

STUDENT HANDBOOK

ALLSPICE INSTITUTE

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1. INTRODUCTION

1.1 ABOUT ALLSPICE INSTITUTE (ALLSPICE)

ALLSPICE was founded in 2008 to provide a conducive and progressive training ground and learning environment to prepare students for the professional world of global cuisine and hospitality, which is ever-expanding and challenging.

As talent pools are mobile and top professionals in these fields are sought after worldwide, we strive, through our team of Teachers and researchers, administrative, front, and back-office executives, with years of practical and academic experience, to continually and continuously impart knowledge, skills, and capabilities which can propel our students to the forefront.

1.2 PRINCIPAL'S WELCOME MESSAGE

I am confident you have made the right decision in choosing Allspice for your educational journey.

At Allspice, we strive to provide you not only with professional knowledge but also holistic learning experience.

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

I warmly welcome you to Allspice and wish you every success in your endeavors.

Clarence Ling
Principal
Allspice Institute

1.3 VISION, MISSION, VALUE, PHILOSOPHY AND PILLARS

Vision

To be among Asia's leading educational institutions and to elevate standards and quality.

Mission

Empowering individuals to become confident global professionals by inculcating skills and knowledge to excel.

Values

Excellence is our cornerstone, integrity our compass and innovation our driving force.

Culture

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

Three Pillars

Our Pillars govern our holistic approach toward learning and our ethos of expanding and instilling knowledge.

Heritage

Celebrating the diverse diasporas that constitute Singapore, and our own melting pot of global influences.

Aspiration

Recognizing and forging trends and headways, and best practices.

Wellness

Unlocking potential by nurturing the balance within.

2. OUR FACILITY

2.1 ACADEMIC RESOURCES

2.1.1 Allspice Library

Allspice maintains a collection of more than 1,500 cookbooks and nonfiction titles covering topics such as culinary arts, baking, food science, heritage, and culture. While many of these books are stored off-site, a selection is now available on-site for in-house reading.

All students and staff can request access to any book, either on-site or off-site, by referring to the library's book list and submitting a request by title. For books stored off-site, retrieval will be arranged upon request.

Permission to take books outside Allspice's premises may be granted at the discretion of the heads of department and the librarian in charge.

2.1.2 Allspice YouTube Channels

Allspice creates and uploads educational and informational videos on their channel which contain useful resources which are supplementary enrichment materials to the courses / modules conducted by Allspice.

2.1.3 Culinary and Cuisine Magazines

Allspice contributes to several local and international magazines copies of which are available at the Institute for students to read and reference on site.

2.1.4 Allspice Online Forums and Communities

Students can participate in culinary and baking forum and communities to discuss techniques, ask questions, and share experience with fellow enthusiast.

(i.e.) [Food Click](#) (Facebook) and <https://allspicer.com/news-feed/>.

2.1.5 CTH Student Membership: Unlocking Exclusive Benefits for CTH program Students

Students enrolled in CTH programs enjoy exclusive access to the CTH Student Membership, providing a wealth of resources to support both academic progress and career advancement in the hospitality and tourism industries. Key benefits include:

- **CTH Members Website:** A tailored platform offering extensive study materials and up-to-date industry information, including an E-Library with hundreds of textbooks and resources, as well as past papers and module materials for enhanced learning.
- **Job Opportunities:** Access global job listings in the hospitality and tourism sectors, with both part-time and full-time roles available.

- **Industry Insights:** Stay informed with the latest industry news and events, and utilize the comprehensive web directory for research and employer connections.
- **Professional Membership Discounts:** Graduating students are eligible for discounted memberships with the Institute of Hospitality (IoH) or the Institute of Travel & Tourism (ITT), offering unique networking opportunities and the ability to use professional post-nominal letters (IoH or ITT) after their name.
- **Video Content & Industry Contacts:** View expert video content on careers in hospitality and tourism and leverage valuable connections through CTH's partnerships with leading industry bodies.
- **Stay Connected:** Engage with CTH on social media for updates, networking, and sharing ideas with peers and professionals in the field.

2.2 FLOOR PLAN

Our facility is constantly being updated to ensure a conducive and comfortable learning experience for our students.

Allspice is well equipped with state-of-the-art facilities to enhance and enrich students' learning experiences.\

Classroom 10 57.2 SQ M Teacher Students Ratio 1:15	Reception 57.2 SQ M	
Classroom 9 40.8 SQ M (Demo Kitchen)	Walkway	Office 29.7 SQ M
Classroom 8 40.8 SQ M Teacher Students Ratio 1:15		Classroom 1 29.7 SQ M Teacher Students Ratio 1:15
Classroom 7 40.8 SQ M Teacher Students Ratio 1:15		Classroom 2 29.7 SQ M Teacher Students Ratio 1:15
Classroom 6 40.8 SQ M Teacher Students Ratio 1:15		Classroom 3 29.7 SQ M Teacher Students Ratio 1:15

<p>Classroom 5A 65.4 SQ M Teacher Students Ratio 1:15</p>		<p>Pantry 22.2 SQ M</p>
<p>Classroom 5 58.3 SQ M Teacher Students Ratio 1:15</p>	<p>Classroom 4 75.4 SQ M Teacher Students Ratio 1:15</p>	

2.3 URBAN GARDEN

Spice and Herb Corridor and Hydroponic Plant Corners

Our spice and herb corridor and hydroponic plant corners have different varieties of plants, herbs, and shrubs to enable students to experience the full senses of seeing, touch, feel, smell, and taste and have an insight into botany and growing edible greens.

2.4 ACCESS WIFI

Students can, where required, request for the id and password of WIFI, which can be accessed on site.

2.5 PANTRY

Our pantry has free coffee and tea, hot and cold-water dispensers providing free hot and cold drinks to students.

2.6 FIRE EXIT

Allspice complies with the national fire safety requirements: Escape passageways are free from obstruction and fire exit doors are kept unlocked for use during emergencies. Fire exit doors are not meant for any other purposes such as smoking etc.

3. ACADEMIC AND EXAMINATION BOARD

The Academic and Examination Board comprises the; the chairman, and members; can serve on one or both boards concurrently.

3.1 ACADEMIC BOARD

The Academic Board has been formed to monitor, sustain, and improve the academic quality and rigor of Allspice. The main responsibilities are.

- a. To develop and review the policies and procedures on all academic matters of the private education institution, including but not limited to academic quality assurance measures; and
- b. To facilitate the implementation of and compliance with such policies and procedures.

