



**IMELDA UNISEX HAIR STYLING AND BEAUTY
TRAINING SCHOOL**
Student Handbook



Version 2.0 (Effective 20/4/2017)

Table of Contents

1. About Us.....	3
2. Vision, Mission, Values and Culture.....	4
3. Organisation Chart.....	5
4. School Location and Contact	6
5. School Premise and Facilities	7
6. Student Support Services	7
7. Fee Protection Scheme.....	8
8. Standard Student Contract.....	8
9. Medical Insurance.....	9
10. Suspension and Expulsion	10
11. Refund Policy	10
12. Refund Procedure	12
13. Transfer / Withdrawal Policy.....	12
14. Transfer / Withdrawal Procedure.....	13
15. Attendance Requirement	14
16. Course Deferment	15
17. Dispute Resolution Policy.....	16
18. Feedback / Dispute Resolution Procedure	17
19. Appeal Procedure.....	17
20. Other Information.....	18
21. Reference to CPE.....	20

1. About Us

Imelda Unisex Hair Styling and Beauty Training School was established in 1978. The school believes in providing opportunities for individuals to develop professionally through collaboration with institutes in Singapore and the United Kingdom, such as the Institute of Technical Education and the International Therapy Examination Council (ITEC).

At Imelda, we place a high priority on quality training. This is further reinforced by the fact that we have been ITE's Approved Training Provider since 2003. To date, we have 10 full time trainers, 1 part time trainer and is supported by 1 administrative staff. Our teacher to student ratio for theory lessons is placed at 1 : 16 for practical and theory classes which are well below the industry standard. In addition, our school achieves a high passing rate of above 95% for NITEC courses.

2. Vision, Mission, Values and Culture

Vision

To be the leading hair and beauty training school in Singapore by 2020.

Mission

To equip our students with the leading-edge skills that allows them to be experts of our trade, by constantly innovating and upgrading our own skills in collaboration with industry experts.

