

ALLSPICE INSTITUTE

STUDENT HANDBOOK

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1. ABOUT US

1.1. INTRODUCTION AND QUALITY ASSURANCE

The School is founded to fulfil the goal of providing a fertile training ground and learning environment to prepare students for the professional world of global cuisine and hospitality.

In recent decades, we have witnessed the globalization of many businesses and the development of various economies. The talent pools of the world are more mobile, and good talents are sought after by many of these companies and economies.

At Allspice Institute, we have a group of experienced professionals with many years of practical experience in the area of culinary and hospitality. They are gathered from different backgrounds to impart their knowledge and assist our students to prepare themselves for an exciting future in culinary and hospitality.

We are confident that you will find our institution of acceptable standard. We pride ourselves in providing the highest quality in student training and we look forward to having you with us.

1.2. MESSAGE FROM THE PRINCIPAL

I am confident you have made the right decision in choosing **Allspice Institute** for honing your culinary skills and furthering your knowledge in the field of hospitality.

At **Allspice Institute**, we strive to provide you not only with professional knowledge in these fields but also provide you with a well-rounded knowledge which prepares you to be entrepreneurs in this professional culinary and hospitality industry.

Our courses are designed to equip you with the right skills and expertise to bring out the best for your chosen career path. Our high professional standards and training will challenge you to perform equally well. We will instill in you a desire to become nothing but the best.

I warmly welcome you to **Allspice Institute** and wish you every success in your endeavours.

Clarence Ling
Principal
Allspice Institute

I acknowledge
having read this
page.
Student Signature:
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1.3. OUR VISION

To be amongst the best culinary schools in Asia and to positively influence the quality of culinary services available in the market place today.

1.4. OUR MISSION

To produce well trained and global culinary professionals, who possess the skills and self-confidence to succeed in this highly competitive international hospitality and culinary industry.

1.5. OUR VALUES

The integration of our values and beliefs with our brand name

Allspice adds value and flavour to spice your study, work and life.

Learning that puts learners and their education at the Centre.

Lifelong journey together for reaching your full potential.

Sharing in creative co-operation with teamwork and collaboration.

Passionate and proud of all that we do.

Integrity and respect in our relations with others.

Commitment and compassion to care across all cultures.

Environmentally friendly towards the earth and its inhabitants.

1.6. OUR CULTURE

We recognize people's talents as our assets to be nurtured towards achieving their potential in a supportive and innovative environment.

2. START OF TERM

At the commencement of each term, student will receive the schedule for all the modules that are assigned for that term. In addition, student will also receive the following:

- Course outline;
- Modular Student Guide which includes the objectives and Assessment Criteria;
- Textbook and references (if applicable)

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having read this
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Student Signature:

3. ACADEMIC CALENDAR

Allspice institute currently has four in-take a year, however we can accommodate additional in-takes.

In-take 1: March;

In-take 2: June;

In-take 3: August;

In-take 4: November.

4. GENERAL ACADEMIC GUIDELINES

4.1. GRADING SYSTEM

Student's performance is assessed throughout the course of study. There is an examination for all modules. A minimum of 50% must be attained to pass.

At the start of each term, the lecturer-in-charge will inform students of the assessment criteria for each module. To pursue the certificate, students have to pass the exam in the program.

4.2. FAILED BY ATTENDANCE (FBA)

The School maintains a **very strict standard of performance and attendance** for its courses.

- All students on a Student Pass (irrespective of the classes they are studying in) should have a minimum attendance of 90% per month.
- Immigration and Checkpoints Authority of Singapore (ICA) will be notified by the school whenever a student on Student Pass is absent continuously for more than seven (7) days or if the monthly attendance is less than 90% without a valid reason.
- Students on a Student Pass must submit a valid medical certificate to their class teacher, whenever absent on medical grounds.

Note: Guidelines regarding communication of leave of absence for the student

- If the student fall in sick, registered doctor's medical certificate must be presented.
- If emergency leave required, student need to inform the class teacher by message or by email followed by producing proper evidence (acceptance by discretion from the school).
- Phone calls will not be accepted for leave requests.

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4.3. ASSIGNMENTS

All assignments must be submitted by the due date. Late submission will not be marked without the grant of an extension (10% penalty for late submission).

