

Student Handbook –Local Students

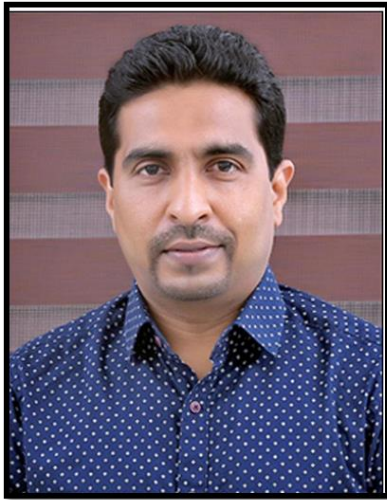


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1. Managing Director's Message



Welcome to Eversafe Academy!

Eversafe strives to provide quality education and training in attaining academic excellence and to create a breed of qualified, innovative and dynamic professionals to meet the needs of the industry. Our teaching methodologies are characterized innovative technologies and geared fully to meet the expectations of the industries.

At Eversafe Academy, we pay close attention and honour our commitment to our students' well-being and academic performance. This solemn promise speaks of our absolute dedication and we gladly encourage any and all enquires to allow us the opportunity to explain further on this commitment and dedication. We look forward to the forging of a new friendship with you.

Warmest Regards,

Mr. Rathinasamy Murugesan

Managing Director

2. About Us

Eversafe Academy Pte Ltd is a Safety Training Provider based in Singapore - established by two professionals, dedicated to provide Workplace Safety & Health, Environmental and Quality services to various industries. We have earned an excellent reputation in the training sector due to our highly reliable as well as efficacious service. The strength of a service provider company is be measured only by the trust of its customers and the reputation it holds.

Established in the year 2008. We have become the leading training provider in our domain due to our unending quest for providing high quality training services to our prestigious customer. The support of our customer motivates us to deliver better training each & every time. We take into account the valuable suggestions and feedback of our esteemed clients that helps us to live up to their expectations and provide quality training which are better than the ATPSS standards.

Eversafe Academy Pte Ltd - registered with the SSG, SkillsFuture Singapore (SSG), Singapore Accreditation Council (SAC), SRFAC – Singapore Resuscitation and First Aid Council. The teaching faculty is well qualified and has vast experience in their fields of expertise.

3. Mission, Vision, Values and Strength

Our Vision

Educate, Empower and Transform

Our Mission

Quality, Innovation and Research

Our Values

Excellence, Life-Long Learning and Technological Advancement

Our Strength

Singapore's leading training provider with a team of dedicated safety professionals who are trained and capable in implementation of workplace safety, corporate loss control and regulatory compliance's. We have a group of experienced engineers who can assist in the implementation and establishment of various management systems.

We shape the safety skill sets of workers, Supervisors and Managers to ensure that they have adequate knowledge to carry out their works safely. We also organize training for corporate bodies.

We can advise and manage safe workplace for you by providing method statements, risk assessment, safe work procedures

4. Our Philosophy

$$E=E^3$$



Education:

- Eversafe provides Education which will be applicable to your day to day life
- Cultivates culture (School & organization culture)
- Industrial Attachment
- Totally we integrate your
 - Emotional
 - Social
 - Ethical
 - Academic needs

Environment:

- Eversafe gives you a friendly and a positive environment to study.
- Eversafe encourages our students to take responsibilities about their environment by extending their knowledge of education to build the society they live in.
- We also involve our staffs and students to take part in Corporate Social Responsibility activities.
- Eversafe provides you with best facilities.

Employability:

- Eversafe helps you get connected with the real world
- Eversafe creates job opportunities by linking you to Jobs Bank
- Along with academics, Eversafe also desires to train all its participants with employability skills which will help them to face the market with necessary skills which are not limited to
 - Resume Writing & Interview skills
 - Communication
 - Teamwork
 - Critical thinking
 - Ethics
 - Computer Skills
 - Multitasking
 - Time management
 - Ability to learn new skills

5. Integrated Management System Policy

EVERSAFE ACADEMY PTE LTD's is committed for provision of learning services for non-formal education and training through our guiding principles as follows:

- ✚ Compliance with ISO 29993 Management system, Private Education Act, Regulations and others applicable regulatory requirements.
- ✚ Be the best in customer retention by conducting training & assessment at competitive cost and best customer service.
- ✚ Provide a consistent and transparent process for the enrolment of learners
- ✚ Provide technology in the classroom & deliver quality training consistently
- ✚ Improve learner/customer/ Interested Parties satisfaction by providing them with high standards through fulfillment of Private Education Institutions, ISO 29993, MOM Technical Notes, CTAG and any other applicable legal and/or requirements that meet or exceed their requirements such as on-time delivery, learner objectives and goals.
- ✚ Continually seek to improve the effectiveness of our ISO 29993 Management System, Private Education Institutions and its performance through annual reviews of our ISO 29993 Management System, Private Education Institutions policy and objectives to ensure continuing suitability of the system.
- ✚ Top management is committed to providing the support and resources, appropriate to the purpose, nature and scale of our company, for satisfying the requirements and intent of ISO 29993 MOM Technical Notes, Curriculum, Training and Assessment Guide and other applicable legal and other requirements.
- ✚ Establish effective external and internal communication system to avoid miscommunication and perfect flow of information.
- ✚ Develop and implement examination and assessment procedures. Ensure the integrity of the assessment.
- ✚ Ensure that the assessment criteria meet the industry requirements and able to justify the assessment outcomes.
- ✚ Ensure social responsibility provided to staffs & students
- ✚ Supporting SGSecure movement
- ✚ Continually eliminate hazards and reduce OH&S risks
- ✚ Review, evaluate and solve the feedbacks and appeals of interested parties.
- ✚ This IMS Policy is reviewed once in a year in order to ensure its continuing suitability

