



STUDENT HANDBOOK

Version 36.1 - July 2026

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1. About the College

Canadian Education College (CEC) was founded in 1997 and has become a well-regarded English language College in Singapore. With years of experience in the English language field, Canadian Education College is continually developing and refining its teaching methods which have proven to be successful with thousands of students that have passed through CEC.

We are located in the Central Business District at the heart of Singapore, close to museum, art galleries, the library, restaurants and banking facilities. Our newly-renovated College consists of eleven classrooms, a lending library, open seating areas for students and Wi-Fi access.

CEC offers full-time and part-time courses, depending on your interests, goals, language level and schedule. Our teachers are passionate and aim to inspire student learning and teach you to express yourself with confidence. We have extended learning beyond the classroom through interactive student activities that brighten up student learning experience.

CEC always welcomes student feedback and encourages students to contribute to the College's growth and development.

2. Vision and Mission

Vision

We aspire to be a leading education provider delivering the highest standards of customer service and professionalism.

Mission

We are an educational college providing language programmes and diploma programmes. We strive towards providing full customer satisfaction through the pursuit of a culture of excellence, and collaboration with our stakeholders.

3. Values and Culture

Customer focus

We provide a service of the highest standard to achieve customer's satisfaction.

Excellence

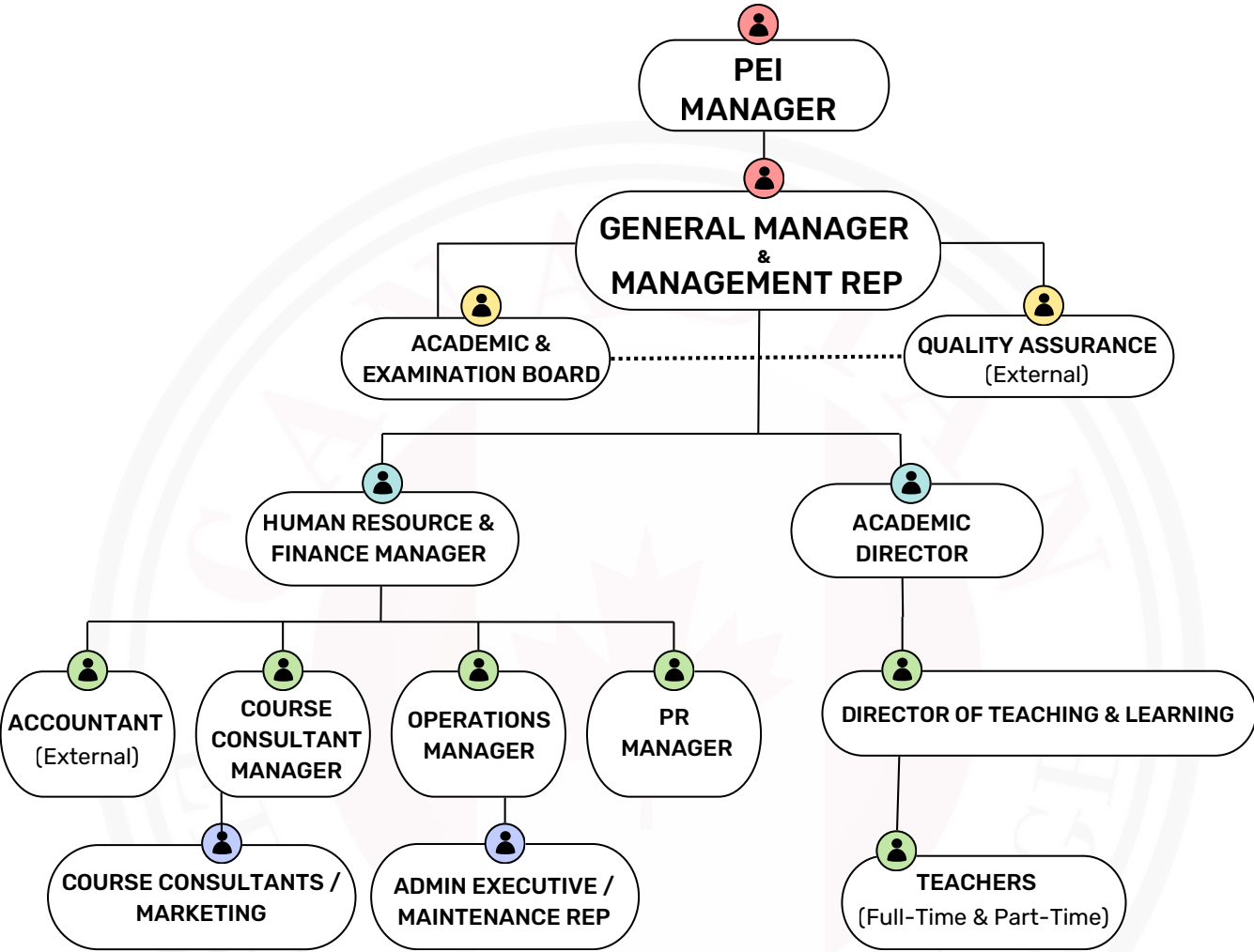
We believe in academic excellence, people excellence and process excellence.

Collaboration

We believe in collaborative teamwork and supporting one another.



4. CEC Organization



5. Academic & Examination Board



Moriaki Yoda

PEI Manager,
General Manager,
Chairman of PMER Committee



Kiran Mahbubani

AEB Chairman,
Academic Director



Jesse Colin Shafer-Oliver

Director of Teaching and Learning,
AEB Member



Simon Hull

Teacher & AEB Member

6. Location & Contact Information

ADDRESS:

360 Orchard Road #04-07/08 International Building,
Singapore 238869

OPERATING HOURS:

- **Mondays to Fridays:** 9:00am to 7:00pm
- **Saturdays:** 10:00am to 2:00pm
- **Sundays and Public Holidays:** Closed

PUBLIC BUS SERVICES:

Bus Stop: Royal Thai Embassy

7, 36, 36B, 77, 105, 106, 111, 123, 132, 174, 174e, 502, 502A

Bus Stop: Orchard Stn Exit 13

7, 7A, 14, 16, 36, 36A, 36B, 65, 77, 106, 111, 123, 174, 174e, 175

Bus Stop: Opposite Four Seasons Hotel

7, 36, 36A, 36B, 77, 105, 106, 111, 123, 132, 174, 174e

NEAREST MRT STATION

5 minutes walk from the **Orchard station (Exit 5)**

WHEELCHAIR ACCESSIBLE

Wheelchair and pram / stroller accessible

CAR PARK

Car/Motorcycle/Season parking information are available at the building management office.

CONTACT US:

 (65) 63360666

 contact@canadian.edu.sg

 www.canadian.edu.sg



WhatsApp

(65) 9725 7143



WeChat



LINE



KakaoTalk

7. College's Facilities



FREE WI-FI

We provide *FREE* internet access for all our students on our premises (during regular College hours).



HOT BEVERAGE MACHINE

A self-service machine for hot beverages such as tea, coffee, and chocolate drinks is available for students.



LIBRARY

Students can borrow books from the College library. The College offers various levels of graded readers so students can find books that are suitable for their levels. The College also offers comics and magazines to meet students' different needs and preferences.



NOTICE BOARD

You will find that our notice board located in the corridor within the College displays important sources of information. Please visit the notice board regularly to keep in touch with the latest updates and information on the events and the various activities.



WATER DISPENSER

Drinking water dispensers are available at the college for student use.



CLASSROOM FACILITIES

Comfortable and quiet classrooms provide students with a conducive learning environment. Classrooms are equipped with whiteboards, interactive smart boards and/or projectors to support teaching and learning activities.



STUDENT RECEPTION & FOYER

The student reception and foyer provide a welcoming and supportive environment. Staff are available to assist students in English, Chinese, Japanese, and Korean. Students can approach the reception for general inquiries, guidance, or support during college hours.