4.4. POLICY ON ACADEMIC DISHONESTY & MALPRACTICE

Allspice Institute expects all students to demonstrate Academic integrity and regards all forms of academic dishonesty with seriousness. Strict disciplinary actions will be taken against students who involve in academic malpractices. This includes, but is not limited to:

CHEATING: In written examinations, tests, quizzes, on-line assessment, oral questions etc. This includes

- copying answers from another person's answer script
- copying answers from any printed or written documents that are not allowed in examination hall
- bringing in pre-written answer sheets to examination halls
- carrying electronic devices that are not allowed in the examination rooms
- deliberately violating any rules pertaining to the conduct and integrity of assessments.
- Using any method of and or device instructed in the assessment to assist in any way and or form where no prior authorized written permission is given

PLAGIARISM: Copying and using the whole or any part of another person's 'work' and presenting it as your own without proper acknowledgement. Allowing someone else to submit your work as their own will be included under this too. Examples of 'work' include

- Text: projects, essays, journals, reflections, checklists etc.
- Image: drawing, plans, photograph etc.
- Food items: in food production, practical exams
- Settings: restaurant setting, napkin folding, bed making etc.
- Oral presentation
- Interview

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However, the following are deemed as acceptable practices:

- **Quotes:** As a rule of thumb, limit your use of quotations to 15% of the total word count of the whole assignment. Quotes from a book, journals, websites, etc, may be used by clearly placing the quote in quotation marks and properly referencing the quote at the end of the assignment.
- **Paraphrase:** Someone else's writings may be summarized or paraphrased to use in your work. However, make sure to do proper referencing on where the content or idea is taken from.
- **Use an image** from a website, book, published article journal etc. in your work etc. Make sure to properly reference the source of the image in the body of your work and also in the reference list.
- **Discussing group projects or assignments** with team mates and ensure that work submitted for the group is original and properly referenced.

FORGING: This includes forging someone else's signature for class attendance, project works, or in assessment records. This also included inter alia requesting others to forge your signature, tap access card (or any other electronic device) on your behalf to access the premises or facility

ACTIONS AGAINST MALPRACTICE

All forms of Academic malpractices are considered as serious academic offences.

Disciplinary action taken against those students caught will include failing the subject, suspension from the program and removal from course.

The cases will be referred by the member of staff who has identified the student (s) committing the malpractice, to the Examination Board. The Board will review the severity of the malpractice and recommend the action to be taken. The Board may order an inquiry or even conduct an interview with the student (s) involved as a fact-finding mission where needed.

- If more than one student is involved in malpractice, the penalty will apply to all the students involved, regardless of who was the originator and who did the copying.
- In the case of group projects, each submission will be considered singularly. As such any malpractice found within the work, the submitting student will take full responsibility.

If it is determined by the school that malpractice has occurred, following penalties will apply:

- Zero mark for an assignment or examination
- Dismissal from the institute

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4.5. EXAMINATIONS

The examination schedule will be confirmed at the start of each in-take. If students are not able to take any of the examinations, they must write in to the school to seek approval for a reschedule examination date. If it is approved, a replacement exam will be arranged for the student at a time convenient to the school, this will incur a fee of \$160.50. This will affect completion date of the course.

4.5.1. RULES AND REGULATIONS

4.5.1.1. PRELIMINARY EXAMINATION INFORMATION

- A. Students presenting themselves for examination must comply fully with the school requirements in general, including the payment of fees;
- B. Students are warned that any breach of examination rules will result in severe penalties, including the risk of expulsion from the school, and / or that the Examination Board may deem the candidate to have failed the examination or series of examinations.

4.5.1.2. BEFORE THE EXAMINATION

- A. Students must arrive at the examination room 15 minutes before the examination starts;
- B. Students must bring their Student Identification Card. Student may be asked to present the student ID card during the examination for identification;
- C. Students shall not enter the examination room or hall until instructed to do so by the invigilator(s);
- D. Any coat, bag or other item brought into the examination room or hall shall be deposited as directed by the invigilator(s);
- E. It is strictly forbidden to bring into the examination room or hall any books, dictionaries, notes, writing paper, blotting paper or devices capable of storing electronic data, other than those specifically allowed for this examination. Any such item must be handed to the invigilator(s) before the examination begins;
- F. If a student has unwittingly brought any unauthorized paper or item into the examination room, this shall be handed to the invigilator(s) before the examination commences;
- G. Students shall not eat, drink or smoke or use mobile phones in the examination room.