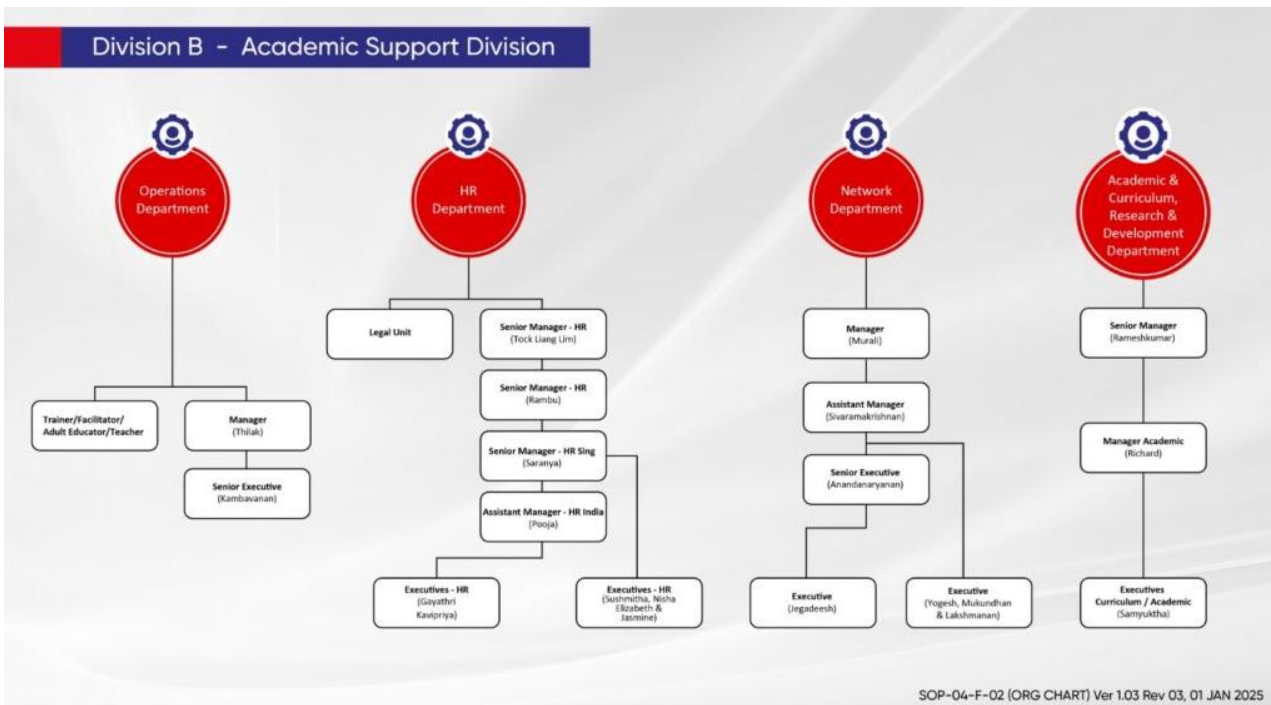
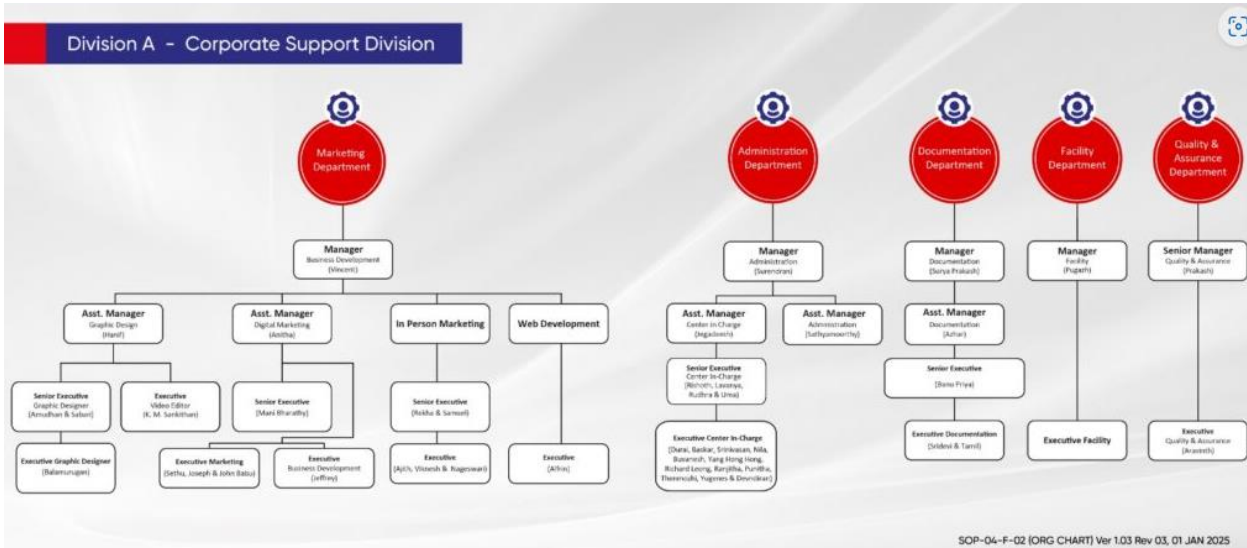
The IMS policy of the company is duly signed and displayed at all the required locations and communicated to every level.



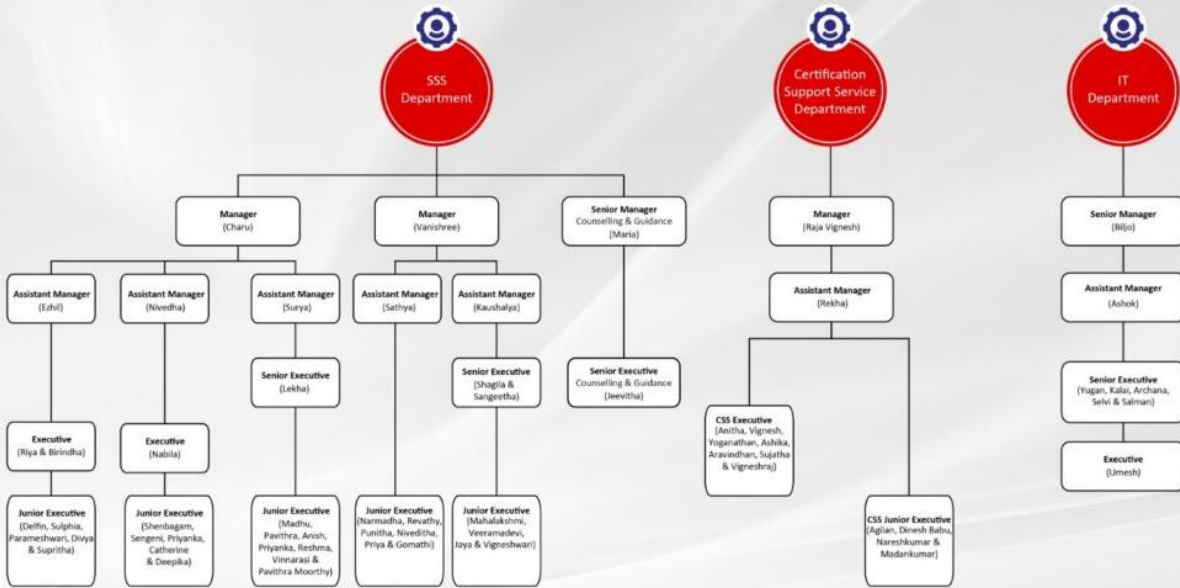
RATHINASAMY MURUGESAN
MANAGING DIRECTOR
EVERSAFE ACADEMY PTE. LTD.

Date: 01 July 2024

6. Organisation Chart

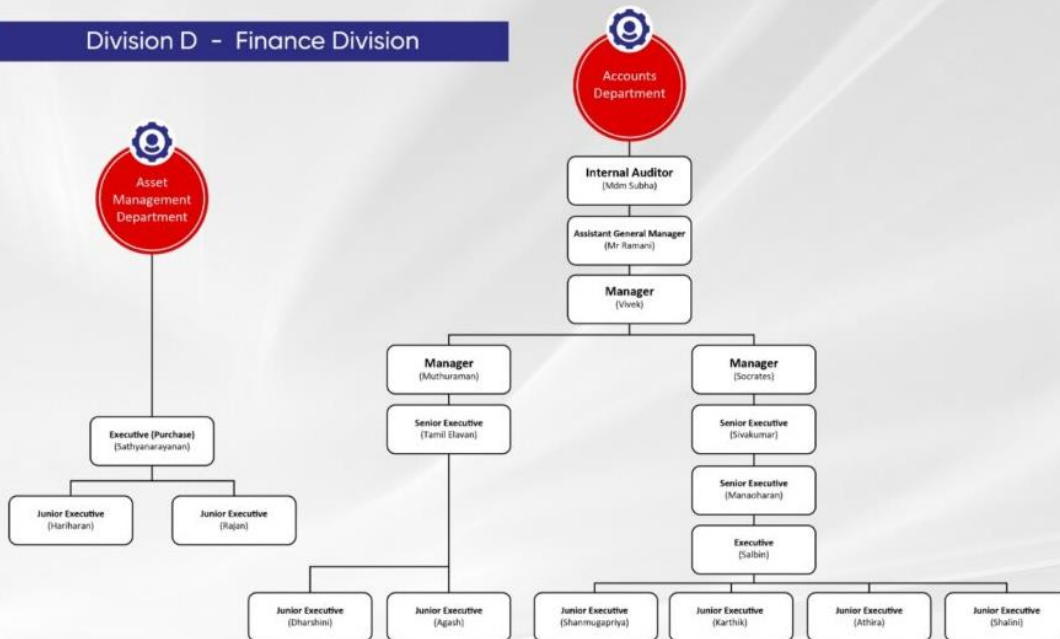


Division C – Student Support Division



SOP-04-F-02 (ORG CHART) Ver 1.03 Rev 03, 01 JAN 2025

Division D – Finance Division



SOP-04-F-02 (ORG CHART) Ver 1.03 Rev 03, 01 JAN 2025

7. Venues, Facilities and Contact Details

❖ Little India Office (HQ)

