

# Raffles

## STUDENT HANDBOOK

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## 1 ABOUT US

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### 1.1 Introduction

**Raffles College of Higher Education (Singapore)** is a subsidiary of **Raffles Education**, the leading education group in the Asia Pacific region and Europe. We have a network of colleges across countries such as Cambodia, India, Indonesia, Italy, Malaysia, Saudi Arabia, Singapore, and Thailand, and the People's Republic of China.

**Raffles Singapore** (The College) delivers its programmes through the following faculties:

**Raffles Design Institute (RDI)** was established in 1990 as an educational institution dedicated to the professional design disciplines of Animation Design, Digital Media Design, Fashion Design, Interior Design, Jewellery Design, Product Design, Visual Communication Design and Video Game Design.

**Raffles School of Business (RSB)** was established in 1999. It is one of the leading business institutes in Singapore, offering undergraduate courses in Marketing, Banking and Finance, Tourism and Hospitality Management, Entrepreneurship and Small Business Operations, Supply Chain, and Logistics Operations and Management.

**Raffles Merchandising Institute (RMI)** was established in 2006 as an educational institution dedicated to the professional disciplines of Fashion Marketing and Management, Fashion Communication and Journalism, and Retail Management.

**Raffles Academy of Continuing Education (RACE)** was established in 2012 that strives to provide quality learning to adult learners aspiring towards continual upgrading of their existing skill sets and expanding their knowledge horizon. Our faculty consists of creative practitioners who are subject matter experts of the industry. Classes conducted include practical sessions so that participants can maximize their learning experience as they embark on this journey with RACE. RACE professional and vocational disciplines include Fashion Design, Fashion Marketing and Management, and Skilled-Short Courses.

**Raffles School of Psychology (RSP)** was established in 2014 as an educational institution offering undergraduate courses in Psychology. The programmes are designed to offer a modern approach to the wide range of Psychology issues, with a special focus on helping the communities, and to learn the collective ways in which Psychology is applied in all areas of life.

All programmes follow a modern, international curriculum of the highest standard. A unique combination of academic theory and practical experience ensures all graduates possess the necessary skills and knowledge demanded by employers worldwide as well as sound foundation for advanced study.

**Raffles Singapore** prides itself in sending many award-winning students down the catwalk in international competitions. We continue to strive for excellence in delivering high quality education and providing an enriching learning experience for our students.

### **1.1.1 Our Vision**

Our vision is to be the premier education Group.

### **1.1.2 Our Mission**

We are committed to provide quality education and related services through our network of institutions.

### **1.1.3 Our Values and Culture**

We provide a learning environment that leads to successful careers through educational experiences that promote:

- **S**ocial responsibility
- **P**rofessional excellence for employability
- **A**nalytical thinking for problem solving
- **C**reativity to encourage innovation
- **E**ntrepreneurship

## 2. QUALITY ASSURANCE

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### 2.1 Enhanced Registration Framework (ERF)

The College's registration, (Registration Number: 201003698C) has been granted under Section 36 (1) of the Private Education Act for a period of four years, with effect 13/06/2023 to 12/06/2027, after renewal of the third 4-year ERF in 2023.

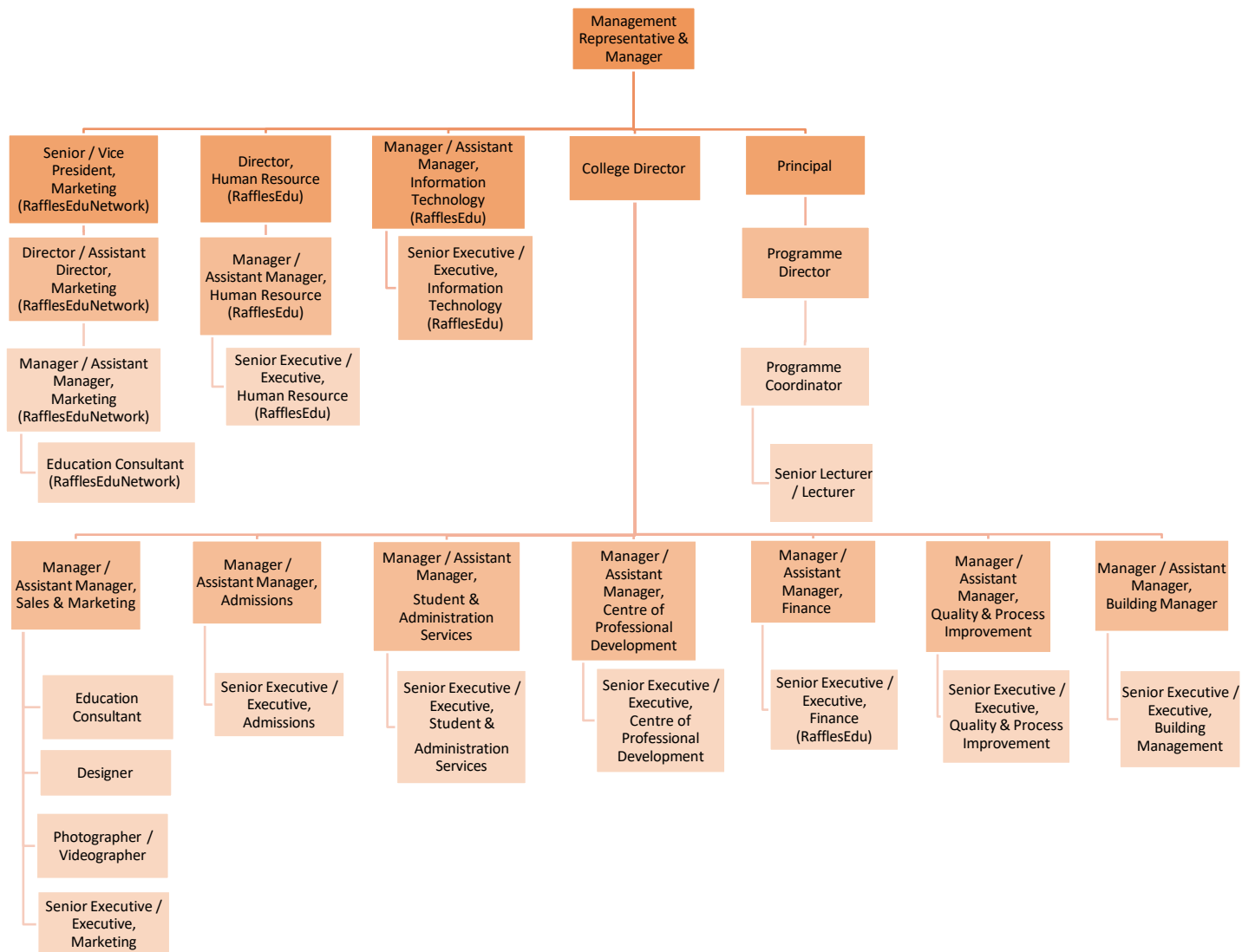
### 2.2 EduTrust Certification Scheme

SkillsFuture Singapore (SSG) has awarded the College a **4-year EduTrust Certification** (Certificate Number: EDU-2-2033) in 2012, and subsequently renewed in 2016, 2020 and 2024. The EduTrust Certification Scheme (EduTrust) is a quality assurance scheme administered and governed by SkillsFuture Singapore (SSG) for Private Education Institutions (PEIs) in Singapore.

Attaining the 4-year EduTrust Certification distinguishes **Raffles** College of Higher Education as a PEI who continues to sustain an excellent level of performance in managing our college and providing high quality education standards and welfare for our students.



## 2.3 Management Structure



## **2.4 Academic and Examination Board**

**Mr. Hector SALAZAR (Chair)**

**Ms. Queenie CHAN (Vice-Chair)**

**Mr. ONG Kai How**

**Mr. Giuseppe (Joe) SPINELLI**

**Ms. Rosa Liane DA SILVA LOPES**

**Mr. Terrence CHONG**

**Mr. Jay QUEK Hong Pern**

**Ms. Sandra TJIA Fei Ling**

### 3 ACADEMIC MANAGEMENT POLICIES AND PROCEDURES

#### 3.1 Academic Calendar and Start of Term

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

- Course Objectives
- Course Syllabus
- Assessment Criteria
- Textbook and references\* (if applicable)  
*\*The course fees do not include provision of textbooks, tools, and materials required for the courses*

The College has four intakes a year. This allows students to commence their studies at a time in the year that is convenient to them.

##### 3.3.1 School Term Dates

Term 1: 1st Monday of January to end of March

Term 2: 1st Monday of April to end of June

Term 3: 1st Monday of July to end of September

Term 4: 1st Monday of October to end of December

Each academic term consists of 11 weeks. Week 11 of each term is for examinations, followed by two weeks of break.

WEEK	IMPORTANT THINGS TO TAKE NOTE OF
1	<ul style="list-style-type: none"> <li>• New term commences</li> </ul>
2	<ul style="list-style-type: none"> <li>• Register for additional or retaking of module</li> </ul>
3	<ul style="list-style-type: none"> <li>• No deferment or withdrawal of module will be accepted</li> </ul>
4	
5	
6	<ul style="list-style-type: none"> <li>• Complete Online Teacher and Course Evaluation</li> </ul>
7	
8	<ul style="list-style-type: none"> <li>• Release of previous term result</li> </ul>
9	<ul style="list-style-type: none"> <li>• Release of examination schedule</li> </ul>
10	
11	<ul style="list-style-type: none"> <li>• Final Assessment week</li> <li>• Release of schedule for the next term</li> <li>• Payment invoice for Course Fee and Retaking Fees will be sent out to students via the RCHE Student Services Portal.</li> </ul>
12	<ul style="list-style-type: none"> <li>• Term break</li> </ul>
13	<ul style="list-style-type: none"> <li>• Term break</li> <li>• Orientation for new students</li> </ul>

### 3.2 Raffles Email Account

As a student of **Raffles** Singapore, you are automatically registered as:

- **Raffles** Designer for design programmes
- **Raffles** Marketer for merchandising programmes

You will also be given a unique **USER ID** (i.e. [UserID@Raffles-Designer.com](mailto:UserID@Raffles-Designer.com)) and **PASSWORD** to enjoy the following privileges during your course of study:

- Complimentary lifelong **Raffles** Email Account
- Access to College notices and information
- Access to complete the Online Teacher and Course Evaluation

### 3.3 Raffles Student Portals

The College has two student portals for students to access student-related information. They are:

#### 3.3.1 Pluto Student Management System

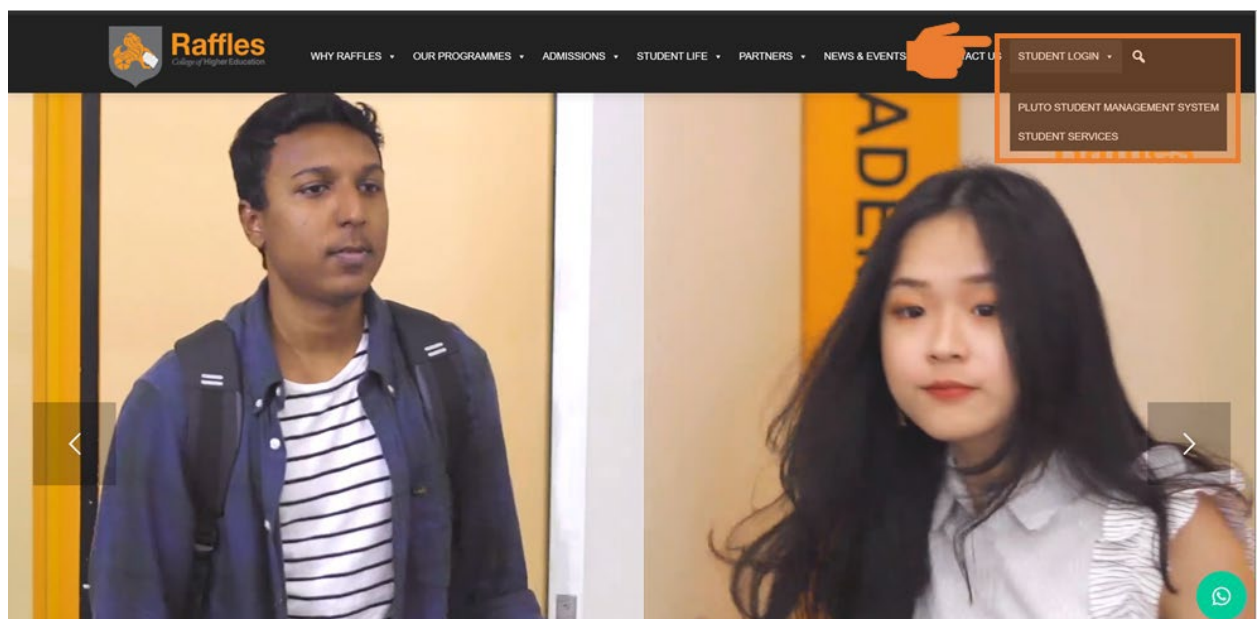
This portal contains individual class schedules and bursary-related records such as invoices and receipts. Students should regularly check Pluto for updates on class schedules and outstanding amount payable, if any.