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Student Signature:

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4.5.1.3. DURING THE EXAMINATION

- A. Students who are late will not be admitted to the examination once the examination room is closed, without the express permission of the invigilator(s);
- B. Students shall not commence writing until the start of the examination is announced by the invigilator;
- C. Students may use only the approved examination stationary. All rough work must be completed on the approved stationary and handed in with the worked scripts;
- D. Students who wish to attract the attention of the invigilator(s) during the examination shall do so by raising their hands;
- E. Students shall not leave the examination room temporarily during the period of the examination unless given express permission by the invigilator(s). If such permission is given, students shall not attempt to contact any other person or use phone or consult any material related to the examination whilst outside the examination room. Students should report to the invigilator(s) on returning to the examination room;
- F. Students who leave the examination room during the period of the examination without the express permission of the invigilator(s) shall be considered to have completed their work and shall not be readmitted;
- G. Students may not leave the examination room during the first 30 minutes of the examination or last 10 minutes of the examination period;
- H. Students who complete their work before the last 10 minutes of the examination period and wish to leave the examination room should notify the invigilator(s) and hand in their examination scripts. Under no circumstances will they be permitted to re-enter the examination room.

4.5.1.4. THE FOLLOWING PRACTICES ARE STRICTLY FORBIDDEN

- A. Being in possession of any unauthorized information, either written or printed or electronically stored;
- B. Borrowing instruments or materials from another candidate except by permission of the invigilator(s);
- C. Attempting to read the work of another student or communicating, or attempting to communicate, with another student by any means whatsoever;
- D. Causing a disturbance in the examination room;
- E. Using of electronic devices and phone.

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Student Signature:

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4.5.1.5. AFTER THE EXAMINATION

- A.** Students should stop writing when instructed to do so by the invigilator(s), and remain in their seats in silence whilst scripts, empty answer books, continuation sheets or other papers are collected;
- B.** Students should not remove from the examination room any papers without the express permission of the invigilator(s);
- C.** When authorized to do so by invigilator(s), students shall leave the examination room in an orderly manner.

4.5.2. EXAMINATION ATTEMPTS

Students are allowed 3 attempts at any assessment or examination. Should they require a second or third attempt, they need to apply for re-sit of the examination/assessment and this will be subject to the re-sit fee \$160.50.

4.6. TRANSCRIPTS

The results will be released in week 1 after examination date. Results will be handed in-person and student need to acknowledge receipt.

4.7. INDUSTRIAL ATTACHMENT (IA)

The purpose is to gain industrial skills in the 'real world' environment. Only local students are entitled for this Programme. This Programme does not apply to Foreign Students.

4.8. APPEAL OF EXAMINATION RESULTS

Students wishing to appeal against examination results need to submit this in writing, addressed to the Examination Board, clearly stating the grounds and provide supporting evidence on which they wish to appeal within 3 working days of the result notification and payment of \$160.50. The appeal outcome will be given to the student in writing within 10 working days of the lodgment. If the outcome is in favor of the student, another examination / assessment will be arranged and the re-sit fee will be waived. If the appeal is unsuccessful the examination / assessment result will stand and a re-sit of examination / assessment fee of \$160.50 will be required from the student.

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Student Signature:

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5. COURSE FEES

5.1. FEE PAYMENT

The payment schedule for the course fees is outlined in the Letter of Offer/Acceptance and the standard student contract ('the agreement'). The students will be provided with receipts upon payment and these will be presented to the school on commencement of the course as evidence that payment has been made.

The school reserves the rights to withhold certificates and/or transcripts to a student who has outstanding payments to the school. Students are liable to pay penalties for any late payments made after the due date stipulated in the Letter of Acceptance and the agreement

A Request for Extension of Payment Due Date form can be obtained and lodged with the Student Services Department to await approval for such request. The reply would be notified within 10 working days of lodgement.

Please note that it is the student's responsibility to ensure that all outstanding payment and course fees are settled promptly to avoid inconveniences to the students as well as the school. Allspice Institute reserves the rights to revise its fees at a time deemed appropriate. Students will be duly informed of any changes.

5.2. LATE PAYMENT CHARGE

A late payment charge of \$50 per week will be imposed after the due date where:

- A.** Payment of fees is late;
- B.** An extension of due date is not approved.

