



**NYU Language School  
Student Handbook**

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# 1. Introduction to the School

## Welcome message from the Principal

I take great pleasure in welcoming you to NYU Language School. In the years since our establishment in 1991, we have established ourselves as an institution dedicated to excellence in language teaching, with an excellent track record of providing an education to foreigners and Singaporeans. We provide a friendly, comfortable and safe environment in which students can learn English and other languages, experience living and studying in Singapore, and understand and interact with people from other cultures.

Singapore is fast establishing itself as a schoolhouse to the world. International students are arriving in Singapore in ever larger numbers. They aren't just from Asia, but from Europe, North and South America, and Africa as well. Some of the world's finest universities have campuses here. Singapore's own educational institutions are acquiring an enviable international reputation for themselves as well, and attracting international students.

NYU Language School has a very good reputation among international students. Students of all ages take our Certificate in International English courses. Many college-bound students are aware of our phenomenal record in preparing students studying for English Language qualifying examinations like the TOEFL and IELTS with us. Our summer holiday programmes are very popular with school children from Asia and beyond. If you are planning to enrol your children in public schools in Singapore, they will benefit from our preparatory courses for different levels.

In late 2009, the Council for Private Education (CPE) became the regulatory agency for private education in Singapore. As of 3 October 2016 the Council for Private Education is known as Committee for Private Education (CPE) which is part of SkillsFuture Singapore (SSG). Our school is registered with CPE and we attained the Edutrust Certification (Provisional) in October 2011.

It is my earnest hope that you will form deep and lasting friendships with your schoolmates and teachers, and you will have a happy and meaningful time studying here.

An exciting journey beckons! I take great pleasure in inviting you to join us!

Nance Teo  
Principal

## About the School

NYU Language School was founded in 1991 to provide quality language courses to Singaporeans and international students. The School has an excellent reputation for conducting English language and Singapore school preparatory courses. Our graduates have the skills and knowledge which prepare them for education and careers in English-speaking countries.

The School's reputation is due to the hard work and commitment of staff. We are committed to the highest academic standards and cutting edge teaching methods.

The School occupies a central location in the city next to the City Hall MRT station.

## Mission

NYU Language School develops the language and communication skills of its students within a nurturing and student-centred environment.

## Vision

NYU Language School will be recognized as an outstanding School that is totally committed to the education and well-being of its students.

## Values

Nurture: We nurture our students for a better future.

Excellence: We strive for excellence in students' well-being.

Integrity: In everything we do, we show our commitment to our values and we are honest and fair in our dealings.

## Culture

We embrace the diversity of our students' backgrounds and beliefs by respecting the uniqueness of every student.

## Service guarantee

We provide the following Service Guarantee for our courses:

- We are registered with the Committee for Private Education. Our courses are taught by qualified and competent teachers.
- All courses will commence on the scheduled dates. If there are any unavoidable delays in commencing classes, the School will notify you at least seven days in advance.
- To ensure that your course matches your educational needs and proficiencies, a placement test is conducted to ascertain the suitability of the course for you, followed by educational counseling.
- All course fees are insured under the Fee Protection Scheme by Lonpac Insurance Bhd. An insurance certificate will be given to you.
- We have procedures to deal with your disputes and complaints and undertake to resolve them within 21 days.
- In all our dealings, we will always act in an ethical manner, in accordance with the law and the regulations of government agencies in Singapore.
- We will not overcharge anyone and will be truthful in our advertising for our courses.

## Location of the School

The map of NYU Language School shows its location in the Adelphi building at the junction of Coleman Street and North Bridge Road. The School is right in the middle of Singapore's civic district, surrounded by some of Singapore's most distinctive buildings. The Supreme Court, Parliament House, Esplanade Concert Hall and most of Singapore's museums are very close by.

The School is easily accessible. If you take a train to City Hall MRT station, the School is only a 3 minute walk away. There are bus stops along North Bridge Road, Stamford Road, and Hill Street.



*Map showing location of NYU Language School*

## School Management Academic and Examination Board Member

**School management** The School management team is headed by the Principal. The Director of Studies and the Administrative Manager are the other members.

Principal	Ms Nance Teo
Director of Studies	Ms Marhaini A.Hamid
Administrative Manager	Ms Lu Jiayan

**Academic and Examination Boards** The Academic and Examination Boards advise the School management on academic and examination matters. The people below sit on both boards:

Ms Chee Mei Chun, Ms Nance Teo & Ms Marhaini A Hamid

## 2. School administration

### Operating hours

The operating hours of the School are as follows:

Monday to Friday 9 am to 6 pm  
Saturdays, Sundays and Public Holidays Closed

### Applying for a course

The course consultant will inform you of any prerequisites for your course, and ask you to complete a placement test. Before enrolment, you will be informed of the course administrative procedures, including payment of fees.

All duly completed and signed course enrolment forms with supporting documents must be submitted to NYU Language School upon being accepted into a course. You may submit application personally. The School reserves the right to limit the number of enrolment for any courses or reject any application.

### Applying for a Student's Pass

The School will help you in your application for a Student's Pass. You will need to submit the following together with your application:

- Birth certificate (with the student and both parents' names)
- School graduation certificates
- Report card / school transcript (highest level)
- 2 passport-sized photographs against a white background
- 1 photocopy of the original passport
- Documentary proof of financial ability and parent's statement of monthly income (for visa-required countries)
- Names on all documents must tally with the name on the passport

All these documents must be translated to English. Copies of all originals and translated versions must be submitted to NYU Language School for student's pass application.

While you needn't submit the original documents to the Immigration and Checkpoints Authority (ICA), you should have them ready, as the Immigration and Checkpoints Authority (ICA) may need to verify the photocopies you have submitted against the originals.

Your application for a Student Pass is done online, through an ICA website. A unique SOLAR+ number will be generated. You will be informed of the SOLAR+ number. You are required to submit eForms by completing the data items in the electronic forms for your application for a Student's Pass. If necessary, the School will assist you in the submission of student's pass application to ICA.

