



CPE Registration No. 200723647D
(Registration Period 28-06-2020 to 27-06-2024)

Student Handbook 2024

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Declaration

I undertake the responsibility to read, understand and abide by the terms and conditions in the Student Handbook. I understand that the contents of this Student Handbook pertains only to students enrolled in INSPIRE's preparatory courses and subjects listed in the PEI-Student contract and excludes all short courses and tuition courses.

Name of Student: _____

Student Signature / Date	Parent Signature / Date

1. About Inspire Education Centre

Inspire Education Centre Brief History

Inspire Education Centre had its humble beginnings as a tuition centre in Singapore in year 2007. We were registered with MOE in 2008 and was awarded CaseTrust for Education accreditation in the same year. Since 2011, we were registered with the Committee for Private Education for the provision of private education. Our purpose is to teach students the skills of learning, memorizing and analyzing the various subjects students encountered in schools. Through its effective study techniques imparted to its students, many have seen improvements and began to show an appreciation of what is required of them for the examinations.

Our A-Level and O-Level students mostly had successfully continued with their further education in Singapore, some entering Temasek Polytechnic, Ngee Ann Polytechnic, Republic Polytechnic, Victoria Junior College, National University of Singapore, Nanyang Technological University and University of Buffalo etc.

Inspire Education Centre will continue to strive to maintain the outcome of high success rate for our centre and our students.

Mission & Vision

Vision

Inspiring Youth – INSPIRE exists to inspire our students towards excellence and maximize their potential.

Mission

To provide quality pre-tertiary education to our students through:

- Qualified Teachers – Selection of teachers (through Academic selection and Interview), and performance (delivery, feedback and appraisal)
- Structured Curriculum – Delivery of curriculum and learning outcomes and results
- Academic improvement – Helping students achieve improvements academically

Core Values

Since its inception, INSPIRE has been governed by its core values. They shape the culture and define the character of our Centre. They guide how we behave and make decisions.

1. Imagination

- ❖ We inquire with an open mind. We imagine a brighter future for ourselves and people around us and seek to enrich the lives of those people around us. We care for each other, respect people as individuals, listen with understanding.

2. Excellence

- ❖ We strive to be the best that we can be.

3. Courage to Change

- ❖ We have the courage to receive truthful feedback from others, and change where change is required, bettering ourselves.

Our Culture

Culture is a set of shared beliefs and assumptions that moves us towards our goals and governs our behaviour towards ourselves and towards our students, parents/guardians and other stakeholders.

Our Centre's motto is "transforming minds, inspiring excellence".

It is our belief that understanding and applying knowledge empowers the mind towards excellence in all areas of one's life.

With this in mind, we are committed to:

I - Imparting knowledge.

E - Empowering individuals to self-improvement and make responsible decisions.

C - Cultivating good habits.

Our School Location, Opening Hours and Contact Numbers

Inspire Education Centre

50 EAST COAST ROAD, #02-46, ROXY SQUARE 1, SINGAPORE, 428769

Opening Hours: Mon – Fri 9am – 5pm

Centre Hotline: 6345-3147

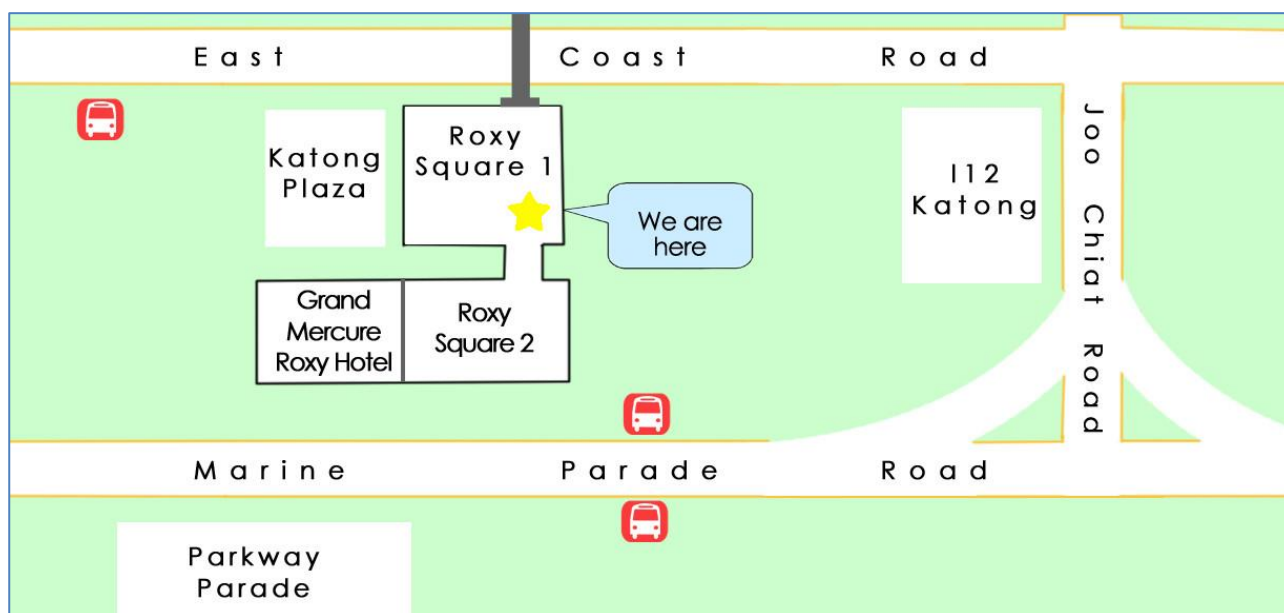
Email: info@inspire.edu.sg

Website: www.inspire.edu.sg

Nearest MRT: Paya Lebar, Dakota, Eunos

Bus Services: Opposite Parkway Parade Bus Stop **92041:** 15, 31, 36, 43, 48, 134, 135, 196, 197, 541, 966, 853* (weekend only)