5.3. REFUNDS*

Refer to Clause 5.4 below and Table 5.

5.3.1. APPLICATION FEE

Refer to the Student Contract (Schedules B and C).

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Student Signature:

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5.3.2. PAYMENT UPON SIGNING STUDENT CONTRACT

Course fees are to be paid as outlined in the schedule set out in the student contract. The payment is to be paid directly to the school or into the designated bank account and is non-transferable to another student.

5.3.3. STUDENT INSURANCE FUNDS

Refer to the Student Contract (Schedules B and C).

5.4. REFUND POLICY - NOTIFICATION & ARRANGEMENT

Allspice Institute shall inform the Student immediately within three (3) working days if

- A. It fails, for any reason, to commence the Course on the Course Commencement Date;
- B. It terminates the Course, for any reason, prior to the Course Commencement Date;
- C. It fails, for any reason, to complete the Course by the Course Completion Date;
- D. It terminates the Course, for any reason, prior to Course Completion Date; or

ALLSPICE shall, within seven (7) working days of notifying the Student in writing of above circumstances **A** to **D**, provide the Student with information and details of the alternative confirmed course arrangement to allow the Student to make timely and appropriate decision on the alternative arrangement.

5.5. WITHDRAWAL FOR CAUSE

Subject to Clause 9, (Student contract) the Student shall be entitled to immediately withdraw from the Course by giving written notice to ALLSPICE of his/her intention to do so if ALLSPICE is in breach of any of its obligations under this Agreement or fails to perform its obligation(s) under the circumstances in Clause 5.4 (i) to (iv).

5.6. WITHDRAWAL FOR CAUSE - REFUNDS

For circumstances under Clause 5.4, ALLSPICE shall, within seven (7) working days after notifying the Student, refund to the Student:

- A. The entire amount of the Course Fees; and
- B. The Miscellaneous Fees (refer to Schedule C of Student Contract)

ALLSPICE shall also, as soon as practicable after receiving the Student's notice of withdrawal under Clause 5.5 (and in any event, no later than seven (7) working days after receiving such notice) refund to the Student the amounts stated in this Clause 5.6.

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having read this
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Student Signature:

5.7. WITHDRAWAL WITHOUT CAUSE: REFUNDS

Where the Student withdraws from the Course for any reason other than those set out in Clause 5.5 or Clause 9 of the Agreement, ALLSPICE shall, subject to Clause 3.5 of the Agreement, (No double claims) as soon as practicable after receiving the Student's written notice of withdrawal refund to the Student the following sums:

Refund % Amount of Program fee paid as per Schedule B of Student Contract	If Student's written notice of withdrawal is received
100%	Within 7 day cooling off period starting once Student Contract has been signed by both parties. **
75%	30 days or more before Start of Course (SOC) date
50%	Less than 30 days before Start of Course (SOC) date
0%	After the Start of Course (SOC)

* All requests for refund are not guaranteed and are subjected to approval by Allspice Institute.

** Note: If cooling off period lies within the time the course commences, the cooling off period refund policy and period applies. All other refund schedules remain the same.

6. COURSE – RELATED RULES & REGULATIONS

6.1. SCHEDULE

The schedule for each intake will be made available at the **Allspice Institute Student Services Department** before the commencement of the intake

For students having special schedules, please bring along the transcript to see the Program Director for confirmation of schedule.

6.2. ATTENDANCE

6.2.1. STUDENT PASS HOLDERS (IF APPLICABLE)

The SOLE purpose of the stay in Singapore for international students on a Student Pass is for pursuing a course of study on a full-time basis. Students are required to comply with all the Rules and Regulations of the Immigration and Checkpoints Authority (ICA) and not indulge in activities which are inconsistent with the purpose for which the Student Pass as been issued.

I acknowledge
having read this
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Student Signature:

For renewal of Student Pass, the student must approach the Student Services Department 30 days prior to the expiry date of the Student Pass to register for renewal. If for some reasons the renewal is not approved, the school will appeal for the Student in the first instance. However, the student must be prepared that repatriation may be necessary at short notices.

Please note that only valid Student Pass holders are allowed to attend classes at the School and take the program of study as indicated on their Student Pass.