#### 3.3.2 RCHE Student Services

Students can access the updated version of the Student Handbook and forms from the RCHE Student Services, an online portal Microsoft SharePoint.

The College will not be held responsible for a student's failure to comply with updated policies in the Student Handbook.

These student services portals are accessible from [www.Raffles-College.edu.sg](http://www.Raffles-College.edu.sg) under Student Login. Students are required to have their Raffles email ID on hand to login.



### 3.4 Student Schedule

The schedule for the following term will be made available on Pluto Student Management System in Week 12 of the current term.

Students are responsible for referring to the confirmed schedule in Week 12. The College will not bear any responsibility for students missing classes because of their negligence.

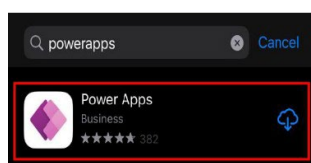
Students with special schedules should bring along their transcripts to Student and Administration Services (SAS) department to seek the Programme Leader for confirmation of schedules.

### 3.5 Student Identification (Student ID) Card

With effect from October 2022 term, students will be issued with a digital **Raffles** Student ID card. You may download the Student ID card by installing the PowerApps from the App Store or Play Store.

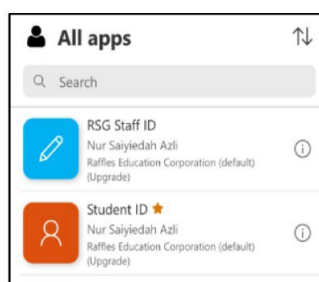
Students will be able to view the application 'RSG Student ID' once they have successfully signed in.

#### Step 1



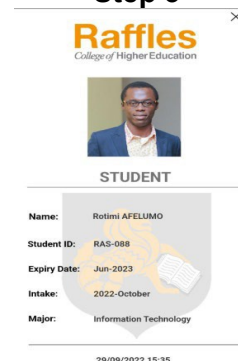
Download and install the PowerApps application from the App Store or Play Store.

#### Step 2



Once you have successfully signed-in, tap on "All" and you will see the application 'RSG Student ID' on your page.

#### Step 3



This is what your Student ID looks like.

### 3.6 Notebook Ownership Scheme

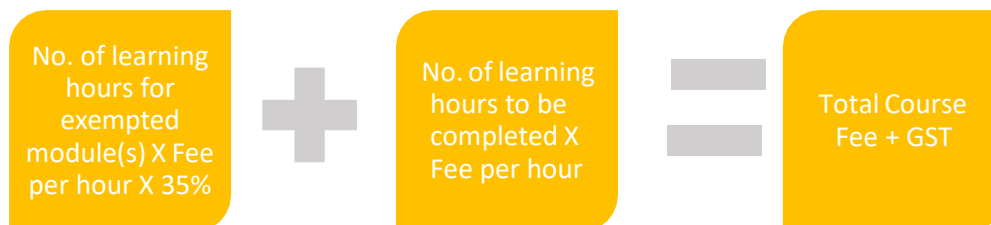
All Digital Media Design, Video Game Design, Animation Design, and Visual Communication Design students should be equipped with their personal notebooks during their course of study. Details will be given during the first week of class.

### 3.7 Sale of Sewing Tools / Materials

The College sells basic materials needed for production and design classes. These items are available for sale at the **Raffles** Concierge.

### 3.8 Exemptions

Exemptions are only applicable for students (from other institutions) who attended a module with the exact or similar curriculum. All exemptions are subjected to the approval of the respective Programme Leader and the Course Fee will be adjusted accordingly. The formula below is for the computation of exempted modules:



Applications must be submitted before enrolment. All applications submitted after enrolment will not be accepted. Upon graduation, the exempted modules will be reflected in the final transcript.

### 3.9 English Language Entry Requirements

Students who enrol into **Raffles** Singapore programmes are required to meet the minimum 'English Language Entry Requirement' by the College and its partnering External Qualification Awarding Bodies.

Students who do not meet the entry requirement are required to undertake the Oxford Online Placement Test and will be required to complete the **Certificate of Achievement in English Language – Advanced** and/or **Higher English Language Programme (HELP)** before commencing to the programme they have enrolled into.

**Minimum English competency requirement to commence with **Raffles** College of Higher Education:**

#### Diploma Programmes

- GCE "O" Level English Language Grade of C6.
- IELTS (International English Language Testing System) score of 5.5 or equivalent, taken during the last two years.
- Completion of **Raffles** Certificate of Achievement in English Language - Advanced programme.

#### Advanced Diploma Programmes

- GCE "A" Level English Language Grade of C.
- IELTS (International English Language Testing System) score of 6.0 or equivalent, taken during the last two years.
- Completion of minimum 6 months in Polytechnic Diploma and PEI Diploma which is delivered in English.
- Completion of **Raffles** Higher English Language Programme (HELP).

#### Bachelor and Master Programmes

- IELTS (International English Language Testing System) score of 6.5 or equivalent, taken during the last two years.
- Completion of **Raffles** Higher English Language Programme (HELP)

## **Raffles English Language Programmes**

The College offers two English language programmes: **Certificate of Achievement in English Language – Advanced** (consisting of two levels: Foundation and Advanced), and **Higher English Language Programme (HELP)**. Attendance is compulsory if a student is scheduled for either programme. Student attending either **Raffles** English language programme is required to pay the Course Fee for the programme.

Placement into a specific level/programme is determined by the student's performance in the **Raffles** English Placement Test.

Retaking Fee applies if the student fails any level or programme.

Students who have successfully completed the **Raffles** English Language Programmes may be selected to sit for the IELTS examination at authorized testing centres for the College's continual curriculum review purposes.

## 4 ACADEMIC INFORMATION

### 4.1 Grading System

For Diploma and Advanced Diploma programmes:

Grade	Mark Range	Performance
A	80 - 100	An exceptional performance in all criteria of studies assessment
B	70 - 79	A very good average performance in most areas
C	60 - 69	A good performance in most areas
D	50 - 59	An average in many criteria
Q	48 - 49	Conceded pass
F	Below 48 and/or attendance <75%	A clearly unsatisfactory/unacceptable performance
Other Grade Notations		
W	-	Withdrawn. No academic credit
I	-	In Progress. No academic credit

#### Computation of GPA:

Under the above grading system, GPA for a student who has taken N modules (NGPA) will be computed by the Student Management system based on the following formula:

$$GPA_N = \sum_{i=1,2,\dots,N} \left( \frac{W_i}{\sum_{j=1,2,\dots,N} W_j} \right) * G_i$$

where  $W_i$  or  $W_j$  is the credit points of the “i or j” module, and  $G_i$  is the achieved grade points of the “i” module. i and j are indices used to track specific modules. The computation will include the modules which the student failed.

#### 4.1.1 By Grades

Students’ performance is assessed throughout the course of study via multiple graded assessments. For details, please refer to the grading system in point 4.1.



#### 4.1.2 Failure by Attendance

The College maintains a very strict standard of performance and attendance for its courses. **Students who miss an accumulative 25% of course time will automatically fail the module by attendance (with grade “F”).** Therefore, for a typical 11-week term, students cannot miss more than 2 full lessons (or 4 sessions). In extenuating circumstances, the College will assess on a case-by-case basis.

#### 4.2 Academic Progression

The Academic and Examination Board monitors the academic performance and progression of students. In each term, the Board reviews the performance of all students and assesses their academic standing. Sanctions may be rendered against students whose performances are deemed to be ‘at risk’ of not making satisfactory progress.

Students are responsible for successful completion of all programme requirements and are expected to work with their appointed Academic Advisor to ensure that satisfactory progress is being made throughout their academic career.

##### 4.2.1 Addition of Module

Students who wish to take additional module(s) on top of the existing schedule must complete the **Application for Additional Module(s)** form, obtainable from Student Services portal, **no later than Week 2 of the New Term**. After successful addition of module(s), if the student decides to withdraw, the rules on withdrawal of module(s) apply.

Approval from the Programme Leader must be granted before the student can attend the class. An administration fee of S\$109 per additional module is payable on approval of the application.

##### 4.2.2 Retaking of Module

Students will be informed by Student and Administration Services Department on the schedule of the retaking modules and it will be made available on the Student Services Portal in Week 13.

Students are required to pay the retaking fee. The calculation is as below:

**S\$27.25 X (no. of direct contact hours for the module)**

Retaking Fee shall be paid on the 1st of the following months: January, April, July and October.

##### 4.2.3 Withdrawal from Module

If students wish to withdraw from a particular module for a term, they must complete the **Application for Withdrawal from Module** form, obtainable from the RCHE Student Services Portal. There is no refund of Course Fees. An administration fee of S\$109 per withdrawn module is payable on approval of the application.

Week	Remarks
1 to 2	This module will not be indicated on the transcript
3 to 6	A “W” for Withdrawn will be reflected
7 to 13	Will not be accepted

For withdrawals after Week 2, students will have to pay a retaking fee. Please refer to Point 4.2.2 for the details of retaking fee.