2, Kampong Kapur Road,
Singapore 208674

❖ Pioneer Office

3, Soon lee Street,
#04 -14, 16,17 Pioneer Junction,
Singapore 627606

❖ Joo Koon Office

2, Joo koon Road,
Singapore 628966

❖ Wan Lee Office

2, Wan Lee Road,
Singapore 627934

Our Facilities

Premises Information					
S.No	Premises	Floor Area (sqm)	Room Type (classroom/office/lab	Capacity (No.of.Pax)	Room Number
2 Kampong Kapur Road, Singapore 208674					
1	Classroom 2	25.02 m2	Classroom	17	Training Room 2
2	Classroom 4	21.60 m2	Classroom	14	Training Room 4
3	Classroom 5	24.48 m2	Classroom	17	Training Room 5
4	Classroom 6	36.21 m2	Classroom	24	Training Room 6
5	Classroom 7	32.42 m2	Classroom	22	Training Room 7
6	Classroom 8	32.40 m2	Classroom	22	Training Room 8
7	Classroom 9	77.57 m2	Classroom	52	Training Room 9
8	Classroom 10	30.60 m2	Classroom	20	Training Room 10
9	Classroom 11	30.60 m2	Classroom	20	Training Room 11
10	Library	40.00 m2	Library	27	Library

11	Staff Room	50.40 m2	Staff Room	37	Staff Room
3 Soon Lee Street, #04-14/16/17					
1	Classroom 1	28.77	Class Room	19	Training Room 1
2	Classroom 2	22.69	Class Room	15	Training Room 2
3	Classroom 3	25.5	Class Room	17	Training Room 3
4	Classroom 4	47.69	Class Room	31	Training Room 4
5	Classroom 5	27.59	Class Room	18	Training Room 5
6	Classroom 6	27.59	Class Room	18	Training Room 6
7	Classroom 7	27.52	Class Room	18	Training Room 7
8	Classroom 8	22.25	Class Room	14	Training Room 8
9	Classroom 9	19.25	Class Room	12	Training Room 9
10	Office	31.26	Office	20	Office Room
1 Soon Lee Street, #05.40 Singapore 627605					
1	Classroom 1	24.05	Class Room	16	Training Room 1
2	Classroom 2	19.1	Class Room	12	Training Room 2
3	Practical Area	62.81	Others	41	Practical Area

8. Academic and Examination Board

Board of Directors

The Board of Directors is responsible for the overall corporate governance of Eversafe Academy. It will also set the overall strategy and directions for Eversafe Academy.

Academic Board

The Academic Board is multi-disciplinary in nature and is responsible for the academic matters of the Eversafe Academy. The Board will review and approve the curriculum, fee structure, admissions and graduation criteria.

Examination Board

The Examination Board is responsible for the final approval of grades and awards to be recommended for individual candidates.

Curriculum Research and Development Division

The main responsibility of the committee is to review current practice and content in various courses conducted by the academy. The curriculum is based on feedback from students, lecturers, and external parties to amend, improve and make changes on the curriculum.

Information Technology Division

The information technology department in an organization is responsible for the architecture, hardware, software and networking of computers in the academy. IT professionals working in this department perform a number of duties to ensure that faculties, students have full access to the computer systems. Introducing innovative ideas technology, which aids in training such as programming, website updates and support.

9. Programmes and Courses offered

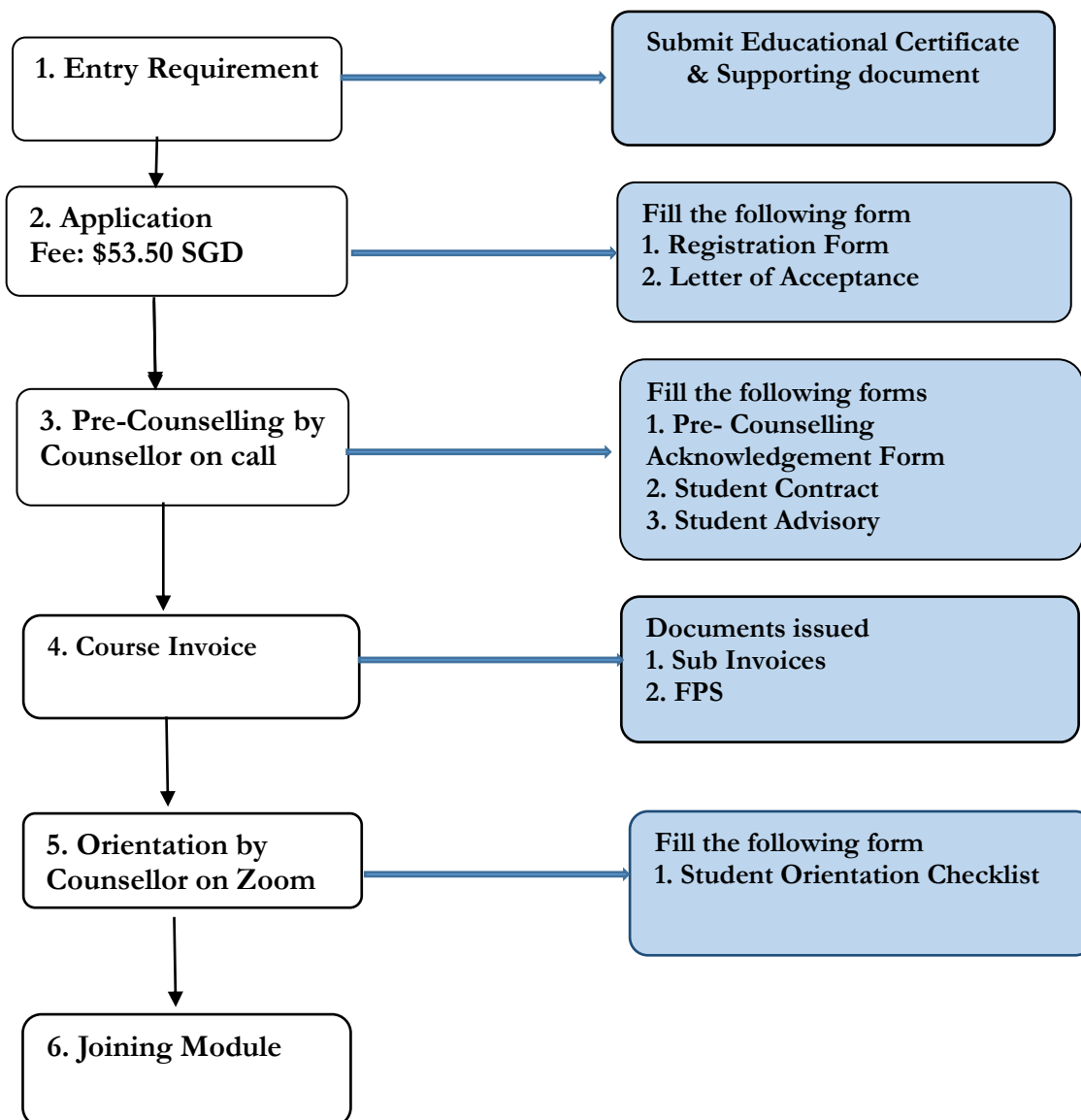
- Supervise Metal Scaffold Erection (PEI) - (SMSE) - PEI
- WSQ Advanced Certificate in Workplace Safety and Health (Level B) Course
- Diploma in Civil Engineering
- Diploma in Electrical Engineering
- Diploma in Mechanical Engineering
- Diploma in Quantity Surveying
- Diploma in Computer Science and Engineering
- Diploma in Web Technology
- Diploma in Human Resource Management
- Diploma in Accounting
- Diploma in Yoga for Human Excellence
- Diploma in Mechanical & Electrical Engineering
- Diploma in Hospitality Management
- Advance Diploma in Civil Engineering
- Advance Diploma in Electrical Engineering
- Advance Diploma in Mechanical Engineering
- Certificate in Graphic Design
- Certificate in Yoga for Human Excellence
- Certificate in Data Communication and Networking
- Certificate in Air conditioner maintenance and Service techniques
- Certificate in Laptop / PC Troubleshooting and Maintenance
- Certificate in CCTV installation and surveillance systems
- Certificate in Security and access control system installation