8. CEC's Registered Courses

Course Title <i>(Click on the below course titles for more information)</i>	Course Level	Course Awarded By	Full time	Part time
Certificate in Conversational English Elementary	Certificate	CEC	N.A.	3 mths
Certificate in Conversational English Intermediate I	Certificate	CEC	N.A.	3 mths
Certificate in Conversational English Intermediate II	Certificate	CEC	N.A.	3 mths
Certificate in Conversational English Advanced	Certificate	CEC	N.A.	3 mths
Certificate in English Elementary	Certificate	CEC	6 mths	6 mths
Certificate in English Intermediate	Certificate	CEC	6 mths	6 mths
Certificate in English Advanced	Certificate	CEC	6 mths	6 mths
Certificate in Extensive English Learning Programme (EELP)	Certificate	CEC	12 mths	N.A.
Diploma in Teaching English to Speakers of Other Languages (TESOL)	Diploma	London Teacher Training College (LTTC)	2 mths	4 mths
Diploma in Teaching English to Speakers of Other Languages (TESOL) (3 Months) (E-Learning)	Diploma	London Teacher Training College (LTTC)	N.A.	3.25 mths
Diploma in Teaching English to Speakers of Other Languages (TESOL) (5 Months) (E-Learning)	Diploma	London Teacher Training College (LTTC)	N.A.	5 mths
Diploma in Teaching English to Speakers of Other Languages (TESOL) (e-learning)	Diploma	London Teacher Training College (LTTC)	N.A.	6 mths
Preparatory Course for International English Language Testing System (IELTS)	Preparatory	International English Language Testing System	9 mths	N.A.



8.1 Academic Structure:

Our academic structure offers a clear pathway for students to develop English proficiency from elementary to advanced levels through full-time and part-time Certificate and Conversational English courses. The programmes focus on building strong communication, academic, and practical language skills, supporting students in achieving confidence and fluency. Learners can further progress to TESOL diploma programmes for teaching opportunities and IELTS preparation for higher education. Overall, the courses provide a well-rounded learning experience with strong academic progression and career advancement opportunities

CERTIFICATE IN CONVERSATIONAL ENGLISH

Course Synopsis:

Conversational Courses are designed for learners who feel the need to develop more confidence and fluency in their spoken English. Working within a friendly and relaxed setting, students will develop their conversational skills through a variety of interesting, fun and engaging topics and activities. Students will also learn a wide range of useful vocabulary to help enhance their English communication skills.

Upon completion, you will be awarded as below:

- Certificate in Conversational English Elementary
- Certificate in Conversational English Intermediate I
- Certificate in Conversational English Intermediate II
- Certificate in Conversational English Advanced

Entry Requirement:

- Minimum 12 years of age
- No academic requirement (for all levels)

Language Proficiency:

- Elementary: No Requirement
- Intermediate I: Pass English Elementary Test
- Intermediate II: Pass English Intermediate I Test
- Advanced: Pass English Intermediate II Test

The entry requirements for the Certificate in English are directly linked to the scores students attain from the placement test set by our qualified teachers and approved by our Academic Board. The placement test is designed to help our consultants make decisions about which class to place students in or whether a student can join a particular course. The test covers grammar, vocabulary and speaking ability.

Courses	Course Goals
Certificate in Conversational English Elementary	This course is for students who have little English and want to focus on effective Listening and Speaking. Students should already have the ability to read and write in English. Course Goals: • The ability to ask and answer basic questions about yourself the ability to understand and participate in simple conversations • The ability to understand native speakers of English at a slower than normal speed • The ability to listen and speak effectively so that others understand you • The ability to deal and communication breakdowns
Certificate in Conversational English Intermediate I	This course is for students who have some fluency in English, but wish to develop their confidence and skills in using English effectively. Course Goals: • The ability to understand and respond to questions with ease • The ability to identify the main points of everyday conversations • The ability to ask for clarification and explanations • The development of proficiency in listening and speaking skills to paint a basic conversation
Certificate in Conversational English Intermediate II	This course is for students who are able to communicate well in English, but still make frequent errors. This course will focus on honing Speaking and Listening skills using a variety of fun and interesting topics. Course Goals: • The ability to speak with others in everyday social situations with confidence and ease • The ability to speak with accurate pronunciation so that your English is easily understood • The ability to express opinions and support your point of view • The ability to verbally summarize a text using English further development of conversational skills.
Certificate in Conversational English Advanced	This course is for students who are well-spoken in English but wish to develop greater accuracy and fluency. Course Goals: • The ability to discuss a variety of topic with increased accuracy and confidence • The ability to understand, appreciate and utilise the more irregular aspects of the English language • The development of fluent conversational skills, including • The ability to cope with communication breakdowns the ability to express general content and finer details of written texts



CERTIFICATE IN ENGLISH ELEMENTARY

Course Synopsis:

CEC offers 3 Levels of Certificate in English. Students can choose their course depending on their language level and schedule. Our English courses are for anyone who wishes to learn to communicate in English, and to feel comfortable in an English-speaking environment; the course is also suitable for anyone who is preparing to enter tertiary education. These English courses are for students who want to attend classes every day to improve their level of general English, as well as for those who wish to progress further in their grasp of the English Language.

*Upon completion, you will be awarded with a Certificate of English Elementary.

Entry Requirement:

- Minimum 12 years of age
- No academic requirement (for all levels)

The entry requirements for the Certificate in English are directly linked to the scores students attain from the placement test set by our qualified teachers and approved by our Academic Board. The placement test is designed to help our consultants make decisions about which class to place students in or whether a student can join a particular course. The test covers grammar, vocabulary and speaking ability.

Level	Course Goals
• Beginner • Elementary	Grammar: Students will be able to understand and use a range of simple grammatical structures and sentence patterns. Writing Students will be able to write simple phrases and link sentences with “and”, “but” and “because”.
	Vocabulary: Students will be able to use narrow repertoire of vocabulary dealing with everyday needs.
	Reading: Students will be able to understand short texts containing high frequency vocabulary. Speaking Student will be able to understand and speak about simple and routine tasks, simple exchanges of information, and familiar and routine matters. Listening Students will be able to understand phrases and expressions related to areas of priority.
	Pronunciation: By the end of our English course students' pronunciation will be clear enough to be understood despite a noticeable foreign accent.



CERTIFICATE IN ENGLISH INTERMEDIATE

Course Synopsis:

CEC offers 3 Levels of Certificate in English. Students can choose their course depending on their language level and schedule. Our English courses are for anyone who wishes to learn to communicate in English, and to feel comfortable in an English-speaking environment; the course is also suitable for anyone who is preparing to enter tertiary education. These English courses are for students who want to attend classes every day to improve their level of general English, as well as for those who wish to progress further in their grasp of the English Language.

*Upon completion, you will be awarded with a Certificate of English Intermediate.

Entry Requirement:

- Minimum 12 years of age
- No academic requirement (for all levels)

The entry requirements for the Certificate in English are directly linked to the scores students attain from the placement test set by our qualified teachers and approved by our Academic Board. The placement test is designed to help our consultants make decisions about which class to place students in or whether a student can join a particular course. The test covers grammar, vocabulary and speaking ability.

Level	Course Goals
• Pre-Intermediate • Intermediate	Grammar: Students will be able to understand and use a range of common grammatical structures and sentence patterns.
	Writing: Students will be able to write simple phrases, sentences and paragraphs linked with simple connectors. By the end of this course students will be able to write simple correspondence and descriptions of their personal life and past experiences.
	Reading: Students will be able to understand short, simple text on familiar matters with a satisfactory level of comprehension.
	Speaking: Student will be able to manage simple, routine exchanges without long delays or too much effort and ask and answer questions familiar topics in everyday situations.
	Listening: Students will be able to sustain a brief monologue about their current life and past experiences. By the end of this course student will be able to understand straightforward factual information about common everyday topics, identifying both general messages and specific details, provided that speech is clear.
	Vocabulary: Students will be able to use a repertoire of vocabulary for the expression of basic communicative needs and simple descriptions of their personal lives and experiences.
	Pronunciation: Students' pronunciation will be clearly intelligible despite a foreign accent and occasional mispronunciation.