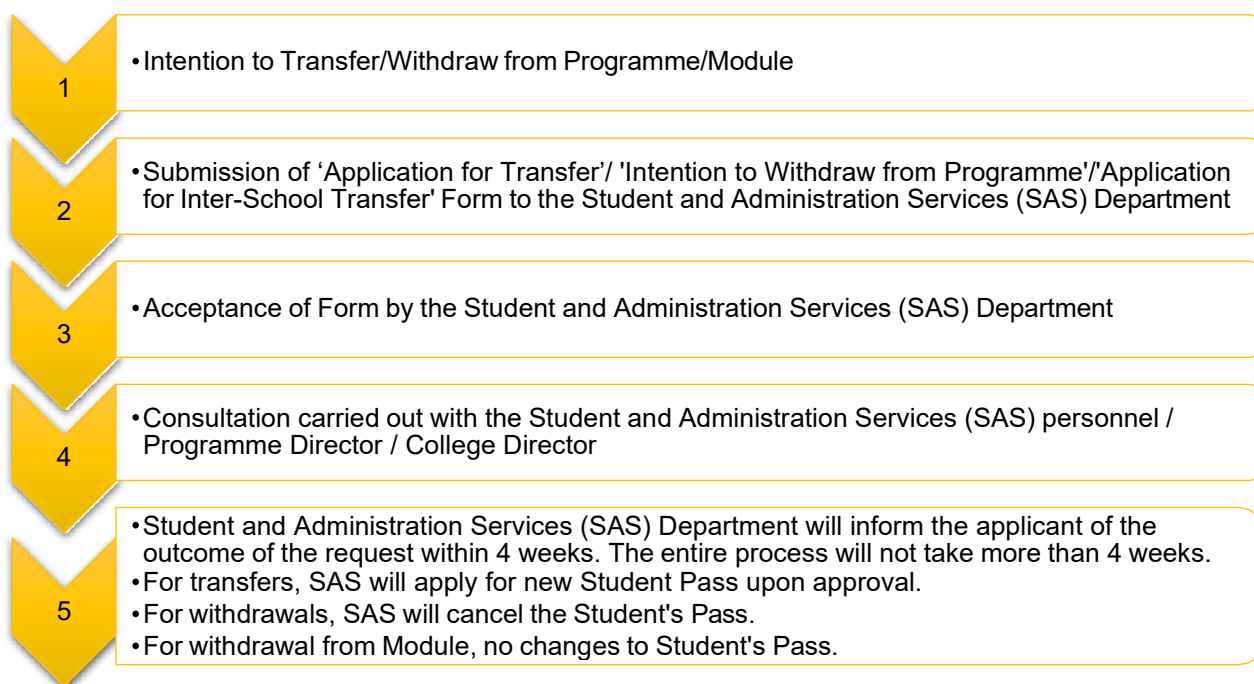
#### 4.2.4 Transfer of Programme

- (a) Students who are interested in applying for transfer to or from an Associate College, or to transfer to another programme within Raffles College of Higher Education must seek guidance from the Programme Director on the transfer process, eligibility criteria and recognition of transfer of credits.
- (b) Internal transfer is not automatic or guaranteed. Students must meet the requirements and gain formal acceptance to the programme or college to which they are applying.
- (c) A student will be considered for a transfer between programmes in Singapore only once.
- (d) Request for transfer of programme must be made one month prior to the commencement of new term. Students under 18 years of age must have written parent's/guardian's consent before RCHE will be able to process the request.
- (e) The Form for Exemptions to be completed and approved by the receiving Programme Director as part of the transfer process.
- (f) The transfer request will take a maximum processing time of 4 weeks from request to outcome.
- (g) Course fees will be calculated based on the new programme from the effective month of transfer. No refund will be made for discontinuation of studies in the old programme before the transfer.
- (h) Continuation in the new programme is also subject to:
  - i) the availability of module(s) being offered in the term
  - ii) vacancy in the class
  - iii) outstanding term/retake fees having been paid in full
- (i) The transfer is subject to the approval of the Programme Directors from both programmes.
- (j) RCHE will inform relevant government agencies (e.g. ICA, SSG) and other relevant parties promptly for all transfer cases.
- (k) Students on student's pass will require a new student pass from ICA for the new course. Student will be informed of the implication of the status of the student's pass if the new pass is not approved. If the application is not approved, RCHE will submit an appeal on behalf of the student in the first instance. If this is not approved, the student may have to discontinue his/her studies and may be expected to leave Singapore at short notice. In such an event, a student may approach the College to explore alternatives for the completion of his/her studies.
- (l) On approval of the transfer, a non-refundable fee is payable.

#### 4.2.5 Withdrawal from Programme / Inter-School Transfer / Module

- (a) Request for withdrawal of programme must be made one term prior to the commencement of new term. Students under 18 years of age must have written parent's/guardian's consent before RCHE will be able to process the request.
- (b) The withdrawal request will take a maximum processing time of 4 weeks from request to the notification of the outcome, unless there is an eligible refund, then the processing time will be within 7 working days.
- (c) RCHE will inform relevant government agencies (e.g. ICA, SSG) and other relevant parties promptly for all withdrawal cases.
- (d) Students on student's pass will have their student's pass cancelled.
- (e) On approval of the withdrawal, a non-refundable administrative fee of S\$218 is payable.
- (f) Upon approval of the withdrawal, student must return any borrowed materials to the Student and Administration Services Department
- (g) Any outstanding payments and Course Fees owing to the College must be settled in full. The College will not issue any transcripts and/or certificates to students who have outstanding payments with the College. Due date is as per "Course Fee Payment Schedule". Refund of miscellaneous fees may be considered on a case-by-case basis.

**Figure 1 - Programme Transfer/Withdrawal Flowchart**



\*Students below 18 years old will require parent's or guardian's approval and signature on the application form.

#### 4.2.6 Deferment

- (a) Request for deferment of programme must be made one term prior to the term to be deferred. Students under 18 years of age must have written parent's/guardian's consent before RCHE will be able to process the request.
- (b) Students may only defer for a maximum of 12 months. All outstanding fees should be paid before the request will be processed.
- (c) The deferment request will take a maximum processing time of 4 weeks from request to outcome.
- (d) Resumption of the deferment is also subject to:
  - i) the availability of module(s) being offered in the term
  - ii) vacancy in the class
  - iii) outstanding term/retake fees having been paid in full
- (e) The transfer is subject to the approval of the Programme Directors from both programmes.
- (f) RCHE will inform relevant government agencies (e.g. ICA, SSG) and other relevant parties promptly for all deferment cases.
- (g) Students on student's pass may require a new student pass from ICA for the resumption of studies. Student will be informed of the implication of the status of the student's pass if the new pass is not approved. If the application is not approved, RCHE will submit an appeal on behalf of the student in the first instance. If this is not approved, the student may have to discontinue his/her studies and may be expected to leave Singapore at short notice. In such an event, a student may approach the College to explore alternatives for the completion of his/her studies.
- (h) On approval of the deferment, a non-refundable administrative fee of S\$218 is payable.

**No deferment** is allowed for the **Raffles English Language Programme** and **Foundation Studies Programme**.

### 4.3 Academic Probation

Students who have a Fail “F” grade are deemed to be ‘at risk’ of not making satisfactory progress and shall be placed on academic probation by the Academic and Examination Board. Students on academic probation will be issued a Warning Letter by the Student and Administration Services Manager. All warning letters will be sent to students who are above 18 years old. For students who are below 18 years old, the warning letter will be sent to the guardian or parents. International students will be required to meet with the Student and Administration Services Manager for counselling and be advised on the implication on their Student’s Pass.

Students on academic probation are required to attend academic support meetings with their Academic Advisor. The purposes of these meetings are to:

- Help the students identify difficulties affecting their academic progress, whether academic or otherwise.
- Inform the student of support services available and who they could turn to for further advice.
- Refer the student to specific service or professional for further support or advice.
- Warn international students of the requirements of the Singapore Immigration and Checkpoints Authority (ICA) and the implications on their Student’s Passes.

Students who have previously been placed on probation and fall below the standard for satisfactory progress in a subsequent term will be subject to more serious sanctions and assistance than students who are facing academic difficulties for the first time.

### 4.4 Enrolment Termination

Students who continue to earn failing grades or otherwise perform very poorly, showing no significant improvement, may have their enrolment at **Raffles** Singapore terminated by the Academic and Examination Board. Upon the termination, student will not be able to enrol into the same programme but may choose to enrol into other programmes offered by the College.

If re-admitted, students must maintain good academic standing through to graduation. If this condition is not met, their enrolment may be terminated by the College without further warning, with no opportunity for re-admission. Such a decision is permanent and irrevocable.

Students who feel that extenuating circumstances warrant continued enrolment may submit an appeal to the Academic and Examination Board to rescind its decision and permit them to continue their course of study without interruption.

A student may be subjected to enrolment termination by the College for any of the following reasons:

- Poor academic performance
- Failing the same module three (3) times
- Default of Course Fee payment
- Prolonged absenteeism of more than 2 weeks
- Criminal offences
- Misconduct in the College (e.g. bullying, extortion, theft, or police cases)
- Exceeding maximum candidature of programme

## 5 ATTENDANCE FOR RAFFLES STUDENTS

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### 5.1 Attendance

At the discretion of the Academic and Examination Board, students may be immediately placed on academic probation or enrolment termination because of particularly poor attendance performance.

#### 5.1.1 All Students

The College maintains a very strict standard of performance and attendance for its programmes. All students are required to attend at **least 75% of the course time**. Students missing more than an accumulative 25% of attendance without valid reasons will automatically fail the module by attendance (with grade “F”). For details of Medical Certificate, please refer to Point 5.1.5.

#### 5.1.2 Student’s Pass Holders

The purpose of stay in Singapore for international students on Student’s Pass is solely for pursuing a course of study on a full-time basis. Only valid Student’s Pass holders are allowed to attend classes at the College and take the programme of study as indicated on their Student’s Pass.

Students are required to comply with all the Rules and Regulations of the Immigration and Checkpoints Authority (ICA) and not indulge in activities which are inconsistent with the purpose for which the Student’s Pass has been issued.

On renewal of the Student’s Pass, the student must approach the Student and Administration Services Department **30 days prior to the expiry date** of the Student’s Pass. In the event the collection of the Student’s Pass at ICA is after the expiry date, the student must report to the Student and Administration Service Department **7 working days** prior to the Student’s Pass expiry date so that the Student and Administration Service Manager can update ICA accordingly.

If, for some reason, the renewal is not approved, the College will appeal on behalf of the student in the first instance. However, the student must be prepared that repatriation may be necessary at short notice.

International students must maintain a **minimum attendance of 90%**. Student and Administration Services Department will inform ICA of students who fail to attend class for a **continuous/collective period of seven (7) days**. International students must personally produce relevant proof of absence for all lessons missed to the Student and Administration Services Department. Student and Administration Services Department will also be submitting a monthly summary of attendance of all international students during week 5, 9 and 13 of each term.

#### 5.1.3 Punctuality

Students should be punctual for class. Attendance would be marked as “Late” should they arrive for class more than 10 minutes after commencement of the class. One (1) late for class is equivalent to 0.5 absent.

#### 5.1.4 Warning Letters for Attendance

All warning letters will be sent to students who are above 18 years old. For students who are below 18 years old, the warning letter will be sent to the guardian or parents. Students are responsible for their own attendance.

SAS will liaise with lecturers to ensure all attendance is marked using the Student Management System (SMS). Attendance will be taken at the start of class. Lecturer will display the unique QR code for each lesson. Students are to use their own mobile device to scan the QR code and login into the School’s SMS to register their attendance. Should any student not be able to scan the

QR code, the lecturer can update the attendance in the SMS as 'Attended'.

Scanning for attendance is location-based and time-stamped. Therefore, all students are to be physically on campus for attendance to be registered.

SAS will download attendance records for each module at the end of week 2, 5 and 8. They will track all at-risk students during these 3 windows and issue warning letters should a student is at-risk of failing the module by attendance i.e., Overall Module Attendance < 75%. At-risk students would be automatically identified after the download.

SAS will initiate consultations for those at-risk students who do not respond to warning letters i.e., after the 2nd warning letter for that module has been issued.

### 5.1.5 Medical Certificate

If a student is absent for medical reasons, he or she should submit an original and valid medical certificate on Pluto Student Management System on the day he or she resumes studies in College. The College will only accept medical certificates issued by Singapore Registered Medical Practitioners. Submissions will be done using the Absence Justification Form.

The College reserves the right to reject the medical certificate on the following conditions:

- Late submission of medical certificate (it should be **no later than 5 days** from the end of the period the medical certificate was issued for);
- Submission of forged medical certificate
- Traditional Chinese medical certificate
- Medical certificates issued by Non-Singapore Registered Medical Practitioners

It is a crime in Singapore to forge a medical certificate and the concerned Medical Practitioner (clinic/hospital) may pursue criminal charges against any student who forges a certificate. It is also a serious offence and forging of medical certificate can lead to the lodging of a police report followed by expulsion from the College.