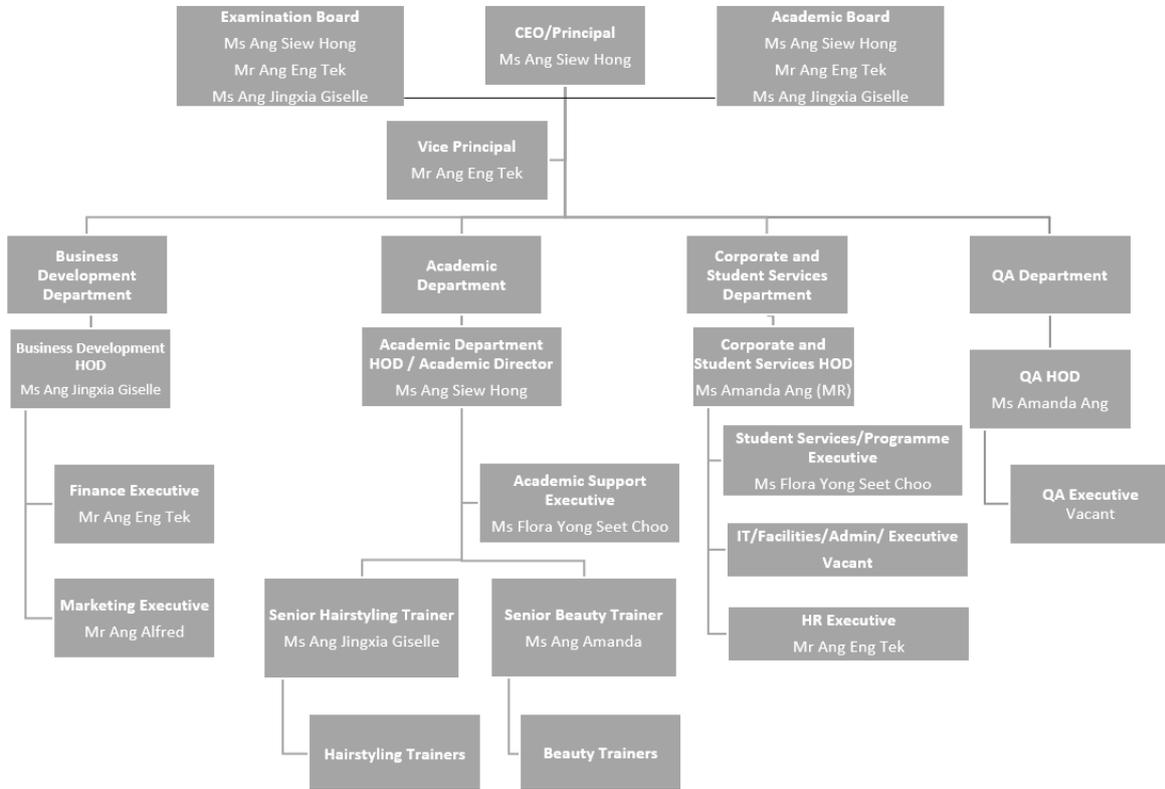
Values

- Innovation
Continuously seeking innovations and ideas by scanning market trends and moving quickly to embrace them.
- Teamwork
Treating one another with respect and communicating openly. We build teamwork while maintaining individual accountability.
- Professionalism
Maintaining the highest quality of training and being sensitive to our students' needs and helping them achieve their aspiration.
- Integrity
Gaining trust by saying what we mean, matching our behaviours to our words and taking responsibility for our actions.
- Can Do Attitude
Embracing change and taking on challenges and demonstrating a "can-do" attitude.

Culture

We are proud to be in Imelda that embraces change and creativity that form the fundamental of our business. We have a passion to succeed together by developing self, colleagues and students and we celebrate our accomplishments together.

3. Organisation Chart



4. School Location and Contact

LOCATE US

Imelda @ People's Park Centre, 02-40/41/42/34/37, Singapore (058357)

Nearest Bus Stops

Bus 54, 124, 145, 147, 166, 190, 851

Nearest MRT Station

Chinatown Station (NE4) - Exit D

Operating Hours

Imelda is open from Mondays to Saturdays, except on public holidays.

Monday to Friday: 1000 hr to 2230 hr

Saturday: 1000 hr to 1900 hr

5. School Premise and Facilities

Imelda is equipped with modern educational and training facilities, consisting of:

- Fully Equipped class rooms
- Fully Equipped Practical Rooms
- Locker facilities

6. Student Support Services

Imelda undertakes the responsibility to continually improve on ensuring that all students' welfare and needs are well taken care of and will do so by school-student engagements through the various student touch points as listed.

- We provide a wide range of support services including, but not limited to:
 - Student Orientation Programme
 - Counselling Services
 - Dispute Resolution
 - Medical Insurance
 - Staff – Student dialogue sessions
 - Students' Activities
 - Students can refer to the Student Handbook for the full list of services.

Note: This comprehensive list of student support services is not meant to be exhaustive. The School undertakes the responsibility to continually improve on ensuring that all students' welfare and needs are well taken care of and will do so by school-student engagements through the various student touch points as listed.

7. Fee Protection Scheme

The Fee Protection Scheme (FPS) serves to protect the students' fees in the event a Private Education Institution (PEI) is unable to continue operations due to insolvency, and/or regulatory closure.

The FPS also protects the student if the PEI fails to pay penalties or return fees to the student arising from judgments made against it by the Singapore courts.

FPS is compulsory for both local and international students taking courses at Imelda except for courses with waiver granted by CPE.

The actual premium amount to be paid for both local and international students will be calculated from the day the first instalment payment is made by the student.

Fee Protection Company: Lonpac Insurance BHD

Policy Number: Z / 17 / BM00 / 000618

8. Standard Student Contract

The Standard PEI-Student Contract ("Student Contract") Imelda adopts is a very important legal document between the School and the student.

It is the responsibility of the Institute to explain the following contents of the student contract in English or in the native language of the student, where applicable.

- i. Course information and Fees
- ii. Course information and Fees Refund Policy, including Refunds for Withdrawal for Cause and Refunds for Withdrawal without Cause
- iii. Any other information as deemed necessary

9. Medical Insurance

Effective 1 November 2015, Singapore Citizens (SC) and Singapore Permanent Residents (SPR) will be covered under the new Medishield Life scheme and thus no additional medical insurance will be purchased for these students.

We have purchased a group medical insurance scheme for all its students (except SC/SPR). This medical insurance scheme will have a minimum coverage as follows:

An annual coverage limit of S\$20,000 per student, covers up to B2 wards/6-bedder wards (conditions apply) in Singapore Government and Restructured hospitals; and provides for 24 hours coverage in Singapore and overseas (if student is involved in school related activities) throughout the course duration.

The mandatory medical insurance purchase described above does not apply to students studying on a part-time basis or those taking courses that are no more than 30 days or 50 hours in duration.

Insurance Company: AXA PTE LTD

Claiming Methods

- This is a refund insurance plan, in other words, the insured student has to pay for the medical fees by him/herself when he/she is hospitalized.
- The student has to submit a claim form with the assistance of the School's Operations Department
- The School will submit the claim on behalf of the student and upon confirmation from the medical insurance provider, the School will inform the student of the claim outcome.