3.2 EXAMINATION BOARD

The Examination Board has been formed to develop, facilitate, implement, and review examination and assessment procedures, including but not limited to policies and procedures relating to

- a. The security of examination and answer scripts
- b. The proper Conduct of examinations and assessments
- c. Duties, Roles, and Responsibilities of Invigilators and Markers
- d. To moderate examination and assessment marks and
- e. To handle appeals from students regarding examination or assessment matters.

4. STUDENT SUPPORT SERVICES (SSS)

Allspice provides a list of comprehensive support services as follows:

4.1 STUDENT HANDBOOK

This can be downloaded from Allspice's website (www.allspiceinstitute.com) to orientate and guide students on the rules and regulations, policy and procedures and important information regarding Allspice. This handbook may be updated from time to time without notice and in any event, yearly.

4.2 MANAGEMENT AND ACADEMIC FEEDBACK

Feedback is requested and sought from students being regarded as a valuable tool in giving Allspice valuable insights and information to assist Allspice in improving the quality of service and standards. Feedback forms are available at the Front Desk and online at our website.

4.3 MEDICAL INSURANCE

Allspice has a medical insurance scheme in place for students attending courses at Allspice (Annex-A).

The medical insurance scheme shall provide a basic annual coverage of up to S\$20,000.00 per student.

- a) Hospital Stay in B1 ward (4 bedder ward) in government and restructured hospitals.
- b) 24-hour coverage

All the students holding student pass must purchase this insurance. Non-student pass holders do not need to purchase this insurance if they already have insurance which cover the above mentioned.

4.4 PASTORAL COUNSELLING

As part of our service to students, we consult with and counsel individual students, as and when requested and required. We also refer them to external sources should they require further assistance.

4.5 ORIENTATION

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

4.6 FINANCIAL ASSISTANCE SCHEME

Any students in need of Financial Assistance can approach the SSS to apply for bursaries and sponsorship arrangements.

4.7 SPECIAL NEEDS

Students with special needs or challenges which may affect their performance such as deafness, poor vision, or any other specific needs can inform the Student Services Support and their Teachers who on a case to case basis may make the special arrangements and provisions accordingly.

4.8 STUDENT DEVELOPMENT PROGRAM

Our Institute sponsors various charities and charitable organizations. Our staff and students are encouraged to join in various programs conducted from time to time, including the distribution of bento boxes, the making of baked and other goods, and various other food distribution and fundraising drives, as well as community involvement projects. Bonding sessions such as “Kaya Toast” are informally held periodically for Student / Alumni/ Staff interactions in a friendly environment.

4.9 STUDENT OUTINGS AND LEARNING JOURNEYS

Outings and Learning Journeys are informally conducted from time to time to enable students to explore learning beyond the classroom.

4.10 ACADEMIC SUPPORT / COUNSELING AND CAREER GUIDANCE

Students who wish to pursue further courses and/or their careers. can approach SSS which will assist and counsel them about the courses available in Allspice, and for graduates, provide them with links to business associates and other organizations.

4.11 ADDITIONAL SERVICES FOR INTERNATIONAL STUDENTS

Additional services (where required) are provided to international students to ensure that they make a smooth and comfortable transition to Singapore: -

- a. Individual emails to each student to inform and update students on acceptance, terms, and conditions, and pre-arrival arrangements.
- b. Provide a List of accommodations available in Singapore including Student Hostels
- c. List of approved medical clinics for medical screening and where required, assist in arrangements for medical screening.
- d. Assistance with Visa/ Student Pass Applications

4.12 PARENT/LEGAL GUARDIAN FOR STUDENTS UNDER 18 YEARS OF AGE

Close collaboration with parent/legal guardian for students under 18 years of age to keep them informed and updated.

4.13 IMPORTANT CONTACT DETAILS

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 / +65- 6276 0760
Email : admin1@allspice.edu.sg
Website : <http://www.allspiceinstitute.com>

Emergency / After Office Hours: +65-81664217

Office Hours:

Mon – Fri: 8.30am – 5.30pm
Sat: 8.30am – 12.30pm
Sun & Public Holidays: Closed

5. MEDICAL FITNESS AND HEALTH SERVICE

All students must be certified medically fit to pursue their studies. at ALLSPICE. For this purpose, every student must undergo a medical examination and be certified medically fit before the commencement.

of the course. If the student is currently diagnosed with any medical condition that may lead to relapses, e.g., asthma, such medical conditions must be declared prior to course commencement. Such declaration must be supported by a doctor's medical report. Letters from parents endorsing the student's medical condition will not be accepted. ALLSPICE reserves the right to expel any student who does not declare to ALLSPICE any known recurring medical conditions.

The medical examination should include a routine chest X-ray. It should also attest that the student is fit to undertake courses at ALLSPICE.

Students are responsible for settling all medical fees incurred by them on account of any illnesses, accidents, disabilities, or medical examinations required during his / her studies at ALLSPICE. In cases where the medical examination is not carried out in Singapore, ALLSPICE may at its discretion, request that the student seeks a second medical opinion in Singapore, should such a need arise.

6. INFORMATION ON STANDARD STUDENT CONTRACT

The Standard Student Contract (Student Contract) made between Allspice and the respective student forms a very important legal document between Allspice and the student.

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

- a. Course Information and Fees
- b. Refund Policy, including Refunds for Withdrawal for Cause and Refunds for Withdrawal without Cause
- c. Fee Protection Scheme
- d. Any other information as deemed necessary.

All students are required to sign two original sets of student contracts. One set will be given to the student and one set will be kept by Allspice.

Each student contract is meant for admission to one course only and individual student contracts will be entered with each student admitted into the course offered.

If any amendment is made which will change the original intent of the student contract, both the student and Allspice must sign beside the amendment(s) on both sets of the original student contracts.

All fields must be completed in the student contract. Where it is not applicable, it must be indicated with "not applicable or N/A".

Students are given a 10 calendar days cooling off period from the date of signing the contract, whereby should they decide to withdraw from the course, they will be refunded the highest percentage stated in Schedule D.

Allspice will issue and sign a new contract or issue an addendum to the existing contract for a student who wishes to repeat a module when a course deferment or transfer request has been approved.

Allspice will ensure that a breakdown of all fees (inclusive of any non-refundable fees, discounts/rebates and grants/funding given) are declared in the contract and marketing collaterals.

A sample of the Standard Student Contract used by Allspice can be found on our website.