## 5.2 Student's Pass

### 5.2.1 Eligibility for Student's Pass Application

All international applicants must apply for Student's Pass from the **Immigration and Checkpoints Authority (ICA)** except for dependant pass holders and permanent residents. Social Visit Pass holders are not eligible to study at the College.

Please note that ICA will not issue Student's Pass to international students who are registering for part-time courses. Students are not required to be present in Singapore while their applications are being considered. With effect from 1 June 2007, new applications are to be submitted via the Student's Pass Online Application and Registration+ (SOLAR+) system at the Immigration and Checkpoint Authority (ICA) website. The College will assist students in the new application of Student's Pass.

***The Immigration and Checkpoints Authority (ICA) holds the final decision on the approval of Student's Pass.***

### 5.2.2 SingPass Account

International students are required to register for a SingPass account after collecting their Student's Pass. SingPass provides access to various government e-services in Singapore, including a digital copy of the Student's Pass.

To register for a SingPass account, students will need:

- A valid local Singapore mobile number (for SMS OTP)
- An email address
- Their Foreign Identification Number (FIN)
- The issuance date of their Student's Pass

Students can register via the SingPass mobile app, available on both iOS and Android. Please note that it may take 1–2 days after the collection of their pass before the system is updated and registration becomes possible.

### 5.3 Student's Pass Application

Student's Pass application is handled by the **Admissions Department** before applicants are enrolled into the College. Student's Pass holders are allowed to study only in the specific school with the specific course indicated in the Student's Pass. Student's Pass is only for study purposes and not for other purposes.

### 5.4 Renewal of Student's Pass

Student's Pass is valid for only the specific duration stated on the pass. With effect from 1 June 2007, applications to renew Student's Passes are to be submitted via the Student's Pass Online Application and Registration+ (SOLAR+) system at the Immigration and Checkpoint Authority (ICA) website.

Renewal of Student's Pass must be submitted to the **Student and Administration Services Department 30 days** before the expiry date of the current Student's Pass. ICA maintains very strict rules for renewal of Student's Pass. **A minimum of 90%** in class attendance must be achieved to qualify for renewal.

Renewal of Student's Pass is subjected to ICA's approval. Application Guidelines can be found on the ICA website ([www.ica.gov.sg](http://www.ica.gov.sg)).

Please note that it is the students' responsibility to check the status of their student's pass renewal application. The College will not be held responsible for any delay in the application.

The following are the required documents and information for renewal of Student's Pass application:

- Application for Student's Pass Renewal Form, obtainable from Student Services Portal
- A photocopy of Passport.
- A photocopy of Student's Pass.



### 5.4.1 Immigration and Checkpoints Authority

**Immigration and Checkpoints Authority**  
**ICA Services Centre**  
**2 Crawford Street**  
**Singapore 207218 (exit at Lavender MRT Station)**

Office hours:      Mondays to Fridays                      8:00 am to 4.30 pm

Contacts:            Phone    (65) 6391 6100

Email:                [ica\\_feedback@ica.gov.sg](mailto:ica_feedback@ica.gov.sg)

Website              [www.ica.gov.sg](http://www.ica.gov.sg)

## 5.5 Cancellation of Student's Pass

With effect from 3 November 2008, if students have completed their studies or decide to defer or withdraw from their programme, they must inform the College at least **7 working days before** they leave Singapore, and bring the following documents to the Student and Administration Services Department for e-cancellation of their Student's Pass:

- A photocopy of Passport
- A photocopy of Student's Pass
- Student's Pass Cancellation Form - obtainable from Student Services Portal

Alternatively, students may cancel their own Student's Pass via the SingPass mobile app. The following documents are required for online cancellation:

- A copy of Passport
- A copy of Student's Pass

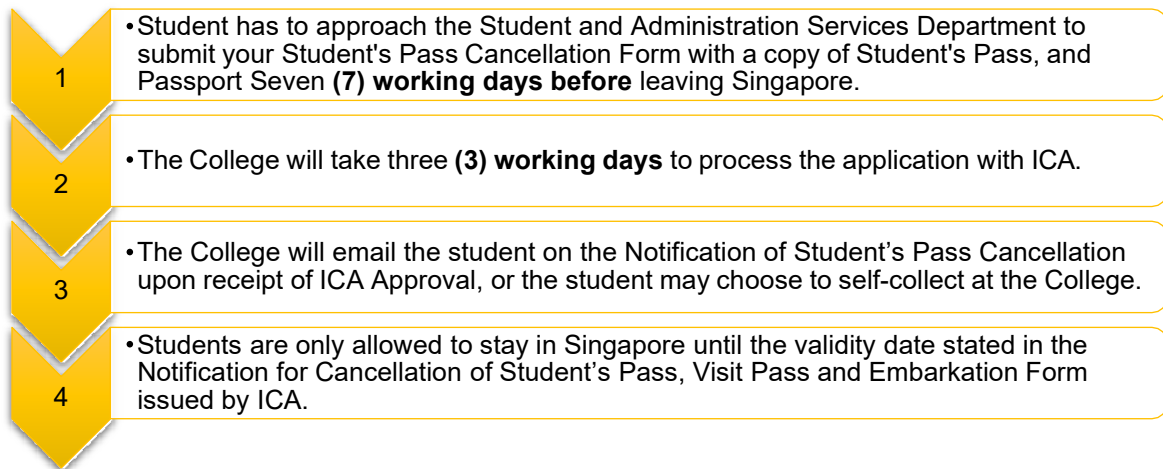
Students who choose to cancel their Student's Pass themselves must inform the College in advance before proceeding.

Upon successful cancellation, ICA will issue a **Notification of Student's Pass Cancellation**, which also serves as a **Social Visit Pass and Embarkation Form**. This document will state the new expiry date by which students must leave Singapore.

Please ensure that you exit Singapore **on or before the validity date** stated in the cancellation notification. Overstaying is considered a violation of Singapore immigration laws and may lead to penalties or affect future applications.

For assistance or further clarification on the cancellation process, students may contact the Student and Administration Services Department.

**Figure 2 - Cancellation of Student's Pass Flowchart**



## 6 RAFFLES PEDAGOGY

### 6.1 Module Load

Students in a full-time programme of study should normally enrol in a minimum of three modules or equivalent credits in each term unless they are approved to take a reduced load. Part-time students should normally take up to two modules or equivalent credits per term.

In the final term of study, graduating students in the full-time programme will still be considered as full-time students if their enrolment in the remaining modules is less than three modules or the equivalent credits.

### 6.2 Term Assignments

Coursework assignments should be submitted by the stipulated date. The penalties for handing in late submissions are:

Late Submission of Assignment after Deadline	Deadline falls on Monday	Deadline falls on Friday	Deadline falls on Eve of Public Holiday	Deduction of Marks
1 <sup>st</sup> day	Tuesday	Saturday	Public Holiday	10/100
2 <sup>nd</sup> day	Wednesday	Sunday	1 <sup>st</sup> School Day	20/100
3 <sup>rd</sup> day	Thursday	Monday	2 <sup>nd</sup> School Day	30/100
4 <sup>th</sup> day	Friday	Tuesday	3 <sup>rd</sup> School Day	Assignment will not be accepted

No extension of assignment submission will be given to the student if the due date falls on weekends/public holiday.

The stipulated date for submission may be extended after the assessment has been issued to students, under extenuating circumstances. A lecturer must seek permission from the Programme Leader to extend deadlines.

Grades are reported for each module at the end of the term. Students must attempt **ALL** assessments for a module (assessments are listed under Assessment Framework in the Module Outline of each module). If a student misses any assessment without a valid reason, it may lead to failing the module. Students must obtain a grade of 'Q' or better to pass the module.

### 6.3 Final Examinations

The examination schedule will be confirmed during Week 9 of each term. If a student is not able to take any of the examinations, the student must write in to the College to seek for approval for a replacement examination. If the replacement is approved, a replacement examination will be arranged for the student but at a time convenient to the College.

Students who are unable to take the examination on the actual day due to valid medical reasons and/or any other reasons are required to approach the Student and Administration Services Department **within 3 days from the examination** to justify their absence. The student is also responsible to apply/appeal for a replacement examination, with the Student and Administration Services Department, **no later than Week 2 of the New Term**, with all the supporting documents.

An administration fee of S\$162 has to be paid for every module. All fees must be paid upon approval, which is subject to the Programme Leader's decision.

#### 6.3.1 Rules and Regulations

##### Preliminary Information

- Students presenting themselves for examination must comply fully to the College's requirements in general, including the payment of fees and completion of the 'Online Teacher and Course Evaluation'.
- Students are warned that any breach of examination rules will result in severe penalties, including the risk of expulsion from the College, and/or that the Academic and Examination Board may deem the candidate to have failed an assessment or series of assessments.

##### Before the Examination

- Students must arrive at the examination room **10 minutes before** the examination starts. Within 10 minutes after the start of the examination, students will still be allowed to enter if they have a valid reason for lateness – the validity of the reason will be investigated after the examination and if it is found to be invalid or untrue, the student's examination will not be marked. Students who are more than 10 minutes late for the examination will not be allowed to enter the examination room.
- Students must bring along their **Student Identification cards**. Students may be asked to present the Student ID card during the examination.
- Students shall not enter the examination room until instructed to do so by the invigilator(s).
- Any coat, mobile phones, electronic gadgets, bag, or other item brought into the examination room shall be deposited as directed by the invigilator(s).
- It is strictly forbidden to bring into the examination room any books, dictionaries, notes, writing paper, blotting paper, mathematical tables or devices capable of storing electronic data, other than those specifically allowed for the examination. Any such item must be handed to the invigilator(s) before the examination begins.
- If a student has unwittingly brought any unauthorized paper or item into the examination room, this shall be handed to the invigilator(s) before the examination commences.
- Students shall not eat, drink, or smoke in the examination room.

### During the Examination

- Students shall not commence writing until the start of the examination is announced by the invigilator(s).
- Students may use only the approved examination stationery. All rough work must be completed on the approved stationery and handed in with the worked scripts.
- Students who wish to attract the attention of the invigilator(s) during the examination shall do so by raising their hands.
- Students shall not leave the examination room temporarily during the period of the examination unless given express permission by the invigilator(s). If such permission is given, students shall not attempt to contact any other person or consultancy material relating to the examination whilst outside the examination room.
- Students who leave the examination room during the period of the examination without the express permission of the invigilator(s) shall be considered to have completed their work and shall not be permitted to re-enter the examination room.
- Students **may not leave the examination room** during the **first 30 minutes** or **last ten minutes** of the examination period.
- Students who complete their work after the **first thirty minutes** and before the **last ten minutes** of the examination period and wish to leave the examination room should notify the invigilator(s) and **hand in their examination scripts and unused answer/worksheets**. Under no circumstances will they be permitted to re-enter the examination room.

### The following practices are strictly prohibited:

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

### After the Examination

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

## 6.4 Incomplete/Failing Grades

Under extenuating circumstances, students may be granted an extension of time by the Academic and Examination Board to complete the remaining module requirements including taking a replacement examination. In this case, the 'In Progress' grade of "I" is recorded. The outstanding work must be completed for the module within the next term, or the "I" grade will be automatically converted to an "F" grade for the module.

An "F" grade in a module will permanently remain on the academic transcript and will be factored in when evaluating the student's academic progression. When the module is retaken, the new grade will not replace the original "F"; however, the student can receive the actual 'passing grade' obtained for the repeated module at his/her next examination re-sit. When a student receives an "F" in a required module, the module must be retaken.

## 6.5 Repeating Modules

Students are not permitted to repeat for credit any modules which they have already passed with a grade of "Q" or better.

## 6.6 Assignments

All assignments must be submitted **before** the deadline. Details of deadlines for term assignments are stated in Point 6.2.

## 6.7 Appeals

Students may appeal to the College for their final results to be reviewed only under genuine circumstances where factors beyond their control have affected their academic performances. The **Request for Justification of Marks** form, obtainable from RCHE Student Services Portal, must be submitted **within seven (7) working days from the release of the results**.

