



IMELDA UNISEX HAIR STYLING AND BEAUTY TRAINING SCHOOL

Student Handbook



Version 5.0 (Effective 01/08/2019)

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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 8 full time trainers, 3 part time trainers and is supported by 1 administrative staff. Our teacher to student ratio for theory lessons is placed at 1:16 for theory and practical lessons 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.

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.

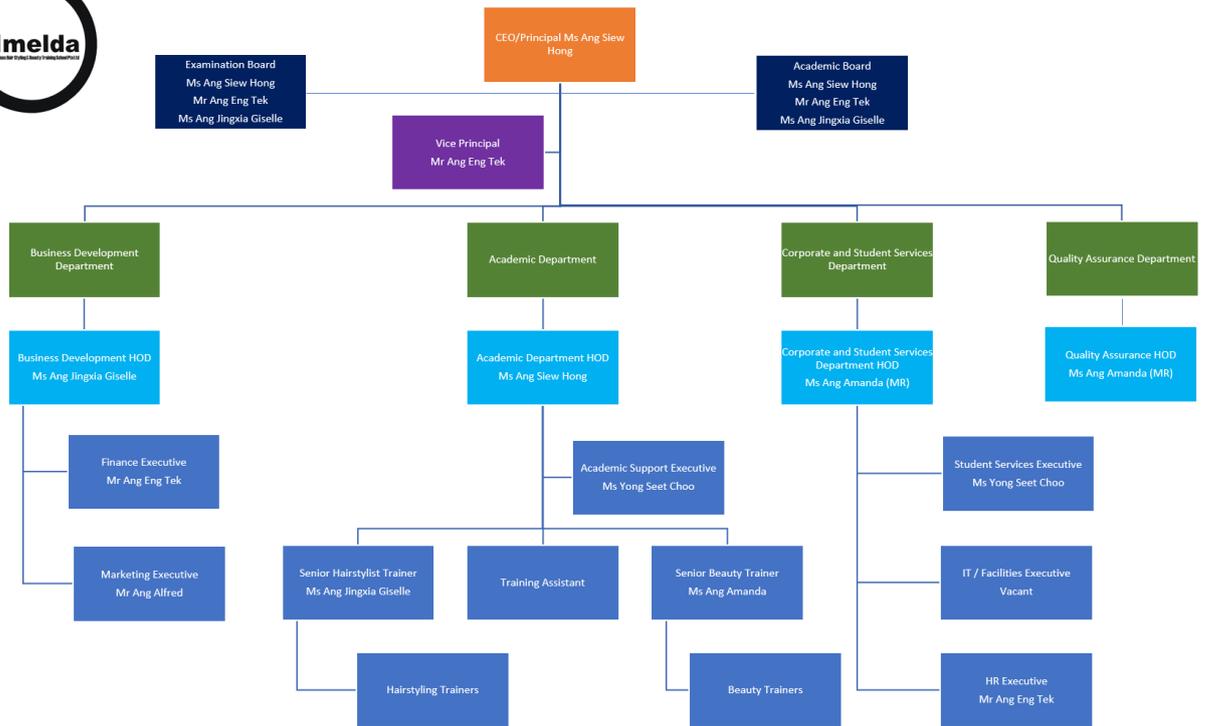
Values

- 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
- Filtered and drinkable water



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
- Students' Outings and Activities
- Dispute resolution process

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. Industry-Wide Course Fee Protection Insurance Scheme (IWC)

The Industry-Wide Course Fee Protection Insurance Scheme is a requirement by Council for Private Education (CPE) to protect the interest of our students taking our courses.

IWC Protection Company	:	Lonpac Insurance BHD
Period of Insurance	:	6 August 2019 – 05 August 2020
Policy Number	:	Z/19/BM01/000887

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. 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:

- **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% may result in expulsion.

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.

Computation of the refund amount is to be communicated to the students.

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

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

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

Non Refundable Fees:

- **Application Fees**

Notes

Conditions where a course may be cancelled:

1. The intake does not meet a minimum enrolment of 2 students.
2. The teacher is suddenly hospitalized and a substitute teacher cannot be found.

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

- A student who requests for an internal course transfer within the School must have their existing contract terminated. This includes students who changes the course or period of study (from full-time to part-time or vice versa). A new student contract will be signed based on the procedures for executing student contracts. The Refund Policy shall apply unless as otherwise agreed between the School and the Student.
- All request must be made in writing. Verbal notice is not accepted.
- The student must also fulfil all the admissions criteria of the new course and will be subjected to the School's student selection and admission procedures.
- A student who withdraws from the School to enrol with another school (i.e. discontinues all its courses with the school) shall be deemed to have withdrawn from the School and the refund policy and procedures shall apply.
- For students that are under 18 years of age, written consent from the parent / legal guardian must be obtained.
- 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.

