



# **Student Handbook**

**Version 2.7**

**NYU-HB-1**

**Updated as of 31 December 2018**

## Revision History

<b>Version</b>	<b>Description</b>	<b>Effective Date</b>
2.6	Added in a section on Revision History	3 May 2018
2.7	Added 'Course Material Fees' and 'Medical Insurance Fees' under Non-Refundable Fees.	31 December 2018

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## 1. School Information

### 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.

The School official website: <http://www.nyu-online.com/>

### 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:

- All our courses are registered with the Committee for Private Education. They 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 counselling.
- 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 grievances 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.

### **NYU's Educational Partner**

Based in South London, the London Teacher Training College (LTTTC) was established in 1984 and has over the years trained a vast number of TEFL teachers from around the world. The college prides itself on the quality of its courses and the individual attention it is able to provide for every student who enrolls.

There are now over 100 partner schools worldwide which offer LTTTC teacher training programmes and NYU is one of them where students could take the course in a classroom environment. Upon completion of the course, student will receive the LTTTC Diploma in Teaching English to Speakers of Other Languages (TESOL) - Dip TESOL issued by The London Teacher Training College.

### **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, all within walking distance of NYU Language School.



- North Bridge Road is served by bus services 32, 51, 61, 63, 80, 124, 145, 166, 174, 174E 195, 197, 851, 961.
- Hill Street is served by bus services 2, 12, 33, 124, 145, 147, 166, 174, 174E, 190 and 851.
- Stamford Road is served by bus services 7, 14, 14E, 16, 36, 77, 106, 111, 128, 131, 162, 162M, 167, 171, 175, 700, 700A, 857.

### **School Management, Academic and Examination Board Member**

#### **School management**

The School management team is headed by the Principal and assisted by the Director of Studies.

Principal	Ms Nance Teo
Director of Studies	Ms Marhaini A.Hamid

#### **Academic and Examination Boards**

The Academic and Examination Board advises 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

#### **Student Teacher Ratio**

It ranges from 7 to 19 students per teacher.

#### **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

## 2. Student Pass

### Student Pass Application

The School will help the prospective international student in the application for a Student Pass. The following documents are needed for the 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 Pass application. These original documents need to be ready if the Immigration and Checkpoints Authority (ICA) request for them to verify the submitted photocopies against the originals.

The 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. Students are required to submit eForms by completing the data items in the electronic forms for the application for a Student Pass. If necessary, the School will assist in the submission of Student Pass application to ICA.

The 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. Students will then receive in-principle approval for the Student Pass, or the application may be rejected.

If in-principle approval is received, the School will arrange an appointment for the student with the ICA. Students will have to comply with the requirements stated in the in-principle-approval letter. Student may be required to:

- bring along original documents for verification when you appear for your appointment. Please make sure you have all the documents required.
- undergo a medical examination.
- pay a security deposit. This deposit will be returned to you upon cancellation of your Student Pass. International students who are at & above 16 years old must pay their security deposits in the form of a Banker's Guarantee.

Country	Amount
Malaysia and Brunei	Nil
Indonesia, Thailand and Philippines	S\$1000
People's Republic of China, India, Bangladesh and Myanmar	S\$5000
Other countries (including Taiwan, Vietnam, South Korea and Russia)	S\$1500

### How to get a Banker's Guarantee:

#### **Option 1**

Students will have to do the following:

1. Savings and a Fixed Deposit account with DBS bank. (Amount to be advised by the bank)
2. The bank will use this Fixed Deposit to issue the Banker's Guarantee on behalf of the student.
3. The bank will charge 1.5% of the amount of the Banker's Guarantee or S\$102 (whichever is higher) as service fee.

#### **Option 2**

NYU Language School purchases the Banker's Guarantee for the student. The price ranges from \$321 to \$588.50 (depends on duration & amount).

#### **Rejected Application**

If the application for a Student Pass is rejected by the ICA, the student may ask the School to write a letter of appeal on his behalf. The application will be reviewed by the ICA, which will then allow the appeal or reject it.

#### **Student Pass Regulations**

The Student Pass is not transferable and will be cancelled when anyone cease to be a student.

If the student withdraws or completes the studies at the School, the School will inform the ICA. The student must return the Student Pass to the School for cancellation within 7 days of the last day in school. He will be given a copy of the cancellation letter. He will then be able to stay in Singapore for 30 days on a social visit pass.

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

#### **Student Pass Renewal**

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

### 3. Pre-Course Counselling

All potential students will need to go through a pre-course counselling session with the external recruitment agents (“agents”).

Agents are to recommend suitable courses based on the goals and needs of the prospective students.