Late appeals will not be entertained.

Appeals that involve Justification of Marks will incur an administration fee of S\$54.00. Students should consult the Student and Administration Services Department for appeal.

## 6.8 Plagiarism, Collusion and Cheating

### 6.8.1 Plagiarism

This is a serious academic offence that will lead to a penalty. It is deemed as cheating, and involve presenting another person's work, idea or creation as one's own. Students who need to refer to the work of another person must acknowledge the original source.

### 6.8.2 Collusion

Collusion is when two or more pieces of work are similar in presentation, content, and structure due to unauthorised sharing of work. Collusion is deemed as cheating and all parties involved in collusion will be dealt with equally. A student caught cheating, attempting to cheat, or helping someone to cheat in a final examination, a test, or an assignment will receive a zero (0) mark for that assessment.

### 6.8.3 Cheating

This is a serious academic offence that will lead to a penalty. Cheating is defined as fraud in relation to any form of assessment. It includes:

- The use, during tests or examinations, of materials, electronic devices or notes written on the person's body or clothing which could provide an aid to that person in obtaining a higher score and which are not expressly permitted in the instructions for the examination or test.
- False excuses for absences or the falsification of medical certificates that enable students to not be penalised for absences from classes or tests.
- Looking at the work of another student during a test or examination.

## 6.9 General Programme Aims

- To encourage and foster the requisite inherent sense of intellectual curiosity.
- To facilitate appropriate methods of gaining access to, and use of, sources of information.
- To develop suitable analytical and organizational skills.
- To impart appropriate methods of solving design problems.
- To encourage and develop innovation, imagination, and creativity.
- To foster a sense of identity, individuality, and independence in ideas, avenues of expression, and means of autonomous learning.
- To encourage informed critical debate and evaluation.
- To develop appropriate fluency in verbal and written linguistic skills for interpersonal and professional communication.
- To nourish a broad appreciation of the purpose and practice of Design in a societal, cultural and historical matrix.
- To develop and refine aesthetic sensibilities in both criticism and practice.
- To develop and apply sophisticated manipulative skills which draw upon the requisite technical knowledge of materials and methods.
- To inculcate appropriate professional awareness in terms of responsibilities, procedures and ethical codes of practice.

## 6.10 Teaching and Learning Strategies

Whilst the traditional forms of lecturing, seminars, and workshops contribute to an awareness of the respective academic programmes, the principle *modus operandi*, particularly in practical project work, is through independent study by the student, with tutorial guidance and advice.

A major concern is to develop powers of discrimination and judgment, to discourage reliance on the formulaic, and to nourish individuality. The process of dialogue between staff and student is therefore much less formal than in many other disciplines.

The primary objective is for each student, through advice and negotiation, to discover and develop the motivational forces, the interests, and the aptitudes that suit the individual for a professional role in what is a very broad professional arena, which in turn will utilize talent which may be highly specialized, or very general.

It is therefore essential that a student is exposed to a broad range of views and experiences in order that the learning process may elicit, sometimes over a prolonged period, appropriate routes for a person to take, particularly in the later stages of the Programme.

The major methods utilized in this process are summarized below:

#### **6.10.1 Practical projects**

Practical problem-solving projects constitute a large proportion of the time in the Programme. Each project is designed with specific (and stated) learning objectives which determine the eventual criteria of assessment.

During the first two years of study, group projects are the norm, with project briefs devised by the staff and delivered, in a written form, to the students. These group projects, however, are formulated to encourage and facilitate individuality.

At the third year of study, students are required to formulate briefs, through negotiation with tutors. These are very much geared to the individual and designed to develop the personal abilities discovered in the first two years of studies (equivalent to Advanced Diploma level).

#### **6.10.2 Critiques**

At interim periods, and at the end of each project, critiques are conducted.

These are designed to facilitate discussion and qualitative evaluations of each individual's approach and achievement in the context of pre-determined objectives.

#### **6.10.3 Seminars**

These enable students to publicly air views and address issues embraced in the concomitant theoretical, practical, historical, societal, and cultural aspects of the type of study covered by the Programme.

#### **6.10.4 Tutorials**

With its emphasis on individuality, both formal and ad-hoc tutorial discussions are used extensively.

The close rapport between staff and students, achieved through an ongoing relationship developed over the duration of the Programme, facilitates trust, confidence, and discussion that embraces both academic and pastoral guidance.



In less formal situations, outside of any specific project or other aspect of study, the student and staff member are able to discuss personal aspirations and aptitudes, thus directing the student through the formal framework of the curriculum.

This close relationship enables staff to deal with student problems of a personal nature. However, reference to a professional counsellor is made, if necessary, to develop the insight appropriate to career advice and professional contacts.

#### **6.10.5 Lectures**

Administered by full-time and adjunct lecturers and guest speakers, lectures are given to larger groups of students. Whilst most lectures will relate to the formal Programme curriculum, eminent visiting speakers will deliver topics of general or specific areas of interest.

#### **6.10.6 Workshops**

This is a component designed to provide hands-on experience of technical processes, rather than the longer problem-solving nature of projects.

#### **6.10.7 Local/Overseas Field Trip and Industry Visits**

Visits to exhibitions, industrial organizations, and professional studios are designed to extend students' knowledge and appreciation of the principles, procedures, and practices of the relevant industry.

Local/Overseas field trips are also arranged by academic staff to enhance students' learning. Several skills, including practical and social skills, can be learned during field trips.

#### **6.10.8 Industrial Attachment / Industry and Community Engagement**

Certain students are exposed to the professional workspace for a period of six to ten weeks. This exposure enables the student to identify future areas of employment interests, and to prepare for the realities, in a professional context, in the marketplace.

In the event Industrial Attachment is not available, students will be assigned the Industry and Community Engagement module. In this module, students are required to use their design knowledge and skills in industry-focused and/or community-based projects.

#### **6.10.9 Competition / Industry Collaboration**

Participating in competitions is a valuable learning experience for students to benchmark their own standards against other students from other institutions.

Industry collaboration is to develop and expand a framework of Industrial Partnership between the College and the Company to collaborate on mutually beneficial projects and events. This is a valuable experience for students to showcase their projects' creativity and innovation.

## 7 ASSESSMENT

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### 7.1 Rationale and Principles

The assessment scheme is designed and structured to be an integral part of the curricula of the Programmes in order to review and evaluate student development, direction, and attainment in terms of the stated aims and objectives of the Programmes.

In addition, the scheme is designed to inform and assist students with regard to their academic development.

These principles and concerns that underpin the Programmes are explained below, together with the general features of the Assessment Scheme to which they give rise.

The students will learn the fundamentals of how to approach and develop the design processes in a systematic way through assessments and projects.

The College has in place mechanisms to ensure that standards of Programmes/Courses match international standards. This includes internal moderation, Academic and Examination board, dissertation advisory panel and reviews by external examiners.

### 7.2 Criteria of Assessment

In reviewing student performance at the end of each semester, the assessors will naturally refer to the aims and objectives of specific projects and/or other assignments.

The general framework for assessment criteria is derived from the general schemes of aims and objectives of the Programmes as a whole.

The general criteria of assessment at all stages of the Programmes in all their design and theoretical aspects are as follows:

#### 7.2.1 Problem Solving

The extent to which the solution for a given problem has been resolved by due investigation, analysis, selection, and synthesis of relevant material.

#### 7.2.2 Creativity

The extent to which imagination, creativity, and lateral thinking have been brought to bear upon given design problems.

#### 7.2.3 Aesthetic Awareness

The extent to which aesthetic sensitivity and judgment is apparent in the work.

#### 7.2.4 Individuality and Originality

The extent to which students have utilized personal interests, aptitudes, and abilities that reflect individual personality characteristics and initiative.

#### 7.2.5 Critical Awareness

The extent to which students have demonstrated, through expression in visual, verbal, and/or written language, a mature and critical awareness of the work done.

### **7.2.6 Development**

The extent to which students, through consistent application, have extended their perceptions of, and abilities in, their chosen specialization, and to which they can initiate research, develop hypotheses, and draw conclusions.

### **7.2.7 Communication**

The extent to which students have been able to articulate clearly in verbal and written forms, ideas, feelings, and responses about design.

### **7.2.8 Programme Knowledge and Society**

The extent to which students have the capacity to comprehend theories and concepts of the respective Programmes, and to which they understand the role of the designer in society at large.

### **7.2.9 Professionalism**

The extent to which students demonstrate professional awareness in terms of social and legal responsibilities, procedures, and ethical codes in the practice of design.

The extent to which they demonstrate the expertise to practise as designers through the study of professional practice, office management, and the organization of work and finance.

### **7.2.10 Technical Skills**

The extent to which students demonstrate technical awareness through knowledge of, and facility with, materials and processes, and through expertise in recognised conventions.

All the above criteria will be considered, particularly at the final project assessment. Within specific projects or assignments undertaken, specific criteria may be selected, or given more weight, according to the project's pre-stated objectives.

These will be made clear to students in advance as part of the written project briefing.

## 8 TRANSCRIPT / CERTIFICATE

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### 8.1 Term Results and Transcripts

Term results will be released to students via the RCHE Student Services portal by Week 8 of the following term. Students are required to check the portal for their term results.

Transcripts will be issued to graduates who have completed all required modules with no outstanding payment and also completed his/her Online Teacher and Course Evaluation. Both certificate and transcript will be issued to the graduate digitally.

### 8.2 Certificates

Students who have met graduating requirements shall be awarded their digital certificates upon completion of their studies, provided there is no outstanding payment to the College.

### 8.3 Graduation

Graduation shows are held each year in **June** and **December**. It is a platform for graduating students to exhibit their works to industry partners and potential employers. The College will provide basic infrastructure and guidelines for showcasing graduating students' work. The Centre of Professional Development (CPD) Department will provide more information on the graduation shows in due course.

Student assignments, projects and other school related work may be retained by the school or project sponsors for a **period of up to 6 months** after completion of study for marketing and promotional purposes.

## 9 STUDENT AND ADMINISTRATION SERVICES

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### 9.1 Operating Hours

The Student and Administration Services Department is open for student services, enquiries, and administrative support during the following office hours:

Office hour:	Mondays to Fridays	9:00 am to 6.00 pm
	Saturdays	8:30am to 12.30pm
Contacts:	Phone:	(65) 6338 5288
	Website:	<a href="https://raffles-college.edu.sg/feedback/">https://raffles-college.edu.sg/feedback/</a>

### 9.2 Raffles Centre of Professional Development (CPD)

The Centre of Professional Development (CPD) provides a seamless interface between **Raffles** students and the industry, at all levels of the students' studies, and opens a whole world of career opportunities.

Services provided at the **Raffles** Centre of Professional Development include:

- Industry & Community Engagement (ICE) / Industrial Attachment (IA) placement
- Career Advice and Counselling
- Industrial Collaborative Projects
- Competition Information

For more details, please email to [RafflesCPD@Raffles-College.edu.sg](mailto:RafflesCPD@Raffles-College.edu.sg)

### 9.3 Counselling Service

The Counselling Service is here to help students address personal or emotional problems that get in the way of their learning experience at the College.

#### 9.3.1 What happens in counselling?

Counselling is a process that seeks to help you focus on, and understand more clearly, the issues that concern or trouble you. The Counsellor's role is to offer support and understanding, and to listen and respond in a non-judgmental way. Counsellors will respect your values, choices, and lifestyle.

Counselling can help you explore your feelings and discover what lies behind whatever seems troubling or confusing. Counselling can also help with making decisions, choices, or changes that are right for you.