International students must maintain a minimum 90% of attendance. The school will inform ICA on students who fail to attend classes when attendance falls below 90% international Students must produce relevant proof of absence for all lessons missed to the Student Services Department for approval and recording

6.2.2. SICKNESS - ALL STUDENTS

The School maintains a very strict standard of performance and attendance for its programs.

All Students are required to attend at least 90% of the class time. The school will only accept medical certificates from a registered Singapore Doctor for absence (NB: no alternative medicine or TCM – Traditional Chinese Medicine).

Where the student is sick, they need to inform the school as soon as possible on the day of absence. If the student is overseas it is their responsibility to inform the school as soon as possible should they be unable to return on time. Failure to notify the school may result in disciplinary action being taken against the student.

(Important) NB “Proper Notification to School” is the student’s responsibility to inform the teacher or student services department by telephone speaking to them personally. Please record the name of the staff spoken to and the date and time for verification purposes.

6.2.3. WARNING LETTERS FOR ATTENDANCE

All warning letters will be sent to the student. Students are responsible for their own attendance. Warning letters will be sent as scheduled below:

- A.** 1st warning letter will be sent once student missed 2 days;
- B.** 2nd warning letter will be sent when student missed more than 3 days;
- C.** Final warning letter will be sent when student missed an accumulative 10% of their attendance.

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Student Signature:
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Students are deemed to fail the module by attendance (FBA) and have to retake the module when it is offered again (fees will apply).

Postage fee will be borne by the students when such letters are mailed to their parents or guardians.

6.3. PUNCTUALITY

Students are reminded to be punctual for class. The teacher may refuse the student's admission to the classroom if student arrives 5 minutes late. In this case, attendance will only be recorded during the second half of the lesson.

6.4. ABSENCE / LATE ARRIVAL OF LECTURER

Students are required to wait no longer than ten minutes for the lecturer, unless a notice on the delay of the lesson has been posted on the notice board in the classroom or informed to the class on that day. If the teacher does not arrive after the required waiting time, Student should inform the **Student Services Department** immediately.

6.5. CERTIFICATES

Students who have met graduating requirements and have no outstanding payments due shall be awarded their certificates upon completion of their studies provided they fulfil all the graduation criteria.

6.5.1. TRANSCRIPT / CERTIFICATE DELIVERY

For delivery of transcripts or certificates to the assigned address, please approach the Student Services Department. Courier fee shall be borne by the student. The school will not bear any responsibility for any damage or loss of transcripts or certificates.

6.5.2. TRANSCRIPT / CERTIFICATE COLLECTION AUTHORISATION

Students, who want to authorise other persons to collect the transcripts or certificates on their behalf, must write a Letter of Authorisation for Collection, to the Student Services Department stating who will be collecting the documents.

6.5.3. REPLACEMENT OF TRANSCRIPT / CERTIFICATE

Requests for re-issue of transcript and / or certificate will incur an administrative fee as indicated in the student contract):

- A. S\$ 80 for replacement of official transcript;
- B. S\$ 100 for replacement of certificate.

Please complete the Request form, obtainable from Student Services Department.

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having read this
page.
Student Signature:
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6.6. DEFERMENT

Students are not allowed to defer studies when the intake has commenced.

Students who wish to defer their studies have to complete the Application for Deferment form, obtainable from the Student Services Department at least 30 days before commencement of the term. The decision to grant the student deferment will be considered on a case-to-case basis and at the sole discretion of the Academic Board.

To rejoin the school, the student has to inform the school in writing 30 days before the term begins. Student who wishes to re-enrolment after deferment will have to pay an administrative fee of S\$ 100.

6.7. TRANSFER

6.7.1. TRANSFER OF PROGRAM (WITHIN ALLSPICE)

Students who wish to transfer to another program within Allspice must complete the **Application to Transfer from course** form, obtainable from the **Student Services Department**. 30 days before the commencement of the new intake.

Course Fees will be re-calculated based on the new program from the effective month of transfer, taking into consideration of exemptions from previous program. The new course fee will be paid according to the new payment schedule. No refund will be made once the course has commenced.

The original student contract will be cancelled before a new one can be signed.

Continuation in the new program is also subjected to:

- A. The module(s) being offered;
- B. Outstanding intake / retake fees due are paid in full;
- C. There is an available vacancy;
- D. No further issue arising from the above.

6.7.2. TRANSFER OUT OF COURSE – DEEMED WITHDRAWN

All students who transfer out of the course are deemed to have withdrawn under the Student Contract.