7. COURSE OFFERED BY ALLSPICE

Information and update on Courses are available on our website www.allspiceinstitute.com

8. INFORMATION ON FEE PROTECTION SCHEME (FPS-G)

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

Furthermore, the FPS-G 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-G is compulsory for both local and international students taking courses unless a waiver is granted by CPE.

The following are ways for students to be assured that their fees are well-protected.

A copy of Allspice's certificate of FPS-G Insurance Policy (**see Annex**).

- a. Details of FPS-G are included in the PEI-standard student contract. Students should be aware of the clauses and details of the adopted FPS-G when signing the student contract and the advisory note.

9. STUDENT REFUND POLICY NOTIFICATION & ARRANGEMENT

Allspice Refund Policy is outlined in the Student Contract and follows the guidelines set out by the committee of private education (CPE).

9.1 CIRCUMSTANCES UNDER WHICH REFUNDS CAN BE MADE

9.1.1 Refunds may be made under the following circumstances : -

9.1.1a Refund due to non-Delivery of Course

Allspice shall inform the student within three (3) working days upon knowledge of any of the following:

- i. Its inability, for any reason whatsoever, to commence the Course on the Course Commencement Date.
- ii. Its termination of the Course, for any reason whatsoever, prior to the Course Commencement Date.
- iii. Its failure, for any reason whatsoever, to complete the Course by the Course Completion Date.
- iv. Its termination of the Course, for any reason whatsoever, prior to Course Completion Date.
- v. It has not or was unable to ensure that the student met the Course Entry requirement set out in Clause
- vi. The specific Student's Student Pass is rejected by Immigration and Checkpoints Authority (ICA)

In the event of any of the above, ALLSPICE shall, within seven (7) working days of such notice to the student, also provide the student in writing, information, and details of any alternative confirmed Course arrangements (if any) to allow the student to make a timely and appropriate decision on such alternative arrangement.

The student shall then, within seven (7) working days of notice of Allspice's inability to deliver the Course, give notice in writing of their intention to withdraw from the Course, and be entitled to a refund of the Course Fees and Miscellaneous Fees (under Schedule C of the Student Contract

For circumstances under Clause 9.1.1 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, as soon as practicable after receiving the student's notice of withdrawal under Clause 9.1.1 (and in any event, no later than seven (7) working days after receiving such notice) refund to the student the sum total of the Course and Miscellaneous Fees

9.1.1b Refund due to Other Reasons-Refund upon to Student withdrawal

If the Student withdraws from the Course for any reason other than those set out in Clause 9.1.1a of the Agreement, ALLSPICE shall, as soon as practicable after receiving the student's written notice of withdrawal, refund to the student the following sums based on the date of written notice is given by the Student to Allspice in accordance to the table appended below: -

Refund % Amount of Course fee paid as per Schedule B & C of Student Contract	If Student's written notice of withdrawal is received
85%	Within 10 days 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%	16 to 30 days before Start of Course (SOC)date
20%	15 days and less before Start of Course (SOC)date
0%	From the Start of Course (SOC)

9.1.1c Cooling Off Period

The Cooling – Off period of Ten (10) calendar days is calculated from and including the date of the signing of the Student Contract

9.2 NON-REFUNDABLE FEES

Non-Refundable Fees charged by Allspice are listed in Schedule C of the Student Contract and are strictly non-refundable to the student under any circumstances.

9.3 POLICIES AND PROCEDURE RELATING TO REFUNDS

The following procedure is to be strictly adhered to for all the Fee Refunds.

9.3.1 Refund Request Form

Upon receipt of written notification by the student of their intention to withdraw from the Course and for a Fee Refund, the Student can obtain a Refund Request Form from the SSS for his / her completion.

9.3.2 Refund Request Form to be fully completed.

All information requested on the Refund Request Form is to be duly completed by the student including Reasons for Refund.

9.3.3 Supporting Documents to accompany Form.

All duly completed Refund Request Forms are to be accompanied by any other relevant forms, such as Course Withdrawal or Course Transfer, or Deferment Forms and submitted to the Student Support Services.

9.3.4 Acknowledgment of Submission and Follow-Up Policy

An officer from the SSS shall acknowledge receipt of the for by signing and returning it to the student and inform the student, should any further information /clarification / documents be required.

9.3.5 Refund Approval and Collection Procedure

Upon approval and calculation of the Refund Amount, the Student will be notified and can make an appointment with the SSS officer for a date and time to collect the Refund as well as the statement of computation of the Refund which will be written on the Refund Request Form.

9.3.6 Acknowledgment of Refund Receipt Policy

The student, shall upon receipt of the Refund and Statement of Computation of Refund acknowledge receipt of the above in writing.

9.3.7 Refund Disbursement Timeline Policy

Where a refund is approved, Allspice shall take not more than seven (7) working days from the date of application, to disburse the refund to the student.

9.3.8 Refund Computation Statement Policy

Allspice shall produce a statement of computation of the refund to the student concurrently with the refund payment.

10. STUDENT TRANSFER TO A NEW COURSE IN LIEU OF EXISTING COURSE

Subject to the terms and conditions stated, the student may, under certain circumstances transfer from one Course conducted by and within Allspice to another Course (New Course)

10.1 COURSE TRANSFER FORM

- i. Students who wish to transfer to the New Course conducted and
- ii. within Allspice must complete the Course Transfer Form, obtainable from the SSS not less than 4 weeks prior to the scheduled commencement of the new Course.
- iii. All verbal requests will not be entertained.
- iv. All requests will be reviewed on a case-by-case basis and Allspice will have the final decision on the outcome.

10.2 NO OUTSTANDING FEES PRIOR TO TRANSFER

All fees relating to the Course which the student wishes to be transferred from must have been fully paid up and there are no outstanding.

10.3 TERMS AND CONDITIONS FOR TRANSFER

Students can only apply for transfer for the course they wish to be transferred to the New Course, if the Course which they have registered for has not commenced, a New Course is offered, there is a vacancy/place in the New Course, and there are no other prohibitive restrictions to such admission.

10.4 SUBMISSION OF COURSE TRANSFER FORM

Students must submit the duly completed Course Transfer Form to the Student Support Services, fulfill the admission criteria of the new course, and be subject to the Allspice's student selection and Admission procedures.

10.5 CONSENT OF PARENTS/ LEGAL GUARDIANS FOR STUDENTS BELOW 18

The written consent of a parent / legal guardian is required for Students below the age of 18, which can be evidenced by their signature on the Course **Transfer** Form, or a separate email or letter signed by the parent / legal guardian of the student.