#### 9.3.2 Counselling Service in Singapore

- Clarity Singapore Limited**  
 Contact Number: 6757 7990  
 Email: [ask@clarity-singapore.org](mailto:ask@clarity-singapore.org)  
 Website: [www.clarity-singapore.org](http://www.clarity-singapore.org)
- Youth Line**  
 Contact Number: 6436 6612  
 Website: <https://youthline.sg/>
- Silver Ribbon (Singapore)**  
 Contact Number: 6386 1928  
 Website: <https://www.silverribbonsingapore.com/>
- Singapore Association for Mental Health**  
 Contact Number: 1800 283 7019  
 Website: <https://www.samhealth.org.sg/>
- Mental Health for Youth**  
 Contact Number: 6978 4217  
 Website: <https://www.carecorner.org.sg/>

### 9.4 Chaplaincy

The College believes and values in the well-being of every student and hopes that in their learning journey in **Raffles** Singapore, they will discover and live life to the fullest.

The College has a Chaplain or Pastor to provide students and staff the following services:

Tuesdays	
Pray and Praise	
11.30 am - 12.00 pm	12.00 pm – 12.30 pm
Meet the Chaplain	
1st session : 10.00 am – 11.00 am	2nd session : 2.00 pm – 3.00 pm

**Thursdays****Bible Study / Biblical Movie**

12.00 pm – 1.00 pm

**Meet the Chaplain**

1st session : 10.00 am – 11.00 am      2nd session : 2.00 pm – 3.00 pm

**Fridays****Weekly Devotion for all Christians**

12.00 pm – 1.00 pm

**Meet the Chaplain**

1st session : 10.00 am – 11.00 am      2nd session : 2.00 pm – 3.00 pm

## 9.5 Comments and Suggestions

Comments and Suggestions can be made through Pluto Student Management System where students can give feedback on their learning journey in the College. The comments and suggestions should be constructive and professional towards the teaching methods, staff, or the College.

The comments and suggestions received will be tabled for discussion internally for prompt action(s) to be taken (if deemed appropriate) within **twenty-one (21) working days**.

## 9.6 Student Complaints and Grievances Procedure

These procedures seek to ensure that complaints made by students against the College are treated seriously and, if found valid, are acted upon to ensure that the students' interests are protected as far as it is possible for the College to do so.

Student & Administration Services (SAS) shall receive feedback including compliments, suggestions and complaints via the Student Management System's Feedback / Response function and will acknowledge the feedback or complaints within 3 working days.

The College will arrange for a meeting with the students to discuss resolution and agreement within 7 working days. If student is satisfied with the resolution, the student is to acknowledge on the Consultation Form. If student is not satisfied, the College is to arrange for second resolution meeting within 14 working days. If the student is still not satisfied with the outcome / decision of the second resolution, they will be referred to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SI Arb) within 21 working days.

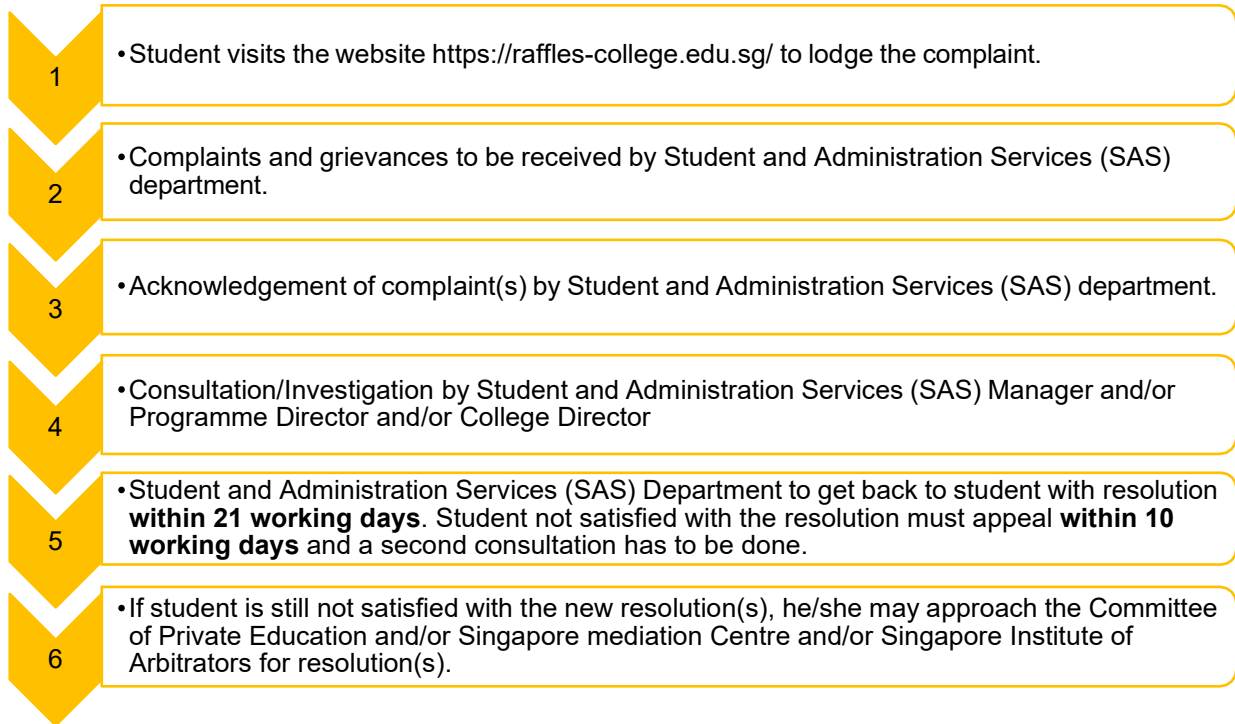
The final outcome made, including this entire process, should not take more than 21 working days unless otherwise specified.

### 9.6.1 Guiding Principles

The guiding principles applied in management of students:

- Treated seriously and with fairness.
- Dealt with quickly, simply, and at the level of the College/ Student/ Administration Department as far as is possible.
- Treated consistently across the College.
- Subject to the principles of natural justice.
- Progressed through two stages – an informal stage and, if necessary, a formal stage.
- Dealt with and resolved wherever possible, at the informal stage, and shall be without prejudice to a student's or group of students' rights to pursue legal remedies outside the College having exhausted the College's complaint procedure.

**Figure 3 - Student Complaints and Grievances Procedure Flowchart**





## **9.7 Online Teacher and Course Evaluation**

The Online Teacher and Course Evaluation will be conducted in Week 5 of the term for all classes, and it is compulsory to complete the Online Teacher and Course Evaluation for all the modules they are taking in the current term in order to aid the College in assessing and providing continual improvement to students' learning experiences.

Failure to complete the entire evaluation, or incomplete submission, will cause a delay in students receiving their Term Results.

Students can approach Student and Administration Services Department if they have any queries related to the surveys.

## **9.8 Absence / Late Arrival of Lecturer**

Students are required to wait no longer than **10 minutes** for the lecturer, unless a notice on the delay of the lesson has been posted via email or message. If the lecturer does not arrive after the required waiting time, students should inform the Student and Administration Services Department immediately.

## **9.9 Rescheduling of Cancelled Classes**

The College reserves the rights to cancel or reschedule a class before the date of its commencement. Every effort will be made to inform the students via their **Raffles** email account, Microsoft Teams, and Student Services Portal.

## 10 COLLEGE FACILITIES

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### 10.1 Library and Online Resources

The opening hours for the **Raffles** library are as follows:

Mondays to Fridays	9.00am – 6.00pm
Saturdays	8.30 am – 12.30pm

Whilst every attempt is made to stock the library with an extensive collection of reference texts and periodicals for students, the College encourages students to also visit the National Library Board (NLB) libraries for an extensive collection of titles for your studies. The books in our library are **for reference only**.

The College has also subscribed to online databases, like:

#### 10.1.1 WGSN

WGSN is the world's number 1 and most trusted online fashion forecasting and trend service.

The forecasting and trend predictions include colours, fabrics, textures, materials, prints, graphics, beauty/grooming, accessories, footwear, street style, and other styles that will be presented on the runway and in the stores for the upcoming seasons. WGSN's trend forecasting also focuses on other industries such as interiors, literature, automobiles, medicine, food and beverages.

WGSN is only accessible within **Raffles** College. To access:

- Step 1 - Login to **Raffles** Campus WIFI
- Step 2 - Visit <https://www.wgsn.com/fashion/>

WGSN's digital platform houses:

- WGSN Fashion - Trend service for the fashion market
- WGSN Lifestyle and Interiors - Dedicated trend service serving the lifestyle and interiors sector
- WGSN Instock - Newly enhanced version of its retail analytics website
- WGSN Styletrial - Crowd-sourced trend validation product
- WGSN Mindset - Strategic advisory service

For more information on WGSN, please kindly visit the following links:

- <https://www.wgsn.com/assets/common/pdfs/cheat-sheet-en.pdf>
- [https://www.wgsn.com/assets/common/pdfs/wgsn\\_edu\\_2019\\_EN.pdf](https://www.wgsn.com/assets/common/pdfs/wgsn_edu_2019_EN.pdf)

### 10.1.2 Microsoft Teams

Microsoft Teams is a platform that has been put in place by the College to better facilitate the student's learning experience.

Students will be given a username and password by the College, with which the students will be able to log into Microsoft Teams.

With Microsoft Teams, students can:

- Access all various learning materials online whether by downloading the materials or just simply viewing it online.
- Submit their assignments in any digital content, including, word-processed documents, spreadsheets, images, audio and video clips via Microsoft Teams.
- Communicate with the lecturers via a messaging function within Microsoft Teams.

### 10.1.3 Grammarly

All students will be provided with a complimentary Grammarly Pro account. Login details will be provided during the first week of the school term.

### 10.1.4 Printing Services

Students may use the library's printing machine. Login details will be provided during the first week of the school term. A step-by-step printing guide is available at the printing corner for reference. Printing charges apply, and students should not infringe on the copyrights of these reference materials.

## 10.2 Production Workshops

The College provides free usage of computer and production facilities. The usage of these facilities is conducted in the form of workshops.

Please approach your lecturer for the reservation of equipment. A time sheet is available in each production room for students to indicate the time of their usage.

### 10.3 Computer Labs

There are 2 Computer Labs with Macintosh and PC available for students to use after class. Please see the Student and Administration Services Department for usage of computer labs.

Students who wish to use the computer labs (Monday-Friday) are required to sign in at Student and Administration Services. It is subject to availability.

No eating or drinking is allowed in the Computer Labs.

### 10.4 Lost and Found

Students with any lost and found items can approach the Concierge for assistance.

### 10.5 National Service / Reservist

Please bring along the letter issued by the Ministry of Defence (MINDEF) and allow **at least five working days** for the processing of your letter. Students have to make sure that they receive the Letter of Confirmation from the Ministry of Defence (MINDEF). The College will not assist in deferment of Individual Physical Proficiency Test (IPPT).

## 11 **COURSE RELATED FEES**

### 11.1 **Course Fee, Fee Protection Scheme (FPS) and Hospitalization Surgery Personal Accident (HSPA)**

The payment schedule for the Course Fees is outlined in the:

- Application for Admission Form
- Letter of Acceptance
- Standard Student Contract
- Payment Invoices

No extension of payment will be given to the student if the due date falls on Sunday/Public Holiday.

Invoices for subsequent terms will be issued to students and it is the students' responsibility to check their Pluto Student Management System for their invoices. Failure to pay on time will result in a late payment charge and/or expulsion from the College.

The College will cancel the student's registration and student will be withdrawn from the programme if the College does not receive the payment by the start of the term. Student has to re-register if he/she wishes to resume his/her studies.

The College reserves the right to withhold certificates and/or transcripts from a student who has outstanding payment to the College. Students are liable to pay any late payment charge payments after the due date stipulated in the Letter of Acceptance and Invoices.