Agents will need to inform students of the various items on Pre-course Counselling Form, which includes:

- Course information, including course counselling to match aspirations of students with course learning outcomes
- Course promotion and award criteria, including type of certificate awarded at end of course
- Course duration and assessment schedules
- Application requirements and admission procedures
- School’s location, operating hours, and facilities and infrastructure
- Further education or job prospect after graduation
- School’s attendance policy
- Student support services available
- Refund, transfer, withdrawal and deferment policies
- Tuition fees, payment schedule and other miscellaneous fees
- Different methods of payment
- School’s FPS Scheme
- Terms and conditions of Student Contract
- Medical Insurance Scheme
- Reference to CPE official website
- For student pass holders
- Student pass application and procedures (for international students)
- Informing students that they are not permitted to engage in any form of employment or attend an industrial attachment/internship programme, whether paid or unpaid, without a valid work pass issued by Ministry of Manpower
- Relevant Singapore Laws
- Living in Singapore
- Healthcare in Singapore

Both Students and Agents are required to sign off on the Pre-course Counselling Form to confirm that they have fully communicated and understand all communicated information respectively.

#### 4. Student Contract

- 1) The Standard PEI-Student Contract (“Student Contract”) NYU adopts is a very important legal document between the School and the student.
- 2) It is the responsibility of the School to explain the following contents of the student contract in English or in the native language of the student, where applicable.
  - a. Course information and Fees
  - b. Course information and Fees Refund Policy, including Refunds for Withdrawal for Cause and Refunds for Withdrawal without Cause
  - c. Any other information as deemed necessary
- 3) Information on the Student Contract and a copy of the school’s student contract is easily found on the School’s official website. The website also provides a link to CPE’s website ([www.cpe.gov.sg](http://www.cpe.gov.sg)) for students who want to find out more details of the Student Contract.
- 4) All terms and conditions are explained by the School staff to ensure that the student fully understand before signing the contract
- 5) That an addendum will be issued to the students who wish to repeat a module (where applicable).
- 6) There is a cooling off period where a maximum refund (less any non-refundable fees) is allowed within 7 days after signing the Student Contract.
- 7) All students are required to sign the Standard PEI - Student Contract before making any course fees payment Payment.
- 8) The Student Contract to be signed is valid only for admission to one course.
- 9) That any amendments made to the Student Contract are countersigned by both the School Representative and the Student.
- 10) A parent / guardian is required to sign on the Form 12— Student Advisory Note/Student Contract for students that are below the age of 18.

## 5. Courses Offered

- 1) **Certificate in International English** - Full time and Part time
  - a. Elementary/Intermediate/Advanced
- 2) **Preparatory Course for Cambridge First Certificate in English (FCE)** - Full time and Part time
- 3) **Preparatory Course for Test of English as a Foreign Language (TOEFL)** - Full time and Part time
- 4) **Preparatory Course for International English Language Testing System (IELTS)** - Full time and Part time
- 5) **Preparatory Course for Diploma in TESOL** - Full time and Part time
- 6) **Preparatory Course for Singapore Cambridge General Certificate of Education (Ordinary Level)** - Full time
- 7) **Preparatory Course for Admission to Government Schools** - Full time
  - a. Primary 2 – 5
  - b. Secondary 1 – 3
- 8) **Preparatory Course for Admission to Government Schools** - Full time
  - a. Primary 2/4 (Intensive)
  - b. Secondary 1/2/3 (Intensive)

## 1. Certificate in International English

Certificate in International English caters to students who do not have English as their first language, and would like to improve their written and spoken command of the language. It will suit students who have learned English as a first language in an education system in which English was the medium of instruction, but still find difficulty in expressing themselves in speech and writing.

The Certificate in International English course is conducted at three levels - elementary, intermediate and advanced. At each level, we will work on the four language skills - listening, speaking, reading and writing. situations.

- **Learning objectives & outcome:** To be proficiency in Oral Language, Listening Comprehension, Reading, Writing and Social and Cultural Adaption.

### **Elementary**

- understand and respond to simple questions about yourself and your life;
- understand simple conversations; understand English spoken by native speakers at slower than normal speed;
- read and understand simple articles and public notices speak clearly but slowly so that others can understand and ask for help and direction;
- write simple instructions or messages with few errors in grammar.

### **Intermediate**

- talk easily with others in common social situations;
- speak clear enough to be easily understood by others;
- exchange opinions with others and express own views;
- read and understand the main points of authentic written materials;
- summarise texts using English that is easily understood by others;
- write in simple correct English in a variety of formats;
- understand and use simple English with confidence.

### **Advanced**

- discuss a wide range of topics fluently and with increasing accuracy;
- express clearly feelings and opinions and support those opinions with persuasive arguments;
- speak clearly and naturally in a confident manner;
- understand English spoken at normal speed by native and non-native speakers without needing to ask for clarification;
- understand main points in English texts

- **Time:** 9.30 am to 1.00 p.m. or 2.00 pm – 5.30 pm (Monday to Friday, 3 hours per day)
- **Subjects: English**

## 2. Preparatory Course for Cambridge First Certificate in English (FCE)

The First Certificate in English (FCE) is the most widely taken Cambridge EFL examination, with more than a quarter of a million candidates yearly.

The FCE examination tests the ability of candidates to handle the main structures of the English language with some confidence, show knowledge of a wide range of vocabulary and communicate in a number of social situations. When listening or reading, candidates should be able to go beyond able to pick out items of information, and they should be able to distinguish between main and subsidiary points and between the gist of a text and specific detail. They should be able to write texts of various types, showing the ability to develop an argument as well as describe or recount events.