10.6 PRE – COURSE COUNSELLING SESSION ON NEW COURSE

Upon receipt of the duly completed Course Transfer Form, the SSS officer shall ensure that the New Course is suitable for the student, conduct the Pre-Course Counselling session with the student who would be required to sign on the Course Transfer Form as an acknowledgment that he/she has been informed of relevant information relating to the New Course and has been so counseled.

10.7 APPROVAL TO BE SOUGHT FROM MANAGEMENT FOR STUDENT TRANSFER

The SSS-officer shall seek the approval of the Management for the Student's Transfer to the New Course, to ensure the suitability of the Student to the New Course, which said approval shall also be documented on the Course Transfer Form

10.8 NOTIFICATION ON RESULT FOR APPLICATION FOR TRANSFER

The student shall be notified of the result of their Course Transfer Form through a Letter to Approve or Reject the Application to Transfer from the Course.

10.9 STUDENT APPLICATION FOR NEW COURSE

Once a Request for Course Transfer Form has been approved, the student can apply for the New Course.

10.10 STUDENT PASS PROCEDURES UPON COURSE TRANSFER

Where the Student Pass has been issued by ICA for the existing Course, the Course transfer to the New Course is subject to an application to ICA and its approval and the issuance of a New Student Pass (where required).

10.11 FEES FOR NEW COURSE

Fees payable by the Student for the New Course will be calculated based on the full Course Fees and Miscellaneous Fees for the New Course. The fees already paid by the Student for the Course from which he/ she is transferring may be taken into consideration on a case-to-case basis.

10.12 CONTRACT FOR NEW COURSE

The original Student Contract signed between the Student and Allspice will have to be cancelled before the Student Contract for the New Course is signed, and the student is deemed to have withdrawn from that Course.

10.13 COURSE TRANSFER PROCESSING TIME POLICY

The maximum processing time for the Course Transfer process, from the point of student's request to informing student of the outcome in writing, should not be more than 4 weeks from the date of request.

10.14 REGISTER OF STUDENT REQUESTS FOR TRANSFER

Allspice shall create and maintain a register of student requests for transfers.

11. WITHDRAWAL OF STUDENT FROM ALLSPICE

11.1 COMPLETION OF THE COURSE WITHDRAWAL FORM

- i. Students who wish to withdraw from Allspice and/or discontinue any Course with Allspice prior to their completion, will have to fully complete the Course Withdrawal Form including reasons for withdrawal. The Course Withdrawal Form is obtainable from the Student Support Services.
- ii. All verbal requests will not be entertained.
- iii. All requests will be reviewed on a case-by-case basis and Allspice will have the final decision on the outcome.

11.2 SUBMISSION OF SUPPORTING DOCUMENTS AND REQUEST FOR REFUND FORM (WHERE APPLICABLE)

- i. All supporting documents and the duly completed Request for Refund Form should be submitted concurrently with the Course Withdrawal form to the admin.
- ii. Allspice's refund policy shall apply for all qualified refunds. Students are to refer to Allspice's refund policy and Standard Student Contract for further details.

11.3 INTERVIEW BY MANAGEMENT AND / OR SSS OFFICER

Where possible, the student will be interviewed by the Management and/ or the SSS to ascertain the reasons for the withdrawal and to render assistance or support to the student, if feasible.

11.4 APPROVAL TO BE SOUGHT FROM MANAGEMENT FOR STUDENT WITHDRAWAL

SSS shall seek the approval of the Management for the Student's Withdrawal

11.5 ISSUANCE OF LETTER OF WITHDRAWAL

Upon approval of the withdrawal, Allspice will issue the letter of withdrawal upon which the student shall return any ID cards and material borrowed from Allspice to the Student Services Support

11.6 ALL OUTSTANDING PAYMENTS AND REQUESTS TO BE CLEARED BY STUDENT.

Any outstanding payments, Course, and other fees owing to Allspice are to be settled in full together with any outstanding requests of the Student from Allspice. Allspice will not issue any transcripts and / or certificates to students who have outstanding payments or pending requests from Allspice.

11.7 CONSENT OF PARENTS/ LEGAL GUARDIANS FOR STUDENTS BELOW 18

The written consent of a parent / legal guardian is required for Students below the age of 18, which can be evidenced by their signature on the Course Withdrawal Form, or a separate email or letter signed by the parent / legal guardian of the student.

11.8 TERMINATION OF STUDENT CONTRACT

The Student Contract shall be terminated upon Withdrawal.

11.9 NOTIFICATION TO ICA AND RETURN OF STUDENT PASS

The student shall return his/ her Student Pass to Allspice following which Allspice shall give notice to ICA and submit the Student Pass for cancellation.

11.10 PROCESSING TIME FOR WITHDRAWAL

The maximum processing time for the withdrawal process, from the point of student's request to informing student of the outcome in writing, should not be more than 4 weeks from the date of request.

11.11 REGISTER OF STUDENT REQUESTS FOR WITHDRAWAL

Allspice shall create and maintain a Register of Student Requests for Withdrawal with updates recorded.

12. STUDENT DEFERMENT POLICY

Students can apply for delay or postpone their attendance to a Course, i.e., ask for a deferment.

12.1 TERMS AND CONDITIONS FOR DEFERMENT

- i. Students can apply for deferment only once.
- ii. As the maximum duration of time allowed to complete a Course should not be twice or double the normal/usual time taken to complete the Course, all deferment requests are to take this duration into account.
- iii. Any request for Deferment is dependent on the availability of Courses offered Allspice reserves its rights to offer similar Courses in lieu of discontinued Courses.

12.2 COMPLETION OF THE APPLICATION FOR DEFERMENT FORM

- i. Students who wish to defer any Courses from Allspice will have to fully complete the Application for Course Deferment Form including reasons for withdrawal Course Deferment Form is obtainable from the Student Support Services.
- ii. All verbal requests will not be entertained.
- iii. All requests will be reviewed on a case-by-case basis and Allspice will have the final decision on the outcome.

12.3 SUBMISSION OF SUPPORTING DOCUMENTS AND REQUEST FOR REFUND FORM (WHERE APPLICABLE)

- i. All supporting documents and the duly completed Request for Refund Form should be submitted concurrently with the Course Deferment Form to the Student Support Services.
- ii. Allspice's refund policy shall apply for all qualified refunds. Students are to refer to Allspice's refund policy and Standard Student Contract for further details.