Roxy Square Bus Stop **92119:** 10, 12, 14, 32, 40



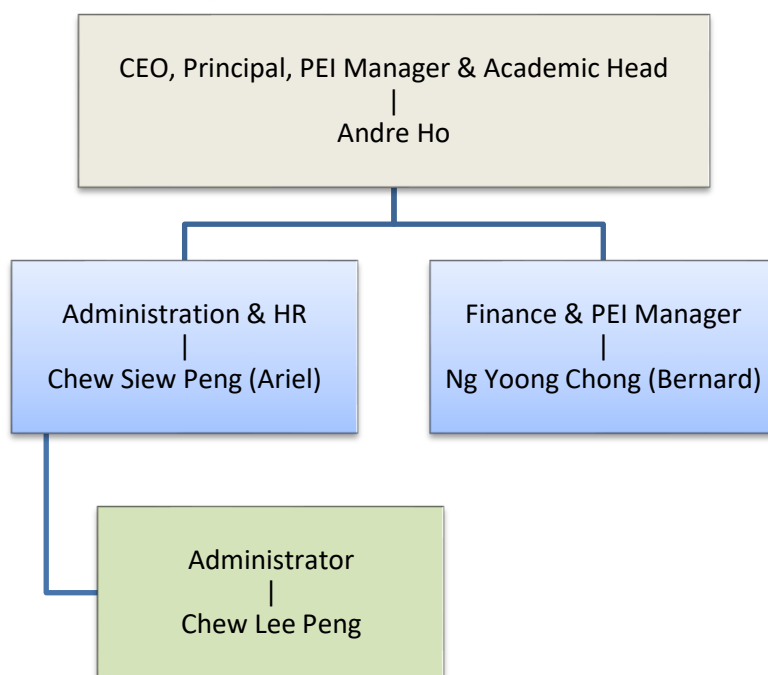
2. Inspire Services

In line with our commitment to quality at Inspire, we provide the following services to our students. We have:

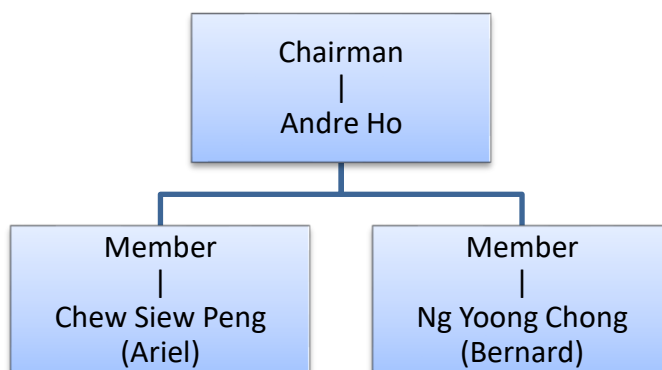
- An Academic Board and Examination Board to oversee our commitment to academic excellence.
- Qualified teachers and staff who are capable of delivering quality educational programs as well as providing excellent student services. Experienced teachers will equip students with the academic skills to excel (like memory skills, organization and analytical skills etc). Our teachers have carefully developed tutorials to ascertain the strengths and weaknesses of each student. They will be advised on the common pitfalls and how to develop better academic skills so that they can improve.
- An average teacher-student ratio of 1:9 to 18 for all courses to ensure students have a chance for feedback and the teacher to give individual attention.
- Premises
Roxy Square 1, #02-46: Reception and one classroom.
Classroom – Capacity for 18 students (Floor area 28 sq.m).
- Wireless Internet: Students can access the centre's wireless internet via their laptops or mobile devices by requesting for the login details from the Administrator.
- ICT learning support through learning materials posted online on Google Classroom* and access to Gsuite Basic* / MSOffice Online* (Subject to availability and change).
Students get to use an inspire.edu.sg email for the duration of the course (or until suspension or withdrawal if applicable)
- Progress report for students who take a minimum of 4 subjects under Student-PEI contract and awards for good progress.
- Motivational awards for punctuality, homework, participation and best for tests.
- Support services like counselling to our students.
- An orientation programme for all new students.
This will be conducted to introduce new Students to the Centre and the Centre's facilities.
- Clear policies in place which outlines:
 - 1) The terms and conditions for Course Fee Payments, refund, Course withdrawal and Course subject change.
 - 2) Our privacy policy for the handling of personal information.
 - 3) Our dispute resolution policy detailing the steps for student feedback and grievance resolution.
- A commitment to confidentiality. All information provided by students will be kept strictly confidential according to the privacy policy of INSPIRE.

4. Organisation Chart

Inspire Education Centre Organisational Structure



Academic & Examination Board Members



Profile of Academic and Examination Board Members

1) Mr Andre Ho (Chairman of Academic and Examination Board)

National University of Singapore – Bachelor of Arts, English Language & Sociology London Teacher Training Centre - Diploma in TESOL

Armed with over 19 years of experience teaching hundreds of students, Mr Ho motivates and carefully guides his tutees to excel in their studies. By following his advice and study methods, his students have been able to further their studies in university (be it in Medicine, Engineering or Arts and Social Sciences).

2) Mr Ng Yoong Chong (Bernard) (Member of Academic and Examination Board)

University of London - Bachelor of Science (Hons)(Economics & Management)

Mr Ng shares his love for the world of economics, business and finance with his students being a financial industry professional of more than 22 years. Mr Ng has over 16 years of experience in teaching Economics.

3) Ms Chew Siew Peng (Ariel) (Member of Academic and Examination Board)

National University of Singapore – Bachelor of Arts, English Language & English Literature

Ms Chew has over 16 years of experience teaching English and Humanities. Prior to joining INSPIRE, she worked at Hardware Zone, a subsidiary of Singapore Press Holdings.

4. Important Centre Policies

Committee for Private Education

With the introduction of the Private Education Act in 2009, the Committee of Private Education (CPE) which is part of SkillsFuture Singapore, was established to regulate the Singapore's private education sector. All Private Education Institutions (PEI) eg. private schools, are required to comply with regulations under the new Act. Under the Private Education Act, the Enhanced Registration Framework (ERF) is a quality assurance scheme that provides a way for better PEIs to achieve higher standards in terms of school management and the educational services provided to students.

For more information, please refer to www.cpe.gov.sg

PEI – Student Contract

Students will sign a PEI-Student Contract with Inspire Education Centre regarding their course. The contract lays out the important terms and conditions of their course with Inspire Education Centre.