- **Learning objectives & outcome:** To be proficiency in Oral Language, Listening Comprehension, Reading, Writing and Social and Cultural Adaption.
  - Be able to read texts of various kinds (informative and general interest) and to show understanding of both general and detailed text structures and meaning.
  - Be able to write letters, articles, reports and compositions for a given purpose covering a range of topics.
  - Be able to show knowledge and control of the language system by completing a number of tasks
  - Be exposed to short extracts and longer monologues, announcements, extracts from radio programmes, news, features, etc.
  - Be able to respond to questions and interact in conversational English.
- **Time:** 9.30 am to 1.00 p.m. or 2.00 pm – 5.30 pm (Monday to Friday, 3 hours per day)
- **Subjects: English**

## 3. Preparatory Course for Test of English as a Foreign Language (TOEFL)

The Test of English as a Foreign Language (TOEFL) measures the ability of non-native speakers of English to use and understand American English at university level. It measures English language proficiency in reading, listening, and writing. It is used by universities in the United States, Canada and a number of other countries. Polytechnics and universities in Singapore also use the TOEFL as an English language entrance test for international students. In addition, many government agencies, scholarship programs, and licensing/certification agencies use TOEFL scores to evaluate English proficiency.

The TOEFL test is conducted by ETS, the world's largest private educational testing organisation

- **Learning objectives & outcome:** To be proficiency in Oral Language, Listening Comprehension, Reading, Writing and Social and Cultural Adaption.
  - To converse and argue in various contexts, on both a personal and academic level;
  - To understand interventions of a certain length in various fields when standard language is used;
  - To read texts of a certain length in an academic context;
  - To summarize information from different sources and media;
  - To write a structured formal or argumentative text of a certain length;
  - To deal with basic intercultural differences;
  - To develop independent learning strategies, especially those relevant to exams
- **Time:** 9.30 am to 1.00 p.m. or 2.00 pm – 5.30 pm (Monday to Friday, 3 hours per day)
- **Subjects: English**

#### 4. Preparatory Course for International English Language Testing System (IELTS)

The IELTS course focuses on developing the four skills tested in the exam. The course focuses on the following:

- Getting familiar with the examination.
  - Developing skills, such as increasing reading speed and planning an essay.
  - Coming up with examination strategies.
  - Developing academic vocabulary and polishing grammar.
  - Sitting through practice tests.
- **Learning objectives & outcome:** To be proficiency in Oral Language, Listening Comprehension, Reading, Writing and Social and Cultural Adaption. The course focuses on the following:
    - learn how to interpret and describe graphs in writing; .
    - learn how to write a discursive or opinion essay; .
    - learn how to read and interpret academic texts; .
    - answer comprehension questions on written texts as found in the IELTS examination; .
    - learn how to identify specific information and infer point of view in written texts; .
    - take part in discussions and practice the speaking skills required in the IELTS examination; .
    - perform with confidence in the oral component of the examination; .
    - learn how to take accurate notes from a spoken text or dialogue; .
    - listen to a variety of spoken text types of the kind used in IELTS exam

- **Time:** 9.30 am to 1.00 p.m. or 2.00 pm – 5.30 pm (Monday to Friday, 3 hours per day)
- **Subjects: English**

### 5. Preparatory Course for Diploma in TESOL

This course allows students to acquire the necessary English teaching skills, techniques, knowledge and training to be effective teachers in a modern classroom.

- **Learning objectives & outcome:**
  - understand how language is acquired
  - understand what constitutes error in language acquisition
  - know the principles on which language teaching is based
  - understand phonetics and phonology
  - know which methodologies can be used to teach English
  - know how to use materials and aids to teach English in the class
  - know how to organise the class
  - know how to design lesson plans
- **Full-time Duration:** 8 weeks, 3 hours per session
  - 5 days per week (Monday – Friday, 6.00pm - 9.00pm)
- **Part-time Duration:** 16 weeks, 2.5 hours per session
  - 3 days per week (Monday – Friday, 6.30pm -9.00pm)
- **Modules:** Language Theory, Language Teaching Methodology, Classroom Planning and Organisation, and Linguistics and Language

### 6. Preparatory Course for Singapore Cambridge General Certificate of Education (Ordinary Level)

The University of Cambridge International Examinations (CIE), the Ministry of Education, Singapore and the Singapore Examinations and Assessment Board (SEAB) are the joint examining authorities for the Singapore-Cambridge GCE O-Level examination. NYU will assist the students to prepare for the Cambridge GCE O-Level Examination.

- **Learning objectives & outcome:** Students will be introduced or learn about the content of selected subjects according to the syllabi set by Ministry of Education in preparation for the Singapore-Cambridge GCE Ordinary Levels examinations in October -November.
- **Duration:** 18 months (Monday – Friday, 6 hours per day)

- **Subjects:** Students have a choice of the following possible subject combination choices. The approval of any other subject combination is at the sole discretion of the School:
  - English, Mathematics, Business Studies, Principles of Accounts, Additional Mathematics, Bahasa Melayu, Chinese, History, English Literature, Science, Economics, Geography, or Combined humanities

#### **7. Preparatory Course for Admission to Government Schools (P2-P5, S1-S3)**

The Preparatory Course is to help the students bridge the gap between the education systems in home country and Singapore.