It is the student's responsibility to ensure that all outstanding payment and Course Fees are settled promptly to avoid inconvenience to the student as well as the College. The College reserves the right to revise its fees at a time deemed appropriate. Students will be duly informed of any changes.

Course Fees are inclusive of services provided to students leading to enrolment, student services, and Graduation Fee (where applicable). The Course Fees do not include provision of textbooks, tools, and materials required for the courses.

#### 11.1.1 **Fee Protection Scheme (Group) FPSG**

All international and local students will be insured under the **Fee Protection Scheme** to safeguard the Course Fees paid by the students.

The College opted for a **Fee Protection Scheme (Group)**, administered by Lonpac Insurance Bhd.

**Raffles** College of Higher Education Pte Ltd  
Policy No.: Z26BX01142856  
Validity Period: 01 January 2026 to 31 December 2026

The Fee Protection Scheme indemnifies students for their Course Fees paid in advance to the College in the event that:

- The College is unable to continue operations due to insolvency and/or regulatory closure.
- The College is unable to return fees to students arising from judgments made against it by the Singapore courts.

Please click [here](#) for details.

### 11.1.2 Hospitalization Surgery Personal Accident (HSPA)

All international students are covered with Medical Insurance - Hospitalisation and Surgical (HS) and Personal Accident (PA) coverage, with NTUC Income Insurance throughout their studies with the College. The benefits include:

- Annual Limit of S\$20,000 per student
- B1 Ward Entitlement (4 Bedded in government and restructured hospitals)
- 24 hours coverage in Singapore and overseas (if student is involved in school-related activities)
- Death or Permanent Disablement coverage of S\$20,000

Students can refer to the College's website on the FAQ and Product Summary, stating clearly the policy's terms and conditions, the claim procedure, any exclusion etc.

Source: <https://raffles-college.edu.sg/medical-insurance/>

### 11.2 Late Payment Charge

A late payment charge of S\$54.50 **per week** will be imposed after the due date for the following situations:

- Late payment
- Cheques are not honoured by the bank
- Extension of due date is not approved

However, the imposition and quantum of the Late Payment Charge is at the sole discretion of the College. Student who needs more time to arrange for payment must complete the **Extension of Payment Due Date form**, obtainable from Student Services Portal, and provide all the supporting documents before the due date. Approval for granting an extension of the due date for Course Fees payment is decided strictly on a case-by-case basis.

The College will not be able to consider the request in the absence of compelling reasons. If the request is approved, the student may then attend classes as scheduled. However, the Student and Administration Services Department reserves the right to remove the student from classes if payment is not received by the extended due date.

As a result of delayed payment, the continuation in a student's studies is also subject to:

- the availability of module(s) being offered in the term
- vacancy in the class
- outstanding term/retake fees having been paid in full

All the approval for late payment or waiver of late payment charge must be approved by the College Director.

### 11.3 Cash Handling Fee

With effect from 1 July 2014, a cash handling fee of S\$54.50 per transaction will be levied to students who make cash payment for Course Fees and/or retaking fee.

Students are strongly encouraged to use other modes of payment such as Flywire, PayPal, Alipay, NETS, Cheque, Telegraphic Transfer, GIRO, or Credit Card to avoid the cash handling fee.

### 11.4 Refunds

Please note that all fees payable to **Raffles** College of Higher Education (RCHE), must only be made by the applicants, parents or guardians. Payment made through recruitment agency is not ALLOWED under EduTrust Guidance Document 4, Criterion 3.

- (a) RCHE shall have a fair and reasonable refund policy for any payment made.
- (b) All refunds should be processed in accordance with the Company guidelines. A maximum processing time of not more than 7 working days from the student's withdrawal/refund request for the issuing of refund and RCHE will communicate to students on the computation of the refund amount.
- (c) For refunds, students will be required to complete the "Request for Refund" form, obtainable from the Student Services Department. Where the form is submitted via email, the date of email will be accepted as the date of request.
- (d) Under no circumstances should refunds be issued directly from cash receipts or petty cash.
- (e) Application Fee
  - i) Application fee is payable upon submission of the course application form and is valid for 1 year for student who defer. It is non-refundable and non-transferable.
  - ii) The application fee will not be refunded in the event, where:
    - 1) The Student's Pass Application is rejected by ICA or,
    - 2) Application to External Degree Programme (EDP) is rejected by EDP partner or,
    - 3) Application to RCHE programme is rejected by Admissions Committee.
- (f) Course Fee
  - i) As the Student Contract may differ based on the periods that they are signed, and that each Student Contract is a legally binding document, reference should be made to each Student Contract that is signed RCHE with regard to the refund terms and conditions.
- (g) Refund
  - i) Refund for Withdrawal Due to Non-Delivery of Course
    - 1) The PEI will notify Student within three (3) working days upon knowledge of any of the following:
      - a. It does not commence the Course on the Course Commencement Date;
      - b. It terminates the Course before the Course Commencement Date;
      - c. It does not complete the Course by the Course Completion Date;
      - d. It terminates the Course before the Course Completion Date;
      - e. It has not ensured that the Student meets the course entry or matriculation requirement

as set by the organisation stated in Schedule A in the Standard PEI-Student Contract within any stipulated timeline set by SSG; or

- f. The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).
  - g. The Student should be informed in writing of alternative study arrangements (if any), and be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid should the Student decide to withdraw, within seven (7) working days of the above notice.
- ii) Refund for Withdrawal Due to Other Reasons
- 1) If the Student withdraws from the Course for any reason other than those stated in Clause 2.1 in the student contract, the PEI will, within seven (7) working days of receiving the Student's written notice of withdrawal, refund to the Student an amount based on the table in Schedule D in the Standard PEI-Student Contract.
- iii) Refund During Cooling-Off Period
- 1) 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.
  - 2) The Student will be refunded the highest percentage (stated in Schedule D of the Standard Student Contract) of the fees already paid if the Student submits a written notice of withdrawal to the PEI within the cooling-off period, regardless of whether the Student has started the course or not.
- iv) Refund Table

% of [the amount of fees paid under Schedules B and C]	If Student's Written Notice of Withdrawal if received
[100%] Less Administration Fees	("Maximum Refund") More than [30] days before the Course Commencement Date.
[No Refund]	Before, but not more than [30] days before the Course Commencement Date.
[No Refund]	After, but not more than [7] days after the Course Commencement Date.
[No Refund]	More than [7] days after the Course Commencement Date, but not more than [14] days after the Course Commencement Date.
[No Refund]	More than [14] days after the Course Commencement Date.

- v) Refund for Termination
- 1) Students terminated by the College will receive a refund of Course fee proportional to the number of course modules paid for but have not commenced.
- vi) Refund for Transfer of Programme
- 1) Course Fees will be re-calculated based on the new programme from the effective month of transfer, taking into consideration any exemptions from the previous programme. The new Course Fees will be paid according to the new payment schedule. No refund will be made for discontinuation of studies in the former programme before the transfer.

**Refunds under Student Contract Version 4.0, signed 1 June 2024, the following Refund Policy applies:**

- (a) Applicable for Student Contracts signed on 01 June 2024 onwards (Student Contract version 4).
- (b) The PEI will notify the Student in writing within three (3) working days after becoming aware of any of the following (each a "Refund Event"):
  - i) It cannot commence the provision of the Course on the Course Commencement Date;
  - ii) It cannot complete the provision of the Course by the Course Completion Date;
  - iii) The Course will be terminated before the Course Completion Date;
  - iv) The Student does not meet the course entry or matriculation requirements as stated in Schedule A; or
  - v) The Immigration & Checkpoints Authority of Singapore (the "ICA") rejects the Student's application for the Student Pass.
- (c) Where any of the Refund Events in Clause a(i) to (iii) above has occurred:
  - i) The PEI shall use reasonable efforts to make alternative study arrangements for the Student and shall propose such alternative study arrangements in writing to the Contracting Party, within ten (10) working days of informing the Contracting Party of the Refund Event.
  - ii) If the Contracting Party accepts such alternative study arrangements, the PEI shall set forth such alternative study arrangements in a written contract and this Contract shall automatically terminate on the date that such new written contract comes into effect.
  - iii) If the PEI does not propose alternative study arrangements to the Contracting Party within the time stipulated in Clause b(i) above, or the Contracting Party does not accept such alternative study arrangements, the Contracting Party may forthwith terminate this Contract by way of a written notice to the PEI.
- (d) Where any of the Refund Events in Clauses a(iv) to (v) has occurred, the PEI shall forthwith terminate this Contract by way of a written notice to the Contracting Party.
- (e) If the Contract is terminated pursuant to Clause b(ii) read with Clause a(i), the PEI shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
- (f) If the Contract is terminated pursuant to Clause b(ii) read with either Clause a(ii) or Clause a(iii), the PEI shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.
- (g) If the Contract is terminated pursuant to Clause c or Clause b(iii) read with Clause a(i), the PEI shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
- (h) If the Contract is terminated pursuant to Clause b(iii) read with either Clause a(ii) or Clause a(iii), the PEI shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.
- (i) Refund for Withdrawal During the Cooling-Off Period:
  - i) Notwithstanding anything herein contained, the Contracting Party shall be entitled to, without any liability whatsoever to the PEI, forthwith terminate the Contract at any time



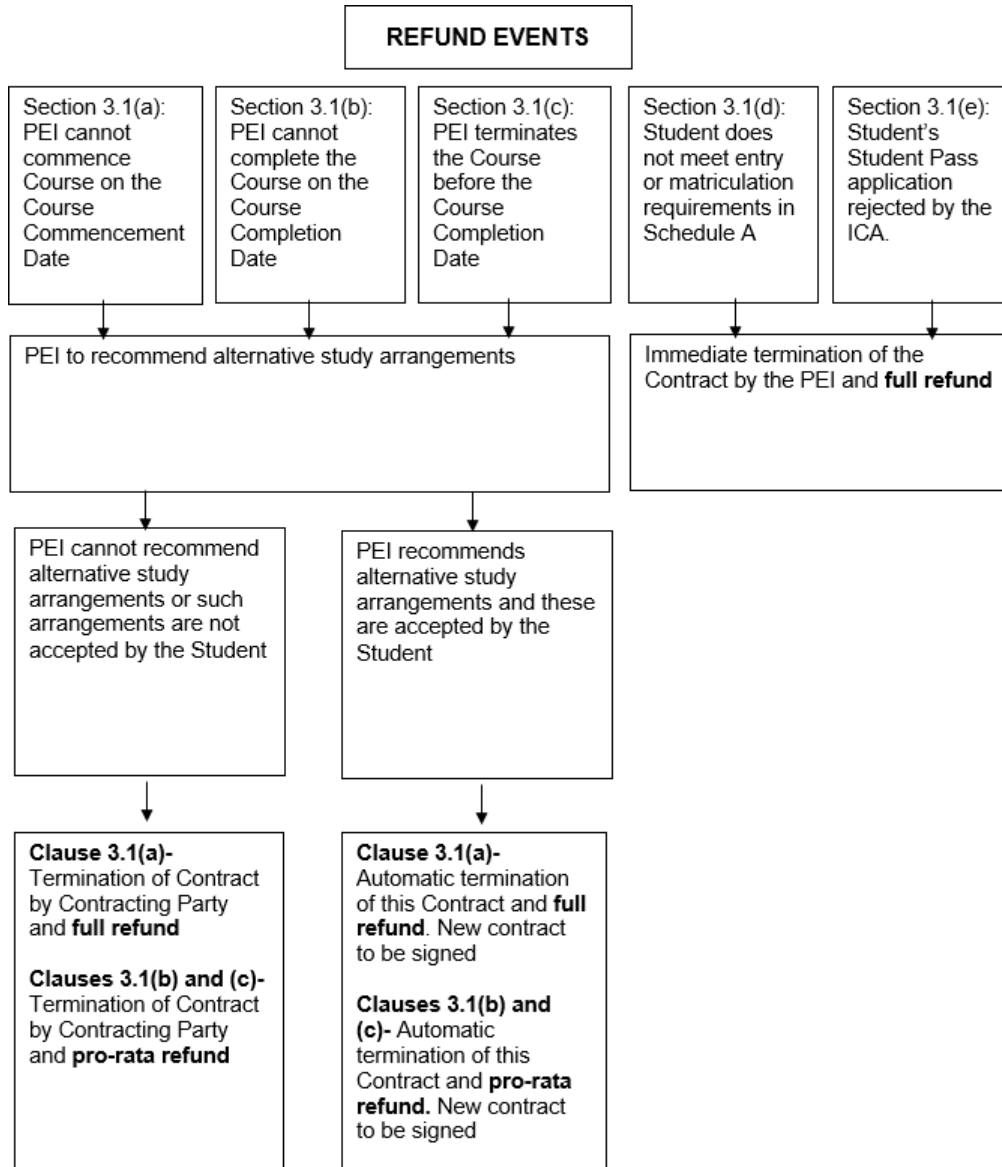
within the Cooling-Off Period by way of a written notice to the PEI. The PEI shall return all Course Fees and Miscellaneous Fees paid to it within seven (7) working days of the receipt of the written notice.