12.4 INTERVIEW BY MANAGEMENT AND / OR SSS

Where possible the student will be interviewed by the Management and/ or the SSS to ascertain the reasons for the deferment and to render assistance or support to the student, if feasible.

12.5 APPROVAL TO BE SOUGHT FROM MANAGEMENT FOR STUDENT DEFERMENT

SSS shall seek the approval of the Management for the Student's Deferment.

12.6 ISSUANCE OF LETTER OF DEFERMENT

The student will be notified in writing about the outcome of his / her application for Deferment. Upon approval of the deferment, Allspice will issue the letter of deferment.

12.7 ALL OUTSTANDING PAYMENTS AND REQUESTS TO BE CLEARED BY STUDENT.

Any outstanding payments, Course, and other fees owing to Allspice are to be settled in full together with any outstanding requests of the Student from Allspice before the Deferment can be reviewed.

12.8 CONSENT OF PARENTS/ LEGAL GUARDIANS FOR STUDENTS BELOW 18

The written consent of a parent / legal guardian is required for Students below the age of 18, which can be evidenced by their signature on the Application for Deferment Form, or a separate email or letter signed by the parent / legal guardian of the student.

12.9 NOTIFICATION TO ICA AND RETURN OF STUDENT PASS

Allspice shall notify ICA of the Student's application for Deferment and to apply for a new Student Pass for the Student. The Course deferment is subject to ICA'S approval of the new Student Pass.

12.10 ADDENDUM TO STUDENT CONTRACT

If the Student's Contract is still valid, an Addendum would be signed to reflect the deferment. If the Student Contract has been terminated or has lapsed, a new Student Contract will be signed in accordance with the standard procedure for the execution of Student Contracts.

12.11 PROCESSING TIME FOR DEFERMENT

The maximum processing time for the deferment process, from the point of student's request to informing student of the outcome in writing, should not be more than 4 weeks from the date of request.

12.12 REGISTER OF STUDENT REQUESTS FOR DEFERMENT

Allspice shall create and maintain a Register of Student Requests for Déferment with updates.

13. DISPUTE RESOLUTION POLICY

Allspice accepts both written (emails / letters / Feedback Forms / Correspondences) and verbal communications (meetings / telephone calls) for ease of providing feedback.

13.1 FEEDBACK AND COMMUNICATION

ALLSPICE adopts an effective feedback (which includes complaints and compliments) management system. The ALLSPICE dispute resolution policy is aligned with the Private Education (Dispute Resolution Schemes) Regulations 2016, which came into operation on 3 October 2016, and communicated to the students. The system ensures that;

- i. All feedback received is acknowledged and evaluated for follow-up action, to identify what drives positive experiences.
- ii. Any action taken is recorded and made known to the person giving the feedback.
- iii. All feedback is resolved within a reasonable time frame.

Upon receipt of a request or complaint, Student Administration will provide a written response to acknowledge the feedback within 3 working days. Depending on the nature of the issue, a formal resolution will be issued by ALLSPICE within 21 working days, failing which a written note will be sent to notify student on escalation of matter to an external party for resolution.

The following are several important email addresses and telephone numbers of staff from various departments in ALLSPICE:

For Student and Course Related Enquiries: 63779303
Student Administration Email: admin1@allspice.edu.sg

For Examination and Transcripts Related Enquiries: 63779303
Resource Planning & Assessment Email: admin1@allspice.edu.sg

For Course Fees Payment Enquiries: 63779303
Finance Email: accounts@allspice.edu.sg

13.2 DISCUSSING WITH CLASS TEACHER

At the onset, the student should attempt to resolve the grievance. Informally by discussing the issue with the Class Teacher.

13.3 APPROACHING STUDENT ADMINISTRATION DEPARTMENT

Besides face-to-face consultation, student Admin via email or fill up an enquiry form provided at Student Administration Department to highlight their grievance. Student Administration will direct the feedback to the head of departments (HODs) concerned and attempt to resolve the issue. Student Administration will send a reply to the student to close the case if the latter is satisfied with the follow-up actions.

13.4 ESCALATION TO COO

When the issue is highlighted to the COO, in consultation with HODs/senior management, will decide on an appropriate course of action. An official reply approved by the COO will be sent by the Head, Student Administration, to the student on course of follow-up actions.

13.5 ESCALATION TO AN EXTERNAL BODY

If the matter remains unresolved or the student is unsatisfied with the outcome, Allspice will refer the matter to CPE for resolution under: -

- i. The CPE Mediation-Arbitration Scheme; or

- ii. The Small Claims Tribunals (SCT), for clear-cut fee refund issues of equivalent or less than S\$20,000; or the students can seek their own legal counsel.

For complete information on the CPE Mediation-Arbitration Scheme, please refer to <https://www.ssg.gov.sg/cpe/student-services/disputere> solution.

14. SUSPENSION OF STUDIES

Allspice can suspend the student under certain circumstances.

14.1 CIRCUMSTANCES UNDER WHICH ALLSPICE CAN SUSPEND THE STUDENT.

Allspice has the right to suspend a student from the Course due to but not limited to the following circumstances: -

- i. Where the Student misconducts himself or herself or exhibits unacceptable behavior
- ii. Where there is repeated poor academic performance
- iii. Where the Student has violated Allspice's policies
- iv. Where there are outstanding sums due to Allspice
- v. Where the Student is suspected of having any infectious or contagious disease

14.2 STUDENT SUSPENSION AND RETURN-TO-STUDY NOTIFICATION POLICY

The student will be informed that his/her study has been suspended and will be notified of the reason(s) for the suspension. Where appropriate, the student will be given a return-to-study date and informed of any conditions that must be met before he/she can resume study.

14.3 STUDENT SUSPENSION APPEAL AND REVIEW POLICY

Any Student identified with any of the above condition(s) will undergo investigation and counselling. The student may appeal to Allspice within seven (7) days from the date of notification of the suspension. The appeal will be reviewed by the Disciplinary Panel that comprises Teacher-in-charge, Head of Academia, and Chief Operating Officer.

15. EXPULSION FROM INSTITUTE

15.1 A STUDENT FOUND GUILTY OF COMMITTING ANY OF THE FOLLOWING MAY BE EXPELLED FROM ALLSPICE.

- i. Cheating during assessments
- ii. Unrepentant behaviour after undergoing counselling.
- iii. Student Pass being cancelled by ICA for whatever reason(s)
- iv. Student with repeated poor academic performance and unresponsive to academic assistance and counselling by Allspice
- v. No improvement or repeat occurrences of behaviour leading to suspension.