CERTIFICATE IN ENGLISH ADVANCED

Course Synopsis:

CEC offers 3 Levels of Certificate in English. Students can choose their course depending on their language level and schedule. Our English courses are for anyone who wishes to learn to communicate in English, and to feel comfortable in an English-speaking environment; the course is also suitable for anyone who is preparing to enter tertiary education. These English courses are for students who want to attend classes every day to improve their level of general English, as well as for those who wish to progress further in their grasp of the English Language.

*Upon completion, you will be awarded with a Certificate of English Advanced.

Entry Requirement:

- Minimum 12 years of age
- No academic requirement (for all levels)

The entry requirements for the Certificate in English are directly linked to the scores students attain from the placement test set by our qualified teachers and approved by our Academic Board. The placement test is designed to help our consultants make decisions about which class to place students in or whether a student can join a particular course. The test covers grammar, vocabulary and speaking ability.

Level	Course Goals
• Upper Intermediate • Advanced	Grammar: Students will have a relatively high degree of grammatical control, avoiding mistakes which lead to misunderstanding. Students will also have a good understanding of less frequent and complex grammatical structures.
	Writing: Students will be able to write clear, detailed texts on a variety of subjects, evaluating information and arguments from a number of sources.
	Reading: Students will be able to read with a large degree of independence, adapting style and speed of reading to different texts and purposes, and using appropriate reference sources effectively.
	Speaking: Student will be able to highlight the personal significance of events and experiences, and account for their views clearly by providing relevant explanations and arguments.
	Listening: Students will be able to understand the main ideas of propositionally and linguistically complex speech on both concrete and abstract topics delivered in a standard dialect.
	Vocabulary: Students will have a high level of lexical accuracy and a good range of vocabulary for matters connected to his/her field as well as most general topics.
	Pronunciation: Students will have acquired a clear, natural pronunciation and intonation.



CERTIFICATE IN EXTENSIVE ENGLISH LEARNING PROGRAMME (EELP)

Course Synopsis:

The Extensive English Learning Programme (EELP) is a 1-year course that takes students from Pre-Intermediate to Advanced Level, each module lasting 3 months. It focuses on improving speaking, listening, reading, and writing skills, while building vocabulary, grammar, and pronunciation. Through practical topics and real-world communication, students gain the confidence and fluency needed for academic, professional, and everyday use of English.

Entry Requirement:

- **Minimum 16 years of age**
- **Language:**
No formal English qualification is required. Applicants may qualify for admission by taking a placement test.
- **Academic:**
 - i. At least completed ‘N’ Level or its equivalent; or
 - ii. At least completed International Year 10 or its equivalent.

Level	Learning Objectives
Pre-Intermediate Level	• Communicate about past, present, and future events. • Use common grammar structures such as the present perfect and comparatives. • Understand longer spoken texts and everyday conversations. • Read and understand simple articles and short narratives. • Write short texts, including emails, notes, and short paragraphs. • Improve pronunciation and develop conversational fluency. • Engage in social interactions and common real-life situations.
Intermediate Level	• Express opinions and participate actively in discussions. • Use a broader range of tenses and sentence structures accurately. • Understand the main points of authentic listening materials. • Read and interpret a variety of text types. • Write essays, stories, and both formal and informal correspondence. • Expand topic-specific vocabulary and use idiomatic expressions. • Speak more fluently and confidently in extended conversations
Upper Intermediate Level	• Understand and analyse complex written and spoken texts. • Use advanced grammatical structures with control and flexibility. • Express ideas clearly in both formal and informal contexts. • Write detailed, well-structured texts such as reports and reviews. • Interpret tone, style, and implied meaning across different contexts. • Communicate clearly, accurately, and appropriately. • Use a wide range of idiomatic and academic vocabulary.
Advanced Level	• Understand a wide range of demanding, longer texts and recognize implicit meaning. • Use language flexibly and effectively for social and academic purposes. • Produce clear and well-organized written and spoken communication. • Demonstrate a good level of grammatical accuracy. • Engage confidently in debates and presentations. • Read and analyse authentic materials. • Employ nuanced vocabulary, idiomatic expressions, and discourse markers naturally and appropriately

PREPARATORY COURSE FOR INTERNATIONAL ENGLISH LANGUAGE TESTING SYSTEM (IELTS)

Course Synopsis:

With our Preparatory Course for International English Language Testing System (IELTS) programme, you can now approach the IELTS exam with knowledge and confidence!

Canadian Education College offers an extensive course that will prepare you thoroughly for the IELTS exam. The primary objective of the programme is to develop and brush up your listening, speaking, reading and writing skills, while familiarizing you with the format and structure of the IELTS exam.

Our classes are kept small, in order to provide individual support and ongoing feedback from the teacher regarding your progress. Students who prefer private coaching may also sign up for 1-to-1 classes.

All teachers deployed in this course are qualified IELTS trainers and veteran educators. With a track record of academic excellence and great student rapport, we have the right team to make your IELTS coaching experience as enriching and memorable as possible.

Entry Requirement:

- **No minimum age requirement (recommended to be 18 years old or above) Basic English Proficiency**

Preparatory Course for International English Language Testing System (IELTS) syllabus is designed with the IELTS exam in mind, and focuses on listening, speaking, and Academic and General reading and writing skills.

*There is no required assessment score, as the IELTS test is administered by an external IELTS test centre exclusive of CEC's preparatory course.

Listening and Reading (Receptive Skills):

- become deeply familiarised with the various question types that may appear in the IELTS test
- acquire critical time management skills to ensure that no questions are left unanswered
- practice effective skimming and scanning techniques
- learn to avoid common mistakes and pitfalls
- master the top tips and strategies that significantly improve test scores

Speaking and Writing (Productive Skills):

- be able to understand different questions and scenarios quickly and easily
- gain speed and expertise in brainstorming and organising ideas
- learn practical ways to elaborate ideas and meet minimum word count without compromising on quality
- build up a depository of exam-focused strategies
- find out how to score extra points for originality by rephrasing concepts differently
- steer clear of frequent and common pronunciation errors
- acquire excellent speech patterns and rhythm from native-speaking teachers and be able to apply them consistently

- **DIPLOMA IN TEACHING ENGLISH TO SPEAKERS OF OTHER LANGUAGES (TESOL)**
- **DIPLOMA IN TEACHING ENGLISH TO SPEAKERS OF OTHER LANGUAGES (TESOL) (E-LEARNING)**
- **DIPLOMA IN TEACHING ENGLISH TO SPEAKERS OF OTHER LANGUAGES (TESOL) (3 MONTHS) (E-LEARNING)**
- **DIPLOMA IN TEACHING ENGLISH TO SPEAKERS OF OTHER LANGUAGES (TESOL) (5 MONTHS) (E-LEARNING)**

Course Synopsis:

As an English Specialist, we develop professional trainers and teachers and at the same time prepare you to be successful "Edupreneurs". With the Diploma in TESOL, you can prepare for your career in teaching English as a second language* and will be qualified to participate in many teaching career opportunities. The Diploma in TESOL is an internationally recognized qualification. The course is suitable for those who are new to teaching English and want to develop English language skills in students who are speakers of other languages. The TESOL Programme will give students an introduction to the theory and practice of English teaching. TESOL provides an insight into the challenges facing the learner and the role of the teacher in the classroom. Teaching methodologies, techniques to develop language skills, phonology and morphology, as well as the teaching of English grammar, lesson planning, different learning styles and testing will be included. The practical aspect includes lesson observations and guided teaching practice.