10. Eversafe Student Policies and Regulations

Admission into Eversafe Academy

We enrol students based on course entry requirements in categories of age, academic level and English proficiency. Different courses offered may have different entry requirements. If you make any false or inaccurate statements in your student application form, your application may be rejected.

Student Admission Guidelines



Pre Course Counseling (ACADEMIC)

As a new student, you will go through course inductions during pre-course counselling to help you understand the course requirements and academic expectations.

During Pre course counselling, students gets information about the course/programme including the mode of study, assessment schedule, facilities, attendance taking, leave application, school rules and regulations, etc. Pre course counselling will be conducted after the student sign in the letter of acceptance. Students are expected to comply with the requirements and assessments of the course that they have enrolled in.

ATTENDANCE RATE

Eversafe Academy requires a minimum 90% attendance each module / month and overall during the course period from its international students on ICA's Student Pass, for the student to be eligible to get the certificate upon completion of the course.

Eversafe Academy requires a minimum 75% attendance each module / month and overall during the course period from the student (e.g. NRIC/WP) who do not require a student pass, for the student to be eligible to get the certificate upon completion of the course.

11. Standard Student Contract & Fee Protection Scheme

The Standard PEI-Student Contract is a very important legal document between Eversafe Academy and the Student.

Sample of the Standard PEI-Student Contract used by Eversafe Academy is available on SSG website. Each contract is valid only for admission to one course. Students are required to sign two original sets of student contract and will retain one set for personal reference.

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

No fields will leave blank in the student contract. Where non-applicable, it will be filled with “N.A.”.

Eversafe Academy will provide the Student with a cooling-off period of seven (7) working days after the date that both the parties sign in the Contract. The Student will be refunded the highest percentage (stated in Refund Table) of the fees already paid if the Student submits a written notice of withdrawal to the Eversafe Academy within the cooling-off period, regardless of whether the Student has started the course or not.

Student contracts explains clearly on the below mentioned

- Duration of the course, including holidays and Examination Schedules and contact hours by days and week.
- Total Fees payable, including Course fees and other related costs, mode of payment and dates when respective payments are due.
- Refund Policy
- Fee protection Scheme
- Dispute resolution Methods
- Information about PEI’s policies on academic and disciplinary matters.
- After successful completion of the course, the degree, diploma, or qualification, will be awarded to you.

Fee Protection Scheme (FPS)

- Eversafe Academy Pte Ltd has in place a Fee Protection Scheme (FPS) to protect the paid fees of both local and international students.
- The FPS serves to protect the student's fees in the event that the PEI is unable to continue operations due to insolvency, and/or regulatory closure.
- In addition, the FPS protects the student if the PEI fails to pay penalties or return fees to the student arising from judgments made against it by the Singapore courts. The Fee Protection Scheme (FPS) is applicable to All students (regardless of nationality and the type of passes ie. Dependent's Pass, Student's Pass, Work Permit, etc).
- It is mandatory for all students to apply for FPS and sign a student contract when they enroll for programmes with any PEI with EduTrust Certification or Enhanced Registration Framework (ERF). Eversafe Academy has appointed Lonpac Insurance Bhd as our FPS insurance provider.
- Under the FPS insurance scheme, students' fees are insured by them. In case of events, as stated above, students will be able to claim their unconsumed fees from Lonpac Insurance Bhd.

More details of the FPS can also be found in the FPS Instruction Manual, available at [https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-\(peis\)/edustrust-certification-scheme/where-can-i-get-more-information](https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-(peis)/edustrust-certification-scheme/where-can-i-get-more-information)

12. Student Advisory

- Student Advisory is only for a prospective student
- Advisory instructs the students to sign in the Student Contract by verifying all the details about the PEI.
- Instructs to review all the PEI's policies before signing the contract.

13. Refund Policy & Procedure

The academy refund policy and procedure are available to all students, including prospective ones, on the following platforms:

- Academy Website
- Student Handbook
- Student Contract

Terms & Conditions for Refund:

- The Accountant shall process all approved course fee refunds.
- 80% of the course fee will be refunded, if cancellation is done more than [3] days before the Course Commencement Date
- 50% of the course fee will be refunded, if cancellation is done before, but not more than [3] days (Within 3 days) before the Course Commencement Date.
- 0 % will be refunded if the trainee fails to attend after, but not more than [1] days (same day) after the Course Commencement Date
- 0 % will be refunded if the trainee fails to attend the course on the commencement date or discontinues mid-way through the course. More than [1] days after the Course Commencement Date
- 0% to 100% may differ from case to case with valid reason and the Management's consideration.
- 100% will be refunded if the student wishes to withdraw his booking within the cooling-off period only for PEI courses. (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).
- Processing time for approved refunds is seven working days.

Refund Procedure

- If you wish to request for a refund, [Click here to download the refund form](#)
- The request need to be sent to accounts@eversafe.com.sg
- Eversafe will communicate to you within 3 working days.
- If you are eligible for the refund, it will be communicated and refund will be initiated within 7 workings days from the date of your request.

14. Transfer, Withdrawal and Deferment Policy And Procedure

Definitions for transfer, withdrawal and deferment

- Transfer – This policy applies when you change the programme of your study but remain as a student of Eversafe Academy.
- Withdrawal – This policy applies when you discontinue your study and cease to be a student of Eversafe Academy.
- Deferment – This policy applies when you delay or postpone the course (or module) and remain a student of Eversafe Academy.

Transfer and Withdrawal Policies

- To request for a transfer/withdrawal, students are required to write to Eversafe Academy giving the reason for their request using the Transfer Request Form/Withdrawal Request Form.
- Eversafe Academy allows students to withdraw from a course in accordance with its refund policy.
- Eversafe Academy allows students to transfer from a course X to another course Y within Eversafe Academy with payment of a transfer fee. This is treated as a withdrawal from course X (refund policy will apply) and a re-enrolment with Eversafe Academy into course Y. Eversafe Academy may at its discretion give the re-enrolled student a discount on the course fee for Y. The discount may be up to the un-used portion of the course fee for X.
- A transfer to another private education institution is regarded as a withdrawal from Eversafe Academy.
- If the student is below 18 years of age, the parent or guardian's approval for the transfer / withdrawal will be required.
- A request to transfer to another course can be accepted if the student meets the admission requirements for the course he wants to transfer to, and there are available places in that course.
- For transfers, the service target is to assess and reply to the student's transfer request within 7 working days and to complete the transfer process within 4 weeks.