- vi. Action or behaviour which is threatening, abusive or likely to cause alarm, harassment, or distress.
- vii. Violation of Singapore law
- viii. Student is MIA/AWOL/not contactable for more than 7 days.

15.2 REASONS FOR EXPULSION TO BE NOTIFIED TO STUDENT.

The student will be notified of the reason(s) for expulsion. The student may appeal to Allspice within seven (7) days from the date of notification of the expulsion. The appeal will be reviewed by the disciplinary panel comprising Teacher-in-charge, Head of Academia, and Chief Operating Officer (Disciplinary panel). The decision of the disciplinary panel shall be final.

15.3 NO REFUND OF COURSE FEE

If the student is expelled from the course by Allspice, there will be no refund of course fees.

16. STUDENT'S CODE OF CONDUCT

Misconduct can be divided into two categories.

16.1 MINOR MISCONDUCT

includes but is not limited to the following:

- i. Frequent Lateness for Classes,
- ii. Leaving Class Early without informing teachers.
- iii. Absent from Class Without Valid Reasons.
- iv. Use of Foul or Abusive Language / Rumour Mongering / Slanderous allegations directed at Fellow Students / Staff / Office Bearers / Business Associates with Allspice and/or on any social media.
- v. Consumption of Alcohol: Students shall not be allowed to consume alcohol in Allspice except for educational purposes.
- vi. Smoking in Allspice premises: As this is a smoke-free institute, students are expected to adhere to the policy during their course of study.
- vii. Disruptive Behaviour / Mischief During Lessons: Students are expected to be always attentive during class and not to create a nuisance or disturb students in class or disrupt Teachers from lecturing.
- viii. Bullying including cyber-bullying of any Fellow Students / Staff / Office Bearers / Business Associates with Allspice.

16.1.1 Procedures to address Minor Misconduct:

- i. Warning (i.e., Verbal / Warning Letter) and counselling shall be given to students who have exhibited minor misconduct and they can be subject to disciplinary action. The teachers reserve the right to warn the students or send them home if the warning is not taken seriously.
- ii. All students are required to practice courtesy to all fellow students, staff, office bearers, or business associates at all times.

- iii. Students shall avoid arguments, use of foul or abusive language, threats, insults, defamation, slandering etc.

16.2 MAJOR MISCONDUCT INCLUDES BUT IS NOT LIMITED TO THE FOLLOWING:

- a. **Criminal Offences / Theft:** Criminal offences include, but not limited to:
 - i. Creating fights or injuries on another party in Allspice's premises
 - ii. Conduct that is likely to endanger the life or injure other classmates.
 - iii. Drugs possession/consumption
 - iv. Any other serious offences, criminal or otherwise
 - v. International Students who work / moonlight illegally
 - vi. Stealing of Institute properties or student valuables

- b. **Vandalism** or Mishandling of Allspice Premises / Assets / Properties (Major)
 - i. In the event if the student has vandalized or mishandled Allspice's premises, assets or properties for whatsoever reason, the student shall compensate Allspice or replace the damaged items.

- c. **Falsification of Information**
 - i. Information provided to Allspice for the purpose of course application procedures, attendance administration must be accurate, complete, and truthful.

- d. **Cheating**
 - i. Any form of plagiarism or cheating in assignments, projects or examinations will result in a fail grade for the unit and administrative fee may apply.

- e. **Faking** Students caught signing / marking attendance for friends.
 - i. Disciplinary actions shall be taken on students who are found to have cheated in their attendance taking.
 - ii. Both students would be dealt with seriously and may be subjected to expulsion.

16.2.1 Procedures to address Major Misconduct:

- i. The above are serious offences which may result in disciplinary action/expulsion at the discretion of the Disciplinary Panel.
- ii. Students on students pass who have been caught working will be immediately expelled and reported to ICA.

16.3 INFRINGEMENT OF POLICIES AND PROCEDURES

All policies and procedures can be obtained from the Student Handbook and will be updated periodically. Students are expected to observe strict adherence to each policy and procedure of Allspice.

17. INAPPROPRIATE DRESS CODE

17.1 ALLSPICE 'S DRESS CODE

Students are expected to adhere to the dress code policies during their course of study. They should ensure appropriate dressing in order to project a professional image. Outlandish, revealing dressing, untidiness, and poor personal hygiene are not acceptable. The teachers reserve the right to warn the students or send them home.

17.2 RECORDING WARNINGS AND STUDENT SEND-OFF IN ATTENDANCE

The teacher shall record the warning or the student send-off in the attendance record.

18. DISCIPLINARY PANEL AND HEARING

- i. At the discretion of Allspice, it can hold disciplinary hearings which will discuss and review on misconduct by the students.
- ii. Allspice shall ensure a fair hearing for all students without any form of discrimination.
- iii. The decision of the Disciplinary Panel is final. No appeals will be entertained.

19. STUDENT POLICY ON PERSONAL DATA PROTECTION ACT (PDPA)

19.1 STUDENT DATA COLLECTION AND USAGE POLICY

Allspice collects personal data of students to support its organizational functions such as, but not limited to, teaching, learning, research, and general administration. This also includes sending, storing, and retrieving information by electronic means.

19.2 POLICY ON USE AND DISCLOSURE OF PERSONAL INFORMATION

Allspice will not use or disclose personal information for any purpose other than as advised at the time of collection, unless: -

- i. Signed written consent is obtained,
- ii. The information is required by law or court order,
- iii. A request for information is made by statutory authorities, for e.g., the Committee for Private Education

19.3 PERSONAL DATA ACCURACY AND PROTECTION POLICY

Allspice shall make every effort to ensure that the data collected is accurate and complete and will take every precaution to protect personal data from loss, misuse, unauthorized access, or disclosure, copying, alteration, or destruction.

19.4 PERSONAL DATA RETENTION POLICY

Allspice shall retain the personal information until the purpose for the collection is being served by retention or the retention is necessary for any legal or business purposes.

19.5 THIRD-PARTY ACCESS TO STUDENT INFORMATION POLICY

Allspice may provide students' information to third parties for administrative and legislative purposes e.g., Fee Protection and Medical Insurance providers, Industrial Attachment establishments.