Entry Requirement:

- **Minimum 18 years of age**
- **Academic Level:**
 - 5 General Certificate of Education (GCE) 'O' Levels passes or
 - 2 General Certificate of Education (GCE) 'A' Levels passes or its equivalent.
- **Language Proficiency:**
 - At least C6 in English language at O level exam or its equivalent.
- **Students who do not meet these criteria will need to present IELTS test results (minimum score of 6) or undertake an Advanced Placement Test (minimum pass rate 75%).**

Module Overview

- | | |
|--|--|
| <ul style="list-style-type: none"> • By course completion, students will: • Understand how language is acquired • Understand what constitutes error in a language • Know the principles on which modern language teaching is based | <ul style="list-style-type: none"> • Understand what phonetics and phonology are • Know which methodologies can be used to teach English • Know how to use materials and aids to teach English in class • Know how to organize the class know how to design effective lesson plans |
|--|--|

Level	Learning Objectives
MODULE 1: LANGUAGE THEORY	• The nature of language and its acquisition • Teaching methodologies and principles
MODULE 2: LANGUAGE TEACHING METHODOLOGIES	• Teaching language skills • Teaching material and aids
MODULE 3: CLASSROOM PLANNING & ORGANIZATION	• The syllabus and Scheme of Work • Teacher's Roles • Different types of learners • Organising the class • Lesson planning
MODULE 4: LINGUISTICS & LANGUAGE TEACHING	• Phonetics and Phonology • Grammar, Morphology and Linguistic applications.

9. Student Support Services & Counselling

9.1 For All New Students:

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

- Accommodation Support Service
- Visa / Student Pass Application (where applicable)
- CEC's Student Orientation Programme

9.2 For All Current & Enrolled Students:

The College aims to develop and promote an academic education of the highest standards for students through the provision of these services:

- Designated Counsellor
- Students' Outings and Activities
- Educational Tours (Edu Trips)
- Free WIFI access and Library Access for References
- Student Progress Report
- Support for students looking for career guidance and to enhance employability skills / post course skills, from teachers and/or Academic Director
- Hot Beverage Machine for Students
- Hot & Cold Water Dispenser

9.3 For Enhancing Overall Student Experience:

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

- Monthly review and feedback of students' attendance
- Student Evaluation Surveys, including Student Satisfaction Survey, Student Survey on Agent Service Quality, Graduate Survey and Student Activity Satisfaction Survey
- Feedback Forms
- Dispute Resolution Process
- Student Intervention

9.4 Programmes To Develop Students Holistically:

- A holistic education framework is created and continually reviewed to ensure that the College has sufficient programmes to develop students holistically and value add to their learning experience.
- The College's Innovation and Continual Improvement Cycles and its elements, including the annually done Innovation and Continual Improvement Work Plan would also act as a platform to incorporate the need and objective to develop students holistically.

9.5 Student Services

All students are provided with a wide range of services by Canadian Education College. Assistance is assured throughout the student's course of study so that he/she can get comfortably adjusted to Singapore's well-disciplined living and studying conditions. Some of the services provided are as follows:

9.6 Japanese / Korean / Chinese Helpdesk:

- From Mondays to Saturdays, we have Japanese, Korean and Chinese support desk available should you require explanation or translation in Japanese / Korean / Chinese.
- Monday to Friday 9:00am – 7:00pm
- Saturday 10.00am – 2.00pm (exact dates to be advised)
- If you require help in other languages, please approach the front desk and we will help to locate staff who speaks your language, if available.

9.7 Student Counselling Services:

- We provide a Student Counselling Service to help you with any personal, emotional or study-related difficulties affecting your studies. Our in-house counselling staff is trained to provide counselling and advice. If you need to have a session with our counselling staff, please approach the front desk or your teacher to help make the arrangements.

Note: professional counselling is available by appointment only.

9.8 Academic Support Services:

- We assist students in selecting the most appropriate course of study befitting their aptitude as well as arrange for their entry into various institutions such as local government schools, polytechnic and colleges to pursue higher and further education in certificate, diploma & Preparatory courses.

9.9 FIRST AID:

- First Aid is available in the Staff Room. Students needing first aid are to enquire with the front desk.
- We have teachers trained as First Responders to help you with any personal, or medical emergency. Our in-house staff is trained to provide initial medical assessment.
- If you need assistance, please approach the front desk or your teacher to help make the arrangements.

9.10 Where Should I Go for Help?

Focus Area	Description	Staff-in-Charge
Conducive Environment for Teaching & Learning	Safety and Healthy Environment	Course Consultants / Feedback Form
Admission, Orientation & General Services	All courses application and admission related services	Course Consultants / Admin Executive
	All Student's Pass Application / Renewal related services	Course Consultants / Admin Executive
	Orientation on Canadian Education College	Course Consultants / Admin Executive
	Updating of personal particulars	Course Consultants / Admin Executive
Student Protection	Refund of Course Fee	Refer to Refund Policy in Student Handbook, Student Contract, Receipt & Website or speak to a Course Consultant
	Transfer / Withdrawal of Course	Course Consultants / Student Request Form
	Dispute Resolution	Course Consultants / Admin Executive
	Feedback & Grievances Resolution	Course Consultants / Admin Executive
	Fees Protection Scheme	Course Consultants / Admin Executive

10. Attendance Policy & Procedures

The Attendance Policy and procedures apply to all modes of learning:

- **In-person learning** – lessons conducted physically on campus.
- **Synchronous e-learning** – lessons conducted online.
- **Asynchronous e-learning** – online tasks/work completed by students at their own pace.

The college encourages all its students to be regular and punctual for their daily classes. Please note the attendance requirement and leave application guidelines as mentioned below:

- Students on a **Student's Pass** must maintain a minimum monthly attendance of **90%**.
- **Non-Student's Pass** holders must maintain a minimum monthly attendance of **75%**.
- Any absence must be supported by a Medical Certificate or approved Student Leave with justification.
- Medical Certificates must be submitted within **5 working days** upon the student's return to class.
- Student Leave applications must be submitted at least **3 days before the intended leave date** using the Student Leave Form, together with supporting documents where applicable.
- The Immigration & Checkpoints Authority of Singapore (ICA) will be notified by the College whenever a Student's Pass holder has a monthly attendance of below **90%**.
- Student's Pass holders who miss **7 consecutive days** of class may have their Student's Pass cancelled with effect from the **8th day**.

For in-person and synchronous e-learning classes, attendance is taken once per class. Students who arrive **5 minutes after the class start time** will be marked **late/tardy**. Students who arrive **30 minutes after the class start time** will be marked **absent**.

For asynchronous e-learning, attendance will be recorded once the assigned tasks/work have been completed.

The College monitors students' attendance regularly. Reminder Letters and Warning Letters may be issued in accordance with the College's attendance monitoring procedures.

11. Medical Certificate / Student Leave Application Procedures

- Students applying for leave must request the Student Leave Form from the Course Consultant or Administrative Executive.
- The completed Student Leave Form, together with supporting documents where applicable, must be submitted at least 3 days before the intended leave date. All Student Leave Forms require approval from the Management Team before students can go on leave.
- For absence due to medical reasons, all Medical Certificates and/or supporting documents must be submitted to the Administrative Executive or Course Consultant within 5 working days of returning to class. Otherwise, the attendance will be marked as Absent ("X").
- The Administrative Executive / Teachers / Course Consultants may contact students who are absent for 2 consecutive days to verify whether they have valid reasons for their absence. Where valid supporting documents are provided, the attendance status may be updated to:
 - “MC” – Medical Certificate / medical leave
 - “Le” – Approved Student Leave

The Administrative Executive will ensure that students marked as “MC” or “Le” have the relevant Medical Certificates, approved Student Leave Forms and supporting documents, where applicable.