- Withdrawal means the student’s contract is terminated and the student is no longer a student of Eversafe Academy. Eversafe Academy allows students to withdraw from a course in accordance with its refund policy (SOP-19-F-01: Request for Refund).
- For withdrawals, the service target is to complete the process (including assessing and replying to student’s request, change of status of student’s pass, refund made) within 7 working days.
- For International students applying for transfer or withdrawal from Eversafe Academy are informed about the below :
 - if the international student withdraws from Eversafe Academy, Eversafe Academy would login to the ICA system to cancel the student pass. When cancelled the student would have 30 days to remain in Singapore.
 - if the international student transfers to another course, Eversafe Academy would have to apply for a new student pass. They are warned that should ICA reject the application for new pass the international student would have to return home.

Deferment Policy

- Students are informed during orientation that Eversafe Academy considers requests from students for course deferment on compassionate grounds
- There must be a good reason deemed acceptable to Eversafe Academy, and the course must be on-going such that by the time the student returns at the end of the deferment period, he is still able to study all the required modules and successfully complete the requirements for graduation. Acceptable reasons may include:
 - family members who are very sick or dying where the student’s presence at home is required
 - traumatic family circumstances (e.g. death of a parent in an accident) where the family needs to be together to support each other
 - sickness or poor health where the student needs to have an extended period of rest
- For deferment requests, the service target is to assess and reply to the student’s deferment request within 7 working days.
- To request for a course deferment, students are required to write to Eversafe Academy giving the reason for their request using Deferment Request Form and providing relevant documents (if available).

- If the student is under 18 years of age, the Education Consultant Head-Guidance & Counseling will contact the parent / legal guardian and seek confirmation of the request for deferment.
- Any deferment granted would ordinarily be up to a maximum of one year. If necessary and upon a fresh request, the deferment may be further extended.
- Approval for course deferment is at the sole discretion of Eversafe Academy.
- Upon approval, the student is required to sign an Addendum for undertaking to extend the period of study.
- International Students will be required to cancel their Student's Pass as required by the Immigration and Checkpoints Authority (ICA) if their course deferment request is approved. Student's Pass is subject to ICA's approval.

15. Fees & Payment

For the courses approved by the SSG, longer than the 2 months, Fees will be collected on the installment basis respective to their modules.

Each installment amount shall not exceed the following:

- 12 months' worth of fees for EduTrust certified PEI's
- Each installment after the first shall be collected within one week before the next payment scheduled.
- Please refer to the advisory Schedule C for Miscellaneous Fees.

Fees per course:

S. No	Course Name	Total Fee	No. of Modules	Module Fee
1.	WSQ Advanced Certificate in Workplace Safety and Health (Level B) Course	S\$1962	8	\$245.25
2.	Supervise Metal Scaffold Erection(PEI) -(SMSE) – PEI	S\$806.6	2	\$403.3
3.	Diploma in Civil Engineering	S\$3488	8	\$436
4.	Diploma in Electrical Engineering	S\$3488	8	\$436
5.	Diploma in Mechanical Engineering	S\$3488	8	\$436
6.	Diploma in Quantity Surveying	S\$3488	8	\$436
7.	Diploma in Web Technology	S\$3488	8	\$436
8.	Diploma in Computer Science Engineering	S\$3488	8	\$436
9.	Diploma in Human Resource Management	S\$3488	8	\$436
10.	Diploma in Accounting	S\$3488	8	\$436
11.	Diploma in Mechanical and Electrical Engineering	S\$3488	8	\$436
12.	Diploma in Hospitality Management	S\$5668	8	\$708.5
13.	Diploma in Accounting	S\$3488	8	\$436
14.	Diploma in Logistics and Supply Chain Management	S\$5668	8	\$708.5
13.	Certificate in Graphic Design	S\$1635	1	\$1635
14.	Diploma in Yoga for Human Excellence	S\$1090	1	\$1090
15.	Certificate in Yoga for Human excellence	S\$545	1	\$545
16.	Advance Diploma in Civil Engineering	S\$3488	8	\$436
17.	Advance Diploma in Electrical Engineering	S\$3488	8	\$436
18.	Advance Diploma in Mechanical Engineering	S\$3488	8	\$436
19.	Cert in Data Communication and Networking	S\$654	1	\$654
20.	Cert in Air Conditioner Maintenance and Service Techniques	S\$654	1	\$654
21.	Cert in Laptop/ PC Troubleshooting and Maintenance	S\$654	1	\$654
22.	Cert in CCTV installation and Surveillance system	S\$272.5	1	\$272.5
23.	Cert in security and access control system installation	S\$272.5	1	\$272.5

16. Student Attendance

Attendance is a key factor in student progression and achievement. Regular attendance and academic achievements are closely linked. Students who actively participate in their learning by attending classes regularly are more likely to enjoy a rewarding experience in which their knowledge, skills and abilities are developed.

Local Students

1. Eversafe Academy requires a minimum of 75% attendance in each module and overall during the course period from the student (e.g. NRIC/WP) who does not require a student pass, for the student to be eligible to get the certificate upon completion of the course.
2. Local students not requiring a student pass, who register after the course commencement and possess an attendance shortage of less than 35%, may also be allowed to enroll in the course by organizing makeup classes to satisfy the attendance requirements.

Short Term Courses

1. The attendance requirement for WSH/Short-term courses will be set according to the specific requirements set by the approving authorities. Eversafe Academy adheres to the attendance requirement strictly.

Ongoing students are expected to apply leave at least one day in advance if they wish to take any planned leave. You can apply for leave online on Eversafe Academy website / Students Portal. If any students fail to apply leave in advance, an absence record form link will be sent to the students to complete on the day of absence.

17. Examination Eligibility & Award Of Certificate

Academic Progress Report is important to achieve regular attendance and meet the attendance requirement stipulated by Eversafe Academy. Failure to meet this requirement may lead to the following:

Ineligibility for examination if students do not meet the required module attendance as mentioned in section 16, they will not be allowed to write the examination.

Dismissal if students do not make any improvement in their attendance rate and/or are consistently absent from classes, despite warnings and counseling given also not allowed to write the examination.

Award of Certifications/ Course Graduation:

1. For Diploma / Advanced Diploma / Certification Courses

- **Diploma/ Advanced Diploma / Certificate in “Course Name”** will be awarded by Eversafe Academy Pte Ltd., upon successful completion of all 8 modules and graduates may use the title after their names.
- Transcripts will be provided for all the modules and the full qualification certificate will be issued on Completion of the course.

2. Level B Courses,

- Based on the successful completion of the course and assessment, Statement of Attainment (SOA) and a full certificate from the Skillfuture Singapore (SSG) will be awarded to the trainee.

3. SMSE Course

- Based on the successful completion of the course and assessment, a Statement of Attainment (SOA) from the Skillsfuture Singapore (SSG) and a Safety Pass from Eversafe Academy Pte. Ltd. will be awarded to the trainee.

18. Examination Rules

Ineligibility for examination if students do not meet the required module attendance as mentioned in section 16, they will not be allowed to write the examination.

Dismissal if students do not make any improvement in their attendance rate and/or are consistently absent from classes, despite warnings and counseling given also not allowed to write the examination.

If students goes on attrition or fails in the current module, they will be taking their examination along with the next batch only. No special dates will be arranged by the management to complete the missed examination earlier.

19. Student Code of Conduct

Eversafe Academy has jurisdiction to take disciplinary action against a student in respect of a violation of this Code of Student Conduct and any conduct which is or may be detrimental to the interest or welfare of members of the Eversafe, or the reputation and dignity of the Eversafe Academy. Such conduct can include acts which take place outside campus, while the student is on study leave, or carried out by the student in his or her personal capacity.

It is the responsibility of all students to acquaint themselves with Singapore's laws and the Eversafe Academy's statutes, regulations, campus policies and regulations pertaining to student conduct.