19.6 POLICY ON INFORMATION SHARING FOR SUBSIDIZED TRAINING AUDITS AND SURVEYS

Where training courses are subsidized, by SSG or any other body, they and/ or their appointed auditor or nominated representatives may contact the course participant (s) and or their respective companies (where applicable), to obtain information deemed necessary for the purposes of conducting effectiveness survey or audits in relation to the said training.

19.7 INTERNAL AND GOVERNMENTAL USE OF PERSONAL DATA POLICY

To serve students efficiently and effectively, personal data collected might be used by different departments within Allspice, or, if necessary, with other Government agencies, unless such sharing is prohibited by legislation when responding to students' correspondences e.g., emails that contain personally identifiable data.

19.8 STUDENT COMMUNICATION AND INFORMATION SHARING POLICY

Allspice may periodically share information, and update students through announcements and other media and forms of communications. Provision to Allspice of details of the students' mode (s) of contact such as their address, email address and /or mobile number is tantamount to authorization to Allspice to contact and/ or share such information to them via postal mail, email, SMS, mms, fax, voice calls and /or other means of communication.

19.9 PHOTOGRAPHY AND MEDIA CONSENT POLICY FOR EVENTS

During any seminars or events held or organized by Allspice or their associates or affiliated, the staff and team of Allspice, third party photographers, and / or videographers may take photographs or events Unless the student informs or notifies Allspice in writing to the contrary, Allspice is permitted to publish any photos or videos taken during such seminars or events, including for use in publicity and communication materials.

19.10 PDPA INFORMATION ACCESS POLICY

For more general information about PDPA. the student can visit <http://www.pdpc.gov.sg>.

19.11 PERSONAL DATA FEEDBACK AND ENQUIRY CONTACT POLICY

Any feedback or enquiry relating to personal data can be directed to the following addresses: -

VIA EMAIL: admin1@allspice.edu.sg

VIA POSTAL MAIL: **Allspice Institute**
BLK 162, Bukit Merah Central
#07-3545, Singapore 150162

20. ATTENDANCE POLICY

20.1 ATTENDANCE REQUIREMENTS AND COMPLIANCE POLICY

All non-student pass holders must have a minimum attendance rate of 75%. All Students issued with a student pass by ICA (Immigration and Checkpoints Authority) must attain at least 90% of attendance rate, failing which their student pass will be revoked. Refer to the Attendance Requirements Table and leave application guidelines are as follows:

Type of Students	Minimum Attendance per Month, or per Module	Remark
All students on Student Pass	90%	a. ICA has set 90% attendance per month as requirement for student pass (STP) b. Do refer to each course graduation attendance requirements
All non-student pass holders	75%	a. Do refer to each course graduation attendance requirements

Note: The attendance requirement per course.

20.2 ATTENDANCE AND PUNCTUALITY POLICY

Allspice expects all its students to be regular and punctual for their daily classes (which include both physical class and online classes, where applicable).

In daily school and class learning experience,

- i. It is necessary to ensure overall order and discipline for upholding a healthy and positive learning environment, including attendance or absenteeism matters.
- ii. ICA has a strict requirement on attendance, failing which the Allspice is compelled to report monthly.
- iii. In addition, students must fulfil minimum attendance requirement to be eligible for graduation.
- iv. We ensure and enforce strictly disciplinary to maintain good attendance and discipline by all.
- v. Any absenteeism must be supported by medical certificate(s) / approved student leave form(s).

20.3 POLICY AND PROCEDURES ON ATTENDANCE AND LEAVE

All leave must be for valid reasons and substantiated with documentary evidence a Leave Matters.

All Student Leave shall be reviewed and approved by the teacher in-charge. Leave for the following reasons, supported by documentary evidence will be taken into consideration by the teacher in-charge and notification will be given to students as to whether such leave has been accepted or rejected.

a. Medical Leave:

- i. Students who fall ill and are unable to attend classes will have to inform Allspice by phone/email before class commences and consult a doctor.
- ii. Upon recovery, students will have to produce the original medical certificate (MC) signed and certified by a doctor to cover the days when they are absent.

b. Personal Leave:

- i. Students may apply for leave to attend to important personal matters that cannot be re-scheduled, such as medical check-ups, or ICA appointments.
- ii. Supporting documents of these appointments are to be produced.

c. Hometown Leave:

- i. International students whose home country is outside Singapore may apply for Hometown Leave in the event of death or life-threatening matters relating only to their immediate family members (including paternal and maternal grandparents).
- ii. A photocopy of the transport arrangements including air and train tickets will have to be submitted at the time of request.

Notwithstanding that leave may be approved for any reason whatsoever, there will be no replacement classes or refund of course fees. Where feasible, the teacher in-charge will provide on request, any course material and course assignments which was covered during the approved leave period.

21. CRITERIA FOR GRADING AND AWARDS

For internally developed courses, Allspice shall set the grading and award criteria, and assessment weighting.

GRADING SYSTEM					
Distinction	Excellent	Good	Average	Pass	Fall
A+	A	B	C	D	F
90% and above	80-89%	70-79%	60-69%	59-50%	49% and below

For courses with external partners, the grading and award criteria would adhere strictly accordingly to the standard and criteria set by the academic partner(s).

22. EXAMINATION CODE OF CONDUCT

22.1 EXAMINATION CODE OF CONDUCT POLICY

All students must uphold Allspice examination code of conduct, including but not limited to the following:

- i. Committing to the absolute importance of examinations and assessments
- ii. Ensuring proper preparations before examinations
- iii. Depending solely on personal abilities during examinations and assessments without external aids
- iv. To strictly follow examination regulations and respect all invigilators/examiners.

22.2 ACADEMIC DISHONESTY (MALPRACTICE) MATTERS

a. Cheating during Examinations/Assessments is a serious matter and includes but is not limited to the followings:

- i. Communicating or trying to communicate in any way, with another candidate.
- ii. Introducing unauthorized material (e.g., books and crib notes).
- iii. Obtaining an examination/assessment paper in advance of their authorized release.
- iv. Stealing another student's essay for passing off.

b. Plagiarism is a serious matter and includes but is not limited to the followings:

- i. Theft of another person's work.
- ii. Copying (word for word)
- iii. Patchwork Plagiarism, copying material from several writers and rearranges that material with no attempt to acknowledge the original sources.

22.3 POLICY ON CHEATING AND PLAGIARISM

Cheating and Plagiarism can result in student getting a failing grade or zero mark for the examination/assessment and further disciplinary action may be taken against the student.