Course Fee Payments

Undertaking to collect no more than two months' worth of course fees

Inspire Education Centre undertakes not to collect more than two months' worth of course fees for all courses.

Course Fee Payment Policy

- 1) Payment for Course Fees can only be made after the PEI-Student Contract is signed.
- 2) Preferred payment modes for Course Fees are PayNow, or Internet Banking with proof of payment provided by transfer receipts. Bank charges for payment modes other than above are to be borne by student.

Important: Please indicate Student Name when making payment.

Account Name: Inspire Education Centre Pte Ltd
Bank Account No.: 04151039301
Bank Name: Maybank Singapore Limited
Bank Code: 7302
Branch Code: 015 (Marine Parade Branch)
SWIFT Code: MBBESGS2
PayNow UEN: 200723647D



- 3) Student's attendance is conditional upon payment in full of each instalment of Course Fees and all other Miscellaneous Fees.

Instalment Schedule for Course Fees and Late Payment Consequences

- 1) All payments are to be made before or by the due dates stated in the PEI-Student Contract Schedule B.

Students, parents and guardians are strongly advised to make fee payments **1 week advance** before the payment due date. Please take note that late payment of course fees has consequences:

Days Late	Action	Student Contract
1 day late	Late payment fee \$100 imposed	Clause 1.4
1 day late	Suspension	Terms and Conditions Clause 9
7 days late	Termination	Terms and Conditions Clause 9

Illustration

Instalment ¹ Schedule	Date Due ²	Suspension Date	Termination Date
1st instalment	7/01/2024	8/01/2024	15/01/2024
2nd instalment	7/02/2024	8/02/2024	15/02/2024
3rd instalment	7/03/2024	8/03/2024	15/03/2024
4th instalment	7/04/2024	8/04/2024	15/04/2024
5th instalment	7/05/2024	8/05/2024	15/05/2024
6th instalment	7/06/2024	8/06/2024	15/06/2024
7th instalment	7/07/2024	8/07/2024	15/07/2024
8th instalment	7/08/2024	8/08/2024	15/08/2024
9th instalment	7/09/2024	8/09/2024	15/09/2024
10th instalment (if applicable)	7/10/2024	8/10/2024	15/10/2024

1. Each instalment amount shall not exceed two months' worth of fees for non-EduTrust-certified PEIs without IWC.
 2. Each instalment after the first shall be collected within one week before the next payment scheduled.
- 2) INSPIRE reserves the right to suspend a student for non-payment of fees until full payment is paid, by giving written notice to the students/parents/guardians. (Student Contract: Terms and Conditions Clause 9)
- i) There is no pro-rata discount given due to the suspension.
 - ii) There will not be any make up of classes in the event of suspension.
- 3) If still no payment is received within 7 days of payment being due, the Centre shall have the right to terminate the PEI-Student Contract for failure to pay Course Fees and/or Miscellaneous Fees by giving written notice to the students/parents/guardians. (Student Contract: Terms and Conditions Clause 9)

Refund Policy

The Refund Policy outlines the various types of withdrawal situations where a Student can obtain a refund.

The purpose of this policy is to provide guidelines and procedures for the efficient processing of all student refund requests.

Refund Application

- Student under 21 years of age need to obtain parental / guardian approval and signature before submitting the refund application form.
- Student will be informed of refund outcome within 7 days of receipt of Refund Application.
- Computation of the refund amount will be explained to the student if refund is approved.
- Course Application Fee, ICT Support Fee, Late Payment Fee, Late Entry Fee and Administrative Fees are non-refundable.

- Any refund of fees, if eligible, shall be refunded to the student/parent/guardian within 7 working days, less administrative fees.

Refund Terms and Conditions

A. Conditions for Refund

Refer to Student Contract clause 2.1 to 2.3 for Refund Policy (for conditions of refund), Schedule C (for non-refundable fees) and Schedule D (for Refund Table).

B. Refund for Withdrawal Due to Non-Delivery of Course (Student Contract Clause 2.1)

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

- (i) It does not commence the Course on the Course Commencement Date;
- (ii) It terminates the Course before the Course Commencement Date;
- (iii) It does not complete the Course by the Course Completion Date;
- (iv) It terminates the Course before the Course Completion Date;
- (v) It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A within any stipulated timeline set by CPE; or
- (vi) The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).
- (vii) The Student fails to obtain any approvals from any other governmental organisations including but not limited to the Ministry of Education (MOE) and Ministry of Defence (Mindef), wherein the approvals are necessary for the Student to attend the Course.

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

C. After expiry of 7-day cooling off period - Refund for Withdrawal Due to Other Reasons

(Student Contract Clause 2.2)

If the Student withdraws from the Course for any reason other than those stated in Clause 2.1, the PEI will, within seven (7) working days of receiving the Student's written notice of withdrawal, refund to the Student an amount based on the table in Schedule D less refund administrative fee upon receiving all relevant and required documentation and information.

D. New students during 7-day cooling period - Refund During Cooling-Off Period

(Student Contract Clause 2.3)

- The PEI will provide the Student with a cooling-off period of seven (7) working days after the date that the Contract has been signed by both parties.
- The Student will be refunded the highest percentage (stated in Schedule D) of the fees already paid less refund administrative fee if the Student submits a written notice of withdrawal to the PEI within the cooling-off period, regardless of whether the Student has started the course or not.

E. Refund Table

% of [the amount of fees paid under Schedule B and C] of PEI-Student Contract	If Student's written notice of withdrawal is received
20	More than 7 days before the Course Commencement Date
15	Before, but not more than 7 days before the Course Commencement Date
10	After, but not more than 1 day after the Course Commencement Date
0	More than 1 day after the Course Commencement Date

F. Non-refundable fees

Non-refundable fees are marked as non-refundable and administrative fees that are non-refundable are denoted by ^.