- **Learning objectives & outcome:** Be able to handle primary/secondary level English and Mathematics in a local school.
- **Time:** 2.00 pm to 5.30 p.m. (Monday to Friday, 3 hours per day)
- **Subjects:** English, Mathematics

#### **8. Preparatory Course for Admission to Government Schools (P2/4, S1-S3) – Intensive**

The Preparatory Course is to help the students bridge the gap between the education systems in home country and Singapore.

- **Learning objectives & outcome:** Be able to handle primary/secondary level English and Mathematics in a local school.
- **Time:** 9.30 am to 5.30 p.m. (Monday to Friday, 6 hours per day)
- **Subjects:** English, Mathematics

*For a more detailed course outline, please contact NYU Language School (refer to Clause 26. Contact Information) or visit our website at <http://www.nyu-online.com/>.*

## 6. Course Admission

Course title	Pre-requisite
Certificate in International English (Elementary)	Speak and understand simple English or through placement test
Certificate in International English (Intermediate)	English at elementary level or through placement test
Certificate in International English (Advanced)	English at intermediate level or through placement test
Preparatory Course for Cambridge First Certificate in English (FCE)	English at advanced level or through placement test
Preparatory Course for Test of English as A Foreign Language (TOEFL)	English at advanced level or through placement test
Preparatory Course for International English Language Testing System (IELTS)	English at advanced level or through placement test
Preparatory Course for Diploma in TESOL	At least five passes in GCE 'O' Level to include a pass in English; or equivalent qualification in own country; or other qualification in English, e.g. IELTS Band 5.5 / TOEFL 600. Age - Young adults to retirees welcome. Min. 18 years.

### Preparatory Course for Admission to Government Schools:

Course Title	Age	Academic level	Language Proficiency
Preparatory Course for Admission to Government schools (Secondary 1)	At least 12	At least completed Primary 6 in student's home country or equivalent	Completed an English course in home country
Preparatory Course for Admission to Government schools (Secondary 1) ( Intensive)	At least 12	At least completed Primary 6 in student's home country or equivalent	Completed an English course in home country

Preparatory Course for Admission to Government schools (Secondary 2)	At least 13	At least completed Secondary 1 in student's home country or equivalent	Completed an English course in home country
Preparatory Course for Admission to Government schools (Secondary 2) (Intensive)	At least 13	At least completed Secondary 1 in student's home country or equivalent	Completed an English course in home country
Preparatory Course for Admission to Government schools (Secondary 3)	At least 14	At least completed Secondary 2 in student's home country or equivalent	Completed an English course in home country
Preparatory Course for Admission to Government schools (Secondary 3) (Intensive)	At least 14	At least completed Secondary 2 in student's home country or equivalent	Completed an English course in home country

### Preparatory Course for Singapore Cambridge General Certificate of Education (Ordinary Level):

Course title	Pre-requisite
Preparatory Course for Singapore Cambridge General Certificate of Education (Ordinary Level)	Aged 15 years & above as of 1st January in the year of registration. Minimum English Language requirement of IELTS 5.0 or equivalent.

## 7. Assessment

### Assessment for CIE courses & Preparatory Course for FCE / TOEFL

Besides the two termly tests, students are also assessed based on:

- **PRESENTATIONS:**

Each student is to do two presentations in a term, **an individual presentation and a group presentation**. Marks for these presentations will be taken into account under 'ASSIGNMENTS' which makes up 30% of the student's final marks.

- **ESSAYS:**

It is **compulsory** for students of NYU Language School to write **a minimum of 8 essays per term**. Marks for the essays will be taken into account under ‘ASSIGNMENTS’ which makes up 30% of the student’s final marks.

The percentage breakdown for the final result is as follows:

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

Please refer to the calendar in your class for the exact assignment and presentation dates.

**Assessment for Preparatory Course for IELTS**

ITEM	PERCENTAGE
MID-TERM TEST	20%
FINAL TERM TEST	30%
INDIVIDUAL PRESENTATION	10%
GROUP PRESENTATION	10%
ESSAY	20%
PROJECT WORK	10%
TOTAL	100%

**Assessment 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.

**Assessment 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.

ITEM	PERCENTAGE
MID-TERM TEST	50%
FINAL TERM TEST	50%
TOTAL	100%

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

- A test will be conducted every 6 weeks to allow us to monitor your child's progress. In keeping with our policy of involving the parents and guardians, we will be sending you quarterly detailed course reports.