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Student Signature:

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6.7.3. WITHDRAWAL OF COURSE

For withdrawal, student will complete the Application for Withdrawal from Course form, obtainable from the **Student Services Department**.

The Student will be interviewed by the Management representative where possible.

The school will issue the letter of withdrawal, upon approval of the withdrawal. Student must return the Student ID card and any borrowed materials from the School to the Student Services Department.

In addition, any outstanding payments and course fees owing to the school must be settled in full. The school will not issue any transcripts and / or certificates to students who have outstanding payments with the school. Please consult your Class teacher before making the final decision.

7. SCHOOL CONTACTS

Students may approach any of our staff for any needs via telephone or through Email:

- **Address** : Block 162, Bukit Merah Central, #07-3545, Singapore 150162
- **Telephone** : 65- 6377 9303
- **Fax** : 65- 6377 9313
- **Email** : admin1@allspice.edu.sg
- **Website** : <http://www.allspice.edu.sg>

School Operating Hours: 8:30 am to 5:30 pm (Monday to Friday) and 8.30 am to 12:30 pm (Saturday).

We are closed on Sundays and Public holidays.

8. COURSE ENTRY REQUIREMENTS

- Have completed primary 6 or equivalent level of education.
- Be able to understand, speak, read and write basic English.
- **Allspice Institute** reserves the right to determine the acceptability of equivalent qualifications.
- **Allspice Institute** will assess and match the educational needs and proficiency of prospective students.

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Student Signature:

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9. STUDENT WELFARE SERVICES

9.1. ORIENTATION

Students will be taken through a course overview on orientation day. As part of the orientation, students will be shown through the premises and will be familiarised with general facilities such as the washrooms, fire regulations etc.

9.2. SUPPORT PROGRAM

As part of our service to our students, we consult with individual students should they experience specific course-related problems in both practical and theoretical areas.

9.3. MEDICAL INSURANCE COVER (IF APPLICABLE)

Medical insurance is provided for students through AXA and details can be found on the website and the Agreement. To make a claim for expenses under this cover, students should collect a form from Student Services Department or download from the website, complete this form and return it to Allspice within 5 days of payment. Further details of the total cover provided can be obtained from Student Services Department.

9.4. SPECIAL NEEDS

If students have special needs that would affect their performance such as deafness, poor vision, they should contact the Student Services Department and class teacher immediately.

10. INTERNATIONAL STUDENTS (IF APPLICABLE)

10.1. STUDENT PASS APPLICATION

International students wishing to participate in the diploma courses offered by **Allspice Institute** are required to apply for a Student Pass with **The Immigration and Checkpoint Authority (ICA)**.

Allspice Institute will assist students in their application for a Student Pass. The Student Pass is not transferable and will expire upon the student ceasing to be a student with **Allspice Institute**. Please refer to Standard Student Contract for further details. A student withdrawing from a course with **Allspice Institute** to enrol with another school shall be deemed to have withdrawn and the relevant student's pass will be cancelled. Please refer to the **Standard Student Contract** for further details.

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10.2. CANCELLATION OF STUDENT PASSES

Foreign students are required to surrender their Student Pass for cancellation within seven days from the date of cessation or termination of their study. The Students can submit an application of Student Pass cancellation online via a new e-service, namely e-Cancellation (the module can be accessed via SOLAR+). For those who are unable to submit cancellation online may submit the following documents to the Student's Pass Unit, with a queue ticket obtainable at the Self-Service Kiosk 1 at Visitor Services Centre, 4th storey of ICA Building, from Monday to Friday (8.00am to 4.30pm), Saturday (8.00am to 12.30pm):

10.3. STUDENT'S PASS NOT TRANSFERABLE

The Student's Pass issued is not transferable and will expire upon the student ceasing to be a student of **Allspice Institute**. **Allspice Institute** is under obligation to inform the **ICA** of the Student's withdrawal from, or completion of his / her course of study at **Allspice Institute** and the student shall deliver to Student Services Department of **Allspice Institute** within [7] days of the student ceasing to be a student of Allspice, Student Pass for cancellation.

10.4. RENEWAL OF STUDENT PASS

Student Pass is only valid for the specific duration stated on the pass. Applications to renew the Student Pass are to be submitted via the Student Pass Online Application and Registration+ (SOLAR+) system at Immigration and Checkpoints Authority (ICA) Website.