MISCELLANEOUS FEES³ (Student Contract – Schedule C)

Purpose of Fee	Amount (with GST, if any) (S\$)										
Course Application Fee (Non-refundable)	400										
ICT Support Fee (Non-refundable)	100										
Late Payment Fee (Non-refundable)	100										
Late Entry Fee (Non-refundable)	<table> <tr> <th>Period</th><th>Amount</th></tr> <tr> <td>February 8-March 7, 2024</td><td>100</td></tr> <tr> <td>March 8-April 7, 2024</td><td>200</td></tr> <tr> <td>April 8-May 7, 2024</td><td>300</td></tr> <tr> <td>After May 8, 2024</td><td>400</td></tr> </table>	Period	Amount	February 8-March 7, 2024	100	March 8-April 7, 2024	200	April 8-May 7, 2024	300	After May 8, 2024	400
Period	Amount										
February 8-March 7, 2024	100										
March 8-April 7, 2024	200										
April 8-May 7, 2024	300										
After May 8, 2024	400										
External Examination Fee (SEAB Examination Fees or any other External Examinations)	Refer to www.seab.gov.sg or respective external examination boards										
Examination Registration Administrative Fee ^	50										
Examination Appeal Administrative Fee ^	50										
Withdrawal Administrative Fee ^	100										
Refund Administrative Fee ^	100										
Course Subject Change Administrative Fee ^	150										
NS Deferment Administrative Fee ^	200										
Administrative Fee ^ for purposes not limited to: - Access Arrangement - Attendance Report Issuance - Student Results Re-issuance - Teacher's Report	100										
INSPIRE's English Entry Test	100										
Internal Examination Marking Fee (Per examination paper)	100 - 150										
Stationery, Consumables or Materials	As per invoice issued.										
Photocopying	0.20 per side (A4 non-color) or 0.50 per side (A4 colour). A3 is equivalent to two A4.										
Bank Charges and / or Processing Fees	All payments (including Electronic Funds Transfer (EFT), GIRO, NETS, cards (credit/debit), online payments) that are processed by PEI, the payer shall bear the relevant processing fees (depends on transaction). All bank charges incurred as a result of and/or in connection with returned cheques and failed electronic funds transfer, GIRO, bank or card payments, if any, shall be borne by the payer.										
Additional Lesson Fee	As per invoice issued.										
Replacement fees for lost or damaged items / textbooks	Price will depend on the value of item.										

3. Miscellaneous Fees refer to any non-compulsory fees which the students pay only when applicable. Such fees are normally collected by the PEI when the need arises

^ Administrative Fees are non-refundable.

Withdrawal Policy

This Withdrawal Policy outlines the various types of withdrawal situations where a Student can be withdrawn from Inspire Education Centre Pte Ltd ('INSPIRE' or 'Centre').

The purpose of this policy is to provide guidelines and procedures for the effective and efficient processing of all student withdrawal requests.

Withdrawal Policy allows the students to withdraw from the Centre, as well as for the Centre to withdraw students in accordance to the Suspension and Exclusion Policy and the stipulated Terms and Conditions of the Student Contract. The entire withdrawal process shall not take more than 4 calendar weeks from the reception of student's request to informing the student of the withdrawal outcome in writing.

Parent/guardian's written consent is required for withdrawal requests for all Students (below 21 years old) in the Centre.

Course Withdrawal Application

- 1) All withdrawal applications have to be done by submitting hard copy of the withdrawal form.
- 2) All withdrawal forms have to be signed by Student and/or Parents / Guardians (for Student below 21 years old).
- 3) Submit the Course Withdrawal Form at least ONE calendar month prior to the intended withdrawal date.

Example of Intended Change Date	Due Date for Form Submission
8 March 2024	7 February 2024

- 4) A Withdrawal Administrative Fee will be imposed for a Course Withdrawal application.
- 5) Subsequent instalment payments may be waived or adjusted only if withdrawal or subject change request is made at least ONE calendar month before the next instalment is due.
- 6) Students/parents/guardians will be informed of approval/rejection within 4 calendar weeks from the date the Course Withdrawal application is received.
- 7) Upon approval, students/parents/guardians will be served a letter confirming Course Withdrawal. Upon approval of Withdrawal, the Student Contract is deemed to be terminated.
- 8) If no official notice of a student's approval is received by the student/parents/guardians, the student is still deemed as active and the student/parents/guardians are liable for the course fee as stated in the PEI-Student contract.
- 9) NS deferment/Transitlink Card for the withdrawn course shall be cancelled within 7 days of the date that enrolment for a student at INSPIRE ceases.
- 10) Any refund of fees from the withdrawn course (according to the refund policy) less Refund Administrative Fee shall be refunded to the student/parents/guardians within 7 working days.

Withdrawal Terms and Conditions

A. Withdrawal Due to Non-Delivery of Course (PEI-Student Contract: Clause 2.1)

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

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

- (v) It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A within any stipulated timeline set by CPE; or
- (vi) The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).
- (vii) The Student fails to obtain any approvals from any other governmental organisations including but not limited to the Ministry of Education (MOE) and Ministry of Defence (Mindef), wherein the approvals are necessary for the Student to attend the Course.

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

B. Withdrawal Due to Other Reasons (PEI-Student Contract: Clause 2.2 / Terms and Conditions Clause 6)

In order to withdraw from the Course for any reason other than those stated in section A, the Parent/ Legal Guardian of the Student must withdraw the Student from INSPIRE by submitting hard copy of the withdrawal form following the withdrawal deadlines schedules. In the event the withdrawal is not in the prescribed format, INSPIRE shall at its absolute discretion have the right to reject any such withdrawals.

INSPIRE will, as soon as reasonably practicable upon receipt of the withdrawal request, arrange for the Student's withdrawal process. A notice of withdrawal is not confirmed until the Admission team has acknowledged receipt that this withdrawal notice has been received. No other confirmation, written or otherwise, will suffice. If a written withdrawal notice is delivered to the Centre during a Centre holiday it will be deemed received by the Centre on the first day in session following the holiday.

C. Withdrawal During Cooling-Off Period (PEI-Student Contract: Clause 2.3)

INSPIRE will provide the Student with a cooling-off period of 7 working days after the date that the Contract has been signed by both parties. The Student can withdraw from INSPIRE by submitting hard copy of the withdrawal form within the cooling-off period, regardless of whether the Student has started the Course or not.