Your application will be processed by the ICA. This will take about 4 - 6 weeks. The ICA will then inform the School as to the outcome of your application. You will receive an in-principle approval letter issued by ICA for your Student's Pass, if your application is approved. Your application could be rejected.

With the in-principle approval, the School will arrange an appointment for you with the ICA. You will have to comply with the requirements stated in the in-principle-approval letter. You may be required to

- bring along original documents for verification when you go for your appointment. Please make sure you have all the documents required.
- pay a security deposit. This deposit will be returned to you upon cancellation of your Student's Pass. (It takes about 6 weeks to process the refund or release of banker's guarantee upon the cancellation or expiry of your Student's Pass and/or after you has left Singapore.)

Country	Amount of security deposit
Malaysia and Brunei	NIL
Indonesia, Philippines and Thailand	\$1500
People's Republic of China, India, Bangladesh and Myanmar	\$5000
Other countries	\$1500

All International students must pay their security deposits in the form of a Banker's Guarantee from an established bank in Singapore.

- undergo a medical examination.

If your application for a Student's Pass is rejected by the ICA, you may ask the School to write a letter of appeal on your behalf. The school will inform you of the result of your appeal in due course.

Your Student's Pass is not transferable and will be cancelled when you are no longer a student here.

The School will inform ICA if you withdraw or complete your studies at the School. Cancellation request will be submitted to ICA within 3 days from the day of withdrawal/cancellation request received from the student. You must surrender your Student's Pass either to the School or to ICA upon approval of cancellation from ICA. You will be given a copy of the cancellation letter. You will then be able to stay in Singapore for 30 days on a social visit pass.

The initial application fee for a Student's Pass will be paid by the School. Any subsequent fees that may be charged by the ICA in connection with your application must be borne by you.

### **Student's Pass renewal**

It is your responsibility to ensure that your Student's Pass is renewed on time. The School will not be responsible if your pass expires, or your application for renewal is rejected by the ICA because you were late in submitting your application for renewal. However, the School will help you with the renewal of your student's pass, as long as you inform us in time.

### **Student contract**

The Committee for Private Education (CPE) is the government agency responsible for regulating private education in Singapore. It requires you to sign a Standard Student Contract with the School. The Standard Student Contract used by the School conforms to the Standard Student Contract format on the CPE website. If you would like to learn more about how private education in Singapore is regulated, please visit the CPE website at <http://www.cpe.gov.sg>.

The Standard Student Contract defines many aspects of your relationship with the school. It states your rights and obligations to the School, and the School's rights and obligations to you. The Standard Student Contract has clauses which specify

- the course you will attend, its duration and the certificate or qualification you will receive on completing the course;
- how your school fees are protected under the Fee Protection Scheme;
- the terms under which the School buys medical insurance for you;
- the conditions under which you can apply to withdraw from a course, transfer from one course to another, and deferring a course;
- the conditions under which you may seek a refund and the quantum of the refund you will receive;
- a procedure for resolving any dispute that may arise between you and the School.

Before you sign the Standard Student Contract, you must read it carefully and understand its content. If you have difficulty in understanding the Contract, please speak to our course counsellors or someone else you can depend on to explain the Contract to you. Many of the terms of your Standard Student Contract are explained in this handbook in plain English.

### **Confidentiality**

The School is committed to maintaining the confidentiality of your personal information and undertakes not to divulge any of your personal information to any third party without your consent, unless required to by a government agency.

Your personal information will be used by the School solely for administrative purposes.

The School reserves the right to use your photographs for any brochures, press releases or advertising to promote the School.

### **Paying school fees**

You can pay your school fees in cash, cheque, telegraphic transfer or via Flywire. All cheques should be crossed and made payable to "NYU Language School Pte Ltd". For details of the bank account for telegraphic transfers, please contact our admin staff. For international payment via Flywire, please go to [nyulanguage.flywire.com](http://nyulanguage.flywire.com). All fees must be paid in Singapore dollars.

You must not pay your fees to a third party, e.g. an agent who has introduced you to the School. All fees must be paid directly to the School.

You must pay all fees in accordance with the terms and conditions specified in your Student Contract with the School. You are entitled to refunds only as specified in your Student Contract. Please note that the Application Fee is non-refundable.

If your fees are in arrears you will be barred from attending the course sessions and examinations, unless approval is granted by the Principal.

You will be issued with an official receipt, with all relevant details, when the School receives your payment.

## Refunds

**Refund for withdrawal due to Non-Delivery of Course** You are determined to have withdrawn for cause in the following circumstances:

- the School fails, for any reason, to commence the course on the course commencement date;
- the School terminates the course, for any reason, prior to the course commencement date;
- the School fails, for any reason, to complete the course by the course completion date;
- the School terminates the course, for any reason, prior to course completion date; or
- the Student's pass application is rejected by Immigration and Checkpoint Authority (ICA).
- the School has not ensured that you meet the course entry or matriculation requirement as set by the organisation stated in student contract - Schedule A within any stipulated timeline set by CPE

The School will, as soon as practicable, and in any event no more than seven days after receiving notice, refund you the entire amount of all fees paid (except application fee).

**Refund for withdrawal due to other reasons** If you withdraw from the course for any other reason you are entitled to either a full or partial refund of course and additional fees you have paid, depending on the notice period given, as set out in the table below:

If student's written notice of withdrawal is received	Refund % of the amount of the fees paid under Schedule B and C
More than 30 days before course commencement	75%
14 - 30 days before course commencement	50%
Less than 14 days before course commencement	No Refund
After course commencement	No Refund

### Refund during cooling off period

NYU Language School adopts a 7 working days cooling off period whereby 75% of the amount of the fees paid as stated in the student contract schedule B and C (if applicable), will be refunded should you withdraw during the cooling off period.

### Refund under transfer within the school

- Should you transfer during the cooling off period, the amount as stated in schedules B and C (if applicable) of the student contract is refundable.
- Should you transfer after the cooling off period, refund will be granted accordingly under the stipulated conditions for withdrawal with and without cause.

