these students will be sent for counselling with the Academic Director and be required to re-module for the failed subject(s).
2. Should a student be caught for plagiarism or cheating in examination, and depending on the severity of the case, it is within the powers of the Examinations Board to determine whether a student should fail the examination with no provision for reassessment (re-module) or progression, and so no award shall be made. For cheating cases, the student may be expelled or terminated from the course of study.

5. Dispute Resolution Policy & Procedure

Handling Feedback | Complaint | Dispute or Grievance

IMSC has a closed-loop feedback and complaint management system to gather and address all feedback and complaints received from students, staff, external partners or the public. We shall address and resolve feedback and complaints within 21 working days. The person giving the feedback or making the complaint shall be notified of the action taken, and where appropriate and applicable. Unless otherwise required by law, privacy and confidentiality shall be maintained at all times.

Feedback, including disputes, can be lodged via any of the following means:

1. Feedback forms located at the IMSC's front desk;
2. Website at www.imsc.edu.sg
3. Email (via info@imsc.edu.sg);
4. Telephone: 64230668;
5. Letters;
6. Face-to-face meetings; and
7. Orientation sessions.

Timeline for Resolving Dispute

The College will attempt to resolve any dispute within 21 working days. However, if the College is unable to resolve the dispute, the matter will be resolved through the Dispute Resolution Scheme under the Council for Private Education. More information may be obtained at: <https://www.ssg.gov.sg/cpe/student-services/dispute-resolution.html>.

6. Code of Conduct

Students must maintain good conduct at all times and must observe:

- The laws of the Republic of Singapore,
- The rules and regulations of Immigration and Checkpoints Authority (ICA) Singapore, and
- The rules and regulations of International Management & Sports College

A student will be dismissed from his/her course of study if he/she **does not adhere to the code of conduct and/or violated any of the major disciplinary offences below:**

1. Cheating or dishonesty in examinations
2. Disruptive behavior during classes
3. Disrespectful behavior, non-compliance and/or disobedience towards the schools' teachers and staff
4. Misbehaviour, engaging in fighting in school, and/or immoral or indecent behavior
5. Vandalism, willful destruction of and/or damage to or theft of the school's property
6. Possession of offensive weapons
7. Consumption of drugs or alcoholic drinks or intoxicating substances
8. Forging of documents or possession of forged documents
9. Unauthorized use or illegal copying of copyright materials including printed and/or non-printed matters and computer software or the disclosure of computer passwords to others
10. Breach of or non-compliance with or non-observance of such rules and regulations as may be made from time to time by the school management.

7. Important Contacts and Helplines

Students with problems or concerns can reach us at **6423 0668** during office hours (i.e. Mondays to Fridays from 9 am to 6 pm), excluding public holidays and school term holidays.

Students with problems or concerns can reach us at **9773 3670** after office hours (i.e. Mondays to Fridays from 9 am to 7.30pm).

Health & Safety

In case of injury, please approach the Student Services Officer or call **6423 0668** for assistance.

Other useful contact numbers: Police (Call: **999**) / Ambulance or Fire (Call: **995**)