D. Withdrawal by the Centre of an Enrolment Offer or Enrolment (PEI-Student Contract: Terms and Conditions Clause 5)

The offer of the enrolment or the enrolment itself can be withdrawn or suspended or made subject to new terms and conditions if any of the following occurs:

(i) the Centre determines that there has been any breach of the Centre's policies or procedures or the Terms and Conditions stipulated in the Student Contract, or that circumstances as described in these Terms and Conditions arise that entitle the Centre to exclude or remove a Student, or withdraw or suspend enrolment or make enrolment subject to new Terms and Conditions;

(ii) there has been misrepresentation or inadequate disclosure about the prospective Student including disclosure about the prospective Student including disclosure of the Student's or parents' /legal guardians' nationality, citizenship and visa status and subsequent changes thereof;

(iii) the Centre determines at any time that it cannot reasonably meet the child's needs, this may include, without limitation, situations where the Centre was unable to interview the prospective Student fully before offering a place to the prospective Student (e.g. where the prospective Student was overseas) and subsequently determines it cannot meet the child's needs.

(iv) if the Centre determines that the student has committed serious disciplinary misconduct or criminal offence. The Centre shall act in accordance with the Centre's policy on discipline and exclusion in all such cases.

(v) if the Centre determines that the student/parent(s) / guardian(s) cause harassment, alarm or distress to another person at the Centre (be it students, staff, teachers or management) by using or making any threatening, abusive or insulting words or behaviour or communication or publishing such communication that identifies the Centre or persons related to the Centre.

If a Student's existing enrolment is withdrawn, suspended, or made subject to new Terms and Conditions for any of the aforesaid reasons, this will be done pursuant to Centre policy.

E. Termination by the Centre due to Exclusion (PEI-Student Contract: Terms and Conditions Clause 13).

The Student's enrolment can be withdrawn by the Centre if the Student has committed serious disciplinary misconduct or criminal offence. The Centre shall act in accordance with the Centre's policy on discipline and exclusion in all such cases. Any refund is to be referred to the Refund Table in Schedule D.

F. Cancellation of Student Concession Card and NS Deferment

INSPIRE will take the notice of withdrawal of the Student as an instruction from the Parent/ Legal Guardian of the Student to cancel the student's Concession Card and NS Deferment (if applicable).

INSPIRE is obliged to lodge a cancellation for students Concession Card with the TransitLink and CMPB within 7 days of the date that enrolment for a student at INSPIRE ceases.

In order for the INSPIRE to be able to proceed with the cancellation, and to ensure that all mandatory information is correct, the Parent/ Legal Guardian of the Student must indicate in the withdrawal form both the last day of the INSPIRE and the reason(s) for withdrawal, failing which, the Centre reserves the right to determine the last day of the student's course.

Course Subject Change Policy (PEI-Student Contract: Terms and Conditions Clause 10)

- 1) All Course Subject Change applications have to be done by submitting hard copy of the Course Subject Change form.
- 2) All Course Subject Change forms have to be signed by Student and/or Parents/ Guardians (for Student below 21 years old).
- 3) Submit the Course Subject Change Form at least ONE calendar month prior to the effective change date which is only on every 8th of the month. If an application is delivered to the Centre during a Centre holiday it will be deemed received by the Centre on the first day in session following the holiday.

Example of Effective Change Date	Due Date for Form Submission
8 March 2024	7 February 2024

- 4) Subsequent instalment payments may be waived or adjusted only if the Course Subject Change request is made at least ONE calendar month before the next instalment is due.
- 5) The student/parents/guardians will be informed of approval/rejection within 4 calendar weeks from the date the Course Subject Change application is received.
- 6) Upon approval, the student/parents/guardians will be served a letter confirming Course Subject Change. Upon approval, the Student is given an Addendum to the current Student Contract, which is to be signed by Student and/or Parents/ Guardians.
- 7) If no official notice of a student's Course Subject Change approval is received by the student/parents/guardians, the current course fee remains unchanged.
- 8) A Course Subject Change Administrative Fee will be imposed for Course Subject Changes.
- 9) There is no pro-rata discount for previous Course Fees paid. Any refund is to be referred to the Refund Table in Schedule D.
- 10) Students may be eligible for new Subject classes prior to the effective change date. In such an event, Additional Lesson Fee applies.

External Exam Registration

In the event that the Centre submits students' registration for external examination subjects on their behalf, the following terms and conditions apply.

- 1) Students are required to have withdrawn from their government school as a school candidate in order to be registered as a private candidate for SEAB exam registration. Failure to do this may result in an unsuccessful examination registration.
- 2) For exam registration with Singapore Examination and Assessment Board (SEAB), students have to login in person with their Singpass and 2FA in order to enable the Centre to submit their registration. The Centre will not retain any Singpass login for the purpose of registration.
- 3) Students are allowed to change subjects once before deadline given by SEAB. Additional changes within this period may result in an Examination Registration Administrative Fee.
- 4) Students are required to sign off on a copy of the payment advice or examination registration details page for their finalised exam registration subjects to check and acknowledge that their personal particulars, subjects and subject codes are accurate. Students are to inform the Centre's Administration as soon as possible when they detect any inaccuracy.
- 5) Subsequently, late registrations for examinations beyond the initial registration period for student's subjects by Centre will result in an Examination Registration Administrative Fee.
- 6) Students are required to handle all payment matters relating to their examination fees. In the event that student fail to pay for their examination fees by the deadline given by the respective examination authority, their application for exams will be cancelled. Centre will not be held responsible in such event.

Feedback and Dispute Resolution Complaint Handling procedure

Step 1 – Complainant to complete the Feedback & Complaint Form and submit to INSPIRE.

Step 2 - INSPIRE administration to respond within 7 working days. If the complaint is unsolved, proceed to step 3.

Step 3 - INSPIRE Management team to review and respond within 21 working days. If the complaint is unsolved, proceed to dispute resolution.

All complaints and grievances cases will be considered closed if the student is no longer a student with the Centre unless the student is away for medical or personal reasons and have informed the Centre in writing in advance.