### Non-refundable fee

The School does not refund application fee paid.

### Course cancellation

Conditions under which a course may be cancelled:

- if the number of students is less than 4 and below; or
- if acts of God, force majeure, strikes, war, riot and any other causes of such nature.

### Refunds procedure

- Fill in the 'Student Request Form' which is obtainable from the Administrative Manager.
- If you are under 18, you must submit the form along with a parent/guardian's signature on the refund form.
- 'Refund Request Form' will be submitted concurrently with the Withdrawal form to the DOS/Principal for approval.
- The Administrative Manager will inform you on the outcome of your refund request via e-mail, phone call or in person. A letter of confirmation for Withdrawal / Refund will be issued to you.
- All refund will be made by cheque.
- You or the authorised person who collects the cheque for refund has to acknowledge the refunded amount

by signing on the School's form.

- The whole process is to be completed within 7 working days from the day of submission for withdrawal/refund.

### **Transfers/withdrawals**

All requests for transfer/withdrawal must be submitted using the Request for Transfer (within the School) /Request to Withdraw from Course form obtainable from the Administrative Manager. Request for transfer to other schools are treated as withdrawals.

Transfer will only be granted with the approval from the Director of Studies (DOS)/Principal.

Circumstances in which a transfer/withdrawal application will be granted:

#### *Withdrawal due to non-delivery of course*

- The School fails, for any reason, to commence the Course on the Course Commencement Date;
- The School terminates the Course, for any reason, prior to the Course Commencement Date;
- The School fails, for any reason, to complete the Course by the Course Completion Date;
- The School terminates the Course, for any reason, prior to Course Completion Date; or
- The Student's Pass application is rejected by Immigration and Checkpoint Authority (ICA).
- The School has not ensured that you meet the course entry or matriculation requirement as set by the organisation stated in student contract – schedule A within any stipulated timeline set by CPE

#### *Withdrawal due to other reasons*

- Student withdraws from the course for any reason other than those set out in Withdrawal due to non-delivery of course.

*You have attained a minimum of 90% attendance rate (ICA's requirement) and if all outstanding fees are paid and you do not have arrears in the fee payment.*

Upon approval of transfer, the student contract will be void and a new letter of offer is given.

Additional fee payable for transfer/withdrawal

- Application fee is applicable only if you accept a new course.

Status of Student's pass for international students

- Existing student's pass will be cancelled within 3 working days.
- A request for transfer (within the school) will be submitted to ICA.
- For transfer to other schools, you are deemed to have withdrawn from the School and the Student's Pass will be cancelled within 3 working days
- The school is not responsible for ICA's decision for your transfer/withdrawal request and your disruption of studies.
- You are only allowed to commence the new course upon collection of the new Student's Pass.

The School requires you to sign a new contract before joining a new course.

Fees for the new course is payable after signing the new contract.

The School completes the whole process within 7 working days from date of submission of request for transfer/withdrawal.

### **Transfer/withdrawal procedure**

The School manages students' requests for course transfers or withdrawal from courses in a fair and acceptable manner.

The School considers requests from students for transfers to another course within the School and requests for transfers to other schools are treated as withdrawals. The school will follow the same procedure as stated under withdrawals. The School also considers requests for other kinds of withdrawal from courses, as well as deferments for a specified period of time.

### **Transfers**

Procedure to initiate a transfer to a different course within the School:

- You must complete the 'Student Request' form which is obtainable from the Administrative Manager.
- If you are under 18, you must submit the form along with a parent/guardian's signature on the transfer form.
- The DOS/ Principal will look into each transfer request and you will go through a counselling session with

the DOS/ Principal before transfer is granted.

- If the request is granted, the School will adhere to the procedure stated under Withdrawal/Refund Procedure should there be a refund.
- If there is no refund, the School will adhere to the Withdrawal procedure.
- A letter of confirmation for transfer will be issued to you for successful transfer.
- The admission process will apply. A new contract will be signed while the original student contract will be terminated.
- The whole transfer process will be completed within 7 working days.

### **Withdrawals**

The School categorizes withdrawals as withdrawals due to non-delivery of course or withdrawals due to other reasons. Requests by students for transfer to other schools are considered withdrawals, and are treated accordingly.

Procedure to withdraw from the School:

- You must complete the 'Student Request' form which is obtainable from the Administrative Manager.
- If you are under 18, you must submit the form along with a parent/guardian's signature on the withdrawal form.
- The School will check on the student's attendance records and ensure that there is no outstanding fee owed by you.
- The DOS/ Principal will look into each withdrawal request and should there be a need, you will go through a counselling session with the DOS/ Principal.
- The Administrative Manager will inform you of the outcome of your request via e-mail, phone call or in person. Upon approval of the withdrawal request, a confirmation letter will also be given to you via e-mail or you could collect the confirmation letter personally.
- The whole process is to be completed within 7 working days from the day of submission for withdrawal/refund.

### **Deferring your course**

A student must complete the Student Request form and submit it to the Administrative Manager. The form is obtainable from the Administrative Manager.

The following conditions apply to any deferral of studies:

- You must state your reason for wanting to defer your studies, as well as the period of deferral. No further amendment of the date will be allowed.
- The reasons for deferral must be one of the followings:
  - Medical leave (for hospitalisation only)
  - National service
  - Emergency (e.g. lost passport)

All the above must be supported by documentary proof.

- You are only allowed to defer once per course of study. The period of deferral cannot be subsequently extended.
- The period of deferral cannot exceed 12 months.

The deferrals of course will be considered by DOS /Principal. A letter of confirmation will be issued to you. You will acknowledge the outcome of deferral by signing on the Student Request Form. The student will receive a Credit Note from the School. The original copy of the Credit Note must be presented upon restarting the course.

If you do not rejoin the course within the stipulated period for any reason (including the rejection of new student's pass), there will be no refund for any course fee paid and the deferral will be considered as a withdrawal.

The School does not guarantee that the same course will be available when the period of deferral is completed. In the event of the course being unavailable, you may request a transfer to another course, subject to the approval of the Director of Studies. If you do not wish to join any other courses which the School offers, you will be considered to have withdrawn and be subject to the procedures resulting from a withdrawal.