ITEM	PERCENTAGE
MID-TERM TEST	50%
FINAL TERM TEST	50%
TOTAL	100%

**Performance Grading**

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

**Appeal Process & Procedures (In-House)**

- Upon release of results, students who are dissatisfied with the outcome may submit an Examination Appeal Form to the School. This is to be done within 7 working days of the release of examination results.
- The Administrative Manager will acknowledge the receipt of the appeal from within 3 working days.
- Appeal will be assessed and submitted to the Academic and Examination Board Chairman for review and approval.
- Please note that all decisions made by the Academic and Examination Board are final.
- Student will be informed of the final decision within one month from the date of the appeal.

**Appeal Process & Procedures (External Courses)**

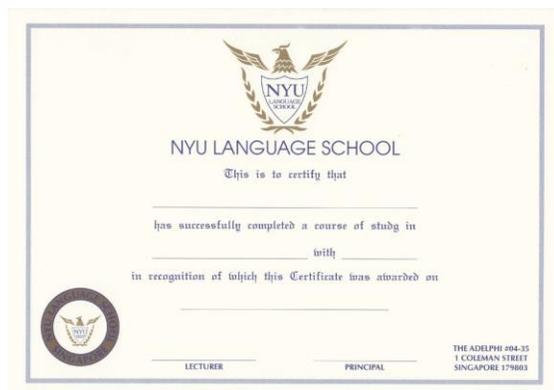
- Upon release of results, students who are dissatisfied with the outcome may submit an Examination Appeal Form to the Director of Studies. This is to be done within 7 working days of the release of examination results.
- The Director of Studies will acknowledge the receipt of the Examination Appeal Form within 3 working days, and proceed to submit the appeal to the External Partner.
- All decisions made by the External Partner are subject to their appeal processes, and approved decisions are final.
- The students will be informed of the appeal outcome within 8 weeks of the date of the appeal.

**Award Criteria for Course Completion**

- Pass the overall grading
- Keep attendance above 90% (for student's pass holders)
- Keep attendance above 75% (for non-student's pass holders)

### Type of Certification Awarded

- In-house certificate awarded



## 8. Mode of Payment & Payment Schedule

After signing the Student Contract, the Student can choose to make payment immediately, or to the School outside the campus at a later time through these means:

- Cash
- Internet Banking/TT Remittance: students bear all the bank charges.
- Cheque payable to School
- Flywire

All cheques should be crossed and made payable to "NYU Language School Pte Ltd".

For international payment via Flywire, please go to [nyulanguage.flywire.com](http://nyulanguage.flywire.com). All fees must be paid in Singapore dollars.

All fees will be collected based on the payment schedules stated in the standard Student Contract.

## 9. FPS (Fee Protection Scheme)

The Fee Protection Scheme (FPS) serves to protect the students' fees in the event a Private Education Institution (PEI) is unable to continue operations due to insolvency, and/or regulatory closure. The FPS also protects the student if the PEI fails to pay penalties or return fees to the student arising from judgments made against it by the Singapore courts.

FPS is compulsory for both local and international students taking courses at NYU except for course with duration less than one month or 50 hours. The actual premium amount to be paid for both local and international students will be calculated from the day the first instalment payment is made by the student.

All FEES paid will be insured under Lonpac Insurance Bhd apart from Application fee, Miscellaneous fee (Standard Student Contract - Schedule C) & GST. A copy of the Fee Protection Scheme will be given to the student by hand, via email or mail.

Insurance Company: **Lonpac Insurance BHD**

## 10. Medical Insurance Scheme

Effective 1 November 2015, Singapore Citizens (SC) and Singapore Permanent Residents (SPR) will be covered under the new Medishield Life scheme and thus no additional medical insurance will be purchased for these students.

We have purchased a group medical insurance scheme for all its students (except SC/SPR) throughout the course duration. The School arranges for medical insurance for its students on a group basis, depending on the arrangements available with AXA Insurance Singapore Pte Ltd of medical insurance. The coverage features:

- an annual limit of not less than S\$20,000.00 per student;
- 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).

The mandatory medical insurance purchase described above does not apply to students studying on a part-time basis or those taking courses that are no more than 30 days or 50 hours in duration.

Student will be given a copy of the original medical insurance policy stating clearly the policy's terms and conditions, the claim procedure, any exclusion, etc.

## 11. Refund Policy

The School's Management Team shall ensure a fair and reasonable refund policy is detailed for any payments made. Time taken to process all refund requests will be done within 7 working days.

The School adopts the Refund Policy as per the Standard Student Contract as set out by CPE. This Policy will act as a framework in guiding the implementation of detailed refund processes and procedures in the following areas:-

- Refund for Withdrawal Due to Non-Delivery of Course
- Refund for Withdrawal Due to Other Reasons
- Cooling off Period

School Refund Policy as per clauses in the Standard Student Contract:

**Refund for Withdrawal Due to Non-Delivery of Course:**

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

- i. It does not commence the Course on the Course Commencement Date;
- ii. It terminates the Course before the Course Commencement Date;
- iii. It does not complete the Course by the Course Completion Date;
- iv. It terminates the Course before the Course Completion Date;
- v. It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A of the standard student contract within any stipulated timeline set by CPE; or
- vi. The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

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

**Refund for Withdrawal Due to Other Reasons:**

If the Student withdraws from the Course for any reason other than those stated in Clause 2.1 of the standard student contract, the PEI will, within seven (7) working days of receiving the Student's written notice of withdrawal, refund to the Student an amount based on the table in Schedule D of the standard student contract.