10. Suspension and Expulsion

The school takes misconduct/malpractice extremely serious, and investigates all alleged cases of misconduct. Any student suspected of misconduct will be dealt with accordingly. Should any student be expelled from the course, no refund on fees paid will be made.

Students may be suspended or expelled from Imelda under the following circumstances:

- **Violation of ICA Regulation:** Student's Pass holders who have been caught working in Singapore may lead to expulsion and deportation as well as the forfeiture of Security Deposit.
- **Misconduct:** Fighting, gambling, smoking or behaving disorderly.
- **Defamation:** Spreading untruth and damaging remarks about Imelda, its staff, or fellow students which are deemed to be detrimental to the good name and reputation of Imelda.
- **Vandalism, Mischief and/or Theft:** Students who have been found to participate in any willful or negligent acts that cause damage to, loss, removal or theft of, or any other wrongful interference with any property of Imelda.
- **Cheating in examinations/tests:** Any form of cheating in tests and examinations may result in disciplinary action, not excluding expulsion from the course.
- **Attendance:** Students who do not meet the criteria for attendance of 75% (Local Students) and 90% (International Students) may result in expulsion and cancellation of their student's pass.

11. Refund Policy

The School's Management Team shall **ensure a fair and reasonable refund policy** is detailed for any payments made.

Time taken to process all refund requests will be done within 7 working days.

The School adopts the Refund Policy as per the Standard Student Contract as set out by CPE.

This Policy will act as a framework in guiding the implementation of detailed refund processes and procedures in the following areas:

- (i) Refund for Withdrawal Due to Non-Delivery of Course
- (ii) Refund for Withdrawal Due to Other Reasons
- (iii) Cooling off Period
- (iv) School Refund Policy as per clauses in the Standard Student Contract: -

Refund for Withdrawal Due to Non-Delivery of Course:

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

- (i) It does not commence the Course on the Course Commencement Date;
- (ii) It terminates the Course before the Course Commencement Date;
- (iii) It does not complete the Course by the Course Completion Date;
- (iv) It terminates the Course before the Course Completion Date;

- (v) It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A of the standard student contract within any stipulated timeline set by CPE; or
- (vi) The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

The Student should be informed in writing of alternative study arrangements (if any), and also be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid should the Student decide to withdraw, within seven (7) working days of the above notice.

Refund for Withdrawal Due to Other Reasons:

If the Student withdraws from the Course for any reason other than those stated in Clause 2.1 of the standard student contract, the PEI will, within seven (7) working days of receiving the Student's written notice of withdrawal, refund to the Student an amount based on the table in Schedule D of the standard student contract.

Refund during Cooling-off Period:

The PEI will provide the Student with a cooling-off period of seven (7) working days after the date that the Contract has been signed by both parties.

The Student will be refunded the highest percentage (stated in Schedule D of the Standard Student Contract) of the fees already paid if the Student submits a written notice of withdrawal to Imelda within the cooling-off period, regardless of whether the Student has started the course or not.

% of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received:
[80%]	more than [30] days before the Course Commencement Date
[50%]	before, but not more than [30] days before the Course Commencement Date
[0%]	Upon Course Commencement

Notes

Conditions where a course may be cancelled:

The intake does not meet a minimum enrolment of 2 students.

12. Refund Procedure

1. Fill up Refund Request Form and submit to the School
2. School will meet up with you to acknowledge the refund request and to work out if any refund is eligible.
3. Any refund amounts will be subjected to the school's Management approval.
4. The school will inform you of the outcome of the refund request.
5. Should you be eligible for refund, the school will inform you when to collect the refund.
6. The whole refund process will not take more than 7 working days from date of application.

13. Transfer / Withdrawal Policy

- Requests for transfer are treated as withdrawal from a course and treated as a new application for a new course.
- Student must meet the entry requirements of the course applied for.
- For students under 18 years old, request for transfer/withdrawal must be accompanied by student's parent/ guardian approval in written form.
- Course fees paid for the current course can be transferrable to the new course subject to Imelda's approval. Any transfer of fees will be prorated on the unconsumed fees.
- Imelda reserves the right to not grant transfer for course fees.
- Upon approval of the transfer/withdrawal, the previous student contract will be considered as void.

Conditions for granting of Transfer and Withdrawal:

- Request for transfer/withdrawal will only be considered for students that do not have any outstanding payments due to Imelda.
- Student to fill in Course Transfer / Withdrawal Request Form, including submission of any supporting documents and adhering to the process as stated in the Course Transfer and Withdrawal Procedures.