Dispute Resolution Policy

A dispute is defined as an unresolved disagreement between student / parent / guardian and the Centre on any matter. It must be received through the Feedback and Complaint form.

Small Claims Tribunal : www.judiciary.gov.sg
Singapore Mediation Centre (SMC) : www.mediation.com.sg
Singapore Institute of Arbitrators (SI Arb): www.siarb.org.sg

Dispute Resolution Procedure

1) In the event that the student / parent / guardian has a dispute with the Centre

Step 1 – Complainant to complete and sign the SMC Application Form for dispute resolution services and submit to INSPIRE within 3 working days (Mondays – Fridays excluding public holidays and centre holidays or closure) with payment for dispute resolution. Failing which the matter is closed.

Step 2 – Both parties agree to resolve the dispute by mediation through Singapore Mediation Centre (SMC).

Step 3 – INSPIRE to submit form to SMC. If mediation is successful, a settlement agreement will be drawn up by SMC and endorsed by the respective parties.

Step 4 – Should the mediation fail, the case will proceed to arbitration with the Singapore Institute of Arbitrators (SI Arb).

Step 5 - Records for the resolution will be kept by INSPIRE.

2) In the event of the Centre or staff or associate(s) has a dispute with the student / parent / guardian.

Step 1 – INSPIRE to discuss matter with the student's parent/guardian. If dispute remains unresolved (ie, deemed as unacceptable resolution by INSPIRE), proceed to step 2.

Step 2 – Student and/or parent(s) and/or guardian(s) must sign the completed SMC Application Form for dispute resolution services within 3 working days (Mondays – Fridays excluding public holidays and centre holidays or closure) with payment for dispute resolution. Failing the Centre may proceed to take legal action against the student and/or parent(s)/guardian(s).

Step 3 – Both parties agree to go through the SMC for mediation.

Step 4 – INSPIRE to submit form to SMC. If mediation is successful, a settlement agreement will be drawn up by SMC and endorsed by the respective parties.

Step 5 – Should the mediation fail, the case will proceed to arbitration with SI Arb.

Step 6 - Records for the resolution will be kept by INSPIRE.

3) In the event of non-payment by the student / parents / guardians for clear cut fee issues of less than \$20,000.

Step 1 – INSPIRE may terminate Student's the PEI-Student contract with written notice after 7 days of non-payment.

Step 2 – INSPIRE will file a claim against the student/parents/guardians for outstanding fees owed to INSPIRE with the Small Claims Tribunal (SCT). The student/parents/guardians will be served a notice of consultation with the SCT.

Step 3 – Both parties appear before the Registrar at the SCT consultation.

Step 4 – INSPIRE and student/parents/guardian are to abide by the order of the court.

Step 5 - Records for the resolution will be kept by INSPIRE.

Confidentiality of Student Data

We are committed to protect all student details as Inspire Education Centre treats all Student personal information and data with the strictest confidentiality.

Student's personal data collected is used solely for purposes of INSPIRE's operations and organised by INSPIRE, associates of INSPIRE, or other schools whether located in or outside of Singapore or related activities and for any other purpose relating to the conduct of the INSPIRE's business and the provision of services by INSPIRE or its authorised service providers, as well as to comply with all laws and regulatory requirements.

Please refer to the Privacy Policy details given on <https://inspire.edu.sg/prep-privacy-policy/>

5. Centre Discipline - Rules and Regulations

IMPORTANT INFORMATION

These rules refer to your responsibilities as a student. Please read this section carefully and observe them accordingly.

The Centre's decision in all matters pertaining the school rules and regulations, and terms and conditions shall be final.

1) Teacher-Student Communication

Students can provide feedback to their teachers anytime. However, some students may want to provide feedback through the feedback form available from the reception.

2) Use of Any Electronic Devices

- 2.1. Students are **NOT** allowed to use any kind of electronic devices (including electronic dictionaries) **unless with the explicit permission of the teacher for that lesson**. Such devices are to be kept in students' bags to avoid distracting themselves and others during class.
- 2.2. Electronic devices can be confiscated when student violates the rules for electronic device usage and the device will be kept and returned at the sole discretion of the Centre. Centre is not responsible for any loss or damage for confiscated items.
- 2.3. Students are not allowed to bring into the examination classroom any unauthorized books, documents, notes or electronic devices. Such items can be confiscated and not returned to the student at the sole discretion of the Centre. The student will be deemed as cheating in such a case and disciplinary action will be taken.
- 2.4. Students are not allowed to download any illegal software, visit inappropriate websites or solicit/engage in illegitimate activities online within the Centre premise and during Course scheduled hours.

3) Class Work, Assignments, Projects, Presentations, Tests and Examinations

- 3.1. All homework and assignment must be duly completed and handed in on time to their respective teachers. Late work will not be graded.
- 3.2. There is no make-up test/exam if the student forgets to come on the day of test/exam or is sick.
- 3.3. There is no extra time given if the student is late. Students are expected to be punctual.
- 3.4. Students are to sit according to the specified seating arrangement for their test as indicated by the invigilator.
- 3.5. Students are expected to abide by all rules of GCE Examination during the tests – no cheating, copying, plagiarism etc. Student may be subjected to disciplinary action or penalised in this case.

4) School Books, Notes and Belongings

- 4.1. Students must bring all books home to revise. No books or other personal belongings are to be left in school.
- 4.2. Students are not to leave valuables in the classroom. Students must be responsible for their own wallets/purses, watches and schoolbags.
- 4.3. Students must not take any item belonging to others without first obtaining their permission.
- 4.4. Students are not to sell, redistribute or make available any INSPIRE notes or materials as these are meant for their own personal use only.
- 4.5. Subject materials are given as per topic taught. It is the Centre's discretion whether students who are absent from class will receive such materials given out during the class.

5) Cleanliness & Attire

- 5.1. Students must keep the school premises clean at all times.
- 5.2. No littering is allowed in the centre or in the building.
- 5.3. Students must be properly attired & dress appropriately for lessons. They must not wear too revealing or inappropriate clothing. They should not wear slippers, sandals or flip-flops to class.
- 5.4. Students should maintain a good standard of hygiene & look presentable at all times.
- 5.5. Smoking is strictly prohibited indoors as per the building regulations and the laws of the land.