Note: If the student is under 18 years of age, the student’s parent or legal guardian must apply for the student’s leave.

12. Disciplinary Policy (Student Code of Conduct)

- **Types of disciplinary offences include the following: -**

1. Leaving the classroom or College grounds without permission.
 2. Continual absence from class without valid reasons.
 3. Continual late-coming without valid reasons.
 4. Bullying, including cyberbullying.
 5. Cheating in any form of assessment, including tests and examinations.
 6. Open defiance and rudeness.
 7. Improper attire and grooming.
 8. Consumption of alcohol.
 9. Smoking or vaping on College grounds.
 10. Vandalism or mishandling of College premises, assets, or property.
 11. Falsification of information provided to the College and/or any authorities.
 12. Working while on a Student's Pass, for international students.
 13. Violation of any other College Policy, including the Student Academic Honesty Policy. For academic dishonesty, reference should be made to the Student Assessment Manual.
 14. Unlawful actions under Singapore laws, including but not limited to fighting, theft, and drug consumption.
- **Depending on the severity of the misconduct, and at the sole discretion of the Management Team, action may be taken against students who violate the Disciplinary Policy.**

13. Disciplinary Procedures and Management of Student Conduct

Any teacher or staff member who identifies a student with poor conduct or who has violated the Student Code of Conduct will inform the Management Team.

The Management Team will investigate the matter to verify the validity of the allegation against the student.

Disciplinary action will be taken according to the number and type of offences as follows:

No. of Offences	Type of Misconduct	Action to be Taken
1	Student misconduct as stated in the Disciplinary Policy	Verbal Warning
2	Student misconduct as stated in the Disciplinary Policy	1st Warning Letter; student to undergo counselling; parent/guardian to be informed if the student is under 18
3	Student misconduct as stated in the Disciplinary Policy	2nd Warning Letter; may result in termination of the student contract at the discretion of the Management Team; parent/guardian to be informed if the student is under 18
	Criminal Offences	Student to be referred to the Police; liable to termination of the student contract at the discretion of the Management Team; parent/guardian to be informed if the student is under 18

Note: For procedures on handling academic dishonesty, reference should be made to the Student Assessment Manual.

The decision of the Management Team is final, and the College will not entertain any appeals. If students do not accept the outcomes, they are to go through the College's dispute resolution process.

14. Policy & Procedures: Refund

Policy

- The College 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.
- Computation of the refund amount is to be communicated to the students.
- The College adopts the Refund Policy as set out in the applicable Standard PEI-Student Contract. This Policy will act as a framework in guiding the implementation of detailed refund processes and procedures in the following areas: -
 1. Refund for Withdrawal Due to Non-Delivery of Course
 2. Refund for Withdrawal Due to Other Reasons
 3. Cooling off Period

For Standard Student Contract Version 4.0

- The College will notify the Student in writing within three (3) working days after becoming aware of any of the following (each a “Refund Event”):
 1. It cannot commence the provision of the Course on the Course Commencement Date;
 2. It cannot complete the provision of the Course by the Course Completion Date;
 3. The Course will be terminated before the Course Completion Date;
 4. The Student does not meet the course entry or matriculation requirements as stated in Schedule A; or
 5. The Immigration & Checkpoints Authority of Singapore (the “ICA”) rejects the Student’s application for the Student Pass.
- Where any of the Refund Events in Clause 3.1(a) to (c) of the Standard Student Contract has occurred:
 1. The College shall use reasonable efforts to make alternative study arrangements for the Student and shall propose such alternative study arrangements in writing to the Contracting Party, within ten (10) working days of informing the Contracting Party of the Refund Event.
 2. If the Contracting Party accepts such alternative study arrangements, the College shall set forth such alternative study arrangements in a written contract and this Contract shall automatically terminate on the date that such new written contract comes into effect.
 3. If the PEI does not propose alternative study arrangements to the Contracting Party within the time stipulated in Clause 3.2(a) of the Standard Student Contract, or the Contracting Party does not accept such alternative study arrangements, the Contracting Party may forthwith terminate this Contract by way of a written notice to the PEI.

- Where any of the Refund Events in Clauses 3.1(d) to (e) has occurred, the College shall forthwith terminate this Contract by way of a written notice to the Contracting Party.
- If the Contract is terminated pursuant to Clause 3.2(b) read with Clause 3.1(a), the College shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
- If the Contract is terminated pursuant to Clause 3.2(b) read with either Clause 3.1(b) or Clause 3.1(c), the College shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.
- If the Contract is terminated pursuant to Clause 3.3 or Clause 3.2(c) read with Clause 3.1(a), the College shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
- If the Contract is terminated pursuant to Clause 3.2(c) read with either Clause 3.1(b) or Clause 3.1(c), the College shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.
- **Refund for Withdrawal During the Cooling-Off Period:**
 1. Notwithstanding anything herein contained, the Contracting Party shall be entitled to, without any liability whatsoever to the College, forthwith terminate the Contract at any time within the Cooling-Off Period (10 calendar days) by way of a written notice to the College. The College shall return all Course Fees and Miscellaneous Fees paid to it within seven (7) working days of the receipt of the written notice.
- **Refund for Withdrawal Outside the Cooling-Off Period**
 1. Without prejudice to Clauses 3.1 to 3.8 above, the Contracting Party may terminate the Contract
 2. at any time before the Course Completion Date by providing a written notice to the College.
 3. Upon receipt of such notice, the College shall within seven (7) working days, refund to the
 4. Contracting Party such amount (if any) as determined in accordance with Schedule D.
- **Non-Refundable Fees:**
 1. The College's Non-refundable fees consist of the Fee Protection Scheme fees and fees reflected in Schedule C of the Standard Student Contract. No refunds will be made for fees that fall under this category.
- **Public Holidays:**
 1. Lessons missed due to a Public Holiday are not made up.



Refund Table

% of [the amount of Course Fees and Miscellaneous Fees paid under Schedules B and C]	If the Contract Party’s written notice of withdrawal is received:
60%	(“Maximum Refund”) More than 30 working days before the Course Commencement Date
30%	On or before, but not more than 30 working days before the Course Commencement Date
10%	After, but not more than 14 working days after the Course Commencement Date
0%	More than 14 working days after the Course Commencement Date

For Standard Student Contract Version 4.1

- **The College will notify the Student in writing within three (3) working days after becoming aware of any of the following (each a “Refund Event”):**
 1. It cannot commence the provision of the Course on the Course Commencement Date;
 2. It cannot complete the provision of the Course by the Course Completion Date;
 3. The Course will be terminated before the Course Completion Date;
 4. The Student does not meet the course entry or matriculation requirements as stated in Schedule A; or
 5. The Immigration & Checkpoints Authority of Singapore (the “ICA”) rejects the Student’s application for the Student Pass.
- **Where any of the Refund Events in Clause 3.1(a) to (c) of the Standard Student Contract has occurred:**
 1. The College shall use reasonable efforts to make alternative study arrangements for the Student and shall propose such alternative study arrangements in writing to the Contracting Party, within ten (10) working days of informing the Contracting Party of the Refund Event.
 2. If the Contracting Party accepts such alternative study arrangements, the College shall set forth such alternative study arrangements in a written contract and this Contract shall automatically terminate on the date that such new written contract comes into effect.
 3. If the PEI does not propose alternative study arrangements to the Contracting Party within the time stipulated in Clause 3.2(a) of the Standard Student Contract, or the Contracting Party does not accept such alternative study arrangements, the Contracting Party may forthwith terminate this Contract by way of a written notice to the PEI.
- **Where any of the Refund Events in Clauses 3.1(d) to (e) has occurred, the College shall forthwith terminate the Contract by way of written notice to the Contracting Party.**
- **If the Contract is terminated pursuant to Clause 3.2(b) read with Clause 3.1(a), the College shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.**
- **If the Contract is terminated pursuant to Clause 3.2(b) read with either Clause 3.1(b) or Clause 3.1(c), the College shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.**
- **If the Contract is terminated pursuant to Clause 3.3 or Clause 3.2(c) read with Clause 3.1(a), the College shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.**
- **If the Contract is terminated pursuant to Clause 3.2(c) read with either Clause 3.1(b) or Clause 3.1(c), the College shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.**



• **Refund for Withdrawal During the Cooling-Off Period**

Notwithstanding anything herein contained, the Contracting Party shall be entitled to, without any liability whatsoever to the College, terminate the Contract at any time within the Cooling-Off Period (10 calendar days) by way of written notice to the College. The College shall return all Course Fees and Miscellaneous Fees paid to it within seven (7) working days of receipt of the written notice.