20. Academic Integrity & Plagiarism

Academic integrity is producing your own work and not passing off the work of other people as your own. Plagiarism is when you use another person's work without acknowledgement and misrepresent it as your own work breaches of academic integrity include:

- a) Plagiarism is when you use another person's work without acknowledgement and misrepresent it as your own work.
- b) Collusion is when two or more students collaborate on an individual assignment. Examples of collusion include letting someone copy your answers on a test or allowing someone to write or edit your assignment.
- c) Cheating is copying answers on a test or paying others to write an assignment. Examples include using essay mills and ghost writers.
- d) Fraud is misrepresentation, such as asking someone else to sit your exam or falsifying data.

Examples of plagiarism include:

- Presenting an assessment item as independent work when it has been produced in whole or part in collusion with other people, for example, another student or a tutor.
- Paraphrasing another person's work with very minor changes keeping the meaning, and/or progression of ideas of the original.
- Direct duplication of the thoughts or work of another, including by copying material, ideas or concepts from a book, article, report or other written document (whether published or unpublished), composition, artwork, design, drawing, circuitry, computer programme or software, web site, Internet, other electronic resource, or another person's assignment or any course materials such as lecture notes, tutorials and any other training materials that are developed and copyrighted by Eversafe Academy, without appropriate acknowledgement.
- Piecing together sections of the work of others into a new whole.

- Claiming credit for a proportion a work contributed to a group assessment item that is greater than that actually contributed.
- Submitting an assessment item that has already been submitted for academic credit elsewhere.
- Knowingly permitting your work to be copied by another student.
- Purchasing or obtaining essays, tutorial, test or exam answers and presenting them as your own work. Students are expected to demonstrate high academic integrity and be honest in their academic work. They are expected to avoid plagiarism through acknowledgement of the work of others using a referencing method and to check their work for plagiarism using text-matching software before submission. Disciplinary actions will be taken against students who breach academic integrity including plagiarism.

21. Appeal Policy

- Students who have not passed their module/course may submit an appeal for review via online (SOP-30-F-01 Results Appeal Form) from their student portal.
- This appeal must be submitted within 7 working days from the release of exam results, together with payment of the required fee.
- The Result Head passes the Appeal Form to the Operations Manager, who in consultation with the Academic Manager / Management, then appoints another marker (different from the first marker) to re-evaluate the student's paper.
- The Academic Manager / Designated person then submits the original mark, the student's appeal and his reasons given, and the second mark given by the second independent marker to the Exam Board for decision.
- The Exam board decision will be communicated to the student in person by the Academic Manager or designated person in his absence and Administrative Manager oversees the records of appeal updated with the help of result head.
- Eversafe Academy releases the appeal results within 4 weeks from the official date of release of the exam results.

Appeal Procedure

- Student must login to their student portal from www.eversafe.edu.sg within 7 days from the date of result announcement to submit the appeal request.
- The student can use the EA App ID as the user id at www.eversafe.edu.sg. Alternatively register as new user if they don't have an EA App ID.
- Once the student submits the appeal request, he/she will receive a call from Eversafe Admin within 2 days to fix the date for visiting Eversafe Head office to receive the appeal result and acknowledge it.
- Once payment for the appeal is done, Operation Manager appoints an independent assessor in consultation with Academic Manager / Management to review the answer sheet.

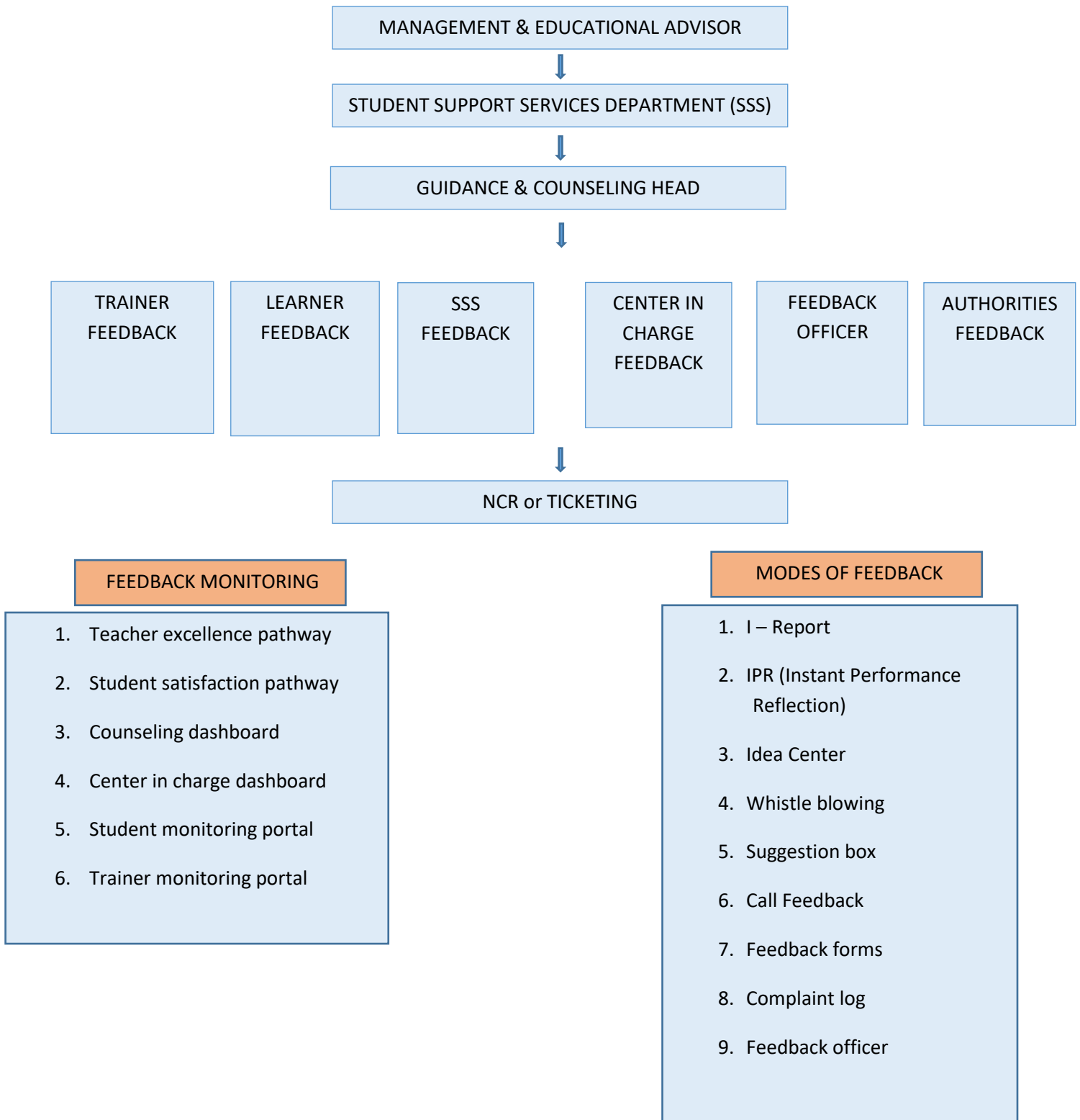
- The result of appeal will be communicated to the learner by the Academic Manager or a designated person within 4 weeks.
- If the result of appeal is successful, the new result will be updated in the records and the appeal fee will be refunded to the learner. If the result of appeal is unsuccessful, the appeal fee will not be refunded and the declared result will be final.