23. ASSESSMENT RESULTS AND APPEAL PROCESS

a. For both internal assessments, Allspice shall release the result within 2 months from the date of assessment.

b. All appeals shall be submitted in writing:

Appeal Timeline:

- i. Within 7 working days from the release of internal assessment results.

- ii. According to the appeal validity period of the external partner(s)
 - **Appeal Result Timeline:**
- i. Results of the appeals are to be made known to the students within 4 weeks from the date of appeal for internal assessment.

For external assessment, it will be according to the appeal procedure of our external partner(s)

24. RE-SITTING AND/OR DEFERRED SITTING OF ASSESSMENTS

For failure or missed assessment, the student can apply for re-sitting of assessment.

Application for deferment of assessment must be submitted before the date of assessment. The Allspice shall review and approve on a case-by-case basis. For deferment of assessment, the re-sitting fee shall be waived.

25. CERTIFICATIONS AND GRADUATIONS

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.

25.1 TRANSCRIPT / CERTIFICATE DELIVERY

For delivery of transcripts or certificates to the assigned address, please approach the Student Support Services. Courier fees shall be solely borne by the student. Allspice will not bear any responsibility for any damage or loss of transcripts or certificates.

25.2 TRANSCRIPT / CERTIFICATE COLLECTION AUTHORIZATION

Students who want to authorize other people to collect the transcripts or certificates on their behalf, must write a Letter of Authorization for Collection, to the Student Support Services stating who will be collecting the documents.

25.3 REPLACEMENT OF TRANSCRIPT / CERTIFICATE

Requests for re-issue of transcript and/or certificate will incur an administrative fee (as indicated in the student contract schedule C):
The student shall complete the Request Form for replacement of transcript/certificate, obtainable from Student Support Services.

26. STUDENT PASS APPLICATION

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

Allspice 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. Please refer to Standard Student Contract for further details. A student withdrawing from a course with Allspice to enroll 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.

26.1 CANCELLATION OF STUDENT PASSES

International students are required to surrender their Student Pass to Student Support Services for cancellation immediately on the date of cessation or termination of their study.

26.2 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. Allspice is under obligation to inform the ICA of the Student's withdrawal from, or completion of his / her course of study at Allspice.

26.3 RENEWAL OF STUDENT PASS

The Student Pass is only valid for the specific duration stated on the pass.

Renewal of Student Pass must be submitted 30 days before expiry date of current Student's Pass to the Student Support Services. 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.

27. 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 Support Services.

28. 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 SUPPORT SERVICES. The school will not be able to transmit information pertinent to student's progress if the school does not have the latest information.

29. MODE OF FEE PAYMENT

Allspice accepts all payment by Bank Transfer, Cheque, Pay Now and Debit or Credit card.

a. Bank Transfer:

Account Number: 686-583519-001

Bank Code: 7339

Bank Name: OCBC

Swift Code: OCBC SGSG

b. By Cheque:

ALLSPICE INSTITUTE PTE LTD

c. Pay Now:

UEN #: 200105260H

d. Debit/ Credit Card:

Payable at Allspice

Allspice will issue receipts for all payments made and official receipts must be retained for official purposes.

Students who pay by instalments (if any/applicable) are reminded to make payment before their respective due dates, to avoid any inconvenience or be subjected to late payment penalties.

30. LATE PAYMENT CASE

- i. All students who have applied for a course acknowledges Allspice's Late Payment Policy, by signing the Student Contract.
- ii. Payment for full course fees must be received by Allspice in full, prior to the student commencing the course. Students will not be able to join classes until full payment has been received.
- iii. Students will not graduate or receive any Certificates and/or transcripts until all fees have been fully paid.
- iv. Students who pay after the scheduled due dates will have a late payment fee imposed on them.
- v. Students that do not comply with this policy will be considered to have withdrawn from the course.
- vi. All late payment fees are calculated and imposed at Allspice's sole discretion.

31. 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.

32. IMMIGRATION & CHECKPOINTS AUTHORITY (ICA) REGULATIONS

All international students with Student's Pass must meet the following requirements:

- i. He/ She is only permitted to attend the course at the school that the students' pass is approved.
- ii. He/ She must have a minimum of 90% attendance per month or not be absent from the course for 7 consecutive days without any reason.
- iii. He/ She must not engage in any form of paid or unpaid activities that may contravene the stipulated conditions (including those stated in the Student's Pass application form, In-principal Approval letter and Student's Pass card) in which a Student's Pass is issued (e.g., illegal employment).
- iv. He/ She must surrender his/her Student's Pass for cancellation within seven days from the date of cessation or termination for his/her studies or course.

For more details of ICA regulations, please refer to the ICA website: www.ica.gov.sg.

33. GOVERNMENT PUBLIC HOLIDAYS

Allspice is closed on all gazetted public holidays as according to the Ministry of Manpower <https://www.mom.gov.sg/employment-practices/public-holidays>.

Allspice will take into consideration the public holidays to ensure that classes are not scheduled on those days. In the event there is an official change in public holiday dates, Allspice will make necessary adjustments to affected classes.

34. RELEVANT SINGAPORE LAWS

34.1 RELEVANT SINGAPORE LAWS

These include, but are not limited to, immigration requirements, laws on driving, drugs and alcohol abuse, employment, smoking, traffic, and littering.
Important: Ignorance of the law is no excuse to break the law, the responsibility

lies on everyone to know the law.

34.2 IMMIGRATION

All international students studying in Singapore must have a valid passport and a Student Pass from the ICA (Immigration and Checkpoint Authority).

34.3 EMPLOYMENT

International students are not permitted to engage in any form of employment or attend an industrial attachment / internship programme, whether paid or unpaid, without a valid work pass issued by Ministry of Manpower.

34.4 DRIVING

All drivers must be in possession of a valid Singapore driving license and the vehicle must be insured.

34.5 DRUGS

Possession of Controlled Drugs is presumed to be for trafficking, an offence which can carry the death penalty.

34.6 ALCOHOL ABUSE

Any offence committed while being intoxicated (drunk) is punishable under the law. Drunk driving is a serious offence.

34.7 SMOKING

Smoking in specific public places and indoor restaurants is prohibited.

34.8 TRAFFIC

Jay walking is an offence.

34.9 LITTERING

Littering, spitting and vandalism (with graffiti) in public areas are serious offences

35. ALTERATIONS

The School reserves the right to alter all the above said from time to time. Changes (if any) will be notified in writing.

ANNEX