The whole process for deferral is to be completed within 7 working days.

## **Dispute resolution procedure**

We are committed to providing you with a study environment which is physically safe, free from harassment of any kind, and conducive to the achievement of good learning outcomes. It is our earnest hope that your time in the School will be happy, and that you will build meaningful friendships with your schoolmates and instructors that will continue even after you leave the School.

If you encounter a situation which causes you distress, we recommend that you try to discuss the issue with the person concerned, before bringing the issue to the attention of the School.

If you decide to notify the School, we will deal with your complaint in a sensitive and confidential manner. You must complete the Complaint Form, which is available from the Administrative Manager. Your complaint will be looked into by the Principal. If your complaint is of a minor nature, the Principal will in most cases be able to resolve the matter immediately. In any case, the Principal will resolve your complaint within 21 days.

There may be times when we will need to discuss the issues with the person you are complaining against if we are to help achieve a resolution. If so we will discuss this with you and get your agreement before proceeding. The person you are complaining about has as much right to a fair hearing as you do. We will listen to both sides without prejudice.

If the Principal is not able to resolve your complaint to your satisfaction, your complaint will be referred to the Committee for Private Education, which is the regulatory body for all private educational institutions in Singapore. The Council, through its Student Services Centre, will refer the dispute to Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) for mediation.

The terms of your Student Contract with the school allow you to file a complaint at any time with the SMC or SIArb through the CPE Student Services Centre. In the last resort, if mediation fails, you have access to the courts.

## **Replacement of documents**

Any request of or replacement of official documents (such as course certificates, official transcripts, official receipts) must be submitted in writing to the Principal of the School and must be supported with evidence.

An administrative fee (subject to the prevailing GST) will be imposed for the replacement of any official documents. Please refer to the student contract for our prevailing fees.

## **Changes in personal information**

You must notify the Administrative Manager immediately if there is any change in your personal information, such as your mailing address, e-mail address or telephone number. The Administrative Manager will inform you if any further steps are required, e.g. notifying the ICA.

# **3. Course administration**

## **Lesson schedule and venue**

All lessons will be conducted from 9.30 am to 1.00 pm for the morning session, 2.00 pm to 5.30 pm for the afternoon session, Monday to Friday. All classes are held at The Adelphi #04-37, 1 Coleman Street, Singapore 179803 unless otherwise stated.

The School reserves the right to cancel or postpone lessons due to unforeseen circumstances. Should there be any changes or cancellation to the courses schedule, the School will make every effort to inform you.

No lessons will be conducted on the eve of New Year, the eve of Christmas and all gazetted Public Holidays. The School will also be closed from the eve of Christmas till year-end.

## **Classrooms**

You are requested to keep the classrooms clean and tidy at all times. There will be no consumption of food, drinks or beverages. No smoking in the School's premises. Only plain or mineral water may be consumed on the premises.

The School will not be liable for any mishap, injury or any loss or damage incurred by you during the course.

## **Student Teacher Ratio**

It ranges from 7 to 19 students per teacher.

## **Attendance and punctuality**

You are required to attend all course sessions. The School administrator will mark attendance at the beginning of every lesson. Your attendance accounts for 10 percent of your final course grade.

If you do not attend at least 90 percent of course sessions, the following consequences will apply:

- You will not be eligible to renew your student's pass;
- You will be barred from the final examination;
- The school will not issue you with a Certificate of Attendance;

In addition, you may also be subject to further disciplinary action by the school.

In addition, the Immigration Act (Chapter 133, Regulation 2L) also requires the school to inform the Immigration and Checkpoints authority if student's pass holders are absent for 7 or more consecutive days, or if their attendance falls below 90 percent in any calendar month.

For all other students who do not require ICA's student's pass, course attendance must be at least 75% (in the absence of any other more stringent statutory requirements).

You will not be penalised if your absence is authorised by the school. You may apply, in advance and in writing, for an authorised absence for the following reasons:

- a. Medical or dental appointments with a licensed practitioner (student must present medical or dental certificate);
- b. Grave illness or death of a close relative;
- c. Graduation ceremony of a recognized educational institution;
- d. Interview for a job (only applicable to non-student pass holders)
- e. Overseas trip

All the above reasons must be verified by documented proof. All documents must be submitted with the leave form.

In addition, absence related to an illness is considered an authorised absence if the absence is documented by a certificate from a licensed medical practitioner.

Punctuality is an important life skill. You are expected to be in class on time. Being late is disrespectful to the instructor and your fellow students. You will disrupt the lesson in progress and lose valuable instruction time.

Your participation in class will count in your final course grade. If you are late, you will be assessed as not participating fully in class activities. If you are more than half an hour late, you will be considered to be absent without authorisation. You will not be allowed to participate in the course session for that day.

## **Student satisfaction survey**

A student satisfaction survey will be conducted at the end of every term. This is an opportunity for you to tell us about your experience with us. Your feedback will help us to serve our students better.

You won't have to give us your name when you complete the student survey. This will make it easier for you to tell us exactly what you think.

## **4 .Course assessment**

Your course grade will be based on the following components (applicable for all courses except for the preparatory course for admission to government schools):

### **Class participation in class (10 percent)**

Your grade in this area will be based on class attendance and the quality of your classroom participation.

### **Assignments (30 percent)**

#### ***Writing***

The ability to write English will be very important as you continue your studies and pursue a career in a country where English is widely used. You will receive 8 major writing assignments in this course.

## ***Presentations***

Each student is to do two presentations in a term, an individual presentation and a group presentation. You will be assessed on your communication, organisation and presentation skills among others.

These assignments are very important, as you will note from the 30 percent weighting towards your final course grade. You are expected to consider the requirements of each assignment carefully, and devote a few hours to completing each assignment.

**Plagiarism** When doing your assignments, you must not take sentences or paragraphs or even whole articles written by someone else and pass it off as your own work without acknowledging the author or the original source. This is cheating and will not be condoned by the school. Disciplinary action will be taken against anyone caught plagiarising material for their assignments.