**Refund during Cooling-off Period:**

The PEI will provide the Student with a cooling-off period of seven (7) working days after the date that the Contract has been signed by both parties.

The Student will be refunded the highest percentage (stated in Schedule D of the Standard Student Contract) of the fees already paid if the Student submits a written notice of withdrawal to the PEI within the cooling-off period, regardless of whether the Student has started the course or not.

**Refund Table:**

% of [the amount of fees paid under Schedules B]	If Student’s written notice of withdrawal is received:
[75%]	more than [30] days before the Course Commencement Date
[50%]	[14-30] days before the Course Commencement Date
[0%]	Less than [14] days before Course Commencement Date
[0%]	After Course Commencement Date

**Non-Refundable Fees:**

- Application Fees
- Miscellaneous Fees
- Course Material Fees
- Medical Insurance Fees

**Notes:**

Conditions where a course may be cancelled:

- 1) The intake does not meet a minimum enrolment of 4 students
- 2) The teacher is suddenly hospitalized and a substitute teacher cannot be found
- 3) The acts of God, force majeure, strikes, war, riot and any other causes of such nature.

## 12. Refund Procedure

- 1) Fill up Student Request Form and submit to the School
- 2) School will meet up with you to acknowledge the refund request and to work out if any refund is eligible.
- 3) Any refund amounts will be subjected to the school's Management approval.
- 4) The school will inform you of the outcome of the refund request.
- 5) Should you be eligible for refund, the school will inform you when to collect the refund.
- 6) The whole refund process will not take more than 7 working days from date of application.

## 13. Transfer & Withdrawal Policy

- A student who requests for an internal course transfer within the School must have their existing contract terminated. This includes students who changes the course or period of study (from full-time to part-time or vice versa). A new student contract will be signed based on the procedures for executing student contracts. The Refund Policy shall apply unless as otherwise agreed between the School and the Student.
- All request must be made in writing. Verbal notice is not accepted.
- The student must also fulfil all the admissions criteria of the new course and will be subjected to the School's student selection and admission procedures.
- A student who withdraws from the School to enrol with another school (i.e. discontinues all its courses with the school) shall be deemed to have withdrawn from the School and the refund policy and procedures shall apply.
- For students that are under 18 years of age, written consent from the parent / legal guardian must be obtained.

### Conditions for Granting Transfer and Withdrawal:

All outstanding fees must be settled prior to request for withdrawal and/or transfer

Student to fill in the Student Request Form, including submission of any supporting documents and adhering to the process as stated in the Course Transfer and Withdrawal Procedures.

**Conditions for Refund:**

The School's Refund Policy shall apply for all qualified refunds. Students are to refer to the School's Refund Policy and the Standard Student Contract for further details.

**Student's Pass Status****For Course Transfers**

- For Student's Pass holder, course transfer is subject to ICA's approval of the new Student's Pass.
- In the event that an application pertaining to transfer is rejected by ICA, the student pass is to be cancelled within 7 days.

**For Course Withdrawals**

- Student's Pass holder is required to submit his/her passport and Student's Pass to the School for cancelation of Student's Pass with ICA.

**Timeframe for assessing and processing transfer/ withdrawal cases**

The entire transfer / withdrawal process, from point of application to the final outcome, should not be more than 4 weeks. If the final outcome is not in favour of the applicant, respective staffs are to handle each situation according to the School's dispute resolution policy and procedure.

**14. Transfer & Withdrawal Procedure**

- 1) Student to fill in Student Request Form, including submission of any supporting documents.
- 2) Requests for transfer are treated as withdrawal from a course and treated as a new application for a new course. Student must meet the entry requirements of the course applied for.
- 3) For students under 18 years old, request for transfer/withdrawal must be accompanied by student's parent/ guardian approval in written form.
- 4) Request for transfer/withdrawal will only be considered for students that do not have any outstanding payments due to NYU.
- 5) Outcome of application for course transfer/withdrawal will be processed and notified in writing within 4 weeks from the date of submission of written request for transfer/withdrawal.
- 6) Upon approval of the transfer/withdrawal, the previous student contract will be considered as void.
- 7) Refund Policy shall apply for all qualified refunds.

## 15. Deferment Policy

- A student who requests for Deferment (i.e. delay or postpones the course) will either have their existing contract terminated or an addendum signed to reflect the changes.
- For students under 18 years old, request for deferment must be accompanied by student's parent/ guardian approval in written form.
- Any deferment would be addressed on a case by case basis and the School will have the final decision on the approval of deferment.

### Conditions for Granting Deferment

The School will have final say in all deferment cases. This will be based on availability of the Schedules and Classes.

Students can apply for deferment of semester / unit ONLY ONCE. Extension of deferment period will only be considered should there be very valid reasons and additional supporting documents provided by the student.