6) Punctuality

- 6.1. Students must attend all classes and adhere to the lesson schedule for their classes. Students must be punctual for all their classes.

7) Class Attendance

- 7.1. Students are to punch in their attendance using the biometric attendance taking machine at the Centre's reception.
- 7.2. Failure to take attendance will be considered absence.
- 7.3. Students who are late by 30 minutes in attendance taking will be automatically marked as absent.

8) Permission to Leave Classroom or Stay Behind in the Classroom

- 8.1. Students are not allowed to leave the classroom without the teacher's explicit permission for any reason.
- 8.2. Students are not allowed to remain in the classroom during lunch time break unless given permission by the Centre Administration.

9) Sickness and Medical Leave

- 9.1. Students who are sick during class should approach their teacher for assistance to take their temperature or request for leave.
- 9.2. A student who is sick must call or sms or notify the centre's administration (not through a classmate) to inform the relevant personnel that he/she is ill before the end of the first lesson.
- 9.3. A medical certificate (MC) must be submitted if a student is ill and absent once the student returns for lessons.
- 9.4. Students who are sick with cold/flu are **required to wear a mask** and practise personal hygiene.
- 9.5. If there are public or Ministry of Health or Ministry of Education advisory on flu or disease outbreaks, the centre will enforce pre-cautionary measures of daily temperature-taking or centre closure if required.
- 9.6. Centre reserves the right to exclude any student as it deems necessary for the health and safety of staff and students.

10) Applying and Taking of Leave

- 10.1. Students must inform their respective teachers if they have to take urgent leave. The leave form must be signed by the student's parent or guardian (if student is below 18 years old) and authorised personnel & duly submitted to the office for approval before taking their leave
- 10.2. Students are **not allowed more than 4 days of leave using parent's letter per month.**
- 10.3. Approval of leave is at the sole discretion of the authorized personnel of the centre. This decision will be deemed as final. Leave not approved will be deemed as absence without leave.

11) Absent Without Leave

- 11.1. Disciplinary action will be taken if a student is frequently absent without leave.
- 11.2. **During the course duration, if a student's conduct is deemed to be unsatisfactory; or if their attendance per month is less than 75%; or if the student is absent for a continuous period of more than 7 days without valid reasons or without informing the Centre, the Centre reserves the right to suspend or expel the student.**
- 11.3. International students are **not** allowed to be gainfully employed in any way as this is illegal according to the laws in this country as stated in their agreement with the Immigration Authority of Singapore (ICA).

12) Vandalism and Damage to Property

- 12.1. Students must not vandalize or damage the premises, equipment or any other property belonging to the centre. Students are to compensate for any loss or damage arising from their actions.

13) Discipline & Attitude

13.1. Students must adhere to the laws of Singapore at all times & obey all the school rules. They must behave themselves at all times and should not get into trouble in public or otherwise, thus bringing the name of the centre into disrepute.

13.2. Students must pay attention during lessons. They must not misbehave or be a nuisance or endangerment to others be in class or in the centre or within the building location of the Centre.

13.3. Students are only allowed to use materials required for that lesson (subject). Materials not relevant to the subject taught during that lesson may be confiscated and not returned to the student. This is to ensure that students pay attention in class.

13.4. Students **must always respect** the teachers and follow instructions. They must not use vulgarities or be violent in the centre.

13.5. Centre reserves the right to exclude any student as it deems necessary for disrupting the class.

14) Serious Offences

The following are considered serious offences though the list is not exhaustive:

- 1) Leaving Centre location without permission
- 2) Truancy
- 3) Cheating or attempting to cheat
- 4) Forgery
- 5) Use of coarse or vulgar or threatening language or gestures
- 6) Rudeness or defiance towards a teacher or staff member
- 7) Bullying (including cyberbullying)
- 8) Disruptive behavior
- 9) Unruly or undesirable behaviour out of school
- 10) Arson
- 11) Theft
- 12) Vandalism
- 13) Gambling
- 14) Fighting and assault, extortion, or acts of gangsterism
- 15) Possession of weapons
- 16) Possession of pornography
- 17) Smoking / vaping within the building
- 18) Substance abuse
- 19) And any other serious offences that do not fall into the above categories