(j) Refund for Withdrawal Outside the Cooling-Off Period:

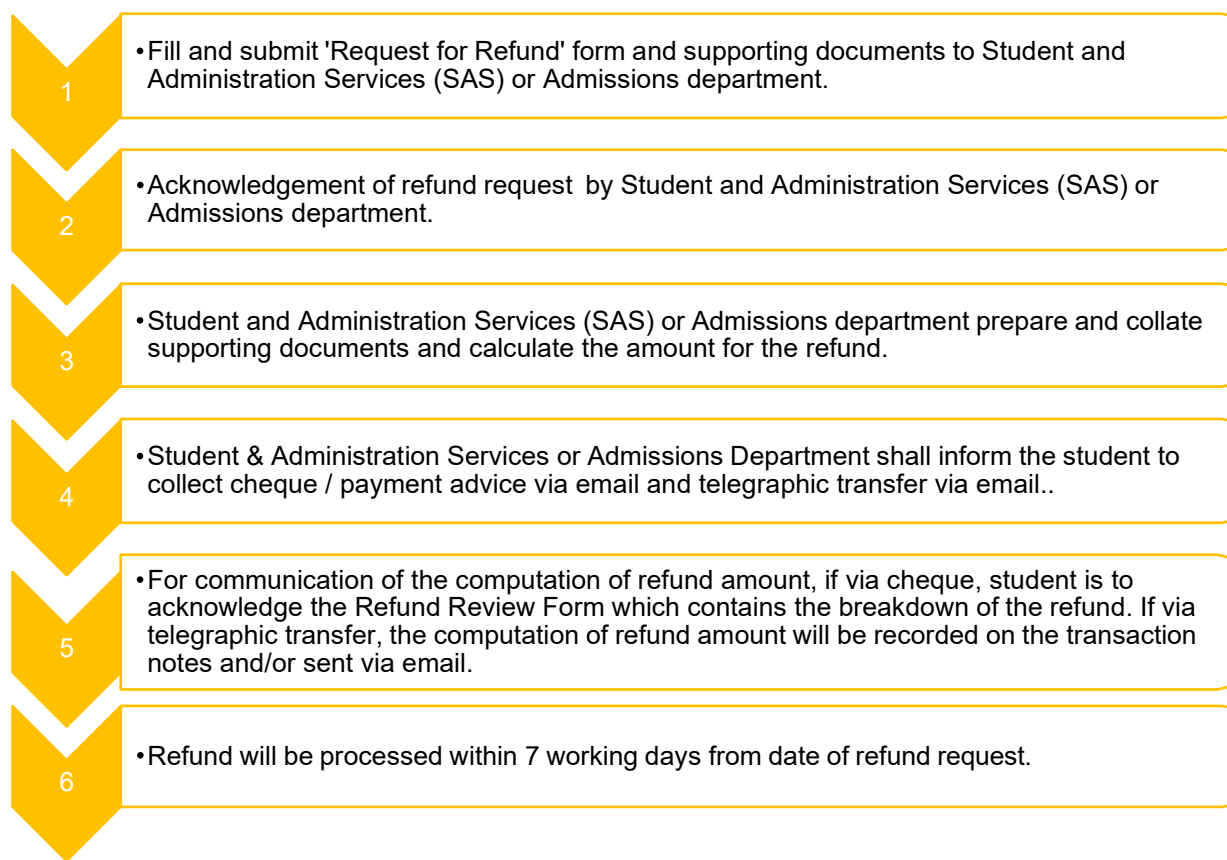
Without prejudice to Clauses a to h above, the Contracting Party may terminate the Contract at any time before the Course Completion Date by providing a written notice to the PEI. Upon receipt of such notice, the PEI shall within seven (7) working days, refund to the Contracting Party such amount (if any) as determined in accordance with the Refund Table.

i) Refund Table

% of [the amount of Course Fees and Miscellaneous Fees paid under Schedules B and C]	If the Contracting Party's written notice of withdrawal is received:
[100%]	more than [30] working days before the Course Commencement Date
[No Refund]	on or before, but not more than [30] working days before the Course Commencement Date
[No Refund]	after, but not more than [7] working days after the Course Commencement Date
[No Refund]	more than [7] working days after the Course Commencement Date



**Figure 4 - 7 Steps Refund Procedure Flowchart**



## 12 COLLEGE RULES AND REGULATIONS

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### 12.1 Non-Smoking Policy

The College is a **non-smoking** campus. Under the Singapore's law, **smoking (which includes vaping) is strictly prohibited in school, indoor/enclosed premises, and specific public places** e.g. within 5 metres from an entrance to a mall.

### 12.2 Update of Personal Particulars

It is important, and the responsibility of the students, to keep the College updated of any changes to their personal particulars including both Singapore and home (for international students) mailing addresses, telephone numbers, and email addresses by completing the **Updates of Personal Particulars** form, obtainable from Student Services Portal. The College will not be able to transmit information pertinent to the student's progress if the College does not have the latest information.

### 12.3 Decorum

#### 12.3.1 Conduct and Behaviour

Abusive, rude, or inconsiderate behaviour within and outside of College premises, during or after lesson hours, that will distract, annoy, or cause harm to others will not be tolerated.

Such forms of behaviour are unacceptable, and the College will not hesitate to take the necessary actions.

#### 12.3.2 College Property

Vandalism (e.g. damaging furniture and lockers, defacing walls and notices) is a serious offence. Students must not tamper with equipment or fittings in any part of the College premises without proper supervision.

Any student found guilty of vandalism will be expelled and be held accountable for damages caused. The cost of the repair and/or replacement of damaged properties will be borne by the student.

#### 12.3.3 Gambling / Drugs

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

In Singapore, the manufacturing, trafficking, importing or exporting of drugs carries a death penalty.

#### 12.3.4 Environment

It is the duty of everyone in the College to help maintain the cleanliness of the premises.

We are proud of our clean premises and we count on your help and cooperation in maintaining a clean and conducive environment by treating with care for the rooms, furniture, and materials in the College. Littering, spitting, and vandalism in public areas are chargeable offences.

#### 12.3.5 Consumption of Food and Drinks

Food and/or drinks are **NOT** allowed in the College's classrooms, library, computer labs, and the **Raffles** Concierge.

### **12.3.6 Driving**

To drive a vehicle in Singapore, you must possess a valid Singapore driving licence for the class of vehicle that you want to drive.

This requirement applies to all citizens and permanent residents of Singapore and also foreigners who are residing in Singapore for more than twelve (12) months. Foreigners who reside here for less than twelve (12) months must possess a valid foreign licence and International Driving Permit (IDP) issued by an authorised body in their country of origin e.g. the Automobile Association (AA).

If an International Driving Permit is not available, an official translation of your foreign licence in English is required. Drivers from ASEAN member countries only need to possess a valid driving licence issued by the relevant driving licence Authority, without IDP, in order to drive in Singapore. For more information, please visit the Singapore Police Force website.

### **12.3.7 Fire Drill**

The College will notify all students via PLUTO when the Building Management will be conducting the fire drill. Instructions including date, time, and location of meeting point will be provided in the announcement.

### **13 FORMS OBTAINABLE FROM RCHE STUDENT SERVICES PORTAL**

#### **For General Use**

Application for Additional Module(s)  
Application for Re-sit of Test/Re-submission  
Application for (A) Deferment/ (B) Resume  
Studies Application for Inter-School transfer  
Application for Refund  
Application for Module  
Withdrawal Application for  
Transfer of Programme Intention  
to Withdraw from Programme  
Letter of Authorization– Collection of Transcripts or  
Certificate Letter of Authorization– Delivery of  
Transcripts or Certificate Personal Particulars  
Update Form  
Request for Extension of  
Payment Due Date Re-issue of  
Transcript/ Letter of Certification  
Request for Justification of  
Marks Assignment and  
Assessment Submission  
Request for Certificate  
Replacement

#### **For International Students**

Student's Pass Application Form (Form16 and Form V36)  
Application for Student's Pass Renewal and Transfer of Programme Student's  
Pass Application for Cancellation of Student's Pass

**Raffles** College of Higher Education reserves the right to require a student to leave at any stage if the student does not adhere to the above conditions or if a student's presence would, in the opinion of the College, be detrimental to the well-being of staff, other students, or the College.

The College reserves the right to regularly review and make changes to the course curriculum and fees without prior notice.

Please note that the prevailing GST (Goods and Services Tax) is imposed by the Singapore Government. All administrative fees are strictly non-refundable and non-transferable.

*All information is correct at time of publication and the most updated Student Handbook is made available on the RCHE [Online Student Services](#)*

## 14 **APPLICABLE FOR UNIVERSITY OF NORTHAMPTON (UON) STUDENTS ONLY**

### 14.1 UON Programmes

The following programmes fall under this category:

- Bachelor of Arts (Honours) Animation (Top-Up)
- Bachelor of Arts (Honours) Games Design (Top-Up)
- Bachelor of Arts (Honours) Graphic Communication Design (Top-Up)
- Bachelor of Arts (Honours) Interior Architecture & Spatial Design (Top-Up)
- Bachelor of Arts (Honours) Product Design (Top-Up)
- Bachelor of Arts (Honours) Fashion, Textiles, Footwear & Accessories (Top-Up)
- Bachelor of Arts (Honours) Fashion Marketing and Promotion (Top-Up)
- Bachelor of Arts (Honours) Advertising & Digital Marketing (Top-Up)
- Bachelor of Arts (Honours) Global Business Management (Top-Up)
- Master of Science International Business Management

### 14.2 Referencing and Library Resources

As part of your studies with UON, you will have access to referencing and library resources to support your learning.

#### 14.2.1 Cite Them Right

Cite Them Right is a comprehensive online referencing guide providing step-by-step instructions for a wide range of source types and supporting all major referencing styles, including Harvard, APA, Chicago, and MLA.

To access Cite Them Right, select the "Login via your institution" option and use your University of Northampton credentials.

All students are required to use the Cite Them Right **Harvard** style for their academic work.

Access Cite Them Right here: [Cite Them Right - Home](#)

#### 14.2.2 NELSON

NELSON (Northampton Electronic Library Search Online) provides students with free access to a wide range of e-resources, including:

- eBooks
- Online journals and articles
- A–Z Databases

Students can access NELSON by logging in with their UON credentials via the [NELSON | Skills Hub](#), which provides:

- An introduction to NELSON
- Guidance on advanced searching techniques
- Access to the NELSON library catalogue