22. Feedback & Complaints Management

- Eversafe Academy accepts feedback/complaints in hard copy (e.g. letter or fax) or soft copy (e.g. email) from the public, staff or students.
- Upon receipt of the feedback/complaint, Managing Director will direct the complaint to the Guidance and Counselling (Head) to look into the matter.
- The Guidance and Counselling (Head)
 - Gives an acknowledgment or initial response to the complainant within 3 days
 - Investigates the complaint, and in consultation with the Managing Director, replies to the complainant and resolves the matter within 7 working days.
- On disputes, it is Eversafe Academy's policy is to try to reach a fair and amicable solution (that is, a solution is found to address the grievance that is fair and acceptable to parties, the student and Eversafe Academy).
- The aggrieved party, the student, must submit the grievance in writing to Eversafe Academy.
- Managing Director will assign the Guidance and Counseling (Head) to establish the facts of the case. The Guidance and Counseling (Head) gives an acknowledgment or initial response to the aggrieved party within 3 days after consulting with the Designated Manager. He completes the necessary investigation within 7 working days.
- The Guidance and Counseling (Head) will decide whether the complaint/grievance is justified, and if so, offer a solution to the student.
- If the student accepts the solution, no further action will be pursued except to record and file the grievance and solution.
- If the student declines the solution, the grievance will be referred to the Managing Director who will review the case and offer a second solution. All these proceedings would be completed within 14 days and complainants are kept informed of the status.
- If the student still refuses to accept the second solution and before the maximum of 21 days, Eversafe Academy will propose that the matter be resolved through the SSG Student

Services Centre, using the Dispute Resolution Scheme of the Committee for Private Education, which is described on the SSG website. This dispute resolution scheme may, where appropriate, involve the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) as the mediation centers.

23. Feedback Management Framework



24. Student misconduct

Students are expected to put in reasonable time, attention and effort to engage in learning, and not to misbehave badly or to engage in wrongful behaviors which go contrary to the objectives for which they have been admitted into Eversafe Academy. Bad or wrongful behaviors may be subject to disciplinary proceedings.

Examples of bad or wrongful behavior include but are not limited to the following:

- Possession / consumption of prohibited products or drugs.
 - Vandalism
 - Plagiarism
 - Copying or cheating in tests or assessments
 - Physical or verbal abuse
 - Abuse or misuse of furniture or equipment
 - Stealing
 - Fighting, hooliganism and extortion
 - Absent without valid reason for more than 7 consecutive days
 - Wilful defiance of Eversafe Academy's rules and regulations
 - Serious infringements of the laws of Singapore
- If a student is alleged to have misbehaved badly or engaged in wrongful behaviour, the Administrative Manager conducts an investigation using Records of Disciplinary or intervention cases
 - Based on the facts that are uncovered, the Managing Director in consultation with the Management Team decides on the appropriate disciplinary measure that is educative and proportionate to the bad or wrongful behavior.
 - While not limited to the list below, the disciplinary measure(s) may be one or more of the following
 - Counselling

- Issuance of warning letters
 - Confiscation of items
 - Reduction of marks for a test or assessment
 - Suspension
 - Expulsion
 - A fine
 - Cancellation of student pass and repatriation to home country.
- There is no refund to the student for the course fees that are consumed during the period of suspension, or for the unutilized course fees in the case of expulsion.
 - The offender may also have to pay for damages or legal charges.

25. List of Student Support Services

The objective of Student Support Services is to provide a range of student support services to meet the needs of students and enhance their education experience.

Support Services that are common for all the students include:

SL.No	List of Services	Name of the Department	Status of Commencement
Common Services			
1.	Country Wide Operations HQ: Little India: 2, Kampong Kapur Road Singapore 208 674 Pioneer: 3 Soon Lee Street, #04-14,16,17 Pioneer Junction Singapore 627 606	Administrative Department	On going
2.	Work Hours <ul style="list-style-type: none"> • 365 Days supports • 8:00 AM to 10:00 PM 	Administrative Department	Ongoing
3.	Dedicated Student Support Service Officer <ul style="list-style-type: none"> • 1 to 1 support • Available all days • Guidance from day 1 till graduation • Provides immediate solution 	Student Support Service Department	Ongoing
4.	21 Student Support Officers (address all the queries through calls and emails) <ul style="list-style-type: none"> • Available all days • Guidance from day 1 till graduation 	Student Support Service Department	On going

	<ul style="list-style-type: none"> Provides immediate solution 		
5.	<p>Experienced Counselor for Guidance & Counseling</p> <ul style="list-style-type: none"> Pastoral Counseling Addresses all queries Motivates learners 	Student Support Service Department	On going
6.	<p>In-person support services (12 – Centre incharges)</p> <ul style="list-style-type: none"> Front Desk Counter service Guidance inside the campus 	Student Support Service Department	On going
7.	Pre Course Counseling Programme	Student Support Service Department	On going
8.	Course Orientation Programme	Student Support Service Department	On going
9.	e- Student Handbook	Student Support Service Department	On Going
10.	<p>Student Portal</p> <ul style="list-style-type: none"> Pre Course Counseling material Orientation material E- Student Handbook Invoices Schedules Student Contract & Student Advisory Online forms – Leave/ Transfer/ Withdrawal/ Deferment/Refund Access to E- Library - Professionals 	Student Support Service Department	On going
11.	<p>Eversafe App</p> <ul style="list-style-type: none"> What next Refer Rewards Lower Levy Safety News Results E-Library - Safety Games Soft Skills Health 	Student Support Service Department	On going

12.	<p>E – Library</p> <ul style="list-style-type: none"> • 24/7 Access • Reference materials relevant to modules 	Student Support Service Department	On going
13.	<p>Whatsapp Groups</p> <ul style="list-style-type: none"> • Quick broadcast of information • 24/7 support • Quick response 	Student Support Service Department	On going
14.	<p>Eversafe Group Chat</p> <ul style="list-style-type: none"> • Easy interaction within the class • 24/7 support • Quick response 	Student Support Service Department	On going
15.	<p>EA Chat Bot</p> <ul style="list-style-type: none"> • Course related queries are addressed • Video/ Audio/ Images and text explanations available for all course content 	Student Support Service Department	Ongoing
16.	<p>Eversafe’s Website</p> <ul style="list-style-type: none"> • Brochures • Course Overview • Online Registration • Schedules • Access to all forms • Access to all portals • Chat with us • Payment option 	Networks Department	On going
17.	<p>Feedback Management</p> <ul style="list-style-type: none"> • Quick Response • Solves the issues within 7 working days • Modes (Whistle Blowing / Idea Centre / Suggestion Box/ Feedback Forms/ email / Call) 	Student Support Service Department	On going
18.	<p>Blended Learning</p> <ul style="list-style-type: none"> • Online Quiz • Online Project Submission • E- learning platform 	Student Support Service Department	On going

	<ul style="list-style-type: none"> • Group Activities • Micro Learning • Interactive Videos 		
19.	<p>Augmented Reality Service – (SMSE course)</p> <ul style="list-style-type: none"> • Gains realistic experience • Understands the erection procedure in safe environment 	Student Support Service Department	On going
20.	<p>Facilitating with Electronic devices</p> <ul style="list-style-type: none"> • Affordable • Wide range of devices 	Student Support Service Department	On going
21.	<p>Online access to the forms</p> <ul style="list-style-type: none"> • Leave Application form • Transfer/ Withdrawal/ Deferment Application forms • Refund forms 	Student Support Service Department	On going
22.	<p>Technical Support</p> <ul style="list-style-type: none"> • Dedicated network team • Prompt solutions 	Networks Department	Ongoing
23.	<p>I report</p> <ul style="list-style-type: none"> • Counseling to understand students difficulties • Guidance for appeal • Guidance for resit • Guidance for Supplementary classes 	Student Support Service Department	On going
24.	<p>Special Modes of Communication</p> <ul style="list-style-type: none"> • Notice Board • Website • Memorandum • Student Portal • Agent Portal • Client Portal • Flyers • Brochures • EA App • SMS • Email • Whatsapp • Zoom • Schools hotline number 	Student Support Service Department	On going

	<ul style="list-style-type: none"> • Chat Bot • Social Media • Walkin 		
25.	Free Guidance on Carrier pathway	Student Support Service Department	Ongoing
26.	Pastoral Counseling	Student Support Service Department	Will do on request
27.	Tuition support Services <ul style="list-style-type: none"> • Supplementary classes upon request • Flexible hours of training 	Student Support Service Department	Will do on request
28.	Feedback Framework	Student Support Service Department	Ongoing
29.	Holistic Journal	Student Support Service Department	Ongoing

26. Holistic Education Journal

Eversafe academy ensures to provide holistic education to all the students to enhance the educational experience with the academy.