The person who benefits from doing an assignment is yourself, not your instructor or someone else. The grade you get for an assignment tells you how much you have progressed, and how far you still have to go. In the same way, a student who plagiarises material hurts himself, not anyone else.

**Grading of assignments** Your graded assignment will be returned to you within 10 days. Your instructor will conduct a debrief after grading the assignment to evaluate the progress of the class towards meeting the learning objectives of the course. Your instructor will also meet with each student individually to discuss their performance on the assignment.

## ***Midterm and final examinations (20 and 40 percent respectively)***

You are required to sit for two examinations, one midway through your course, and the other towards the end. The examination will contain both a written and an oral component. You will be tested on your ability to understand both spoken and written English, as well your ability to speak and write English.

**Writing** You will be required to complete at least one writing task in the examination.

**Free essay writing task** This will be the first writing task. You will be asked to write an essay on one of a number of topics given to you. This will be a creative piece which will test your ability to organise and present information effectively, as well as your command of English sentence structures and vocabulary.

**Directed writing task** This will be your second writing task. You may be asked to write an essay based on a series of pictures, or to write directions for completing a task, or a letter with a specific purpose.

**Grammar and vocabulary** You will learn some common sentence structures during your course. You will be tested on your knowledge of these structures during the examination. There will also be cloze passages and multiple-choice questions to test your understanding of English words.

**Reading comprehension** Your instructor will work with you to develop good reading comprehension skills. The examination will include two reading passages to test your ability to understand what you read. You will be set questions which require different kinds of answers, e.g. multiple-choice, cloze as well as questions which require you to answer in complete sentences. These different question types will help your instructor to understand how best to help you improve your reading skills.

**Listening comprehension** You will need to understand spoken English well if you learn or work in an English-speaking environment. Your instructor will help you to acquire skills to improve your listening comprehension. You will be tested on your ability to understand spoken English in the examination. In your classes, you will learn how small differences in pronunciation lead to words which mean very different things. The examination will test you on your understanding of complete sentences or whole passages rather than single words.

**Speaking** The oral part of the examination will test your ability to speak English. You will be asked to look at a picture or a sequence of pictures and tell your instructor what you see. You will also be asked to take part in a conversation with your instructor and your classmates.

## ***Rules and regulations for examinations***

The school views cheating on examinations seriously, and disciplinary action will be taken if any student is found cheating or behaving inappropriately during an examination. This includes

- giving any answer that is not your own;
- looking at other students' answers (even if you don't change your own answer);
- using or possessing unapproved materials during examinations (such as books, notes, or personal items);
- whispering or other behaviours deemed inappropriate by the invigilator

You are required to switch off your mobile phones before the commencement of the examination. All personal

belongings, including books, files and materials must be placed in front of the examination room or any designated place for such purpose.

You are to ensure that you have been issued the correct set of examination papers and that all pages are intact.

You are not allowed to leave the examination hall during the first 30 minutes of the examination. You are not allowed to go to the washrooms during the examination. You will be advised by the invigilator to go to the washrooms prior to the commencement of the examination.

You are not allowed to eat, drink or smoke in the examination room.

### **Examination results**

You will get your examination results within 21 days of the last day of the examination. For the mid-term examination, your instructor will allow you to see your graded scripts before this time. This is to enable you to see exactly how you did on each question, so that you may do better in the final examination. Your instructor will not be able to show you the graded scripts for the final examination in class, as grading will be complete only after your course ends. They will be archived by the school administrator, and you can contact the administrator to view your graded examination scripts.

You must collect your examination results in person. They will not be released through telephone, fax, e-mail or mail. If there is a compelling reason for you to do so, another person may collect your examination results. That person will have to show a letter of authorisation signed by you.

### **Appealing examination results**

The School has an appeal process in place. Should you need to appeal, your course instructor will advise you on the process.

**Mid-term examinations** After the mid-term examinations, your instructor will show you your marked examination scripts. If you feel that there is an error in your examination grade, you may ask your instructor to review and make the necessary changes for you.

**Final examinations** You will not see the marked examination scripts for your final examination, as marking will only be completed after your course ends. However, you could take a look at your graded examination script by asking the administrators within 7 days of the last day of the examination. You can meet with your instructor to discuss your performance, and to request a review of your grades.

If you still feel that your examination grade is not correct, you may lodge an appeal within 14 days after you have seen your marked script. You must do so on an examination appeal form, which you can obtain from the Administrative Manager. Your appeal will be heard by the Examination Board, who will inform you of the outcome of your appeal within 14 days after you file your appeal.

You must state your grounds for appealing on the form. The Examination Board will only consider an application based on one or more of the following claims:

- There were errors in the marks awarded for the examination script;
- The examination was significantly at variance with the directed course of study;
- There were circumstances in the conduct of the examination which had a significant adverse effect on your performance;
- You were seriously misdirected on the format of the examination;
- There were irregularities in the conduct of the examination.

If the Examination Board decides to allow the appeal, your records will be edited to reflect the revised grade, and you will be issued with a corrected course transcript and course certificate within 14 days of the Examination Board's decision.

### **Final course grade**

A course report detailing the grades for all the components will be issued to you upon completion of the course. The official course report will serve as a documentary proof of student's course completion and award of certificate.

Your final course score grade is made up of your scores in your mid-term and final examinations, your attendance and class participation and your scores in the major writing assignments, as shown in the tables below:

**The percentage breakdown for the final result for Certificate in International English - Elementary, Intermediate and Advanced as well as for Preparatory Course for Cambridge First Certificate in English (FCE) and Preparatory Course for Test of English as a Foreign Language (TOEFL) is as follows:**

<b>ITEM</b>	<b>PERCENTAGE</b>
MID-TERM TEST	20%
FINAL TERM TEST	40%
ASSIGNMENTS	30%
CLASS PARTICIPATION	10%
<b>TOTAL</b>	<b>100%</b>

**The percentage breakdown for the final result for Preparatory Course for International English Language Testing System (IELTS) is as follows:**

<b>ITEM</b>	<b>PERCENTAGE</b>
MID-TERM TEST	20%
FINAL TERM TEST	30%
ASSIGNMENT (INDIVIDUAL PRESENTATION)	10%
ASSIGNMENT (GROUP PRESENTATION)	10%
ASSIGNMENT (ESSAY)	20%
PROJECT WORK	10%
<b>TOTAL</b>	<b>100%</b>

**Grading for preparatory course for admission to government schools**

Your course assessment will be based on two assessments, a mid-term examination and a final-term examination for English and Mathematics. Your assessment results will be included in the final report.