Conditions for Refund:

- The School's Refund Policy shall apply for all qualified refunds. Students are to refer to the School's Refund Policy and the Standard Student Contract for further details.

Student Pass Status

For Course Transfers:

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

For Course Withdrawals:

- Student's Pass holder is required to submit his/her passport and Student's Pass to the School for cancellation of Student's Pass with ICA.

Timeframe for assessing and processing transfer/ withdrawal cases

- The entire transfer / withdrawal process, from point of application to the final outcome, should not be more than 4 weeks. If the final outcome is not in favor of the applicant, respective staffs are to handle each situation according to the School's dispute resolution policy and procedure.

14. Transfer / Withdrawal Procedure

1. Student to fill in Course Transfer / Withdrawal Request Form, including submission of any supporting documents.
2. Requests for transfer are treated as withdrawal from a course and treated as a new application for a new course. Student must meet the entry requirements of the course applied for.
3. For students under 18 years old, request for transfer/withdrawal must be accompanied by student's parent/ guardian approval in written form.
4. Request for transfer/withdrawal will only be considered for students that do not have any outstanding payments due to Imelda.
5. Outcome of application for transfer/withdrawal of course processed and notified in writing within 4 weeks from the date of submission of written request for transfer/withdrawal.
6. Upon approval of the transfer/withdrawal, the previous student contract will be considered as void.
7. Refund Policy shall apply for all qualified refunds.

15. Attendance Requirement

Local Students : 75%

Student Pass Holders : 90%

Approved Student Leave Application Forms should be submitted to the Admin Executive before the start of the class that the student is being excused from, or within 3 working days of returning to class should there be extenuating circumstances.

All MCs are to be submitted to the Academic Support Executive within 3 working days of returning to class.

Local students who are absent without any valid reason will be dealt with in the following manner:

Attendance Rate	Action to be Taken
80 – 84%	1 st Warning Letter to be Issued (Including failure to meet completion requirement reminder) The parent/guardian is to be informed (if student <18)
75 – 79%	2 nd Warning Letter to be Issued The parent/guardian is to be informed (if student <18)
< 75%	Final Expulsion Letter to be Issued (The parent/guardian is to be informed (if student <18))

International students who are holding student passes and are absent without any valid reason will be dealt with in the following manner:

Attendance Rate	Action to be Taken
90 – 94%	1 st Warning Letter to be Issued (Including failure to meet completion requirement reminder) The parent/guardian is to be informed (if student <18)
85 – 89%	2 nd Warning Letter to be Issued (Including Cancellation of Student’s Pass reminder if attendance <85%). The parent/guardian is to be informed (if student <18)
< 85%	Final Expulsion Letter to be Issued (Including Cancellation of Student Pass). The parent/guardian is to be informed (if student <18)

16. Course Deferment

1. Student to Submit Course Deferment Form
 - Note: For students below 18 years of age, School to contact parents/guardians to verify that they give their consent for the request for deferment.
2. Approval of Course Deferment by Academic Department
3. Issue Letter to Effect Course Deferment
 - Note: Students are to ensure that addendum to PEI Student Contract has been signed.

17. Dispute Resolution Policy

Handling of Feedbacks and Complaints

- The School accepts both written (emails / letters / Feedback Forms) and verbal communications (meetings / telephone correspondences) for ease of providing feedback.
- The School is to seek feedback from its key stakeholders and external partners for continual improvement of its systems and processes.
- All feedbacks and complaints must be properly recorded and /or documented. Any correspondence (including actions taken) between the School and the student must be annexed as evidences. This is to ensure that any staffs handling the case are kept aware of the progress / outcomes.
- It is the responsibility of the Corporate Services Department to notify relevant departments of any feedbacks and complaints.
- Students must be kept informed of the status of their feedback / complaints.
- Corporate Services Department is to respond to respective students within 3 working days of receipt of the feedback / complaint.
- All feedbacks / complaints must be resolved within 21 working days. In the event that the deadline is not adhered to, respective students must be notified and the reasons with regards to the delay must be made known.
- All feedback and complaints are to be evaluated, and improvements to be made in response to them. Such improvements are to be documented for re-evaluation after its implementation, and the complainant/person giving feedback will be informed.

Alternate Remedies in Dispute Resolution

- In the event that the School and the student cannot come to an agreement or the student does not accept the final decision made by the School's Management Team, they will be referred to Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SI Arb) through CPE Student Services Centre for mediation.

18. Feedback / Dispute Resolution Procedure

1. Fill in the Feedback Form and submit it to the School.
2. The School will acknowledge your feedback/complaint within 3 working days.
3. Within 14 days, the School will propose a solution to you.
4. Should you not be satisfied with the solution, the matter will be escalated to the Principal/CEO.
5. Should the final resolution still be unsatisfactory, you will be referred to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through the Council for Private Education Student Services Centre.
6. The entire process should not take more than 21 working days.