Renewal of Student Pass must be submitted 30 days before expiry date of current Student's Pass to the **Student Services Department**. ICA maintains very strict rules for renewal of Student Pass.

A minimum of 90% in class attendance must be achieved to qualify for renewal. Renewal of Student Pass is subjected to ICA's approval. **The cost of renewal will be paid by the student.**

The following are the required procedures for renewal of Student Pass application:
Forms and Documents for submission

- A. A copy of Form (16) duly completed;
- B. A copy of Form (V36) duly completed;
- C. A copy of Form (V39 S) duly completed;
- D. A copy of Form (V36 A) duly completed by Allspice Culinary Arts;
- E. Passport;

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- F. Student's Pass;
- G. Student ID Card.

11. CERTIFICATION

Allspice Institute is licensed as a **Private Educational Institution** under the Committee for Private Education (CPE).

12. STUDENT FEE INSURANCE

Allspice Institute hereby confirms and undertakes to the student that it has in place a relevant Student Fee Insurance as stipulated by the EduTrust regulations, e.g. (FPS, IWC, etc)

13. STANDARD STUDENT CONTRACT

All prospective students are required to enter into a Standard Student Contract with **Allspice Institute**. The Standard Student Contract lists all student-school related issues and serves as a basic document describing the relationship between the student and **Allspice Institute**.

14. IMPORTANT GUIDELINES TO THE STUDENTS

14.1. STUDENT NOTICE BOARD

Students should check the Student Notice Boards in the school regularly for updates on changes in policy and class schedules. The school will not be held responsible for a student's failure to comply with the most updated policies. The most updated information is also made available in the **Student Services Department**.

14.2. CHANGE OF PERSONAL PARTICULARS

It is important that student keeps the school updated of any changes to his/her personal particulars, including both Singapore and home (for international students) mailing address, telephone numbers and email addresses by completing the Personal information update form, obtainable from the **Student Services Department**. The school will not be able to transmit information pertinent to student's progress if the school does not have the latest information.

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15. DECORUM

We believe that to gain respect from others you must individually respect yourself, others and others' property first.

15.1. CONDUCT AND BEHAVIOUR

Abusive, rude or inconsiderate behaviour within and outside of school premises, during or after lesson hours that will distract, annoy or cause harm to others will not be tolerated. The school abhors such forms of behaviour, and will take the necessary actions to arrest such instances.

15.2. SCHOOL PROPERTY

Vandalism (e.g. damaging furniture, defacing walls and notices) is a serious offence. Students must not tamper with equipment or fittings in any part of the school premises without proper supervision. Any student found guilty of vandalism will be expelled and be held accountable for damages caused. The cost of the repair and/or replacement of damaged properties will be borne by the student. Students are not to use the school computers without authorisation from the teacher.

15.3. GAMBLING / DRUGS

Any form of gambling, use of illegal drugs or consumption of alcohol within the School's premises is strictly forbidden. Anyone caught doing so will be handed to the authorities.

15.4. ENVIRONMENT

It is the duty of everyone in the school to help maintain the cleanliness of the premises and promote earth friendly behaviour. We are proud of our clean premises and we count on your help and cooperation in maintaining a clean and conducive environment by treating rooms, furniture and materials in the School with care.

15.5. CONSUMPTION OF FOOD AND DRINKS

Foods and drinks are to be consumed in the designated areas only. No student is allowed to consume food prepared without specific permission from the Chef.

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16. STUDENT COMPLAINT PROCEDURES

16.1. INTRODUCTION

It is recognised that grievances can arise when a student is unhappy about their personal situation regarding their course, or in their dealings with other students or with staff, and that a speedy resolution of such grievances is in the interests of all concerned. This procedure aims to bring about the rapid resolution of grievances, without recourse to formal proceedings wherever possible. It applies to all students of the School. Nothing in this procedure impinges on the legal rights or obligations of staff and students. Grievances will be regarded as confidential but you must be aware that individuals concerned will need to be interviewed if the grievance is to be resolved. Grievances which are anonymous or based on rumour cannot be investigated.

Allspice Institute reserves the right to take disciplinary action against any student whose grievance is found to be based on false allegations.