Conditions for granting of Transfer and Withdrawal:

- All outstanding fees must be settled prior to request for withdrawal and/or transfer

- Student to fill in Course Transfer / Course 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.

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%

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 Medical Certificates 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))

16. Deferment Policy

- A student who requests for Deferment (i.e. delay or postpones the course) must either have their existing contract terminated or sign an addendum to reflect the changes.
- All request must be made in writing. Verbal notice is not accepted.
- For all terminated Student Contracts, a new student contract will be signed based on the procedures for executing student contracts. The Refund Policy shall apply unless as otherwise agreed between the School and the Student.
- Any deferment would be addressed on a case by case basis and the School will have the final decision on whether the deferment is approved or rejected.
- Any deferment request that exceeds 12 months from the course commencement will be deemed as withdrawal.
- For students that are under 18 years of age, written consent from the parent / legal guardian must be obtained.
- Submitting the request does NOT automatically result in an official deferment. Students must ensure that they receive a formal notice / confirmation form the Institute regarding the outcome of their request for deferment.

Conditions for granting deferment:

- The School will have final say in all deferment cases. This will be based on availability of the Schedules and Classes.
- Students can apply for deferment of semester / unit with no limits within 12 months from the course commencement. Extension of deferment period will only be considered should there be very valid reasons and additional supporting documents provided by the student.
- In applying for deferment, student has to take note of the course completion timelines. Students must ensure that there is sufficient time for them to complete their studies according to the timeline.
- Course Completion Timeline:
 - Students must complete their course within the following timeline from the date of class commencement:
 - Within 1.5 years for course duration up to 6 months
 - Within 2 years for course duration up to 1 year
- Offering of units / courses are subject to availability. The school reserves the right to offer similar unit(s) in replacement of discontinued unit(s).

Timeframe for assessing and processing deferment

The entire Deferment 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.

17. Course Deferment Procedure

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.

18. 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.
- In the event of any appeals for retention, suspension, expulsion and awards, the School's Dispute Policy and Process shall follow.
- It is the responsibility of the Corporate and Student Services Department to notify relevant departments of any feedbacks and complaints.
- Students must be kept informed of the status of their feedback / complaints.
- Corporate and Student 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 (SIArb) through CPE Student Services Centre for mediation.

19. 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.

20. 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 4 weeks of the date of the appeal.
- Please note that all decisions made by the Examination Board results will be final.
- Should there be changes required, the Student Services 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.
- After the External Partner decides on the appeal outcome, the Academic Support Executive will inform the student of the appeal outcome (to be done within 8 weeks of the date of the appeal).

22. Reference to CPE

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

Opening hours

Mondays – Fridays: 9am – 5pm

Saturdays, Sundays and Public Holidays : Closed

Tel: +65 6512 1140

Email: CPE_Contact@cpe.gov.sg

Revision History

Date	Version	Changes
-	0	Initial Release
1 March 2017	1	Revamp the entire Student Handbook
20 April 2017	2	Updated the Appeal Procedure for External Exam
9 April 2018	3	<ol style="list-style-type: none"> 1. Updated the Organization Chart 2. Amended the School Opening Hours 3. Amended the Appeal Process – Internal Mock Exams 4. Added Revision History
11 June 2018	4	<ol style="list-style-type: none"> 1. Updated the Organization Chart 2. Added 'Filtered and drinkable water' to the list of facilities and update the picture under 'School Premise and Facilities' section 3. Update of the list of student support services 4. Added Policy Number under Medical Insurance section and update company name 5. Updated FPS Policy Number 6. Update the Transfer/Withdrawal Policy write up to match the policy manual. 7. Removed "The whole process will be completed within 8 weeks from the date of appeal" from Appeal Procedure 8. Updated the Refund Policy as follow: <ol style="list-style-type: none"> a. Added "Computation of the refund amount is to be communicated to the students." b. Added "The School adopts the Refund Policy as per the Standard Student Contract as set out by CPE." c. Added "The teacher is suddenly hospitalized and a substitute teacher cannot be found" 9. Added Section 16 on Deferment Policy 10. Changed the attendance rate table for International students 11. Added In the event of any appeals for retention, suspension, expulsion and awards, the School's Dispute Policy and Process shall follow under Dispute Resolution Policy.
01 August 2019	5	<ol style="list-style-type: none"> 1. Updated the Organization Chart 2. Remove Group Medical Insurance 3. Remove FPS 4. Insert IWC Insurance 5. Remove section 21 6. Removed International students: 90% attendance under attendance requirement 7. Remove student pass status under withdrawal / transfer 8. Updated organisation chart