Holistic Journal is an initiative to understand and record in what way the academy enhances the students experience relating to its Vision, Mission and Values.

Every student of Eversafe can access this journal from the student portal, to submit his or her views relating to the VMV.

Where to access

- Login to the student portal
- In the home page, you will see “Holistic Journal Form”
- Clicking on this button, Holistic Education Journal form open
- Students can just fill and submit

Rewards of Holistic Journal

- The best comment will be selected and will be published in the Eversafe’s Website.
- Best comment will receive a reward of 500 points, and it will be added in the Eversafe App

27. Safety Rules

Students are required to observe all safety regulations by the Singapore Government and other authorities and ministries. The endorsed Health & Safety Policy is displayed at the notice board and website.

Learn the academy emergency procedures.

Emergency plans and phone numbers are usually included in academy handbooks and posted in classrooms. Taking a few extra minutes to familiarize yourself with emergency information can give him the confidence he needs to act quickly in emergency situations.

Never leave your belongings unattended

To avoid being the victim of theft, keep an eye on your belongings at all times. You should treat your campus like any other public place, which means that your laptop, phone and bag should never be left unattended. When you are studying in the library, it helps to have a friend with you who can look after your belongings if you need to grab a coffee or go to the bathroom. Remember that your academy cannot accept liability for any loss of property.

28. Subject Assessment and Grading

1. SMSE :

Written Examination	-	65%
Practical	-	Competency

Note: If the candidate fails in the examination, must retake the complete course.

2. Diploma/Advance Diploma Courses & Certification Courses:

Examination	-	50%
Assignments	-	50%

Note: If anybody fails in the examination, He/ She is allowed to retake the examination with the exam fee \$107(including GST) only with the next batch.

Student should get 35 marks out of 100 in Written Examination

3. Level – B :

Minimum - Competency Based

Assessed whether the candidate is competent or not competent.

Note: If the candidate fails in any module, must retake the module

GRADES:

Marks	Grades	Description
85 and Above	A+	Higher Distinction
80-84	A	Distinction
70-79	B	Very Good
60-69	C	Good
50-59	D	Credit
49 and below	F	Fail

Note: Total, 49 and below is considered to be failed.

- **Grades not applicable for SMSE and Level B Courses.**

29. Personal Data Protection Policy

All student-related information and data obtained from the students are used for the purpose of facilitating registration for the course, progress and completion of the course, insurance documents, and other relevant course needs. Information is obtained from the students through means such as application forms, copies of passport, birth certificate and resume. The information and data are stored in the respective student's personal files and selective personal data are captured in the computer database. The personal files and computer records are only accessible by designated staff managing these records. Access control is through the use of user id and password.

Personal Data Protection Policy

Eversafe Academy is committed to maintaining the highest standards of confidentiality with respect to the personal data of various stakeholders including students, alumni and employees, etc. and in accordance with the requirements as detailed in the Personal Data Protection Act 2012 (the "PDPA"). Personal Data" is defined under the PDPA to mean personal information, whether true or not and whether in electronic or other form, about an individual who can be identified from that data or from that, data and other information to which we have access to or are likely to have access to.

Examples of personal data include name, address, NRIC/FIN/Passport number, photograph or video image, telephone numbers and email addresses.

For more information about the PDPA, please visit the Personal Data Protection Commission's website at <http://www.pdpc.gov.sg>

30. English Language proficiency requirement

- Understanding of English language is required.
- Basic knowledge in Reading, writing, speaking and listening.

31. Acknowledgement Form

Acknowledgement Form I, _____, have received and read a copy of the Eversafe Academy Student Handbook which outlines the policies, practices, benefits and expectations of the academy, as well as my responsibilities as a student. I have familiarised myself with the contents of this handbook. With my signature below, I acknowledge, understand, accept and agree to comply with the information contained in this Student Handbook provided to me by the Eversafe Academy. I understand this handbook is not intended to cover every situation which may arise during my studies, but is simply a general guide to the policies, practices, benefits and expectations of the Eversafe Academy. I understand that this Integrated International School’s Student Handbook is not a PEI-Student Contract and should not be deemed as such.

Student Signature & Date

Witnessing Staff Signature & Date

Name of Student

Name of the Staff

AMENDMENT HISTORY

EXTERNAL AUTHORITY	EA					
Ref. Document	Version	Revision	Effective Date	Author	Approved	Change Description
EduTrust GD3	1.00	00	11/8/2020	DMR	MD	Initial Release to comply EduTrust Requirements.
EduTrust GD3	1.01	01	5/3/2021	Guidance & Counseling (Head)	MD	Integrated and updated all the necessary details, Schemes, policies and procedures for all the CPE approved courses.
	1.02	02	01/7/2021	Guidance & Counseling (Head)	MD	1. To rename the form identity (nomenclature) as per the SOP-36 Control of Documents. 2. Added details on Eversafe’s Philosophy on Holistic Education – Pg. 7
	1.03	03	7/9/2021	Guidance & Counseling (Head)	MD	1. Admission Process flow chart is added – Ref Pt. No 9 Eversafe Student Policies and Regulations. 2. Updated details to International Student – Ref Pt. No 30 Living Expenses. 3. Updated the Org chart- Ref Pt. No. 5

	1.04	04	01/12/2021	Guidance & Counseling (Head)	MD	Updated the Org Chart Ref. Pt. No. 5
	1.05	05	01/05/2022	Guidance & Counseling (Head)	MD	<p>Details on feedback framework and details on Visa and student's pass application requirements and procedures for international students are added. Refer sec 23 and 30.</p> <p>Updated the Org chart. Ref sec 6.</p>
	1.06	06	19/07/2022	Guidance & Counseling(Head)	MD	<p>Added details on Holistic Education Journal. Refer Sec. 26</p> <p>Added termination clause in the withdrawal Policy. Ref sec.14</p> <p>Sec. 9, new courses – diploma in Hospitality Management added, Its fees structure and mode of payments added in sec. 15 , pt. no 18.</p> <p>Updated sec. 15, Fees & Payment – Pg. no 26.</p> <p>Updated sec. 11, Student Contract</p> <p>Updated sec. 25 – List of student support services – Added pts 28 and 29.</p>
Edutrust GD4	1.07	07	1/06/2023	Guidance & Counseling(Head)	MD	Removed international Student details- Separate Handbook for international students.

GD4, ISO29993, 45001, 27001 & 22301 standards	1.00	00	01 July 2023	Guidance & Counseling - Head	MD	Management decided to start version 1.00 and revision 00 dated 01 July 2023 due to major integration of the management system based on a “summary of changes from Mar 2023 to July 2023 based on EduTrust GD4, ISO29993, 45001, 22301, & 27001
	1.01	01	08.01.2024	Guidance & Counseling - Head	MD	Updated Course fees with 9% GST for the year 2024. – Ref Sec. 15, Pg. No. 27 Attendance Policy – Ref Pg.no 28, Sec. 16 Programmes and Courses Offered- Ref sec.9, Pg. No 16
	1.02	02	01.10.2024	Guidance & Counseling - Head	MD	CPE Revised to PEI

	1.03	03	01.02.2025	Senior Manager - SSSs	MD	Moved the form from SOP 64 to SOP 17 with the Form no, ver, rev and effective date revised.
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