Your grade in this course will be based on the following components:

<b>ITEM</b>	<b>PERCENTAGE</b>
MID-TERM TEST	50%
FINAL TERM TEST	50%
<b>TOTAL</b>	<b>100%</b>

**Grading for Preparatory Course for Diploma in TESOL**

A test is conducted at the end of each module. Students are required to do a practicum upon completion of all 4 modules.

Upon completing all the modules, you will receive a letter of completion from NYU Language School within 21 days from the last day of the course.

**Grading for Preparatory Course for Singapore Cambridge General Certificate of Education (Ordinary Level) Examination**

Your course assessment will be based on two assessments, a mid-term examination and a final-term examination for English and Mathematics. Your assessment results will be included in the final report.

Your grade in this course will be based on the following components:

<b>ITEM</b>	<b>PERCENTAGE</b>
MID-TERM TEST	50%
FINAL TERM TEST	50%
<b>TOTAL</b>	<b>100%</b>

## Award and collection of certificates

On successful completion of the course, you will be awarded a course certificate. The course certificate will be available within 21 days of the final day of the course, and will reflect your performance i.e. distinction, credit or pass. It will be signed by the principal and your course instructor.

Your performance grading will be as follows:

GRADES	MARKS
DISTINCTION	80 - 100
CREDIT	65 - 79
PASS	50 - 64
FAIL	0 - 49
ABSENT	ABSENT

## 5. Student support services

The School has programmes and facilities to enrich your educational experiences and develop them holistically so that you become socially responsible people. These may include community involvement programmes, leadership programmes etc.

The School regularly evaluates the support services it provides to ensure high standards of service. It regularly reviews the scope, suitability, quality and effectiveness of the support services it provides, with the objective of improving your welfare, by continuous consultation and feedback from students.

### Living and studying in Singapore

If you are new to Singapore, you may need some help getting used to living and studying here. Please approach the counter staff – they will be very happy to help you with things like bus and MRT services, postal and telephone services and getting connected to the Internet. The School's counter staff will also help you if you need a doctor, or help finding accommodation.

The School does not have commercial arrangements with any companies providing the services mentioned above. The School does not get a commission from these companies, nor does it profit in any way from recommending them to you. The School is better able to assist you in the absence of such commercial considerations.

### Fee Protection Scheme

The Fee Protection Scheme (FPS) serves to protect students' fees if the School ceases operations for any reason. The FPS also protects you if the School fails to pay penalties or return fees to you arising from judgments made against it by the Singapore courts.

Your course fees are insured by Lonpac Insurance Bhd. Your course insurance begins from the time you pay your fees, not from the commencement date of your course, and will be in effect for the entire duration of your course.

The School will bear the entire cost of providing you with course insurance.

If you need to make a claim under the terms of your course insurance, you will need to produce the Certificate of Student Insurance, as well as the original receipts for the course fees you have paid.

A copy of the master insurance policy taken out by the School is available on the School website at [www.nyu-online.com](http://www.nyu-online.com).

### Medical insurance coverage

The School arranges medical insurance coverage for you for hospitalisation and related medical treatment for the entire duration of the course if you have paid for the medical insurance. If you are a citizen or permanent resident of Singapore, you are exempted if you are already covered by your own medical insurance plan. You need to submit a copy of your insurance coverage to the school if you are exempted from the purchase of medical insurance.

Your coverage entitles you to

- coverage at a value of at least S\$20,000.00;
- admission to at least a B2 ward in government and restructured hospitals; *and*
- 24 hours coverage in Singapore and overseas (if you are involved in school-related activities).

In the event of a claim, you can get an insurance claim form from the Administrative Manager.

### **Purchase of Banker's Guarantee**

Students are given the option to purchase the Banker's Guarantee on their own or have the School purchase it for them.

Should students choose to have the School purchase the Banker's Guarantee, the Student will have to indicate his option and sign on the Banker's Guarantee form.

### **Orientation programme**

The School conducts an orientation programme at the beginning of each course. The orientation programme aims to

- disseminate and reiterate important course information and other information
- inform you of your rights (this includes internal and dispute resolution procedures, fee protection scheme, reference to CPE's official website);
- inform you of course deferment/extension criteria and procedures, suspension and expulsion conditions; and give details of the organisation awarding the certificate (if applicable).

### **Other student support services**

The School provides a range of other student support services.

#### **General or specialist health services**

The School displays the list of hospitals during orientation as well as have the list of hospitals included in the Medical Insurance Product Summary. In the event students need any medical care, the School will help them through the process. To ensure that students get proper medical attention, the School also requires parents/guardians of students under the age of 18 to sign a consent form to allow the school to seek the necessary medical attention should a student require medical help.

**Drug/Alcohol abuse education/ Problem gambling** During the orientation, students will be briefed on Singapore Laws on driving, drugs & alcohol abuse, employment, smoking, traffic and littering. These laws and regulations are also reiterated by the teachers during lessons.

**Advice or services on accommodation options for international students** The School does not have commercial arrangements with external providers of the services mentioned above. Any assistance rendered to students of the School is on a completely disinterested basis - the School does not charge a commission, or profit in any way from them. The School is better able to help you in the absence of such commercial considerations.

**Close collaboration with guardians for students not exceeding 16 years of age** The School has Parent-Teacher meeting once every term. Apart from that, guardians are also regularly updated on important dates which involve the students, such as examinations and outings. At the end of the term, students receive a report from their teachers to enable them to know their performance throughout the term.