15) Consequences of Committing Serious Offences

15.1. Disciplinary action will be taken on errant students who do not observe the school rules.

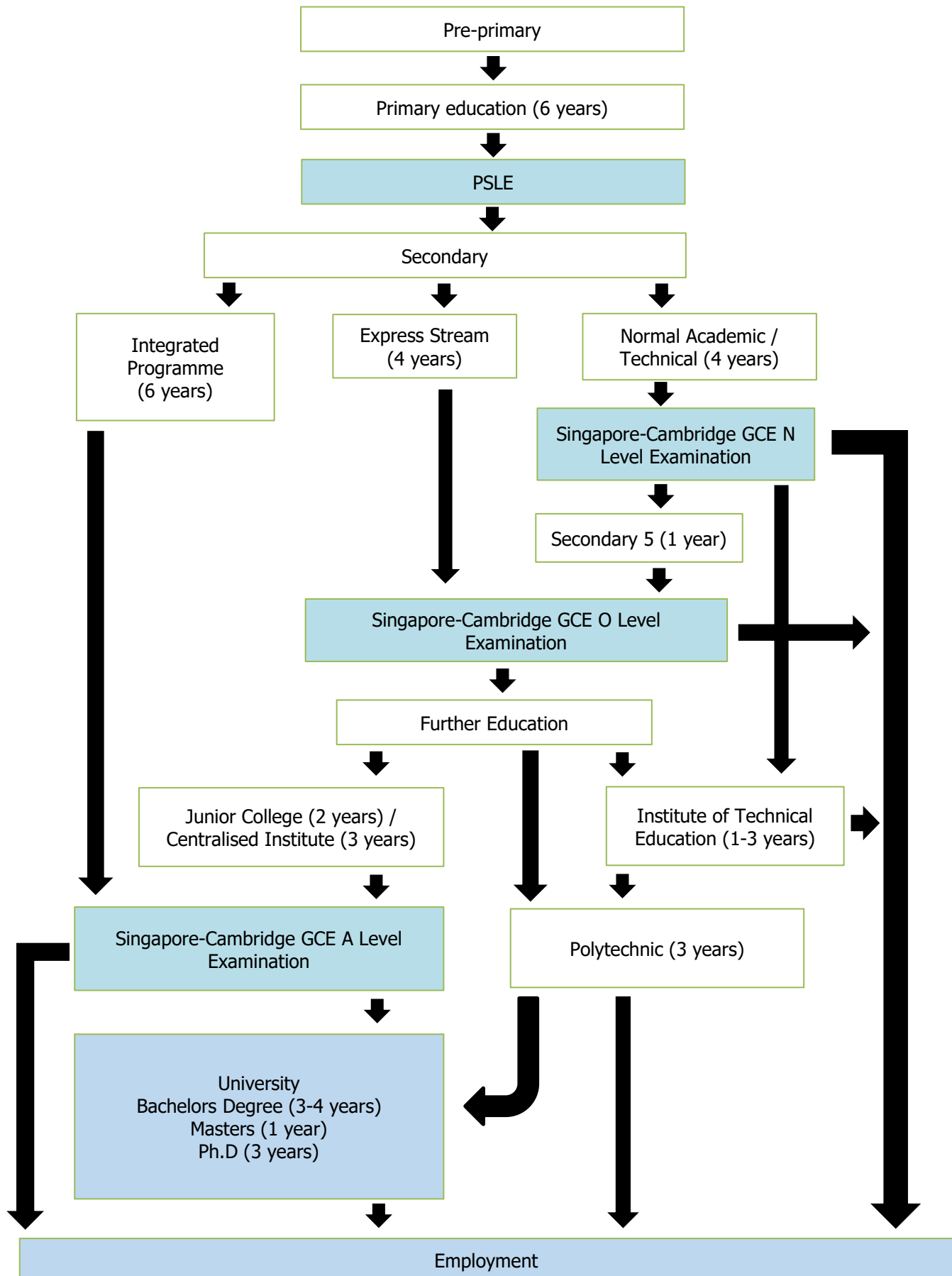
15.2. Serious disciplinary action will be instituted against students who continue to violate the school's rules after receiving a written warning.

Disciplinary action that may include any of the following:

- 1) Detention
- 2) Suspension from classes
- 3) Public apology
- 4) Disbarment from examination
- 5) Expulsion
- 6) Referral to Police

15.3. Where necessary, parents/guardians of students who have committed serious offences are to meet the Principal. In appropriate cases, the student concerned may be referred for counseling with the school counselor or other professional counselor/psychiatrist.

6. Educational Pathway: Singapore Education System



7. Support Services

Counselling

Our school counsellor provides counselling service for students who may need guidance pertaining to academic issues. Our Centre's counselor is Mr Andre Ho — the principal.

Should any student wish to speak to the centre's counselor, please inform the teacher in charge or reception staff. Alternatively, they may submit a request through the online feedback form at <https://inspire.edu.sg/prep-contact-us/> or call us at **6345 3147** for an appointment. Students may also approach their class teachers for counselling on academic issues and any of the Centre's managers for career planning.

Other Counselling Help

Tung Ling Counselling Centre (TLCC)

Tung Ling Counselling Centre (TLCC) is the counselling arm of Tung Ling Community Services (TLCS), an NCSS-registered charity that provides social services through our eldercare, student care and preschool. TLCC was established in 2021 to bless our community through holistic restoration of the individual - both emotionally and mentally - by means of competent counselling and genuine care. Our vision is to empower every person in our community in their journey of healing and restoration.

TLCC offers free clinical counselling to anyone who needs it, regardless of faith, gender, or ethnicity. We offer counselling in English, Mandarin and Burmese, both in-person and via video-conferencing.

We provide counselling for a variety of issues, including:

Stress
Anxiety
Depression
Relationship issues
Grief
Trauma
Self-esteem issues
Psycho-emotional issues

WhatsApp us at 8913 9773 if you have any queries, or register for counselling at <https://bit.ly/TLCCReg>

8. Important Contact Numbers

If you are feeling stressed out, do look out for these warning signs:

- Sleep difficulties.
- Feelings of depression, disempowerment, and hopelessness on most days.
- Inability to focus and concentrate on your school/work/home life.
- Coping with emotions by using food, smoking, alcohol, and/or drugs.
- Engaging in self-destructive thoughts including thoughts of death or suicide.

If you have been experiencing some of the signs described above for two weeks or more, tell someone you trust. You should also seriously consider making an appointment with a mental health professional. Qualified and experienced professionals will provide you with a wider repertoire of options and strategies than what you have on your own.

If someone you know is in immediate physical danger, please contact Singapore Police Force (SPF) or Singapore Civil Defence Force (SCDF) immediately.

Singapore Police Force – 999

SCDF – 995

Samaritans of Singapore (SOS) - 24-hour CareText Whatsapp 9151 1767 / 24-hour Hotline 1767

TOUCHline

Emotional support and practical advice are rendered through this helpline. Also for gaming addiction, Internet-related issues and information on youth programmes.

Helpline: (Mon-Fri, 9am-6pm, excl Public Holidays): 1800-377-2252

MENTAL HEALTH FACILITIES

Adam Road Medical Centre

A private psychiatric clinic with a professional staff (psychiatrists, psychologists, therapists, and counsellors) offering outpatient evaluation and treatment services for emotional distress and mental illnesses.

559 Bukit Timah Road, #01-02, King's Arcade, Singapore 269695.

Tel (General): 6466 7777

Changi General Hospital

Offers inpatient and outpatient psychological and psychiatric treatments with a multi-disciplinary team (psychiatrists, psychologists, nurses, medical social workers, and occupational therapists).

2 Simei Street 3, Singapore 529889

Tel (Department of Psychological Medicine): 6788 8833

Institute of Mental Health

Provides diverse and comprehensive inpatient and outpatient psychiatric services for children/adolescents, adults, and the elderly.

Buangkok Green Medical Park, 10 Buangkok View, Singapore 539747

Tel (General): 6389 2000