In applying for deferment, student has to take note of the course completion timelines. Students must ensure that there is sufficient time for them to complete their studies according to the timeline.

Course Completion Timeline:

- Students must complete their course within the following timeline from the date of class commencement:
- Within 1 year for course duration up to 6 months

Offering of units / courses are subject to availability. The school reserves the right to offer similar unit(s) in replacement of discontinued unit(s).

### Student's Pass Status

For Student's Pass holder, Deferments are subjected to ICA's approval of the new Student's Pass. The School will inform ICA in the event of any Deferments. Student's Pass will be cancelled.

### Timeframe for assessing and processing Deferment

The entire Deferment process, from point of application to the final outcome, should not be more than 4 weeks. If the final outcome is not in favor of the applicant, respective staffs are to handle each situation according to the School's dispute resolution policy and procedure.

## 16. Deferment Procedure

- 1) Student to fill in Student Request Form, including submission of any supporting documents.
- 2) For students under 18 years old, request for deferment must be accompanied by student's parent/ guardian approval in written form.
- 3) Outcome of application for course deferment will be processed and notified in writing within 4 weeks from the date of submission of written request for deferment.
- 4) Upon approval of the deferment, the previous student contract will be considered as void or an addendum is to be signed.

## 17. Dispute Resolution Policy

### Handling of Feedbacks and Complaints

The School accepts both written (emails / letters / Feedback Forms) and verbal communications (meetings / telephone correspondences) for ease of providing feedback.

The School is to seek feedback from its key stakeholders and external partners for continual improvement of its systems and processes.

All feedbacks and complaints must be properly recorded and /or documented. Any correspondence (including actions taken) between the School and the student must be annexed as evidences. This is to ensure that any staffs handling the case are kept aware of the progress / outcomes.

- a) In the event of any appeals for retention, suspension, expulsion and awards, the School's Dispute Policy and Process shall follow.
- b) It is the responsibility of the Student Services Department to notify relevant departments of any feedbacks and complaints.
- c) Students must be kept informed of the status of their feedback / complaints.
- d) Student Services Department is to respond to respective students within 3 working days of receipt of the feedback / complaint.

All feedbacks / complaints must be resolved within 21 working days. In the event that the deadline is not adhered to, respective students must be notified and the reasons with regards to the delay must be made known.

All feedback and complaints are to be evaluated, and improvements to be made in response to them. Such improvements are to be documented for re-evaluation after its implementation, and the complainant/person giving feedback will be informed.

**Alternate Remedies in Dispute Resolution**

In the event that the School and the student cannot come to an agreement or the student does not accept the final decision made by the School’s Management Team, they will be referred to Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through CPE Student Services Centre for mediation.

**18. Dispute Resolution Procedure**

1. Fill in the Feedback Form and submit it to the School.
2. The School will acknowledge your feedback/complaint within 3 working days.
3. Within 14 days, the School will propose a solution to you.
4. Should you not be satisfied with the solution, the matter will be escalated to the Principal.
5. Should the final resolution still be unsatisfactory, you will be referred to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through the Council for Private Education Student Services Centre.
6. The entire process should not take more than 21 working days.

**19. Attendance**

**Local Students/Non-Student Pass Holders**

Local students who are absent without any valid reason (i.e. marked as “0”) will be dealt with in the following manner:

<b>Attendance Rate</b>	<b>Action to be Taken</b>
<b>80 – 84%</b>	1 <sup>st</sup> Warning Letter to be Issued (Including failure to meet completion requirement reminder) The parent/guardian is to be informed (if student <18)
<b>75 – 79%</b>	2 <sup>nd</sup> Warning Letter to be Issued The parent/guardian is to be informed (if student <18)

<b>&lt; 75%</b>	Final Expulsion Letter to be Issued The parent/guardian is to be informed (if student <18)
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**International Students**

Based on the Monthly Attendance Monitoring Report, the Administrative Manager will submit the list of international students whose monthly attendance fell below 90% without valid reasons (i.e. marked as “0”) to ICA by the 1<sup>st</sup> week of every month.

Students who are holding student passes and are absent without any valid reason (i.e. marked as “0”) will be dealt with in the following manner:

<b>Attendance Rate</b>	<b>Action to be Taken</b>
<b>90 – 94%</b>	1 <sup>st</sup> Warning Letter to be Issued (Including failure to meet completion requirement reminder) The parent/guardian is to be informed (if student <18)
<b>85 – 89%</b>	2 <sup>nd</sup> Warning Letter to be Issued (Including Cancellation of Student’s Pass reminder if attendance <85%). The parent/guardian is to be informed (if student <18)
<b>&lt; 85%</b>	Final Expulsion Letter to be Issued (Including Cancellation of Student Pass). The parent/guardian is to be informed (if student <18)

Note: As set out in the Terms and Conditions of Student’s Pass, Student Pass Holders who miss 7 consecutive days of class will be liable to have their student pass be cancelled with effect from the 8th day and the letter of cancellation will be sent to student’s place of residence in Singapore as registered with the School.