**Career guidance programmes to assist students to proceed to higher education** The School arranges for speakers to advise students on career opportunities or opportunities for higher education.

### **Facilities and Programmes**

**Recreation facilities** The School provides laptops for students' use. They could listen to music, play games or watch movies on the laptops to relieve stress.

**Study area** Study areas are available for private study for students at all times. The after-school study classroom has been established as a place where any student may go from 1.30 p.m to 4:30pm, Monday to Friday, for self-study.

**Library** The School has a library filled with current reading materials and reference resources for students and teachers. Books may be borrowed for a period of 2 weeks.

**Food and beverage** Students are allowed to consume food at the study area during breaks. The School provides hot and cold water dispenser.

### **Multimedia**

The school has a collection of DVDs and other multimedia material which are for loan to students and teachers. The borrowing period of DVDs and multimedia materials is a maximum of 2 weeks.

### **Wireless Internet connection or computer room**

The school's wireless Internet network is available to students and teachers. Only the administrators, Principal and Director of Studies have the password to the Wireless network. Students can obtain the password for the network from the counter staff. Students are not to use the wireless network to download pirated materials. Mobile phones or laptops can only be used outside curriculum hours.

**Health promotion programmes** The School arranges for a Sports Day during one of its outings. A talk on healthy lifestyle will also be arranged for students. Every last Friday of the month is an 'Eat a Fruit Day'.

### **Academic assistance to students (e.g. language programmes, extra classes)**

- Peer Tutoring  
It is a resource designed to pair students struggling in the classroom with students who have a firm grasp of the content. Students typically meet during their free period or lunch. They can also meet before or after school. It is a great opportunity for all involved. This provides valuable tutoring for one student and opportunities for leadership experiences for the other.
- Director of Studies  
The Director of Studies helps to maintain a safe and orderly environment by promoting and enforcing the values and culture of the School. He monitors student discipline issues and attendance concerns.

### **External examination registration**

Many of our students are enrolled in preparatory courses for external examinations, like the TOEFL , IELTS, PACT, AEIS or QT tests. The counter staff will help you with your registration for the relevant examinations if you approach them. If you are having difficulties understanding the registration procedures, they will be able to help you. They may have informational materials and registration forms that will make it easier for you to sign up for the examinations.

### **Educational counselling**

We are very concerned that you should find the course that's just right for you – it should fit your own educational objectives, and you should have the abilities to do well in it. As a result, before you actually enrol in a course, our course counsellors will discuss your options with you in detail, before identifying the course that will suit you best. You will also do a placement test that assesses your English language ability.

Our students usually enrol in a programme that consists of a number of progressively more advanced courses, usually culminating in an external examination like the TOEFL or IELTS. But this probably doesn't mark the end of your educational journey.

Where do you go from here? Singapore has many educational opportunities – as a matter of fact, it has the largest number of institutions of higher learning per capita in the world. These choices represent wonderful opportunities, but the sheer number of options that are open to you can be daunting. Our course counsellors will be able to help you with your plans for furthering your education. They will be able to direct you to helpful college websites and publications that you might consult before making up your mind.

## Academic assistance

Once you're in a course, you may find coping with your studies a challenge. Maybe you need some help with your study skills - managing your time, note taking, understanding and remembering your course content – that kind of thing. You may be finding it difficult to understand your course materials or to work on your assignments. Let your course instructor know. He may be able to give you some tips on managing your studies, offer you some extra coaching or guidance with your assignments.

## Course Advancement

Students are encouraged to seek advice from the Director of Studies and their teachers on Course Advancement. Should students face uncertainty in deciding the course for the following term, the Director of Studies and the teachers are more than willing to advise them. The School will do its best in recommending a suitable course for the students.

## Pastoral Care and Counselling

**Pastoral care and counselling** focus on building relationships that recognise the uniqueness of each individual. As a result we incorporate strategies that support and guide each student in developing the Culture and Values of the School.

1. In all classes, the pastoral care and counselling programme is an integral part of the day and teachers will incorporate guidance strategies into the ongoing structure and framework for learning.
2. Pastoral care and counselling provides an opportunity to support learning by teaching and reinforcing effective behavioural attributes and organisational skills and attitudes.
3. Integral to the effectiveness of the pastoral care and counselling services is the partnership with parents through frequent and ongoing communication. A once a term Parent Teacher Meeting is critical to maintaining this partnership.
4. The framework for pastoral care and counselling services include: Intervention Programme. This will include monitoring learning behaviour and providing guidance on meeting learning goals and behavioural expectations.
5. Scheduled reporting on student achievement and behaviour includes written reports to parents/guardians upon completion of the course.

The student population of the School largely comprises international students. We understand our moral duty to our students to provide comprehensive pre-course and pastoral counselling services.

**Pre-course counselling services** The School provides course counselling services for all its students. These services include, but are not limited to:

- assessing prospective students' educational needs based on their proficiencies;
- providing appropriate guidance and advice on the suitability of the courses available;
- providing career guidance relating to the courses available; etc.

The School ensures that a module synopsis and detailed course syllabus is available for the course you are considering enrolling in, to enable you to make an informed choice between that course and others. The School also ensures that course consultants are adequately trained, and therefore able to provide the best possible guidance to prospective students.

**Pastoral counselling services** In addition to course counselling, the School provides pastoral counselling services for all its students. These services include, but are not limited to:

- providing emotional support for students to help them cope with mental stress relating to a new environment or course demands;
- implementing programmes to create a culture and climate of care, trust and friendliness that encourage student attendance and involvement, etc.

Our staff will do their best to help you. If necessary, they will be able to refer you to an appropriate professional counselling centre.

## **6. Some Useful Information on Singapore**

### **Singapore culture**

Singapore is a cosmopolitan society where people live harmoniously and interaction among different races is commonly seen. Singapore has a mixture of Malay, Chinese, Indian, and European influences, all of which have intermingled. The bulk of Singaporeans do think of themselves as Singaporeans, regardless of race or culture.