• **Refund for Withdrawal Outside the Cooling-Off Period**

Without prejudice to Clauses 3.1 to 3.8 above, the Contracting Party may terminate the Contract at any time before the Course Completion Date by providing written notice to the College. Upon receipt of such notice, the College shall, within seven (7) working days, refund to the Contracting Party such amount, if any, as determined in accordance with Schedule D.

Refund Table

% of [the amount of Course Fees and Miscellaneous Fees paid under Schedules B and C]	If the Contract Party’s written notice of withdrawal is received:
60%	(“Maximum Refund”) More than 30 working days before the Course Commencement Date
30%	On or before, but not more than 30 working days before the Course Commencement Date
10%	After, but not more than 14 working days after the Course Commencement Date
0%	More than 14 working days after the Course Commencement Date

Note:

• **Canadian Education College can cancel a course if:**

- 1. The class does not meet a minimum enrolment of 5 students
- 2. The teacher is suddenly hospitalized, and a substitute teacher cannot be found

• **Options for Students**

- 1. If possible, Canadian Education College will endeavor to enroll the student in a similar course
- 2. Provide the student with a credit note and enroll the student in the next intake
- 3. Provide a full refund

Procedure

- **Students to fill up Student Request Form**

1. Students requesting a refund must complete the **Student Request Form** and submit it to the Course Consultant for processing.
2. Any supporting documents required for the refund request must be submitted together with the Student Request Form.
3. The reason for the refund must be clearly stated in the Student Request Form.

- **Course Consultant to meet up with Student**

1. Upon receipt of the Student Request Form and supporting documents, the Course Consultant will meet with the student and acknowledge receipt of the refund request by signing the form.
2. This must be completed within **2 working days** from the date of application.
3. For students **under 18 years old**, the Course Consultant must obtain written consent from the student's parent or guardian before proceeding with the refund request.
4. Consent may be provided through the form, email, or letter and must be documented in the Student Request Form.

- **Establishing of Refund Category and Amount**

1. The Course Consultant will refer to the **Standard Student Contract** to determine whether a refund is applicable.
2. The refund amount, if any, will be calculated according to the Refund Policy stated in the Standard Student Contract.
3. The refund amount and its computation will be stated in the Student Request Form and explained to the student.
4. All refund amounts will strictly follow the Refund Policy stated in the Standard Student Contract.

- **Management Approval of Refund Amount**

1. After the refund amount has been established, the Course Consultant will seek approval from the Finance Manager before the refund can be disbursed.
2. The approval must be documented in the Student Request Form.

- **Disbursement of Refund Amount**

1. Upon approval, the Finance Manager will disburse the refund amount to the Course Consultant and update the **Student Management System** and **List of Refunds**.
2. The Course Consultant will contact the student to collect the refund amount and issue a **Refund Settlement Letter**, which will include the computation of the refund amount.

Note: *The overall refund process must be completed within 7 working days from the date of application to notification of the final outcome.*

15. Policy & Procedure: Transfer, Withdrawal & Deferment

- **The policy on Transfer / Withdrawal:**

1. A student who requests an internal course transfer within the College must have their existing Student Contract terminated. This includes students who change their course or period of study (from full-time to part-time or vice versa). A new Student Contract or addendum will be signed based on the procedures for executing Student Contracts. The Refund Policy shall apply unless otherwise agreed between the College and the student.
2. All requests must be made in writing. Verbal notice is not accepted.
3. The student must fulfil all admission criteria of the new course and will be subject to the College's student selection and admission procedures.
4. A student who withdraws from the College to enrol with another College shall be deemed to have withdrawn from the College, and the Refund Policy and procedures shall apply.
5. A student who withdraws will have their Student Contract terminated.
6. For students under 18 years of age, written consent from the parent / legal guardian must be obtained.
7. There is no additional administration fee for Transfer and Withdrawal applications.

- **The policy on Deferment:**

1. A student who requests a deferment (i.e. delays or postpones the course) must either have their existing Student Contract terminated or sign an addendum to reflect the changes.
2. All requests must be made in writing. Verbal notice is not accepted.
3. For all terminated Student Contracts, a new Student Contract will be signed based on the procedures for executing Student Contracts. The Refund Policy shall apply unless otherwise agreed between the College and the student.
4. Any deferment will be addressed on a case-by-case basis, and the College will have the final decision on whether the deferment is approved or rejected.
5. For students under 18 years of age, written consent from the parent / legal guardian must be obtained.
6. Submitting a request does not automatically result in an official deferment. Students must ensure that they receive formal notice / confirmation from the College regarding the outcome of their deferment request.

- **Conditions for granting of Transfer and Withdrawal**

1. In line with ICA requirements, Student's Pass holders are to achieve a minimum monthly attendance rate of 90%.
2. All outstanding fees must be settled prior to a request for withdrawal and/or transfer.
3. The student must complete the Student Request Form, including obtaining approval from the necessary personnel in charge of the withdrawal interview, attendance record update and Student's Pass cancellation.
4. The student must undergo a counselling session, as and when required and deemed necessary by the College, with the College's Course Consultant to establish the reasons for the transfer / withdrawal before the application can be processed.
5. For students below 18 years of age, the parent / guardian's signature on the form or a formal letter of consent to transfer / withdraw must be attached to the application where applicable.

- **Conditions for Granting Deferment**

1. The College will have the final decision in all deferment cases. This will be based on the availability of schedules and classes.
2. Extension of the deferment period will only be considered where there are valid reasons and additional supporting documents are provided by the student.
3. When applying for deferment, students must take note of the course completion timelines and ensure that they meet the requirements for completion of their studies.
4. Offering of units / courses is subject to availability. The College reserves the right to offer similar unit(s) in replacement of discontinued unit(s).
5. The maximum deferment period is not the same for all College courses.
6. The maximum deferment period for a course is always equal to the duration of the course.
7. For students below 18 years of age, the parent / guardian's signature on the form or a formal letter of consent must be attached to the application where applicable.

- **Conditions for Refund**

1. The College's Refund Policy shall apply to all qualified refunds. Students should refer to the College's **Refund Policy** and the **Standard PEI-Student Contract** for further details.

Student Pass Status

- **For Course Transfers**

1. For Student's Pass holders, a course transfer is subject to ICA's approval of the new Student's Pass.
2. If the course transfer application is rejected by ICA, the Student's Pass is to be cancelled within **7 days**.

- **For Course Withdrawals**

1. The Student's Pass will be cancelled within 7 days of the last day of class by the College, or the student may submit the cancellation if they have activated a SingPass account.

- **For Course Deferment**

1. For Student's Pass holders, deferments are subject to ICA's approval of the new Student's Pass.
2. The College will inform ICA of the deferment and the existing Student's Pass will be cancelled.