19. Appeal Procedure

Internal Mock Exams

- Upon release of results, students who are dissatisfied with the outcome may submit an Examination Appeal Form to the School. This is to be done within 7 working days of the release of examination results.
- The school will acknowledge the receipt of the Examination Appeal Form within 3 working days, and proceed to submit the appeal to the Examination Board.
- After the Examination Board has decided on the appeal outcome, student will be notified of the appeal outcome within 2 working days.
- Please note that all decisions made by the Examination Board results will be final.
- The whole process will be completed within 8 weeks from the date of appeal
- Should there be changes required, the Admin Executive will make the necessary amendments to the results slip based on the appeal result.

External Exams (ITEC)

- Upon release of results, students who are dissatisfied with the outcome may submit an Examination Appeal Form to the School. This is to be done within 7 working days of the release of examination results.
- The Academic Support Executive will acknowledge the receipt of the appeal from within 3 working days.
- The Academic Head will review the case and decide if the appeal is valid.

- After Academic Head decides that the appeal is valid, the appeal will be submitted to the external partner.
- If the Academic Head decides that the appeal is not valid, the Academic Support Executive will inform the student that the appeal is not successful.
- After the External Partner has decided on the appeal outcome, student will be notified of the appeal outcome by the Academic Support Executive.
- Please note that all decisions made by the External Partner will be final.
- Appeal is also subjected to the External Partner appeal process.
- The whole process will be completed within 8 weeks from the date of appeal

External Exams (ITE)

- Students are required to apply directly via the ITE Customer Service Centre within 9 working days after the release of module results.
- All decisions made by ITE are subjected to their appeal processes, and approved decisions are final.

20. Other Information

Student's pass application and procedures

- To apply for a Student's Pass from the Immigration & Checkpoints Authority of Singapore (ICA), international students must provide accurate and the most updated information relating to their:
 - personal particulars;
 - educational qualifications;
 - financial ability;
 - family background;
- Students may apply for visa entry at <http://www.ica.gov.sg>.
- For Student Pass collection from ICA, the student has to bring his/her IPA letter, passport, passport-sized photograph, medical report, printout of E-forms 16 and V36.
- Students may be required to attend an interview in person in order to substantiate your application for a Student's Pass. This pass grants the student permission to stay in Singapore and pursue their studies approved by the Singapore government. It states the period of time that the student is allowed to stay.
- Student pass granted strictly forbids students from working, whether for a payment or without payment. All international students are required to abide by this regulation. You are not allowed to seek any form of employment, paid or unpaid, or

be involved in any business, profession or occupation. You are not to take part in any activity which is detrimental to the security, reputation and well-being of Singapore.

- Prior to the student's pass or immigration status in Singapore, do seek advice from the Admissions Office as soon as possible. Also, according to immigration law, some international students are required to pay a certain amount of Security Deposit to ICA. This information is available on ICA's official website at <http://www.ica.gov.sg>.
- For student pass renewal, students must inform PEI to renew their student passes one month before the expiry date. There will be no renewal of student passes after the expiry date.
- Upon the completion, withdrawal or termination of your course with our school, your Student's Pass must be cancelled.
- Upon the cancellation of your student's pass card, ICA will approve your stay in Singapore on social visit status for a short period. Please adhere to the validity period of the social visit status granted to you by ICA. Students must return their student passes to ICA within 7 days after the end of their courses. No foreign student may stay in Singapore after his/her pass expires.

Advice on Accommodation and Cost of Living in Singapore

- Accommodation:
 - Room, Dual-shared –S\$600 per pax per month
 - Room, Tri-shared –S\$500 per pax per month
 - Room, Quad shared –S\$450 per pax per month
- Typical cost of meal: S\$3-5 per pax per meal

General Healthcare Services in Singapore

- For further information about healthcare services in Singapore, please refer to www.singhealth.com.sg

Relevant Singapore Laws

- Immigration requirements
- Laws on driving
- Drugs and alcohol abuse
- Employment
- Smoking
- Traffic
- Littering
- Any others deemed necessary

21. Reference to CPE

Committee for Private Education
1 Marina Boulevard
#18-01 One Marina Boulevard
Singapore 018989

Tel: +65 6512 1140

Email: [CPE Contact@cpe.gov.sg](mailto:CPE.Contact@cpe.gov.sg)

Opening Hours

Mon – Fri 9am – 5pm

Sat, Sun and PH - Closed