**20. Student Support Services**

**The core list of support services is:**

- a) Student handbook is given out to all newly enrolled students to orientate them on important information of the School
- b) Medical Insurance coverage in accordance with the guidelines by CPE is provided to all enrolled students, via Lonpac Insurance. There can be an exemption for Singaporean/PR if they are already covered by their own medical insurance plan.
- c) The Corporate and Student Services department that handles / processes all student requests.

- d) Feedback form is easily available for students to provide valuable insights into helping the School to continually improve the student experience.

**List of Comprehensive Services Available in the School:**

- a) For all new students

The School will provide the following services to ensure that students make a smooth transition to Singapore:

- Visa / Student Pass Application
- Student Orientation Programme

- b) For all Current & Enrolled Students

The School aims to provide all students with an academic education of the highest standards through the provision of these services:

- Certified Counsellor
- Students' Outings and Activities
- Educational Tours
- Library Access for References
- Personalize updates to parents on admission matters / students' progress which includes:
  - Informing parents on student issues, including attendance rate, behaviour, academic performance, etc.
- Student Progress Reports
- Parent-Teacher meeting

- c) For enhancing overall Student Experience

In ensuring that the School provides for an exceptional student experience, it undertakes to provide the following services:

- Monthly review of students' attendance
- Student Evaluation Surveys (Student Satisfaction Survey / Module Evaluation Survey (if any) / Pre-course Counselling and Orientation Satisfaction Survey / End of Course Survey)
- Feedback forms
- Dispute resolution process

To note: This comprehensive list of student support services is not meant to be exhaustive. The School undertakes the responsibility to continually improve on ensuring that all students'

welfare and needs are well taken care of and will do so by school-student engagements through the various student touch points as listed.

## 21. Opportunities for Further Education & Job Prospect

- Students who are taking the language course at different levels will be able to use English during job interviews or to gain admission into other courses
- Students who are taking the preparatory course will be able to enter into a government primary or secondary school for further education subject to the result of the AEIS & S-AEIS test.
- Students who are taking the TOEFL/IELTS course will be able to help them score in the exam so as to enable them to apply for diploma or degree courses in Singapore.

## 22. Relevant Singapore Laws

Singapore is a society with an emphasis on rules and regulations, with punishments that include jail, fine and caning or a combination of the three. Note that the list given below is not comprehensive.

### ICA & MOM

- Applicant is required to note the following conditions:
  - a) He/She is only permitted to attend the course at the school as stated in the Student's Pass;
  - b) He/She shall attend the class regularly; and
  - c) He/She 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:
  - a) The applicant has failed to attend classes for a continuous period of 7 days or more without any valid reason; or
  - b) The applicant has 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
  - c) The applicant's studies in the school have been terminated.

- You are not allowed to work in Singapore if you are a student's pass holder.
- Your attendance must be at least 90% in any calendar month.
- For more information, please visit:
  - [www.ica.gov.sg](http://www.ica.gov.sg)
  - [www.mom.gov.sg](http://www.mom.gov.sg)

### **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.

## **23. General Healthcare Services in Singapore**

### **Singapore General Hospital**

Outram Rd  
Singapore 169608  
General Enquiries: 62223322

### **Kho Teck Puat Hospital**

90 Yishun Central  
Singapore 768828

### **National University Hospital**

5 Lower Kent Ridge Rd  
Singapore 119074  
General Enquiries: 67795555

### **KK Women's and Children's Hospital**

100 Bukit Timah Road  
Singapore 229899  
General Enquiries: 62934044

### **Changi General Hospital**

2 Simei Street 3  
Singapore 529889  
General Enquiries: 67888833

### **Institute of Mental Health/Woodbridge Hospital**

10 Buangkok View  
Singapore 539747  
General Enquiries: 63892000  
Fax Number: 63851050

### **Tan Tock Seng Hospital**

11 Jalan Tan Tock Seng  
 Singapore 308433  
 General Enquiries: 62566011

### **Students may also visit the following healthcare services:**

- Polyclinics
- Private Clinics
- General Practitioner (GPs)

## **24. Cost of Living in Singapore**

### Accommodation:

- Room, Dual-shared – About S\$600 per pax per month
- Room, Tri-shared – About S\$500 per pax per month
- Room, Quad shared – About S\$450 per pax per month

### Typical cost of meal:

- About S\$3-5 per pax per meal

## **25. Reference to CPE**

### Committee for Private Education

1 Marina Boulevard  
 #18-01 One Marina Boulevard  
 Singapore 018989

Tel: (65) 6512 1140

Email: [CPE\\_CONTACT@cpe.gov.sg](mailto:CPE_CONTACT@cpe.gov.sg)

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

### Opening hours

Monday – Friday: 9.00 am – 5 pm

Saturday, Sunday and Public Holidays: Closed

## **26. Contact Information**

Should recruitment agent have any enquiries, they are welcomed to call the Administrative Manager at (65)63383533. Agents may also email to Administrative Manager at [admin@nyu-online.com](mailto:admin@nyu-online.com) or visit our website at [www.nyu-online.com](http://www.nyu-online.com).