16.2. EQUALITY AND DIVERSITY STATEMENT

Allspice Institute is committed to the promotion and development of equality and diversity. We aim to provide a working and learning environment which values individuals equally regardless of age, disability, ethnic origin, gender, sexual orientation, marital status, religious belief or trade union membership. This procedure is implemented in accordance with our policies on equality and diversity, disability and race equality, and is subject to an equality and diversity impact assessment. Decisions/actions taken in relation to a student grievance are not influenced by the student's background or situation, and each case is dealt with on its own merits.

16.3. INFORMAL PROCEDURE

If you have a grievance, before invoking the formal procedure every effort should be made to resolve the issue informally by raising your concerns with the person(s) involved, with your class teacher or with a member of staff from **Student Services Department** who will help and advice. If this does not lead to a satisfactory outcome, or if you feel unable to discuss the matter with the person(s) involved, you may opt to invoke the formal grievance procedure. If the grievance has been resolved informally, no record will be kept on file unless both parties wish to have a note of what has been agreed. Issues relating to bullying/harassment should be raised in the first instance with the student services department. A student counsellor will work with you to resolve the situation through mediation.

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16.4. FORMAL PROCEDURE

You may proceed from one stage of the procedure to the next only within the time scales detailed in each stage.

If, other than by mutual agreement, the time allowed for any stage has elapsed and no decision has been taken to proceed to the next stage, then the matter is closed.

- **Stage 1: If the matter has not been resolved informally to your satisfaction**

You should arrange to see a member of the Student Services Department who will establish with you the nature of your grievance. The Student Services Department adviser will make a written record of the grievance on the Grievance Feedback Form, to be signed by you to confirm that this is an accurate representation. The form will be passed to the head of the student services department for action.

- **Stage 2: If your grievance is against another student**

The Grievance Feedback Form should be submitted within two working days to the appropriate Centre Director or Assistant Director. The Director / Assistant Director will send the student a letter of acknowledgement within 5 working days and conduct an investigation. Following the investigation, written notification of the outcome will be given as soon as possible, normally within 10 working days of the grievance being notified. The written notification will include reasons for the outcome, your right of appeal and an explanation of the appeal procedure.

- **Stage 3: If your grievance is against a member of staff**

Your grievance will be referred immediately to the Management Representative (MR) of **Allspice Institute** who will investigate the matter through the correct complaints procedure. All subsequent dealings will be with the Management Representative (MR) to whom enquiries should be addressed.

- **Stage 4: Third Party Mediation**

In the event that the Student and the ALLSPICE are unable to resolve a dispute in accordance with the grievance procedure referred to in Clause 5.2, the Student and the ALLSPICE shall refer the dispute to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through the CPE Student Services Centre for mediation prior to instituting any legal action or proceedings. The Student and the ALLSPICE hereby agree to such procedures and to pay such fees as the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) may prescribe from time to time for the purpose of resolving their dispute.

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16.5. APPEALS ON GRIEVANCE

If you wish to appeal against the outcome of your grievance you should do so in writing within ten working days of the decision being notified. The outcome of the appeal will be notified to you in writing within a further five working days. It is your right to seek advice from outside the school at any stage of the proceedings.

16.6. MONITORING

The conduct of investigations and responses to grievances will be monitored by the Student Services Department and reported quarterly to the Management Representative.

16.7. FURTHER INFORMATION

Further information is available from Student Services:

17. FORMS

The following forms are available at the Student Services Department.

- A. Personal particulars Update Form
- B. Request for Extension of Payment Due Date
- C. Request for reissue of course transcript or certificate
- D. Application for retaking Module(s)
- E. Application for Re-sit of Examination/assessment
- F. Application for Deferment
- G. Application for Withdrawal from Course
- H. Grievance Feedback
- I. Comments and Suggestions

For International Students': (if applicable) Student's Pass Application Form (Form 16, Form V36A, new V36, V-39S)

The School reserves the rights to require a student to leave at any stage if the student does not adhere to the above conditions or if a student's presence would, in the opinion of the School, be detrimental to the well-being of the staff, other students or the School. The School reserves the rights to regularly review and make changes to the course curriculum and fees without prior notice.

Please note that the prevailing GST (Goods and Services Tax) is imposed by the Singapore Government. All fees mentioned above do not include the GST unless indicated. All administrative fees are strictly non-refundable and non-transferable.

All information is correct at time of printing.

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