- **Processing Timeframe - Transfer, Withdrawal and Deferment cases**

1. The entire Transfer / Withdrawal process, from the point of application to the final outcome, should not take more than 4 weeks.
2. The entire Deferment process, from the point of application to the final outcome, should not take more than 4 weeks.
3. If the final outcome is not in favour of the applicant, the matter will be handled according to the College's dispute resolution policy and procedure.

16. Mode of Payment

➤ Cash(inSGD)Payment at theCollege

➤ Cheque (in SGD) to “Canadian Education College Pte Ltd”

➤ Interbank Transfer / Telegraphic Transfer / Swift (SGD):

Bank Name :	United Overseas Bank Limited
Account Name :	Canadian Education College Pte.Ltd.
Bank Account Number:	3573133550
Bank Code :	7375
Branch Code :	357
Swift Code :	UOVBSGSG

➤ VISA / Master Card

➤ PayNow: ‘**UEN: 200309720D**’



17. Policy & Procedures: Feedback, Complaints & Dispute Resolution

- Students may submit feedback or complaints through the College’s Course Consultants, Feedback Form or official communication channels.
- Feedback received through the Feedback Form will be acknowledged within 1 working day, and the College will resolve all feedback and complaints within 14 working days. If more time is required, the complainant will be informed of the reason.
- The dispute resolution policy and procedures are aligned with the Private Education Regulations. Where the College and the complainant cannot reach an agreement, or the complainant does not accept the College’s final decision, the complainant may seek redress through:
 - 1.Private Education Mediation-Arbitration Scheme
 - 2.Small Claims Tribunals (SCT) for applicable clear-cut fee refund matters
 - 3.The complainant’s own legal counsel

Note:

- *The Private Education Mediation-Arbitration Scheme was set up to help students who encounter contractual disputes with their private college seek redress. The two-stage Scheme is jointly drawn up with the Singapore Mediation Centre (SMC) and the Singapore Institute of Arbitrators (SIArb). A private college's participation in the dispute resolution process is compulsory as stipulated by the PE Act. For the case to be eligible:*
- *It must be relevant to private education and arise after the Dispute Resolution Schemes Regulations came into operation on 10 May 2010;*
- *It must not be criminal in nature; and*
- *It must not have received a judicial decision in the courts.*

The College will refer the complainant to SWDA to start the Mediation-Arbitration Scheme once the matter has been escalated into a dispute case.

The dispute procedure generally has 2 stages:

Stage 1: Mediation

- SMC is the appointed provider for mediation services.
- After the College's feedback / complaint channel has been exhausted, the complaint may be filed with SWDA, which will refer the case to SMC for mediation.
- SMC, together with the College and the complainant, will arrange a mediation date and appoint a mediator. If mediation is successful, a settlement agreement will be drawn up by SMC and endorsed by the respective parties.
- If mediation is unsuccessful, the complainant may proceed to **Stage 2: Arbitration**.

Stage 2: Arbitration

- SIArb is the appointed provider for arbitration services.
- The complainant will submit the required forms to SIArb, after which SIArb will appoint an arbitrator.
- The College will submit its defence and counterclaim, if any.
- The complainant may then submit a reply and defence to the counterclaim, if any.
- **The arbitration will be conducted through document submissions.** A hearing will only be conducted if requested by a party and the appointed arbitrator determines that a physical hearing is necessary.
- For a documents-only arbitration, the written award will be issued within 60 days from the commencement of arbitration. If a hearing is held, the written award will be issued within **90 days**.

18. Student Learning Policies

- The College shall formulate a learning support process for all students, by monitoring student performance and attendance, to ensure students achieve the desired learning outcomes of the College's courses.
- The Academic Department will carry out academic counselling for students who underperform. Intervention measures taken will be evaluated for effectiveness and improvement.
- Student Progress Reports are to be issued after every term and provided to parents/guardians (where applicable). Student Progress Reports should comprise of the following to highlight the academic achievements respectively:
 1. Progress Test Scores, In-Class Evaluations and Overall Score
 2. Overall Strengths & Areas to Improve Upon
 3. Recommendation for Further Studies (i.e. what course to enroll in next term)
- End of Module Awards will also be given to selected students for applicable courses.

19. Assessments

- **CERTIFICATE IN ENGLISH ELEMENTARY**
- **CERTIFICATE IN ENGLISH INTERMEDIATE**
- **CERTIFICATE IN ENGLISH ADVANCED**
- **CERTIFICATE IN EXTENSIVE ENGLISH LEARNING PROGRAMME (EELP)**

Progress Test & Assessments:

- To assess students' progress, a Diagnostic Test, Participation Assessment, and Speaking Assessment are carried out each term. In addition, a Progress Test is conducted in Week 9, covering reading, writing, listening, and grammar.
- Final examination results are released within 10 days upon completion of the final examination and/or assignment. These assessments enable both the College and students to effectively monitor progress and make informed decisions on progression to the next level or module.

Progress Report:

- Feedback on assessments will be given to students in the form of Progress Reports. These reports will reflect students' academic performance and progress.
- For all courses, respective teachers will review the assessments with students so that they understand where marks were lost and how they can improve.

Note:

For students under 18, a copy of the progress report will be given to their parents / guardian.

TEACHING ENGLISH TO SPEAKERS OF OTHER LANGUAGES (TESOL)

- For all Diploma in Teaching English to Speakers of Other Languages (TESOL) programmes, students are required to submit assignment papers, including module essays, lesson plans and the final examination, to the College within two months after the course intake end date. The assessments will then be sent to London Teacher Training College for assessment and marking.
- Students will receive a transcript.

20. Grading, Graduation & Award Criteria

GRADING CRITERIA: CERTIFICATE IN ENGLISH ELEMENTARY

CERTIFICATE IN ENGLISH INTERMEDIATE

CERTIFICATE IN ENGLISH ADVANCED

CERTIFICATE IN EXTENSIVE ENGLISH LEARNING PROGRAMME (EELP)

Banding	Grade	Corresponding Score
1	A*	$x \geq 95\%$
	A	$85\% \leq x < 95\%$
2	B	$75\% \leq x < 85\%$
3	C	$65\% \leq x < 75\%$
4	W	$x < 65\%$
		Student did not attend the Progress Test

GRADING CRITERIA: CERTIFICATE IN CONVERSATIONAL ENGLISH

- Certificate in Conversational English has no graded assessments.

GRADING CRITERIA: TEACHING ENGLISH TO SPEAKERS OF OTHER LANGUAGES (TESOL)

- 75% Attendance for Local Students, 90% Attendance for International Students on Student Pass
- Minimum score is "C" to pass the course

GRADING CRITERIA: PREPARATORY COURSE FOR INTERNATIONAL ENGLISH LANGUAGE TESTING SYSTEM (IELTS)

- The College conducts internal IELTS mock tests to monitor students' learning progress and progression in the IELTS Preparatory Course. These internal mock tests are not official IELTS examinations.

Component	Passing Band	Quality Pass
Listening	Band 5.5	Band 6.5 or higher
Reading	Band 5.5	Band 6.5 or higher
Writing	Band 5.5	Band 6.5 or higher
Speaking	Band 5.5	Band 6.5 or higher

- Note:** Official IELTS examinations are conducted externally by the relevant IELTS test providers. The above rubric applies only to the College's internal mock tests for student progression and monitoring purposes.

GRADUATION AND AWARD CRITERIA

- Certificates are awarded to students who complete a full-term English module (12+ weeks) and meet the following:
 - Non-Student Pass holders:** Minimum 75% attendance and 65% in the Progress Test
 - Student Pass holders:** Minimum 90% attendance and 65% in the Progress Test
- For the Diploma in TESOL, certificates are awarded by London Teacher Training College (LTTC).
- The College only conducts internal IELTS mock tests for student progression and monitoring purposes. These internal mock tests are not official IELTS examinations.

Note:

For students under 18 years of age, a copy of the Progress Report will be provided to their parent or legal guardian.