Each racial group has its own distinctive religion and there are colorful festivals of special significance all year round. Although the festivals are special to certain races, it is nonetheless enjoyed by all.

### **Religion in Singapore**

Most Singaporeans celebrate the major festivals associated with their respective religions. The variety of religions is a direct reflection of the diversity of races living there. The Chinese are predominantly followers of Buddhism, Taoism, Christians, Catholics and some considered as 'free-thinkers' (Those who do not belong to any religion). The Malays are predominantly Muslims and Indians are Hindus. There is a sizeable number of Muslims and Sikhs in the Indian population. Religious tolerance is essential in Singapore. In fact, religions often cross racial boundaries and some even merge in unusual ways in this modern country.

### **Chinese temples**

Taoism, Confucianism, Buddhism, and ancestral worship are combined into a versatile mix in Chinese temples.

Followers of the Tao (The Way) adhere to the teachings of the ancient Chinese legend, Lao Tzu. They are concerned with the balance of the Yin and Yang, which are opposite forces of heaven and earth, male and female. Feng Shui, literally translated as wind and water, also originated from Yin and Yang. Ancestral worship is common and the spirits of the dead, like the gods themselves, are appeased with offerings.

Most Buddhists are of the Mahayana school although there are some from the Theravada school. In Singapore, the Buddhist faith is linked with Taoism and the practical doctrine of Confucianism.

### **Islam**

The Malays in Singapore are Muslims. A few of the Indians are also Muslims, and there are even the Chinese Muslims. Islam has a fundamental influence in the lives of those who follow the Prophet of Allah, Muhammad. The religion involves praying five times a day, eating only "halal" food, fasting during Ramadan, and going to Mecca on the Haj (pilgrimage). Halal food means food that has been specially prepared in accordance to the religion's dietary requirements.

### **Hinduism**

As the Indian immigrants migrate to Singapore, they brought with them Hinduism. The early temples are still the central points of rituals and festivals, which are held throughout the year.

### **Christianity**

One will be able to find Christian churches of all denominations in Singapore. They were actually established with the arrival of various missionaries after the coming of Sir Stamford Raffles. Together with Buddhism, Islam, and Hinduism, Christianity is considered one of the four main religions today. There is quite a large number of Christians on the island.

### **Local cuisine**

In Singapore, food is also readily and widely available. There are lots of cuisines to offer. We have, Chinese, Indian, Malay, Indonesian and Western, Italian, Peranakan, Spanish, French, Thai and even Fusion. It is very common to savour other culture's food and some of the food can be very intriguing. Indian food are relatively spicier, whereas Chinese food is less spicier and the Chinese enjoy seafood. Malay cooking uses coconut milk as their main ingredient and that makes their food very tasty.

### **Some interesting places in Singapore**

*Sentosa Island   Snow City   East Coast Park   Clarke Quay   Vivo City   Mount Faber Park  
Science Centre Singapore   Singapore Zoo   Jurong Bird Park   Night Safari*

## Transportation system

Traveling in Singapore is both easy and economical. There is an efficient public transportation network, which offers taxis, buses, and the modern Mass Rapid Transit (MRT) rail system. With its excellent public transport system, Singapore is, without a doubt, the easiest city in Asia to get around.

Clean, punctual, and air-conditioned, Singapore's MRT subway system is a hallmark of efficiency. It is the easiest, fastest, and most comfortable way of getting around Singapore within minutes. Do note that there are fines for littering, smoking, eating and drinking in MRT stations and on board the trains. The MRT operates from 6 a.m. to midnight at frequencies of 3 to 8 minutes.

Singapore's bus network is extremely frequent and comprehensive. Visitors rarely have to wait more than a few minutes and a bus will get them anywhere. If you are planning to travel a lot by public transport, it is best to purchase a copy of the TransitLink Guide, which has a list of all bus and MRT (Mass Rapid Transit) services. You can also buy the TransitLink Card, a stored value card that can be used on both the MRT and bus. Most buses operate between 6 a.m. to midnight.

## Relevant Singapore laws

- You are only permitted to attend the course at the school as stated in the Student's Pass;
- You shall attend the class regularly; and
- You shall surrender the Student's Pass for cancellation within 7 days of the date of cessation or termination of studies.

The school is required to inform ICA if:

- You have failed to attend classes for a continuous period of 7 days or more without any valid reason; or
- You have not attended classes regularly i.e. where the percentage of attendance is 90% or lower in any month of the course without any valid reason; or
- Your studies in the school have been terminated.
- You are not allowed to work in Singapore if you are a student's pass holder.

Singapore Laws on driving, drugs & alcohol abuse, employment, smoking, traffic & littering:

- All drivers must be in possession of a valid Singapore driving license and the vehicle must be insured.
- Possession of Controlled Drugs is presumed to be for trafficking, an offence which can carry the death penalty.
- Any offense committed while being intoxicated (drunk) is punishable under the law. Drunk driving is a serious offence.
- Smoking in specific public places and indoor restaurants is prohibited.
- Jay walking is an offence.
- Littering, spitting and vandalism (with graffiti) in public areas are serious offences.

## 7. Contacting the School

If you need to write to the School, please address your correspondence to:

NYU Language School  
The Adelphi #04-37, 1 Coleman Street, Singapore 179803

You can also reach the School in the following ways:

Telephone	(65) 6338-3533	Fax	(65) 6338-4680
Email	admin@nyu-online.com	Website	<a href="http://www.nyu-online.com">www.nyu-online.com</a>

## 8. Useful Internet sites

Here are some useful websites with further information on living, studying and working in Singapore:

Immigration & Checkpoints Authority	<a href="http://www.ica.gov.sg">www.ica.gov.sg</a>
Ministry of Education	<a href="http://www.moe.gov.sg">www.moe.gov.sg</a>
Committee for Private Education	<a href="http://www.cpe.gov.sg">www.cpe.gov.sg</a>
Ministry of Manpower	<a href="http://www.mom.gov.sg">www.mom.gov.sg</a>