21. Sample Certificates

CERTIFICATE IN ENGLISH
ELEMENTARY

CERTIFICATE IN ENGLISH
INTERMEDIATE

CERTIFICATE IN ENGLISH
ADVANCED



DIPLOMA IN TEACHING ENGLISH TO
SPEAKERS OF OTHER LANGUAGES
(TESOL)

CERTIFICATE IN
EXTENSIVE ENGLISH
LEARNING PROGRAMME
(EELP)



22. Student Academic Honesty Policy - Academic Misconduct

- There is an expectation for students to be authors of their own work and to acknowledge when they use other authors' words or ideas when preparing their assignments and/or assessments.
- Any examples of inappropriate use of sources or use of others' work in place of your own, will be penalised.
- Failure to understand and follow protocol on academic conduct may ultimately result in a student being subjected to disciplinary actions or terminated from their course.
- It is not always possible to find the source of the work, but a judgement may be made as to whether the work is original or not by using other evidence.

Academic misconduct can be broken down into four categories below:

PLAGIARISM:

- Plagiarism involves the incorporation by a student in an assessment, material which is not their own in the sense that all or a substantial part of the work has been copied without any attempt at attribution or has been incorporated as if it is the student's own work when it is wholly or substantially the work of another person.

CHEATING INCLUDING CONTRACT CHEATING:

- Any form of communication with other students or external sources. Bringing unauthorized materials/technology into the examination.
- Allowing another person to do your work; this includes parents, tutors, siblings or another student
- Paying someone else to prepare coursework for you.

FABRICATION/FALSIFICATION OF DATA / FALSE CITATION:

- Making up information and presenting it as facts
- Citing sources in a bibliography not used in an academic assignment
- Inventing data or source information

COLLUSION:

- Student A copies Student B's work with B's knowledge.

The following are acceptable forms of evidence of plagiarism.

- | | |
|--|---|
| a) Text from a known source | h) Inappropriate referencing style |
| b) Unusual writing structure | i) Excellently written essay with poorly written introduction and conclusion |
| c) Changes in font | j) Web addresses still attached |
| d) Work not in keeping with the student's usual standard | k) Doesn't answer the question |
| e) Uses American spelling when convention is English | l) No personal views |
| f) Changes in referencing convention | m) Student unable to discuss the work in a way that shows satisfactory understanding when asked by a lecturer in a meeting. |
| g) Old references | |

23. Appeal Procedure for Results

Courses with External Partners

- Upon release of results, students who are dissatisfied with the outcome may submit an Examination Appeal Form to the Course Consultant. This is to be done within 7 working days of the release of examination results.
- The Academic Director is to acknowledge the receipt of the Examination Appeal Form within 7 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 Examination Board is to review and endorse the appeal results before the Academic Director informs the students of the appeal outcome (to be done within 4 weeks of the date of the appeal).
- Should there be changes required, the Academic Director will make the necessary amendments to the results slip and submit to the Examination Board again for approval.

In-house Courses

- Upon release of results, students who are dissatisfied with the outcome may submit an Examination Appeal Form to the Course Consultants. This is to be done within 7 working days of the release of examination results.
- The Course Consultants are to acknowledge the receipt of the Examination Appeal Form within 7 working days, and check if the appeal is in line with examination regulations. If in line with regulations, a different marker would be designated to re-mark the paper.
- Comments in relation to the re-mark must be stated in the Examination Appeal Form, which would be checked by the Academic Director.
- Thereafter, the results will be circulated to an Examination Board representative for their review and approval.
- All decisions made by the Examination Board are final.
- The Course Consultant will inform the student of the final decision within one month from the date of the appeal.
- Should there be changes required, the Academic Director will make the necessary amendments to the results slip based on the appeal result.

24. Deferred Sitting of Examinations

- Student is to submit a request for deferred sitting of examinations and submit any supporting documents to support his/her case
- The Academic Director will review the request and decide whether to allow or disallow the student to defer the examination.

Note: For deferred exams, the process outlined for assessments will be followed.

- For courses with external partners, the decision to allow deference of examination lies with the educational partner and their policy on deferment of examinations.

25. Governance Structure for the Private Education Sector

25.1 EduTrust Certification / SWDA

The EduTrust Certification Scheme (EduTrust) is a quality assurance scheme administered and governed by The Skills and Workforce Development Agency (SWDA) for Private Education Institutions (PEIs) in Singapore. The SWDA functions independently as the regulatory authority of the private education industry in Singapore and is responsible for all decisions under the EduTrust Certification Scheme. SWDA aims to raise the standards of the industry to ensure PEIs provide a higher standard of educational services and good student / graduate outcomes.

Canadian Education College (CEC) was awarded the 4-year EduTrust award.

25.2 Student Contract

All students enrolled in CEC's registered courses are required to sign the Standard PEI-Student Contract and Advisory Note. A copy of the executed Student Contract will be provided to the student. A sample of the Standard PEI-Student Contract can be downloaded [HERE](#).

All fields must be completed in the Student Contract. Where any field is not applicable, it must be indicated with "not applicable or N/A"

Each Student Contract must be accompanied with an Advisory Note to Students which can be downloaded from the [TPGateway](#).

25.3 Fee Protection Scheme

- The Fee Protection Scheme (FPS) serves to protect students' unconsumed fees in the event that a PEI has to shut down and has insufficient or no funds to pay the unconsumed fees.
- Furthermore, the FPS protects the student if the PEI failed to pay penalties or return fees to the student arising from judgements made against it by the Singapore courts. FPS is compulsory for both local and international students taking courses unless a waiver is granted by [SWDA](#).
- A copy of the College's certificate of FPS Insurance Policy is available "[HERE](#)".
- Details of FPS are included in the PEI-standard student contract. Students should be aware of the clauses and details of the adopted FPS when signing the student contract and the advisory note. Students will also receive information of the FPS from the FPS Insurance Provider through email.

***FPS does not cover Miscellaneous Fees.**

26. Information for International Students

26.1 ICA Requirements - Depending on IPA

- A Human Immunodeficiency Virus (HIV) test & Chest X-ray to check for Tuberculosis
- Your report must be done by a clinic registered with the Singapore Medical Council, be in English, and must have been done in the last 3 months.
- Did you have a student pass before? If you submitted a report to ICA less than 2 years ago, you don't have to do one again.
- If you've never resided in Singapore on a long-term pass, you can do these examinations in Singapore or in your home country.
- It is recommended that you complete the medical examination in Singapore.
- You do, however, need to declare the above information at the bottom page of the ICA medical report form.

26.2 Application Student Pass Procedure and Completion

- Canadian Education College will assist students in applying for student's pass. Students will be sent an application form and once it's returned along with the application fee payment, CEC will ensure that all the required information is submitted.
- New/Renewal applications for a Student's Pass must be submitted at least two months and not more than three months before your course begins. Applicants are not required to be present in Singapore while their applications are being considered. Hence, no extension of stay will be considered while the applications are under processing. CEC will contact successful applicants upon approval.
- To apply for a Student Pass from the Immigration & Checkpoints Authority (ICA), international students must provide accurate and the most updated information regarding their personal particulars, educational qualifications, financial status & family background.
- You will need to submit the following document before we can lodge your Student's Pass application:
 1. One set of completed [Eform](#)
 2. One recent passport-size photograph. Refer to the [ICA digital photograph guidelines](#)
 3. Translated and certified copy of your birth certificate
 4. Translated and certified copies of your academic transcripts and certificates
- **Additional documents required if one of your parents / spouse is a Singaporean national (citizen or PR)**
 1. Copy of your parent's/spouse's Marriage Certificate
 2. Parent's/spouse's highest education certificate
 3. Parent's/spouse's Letter of Employment (the letter should state the date of commencement of employment, designation, and salary per month), or a copy of Business Registration Certificate (an Instant Computer Printout is acceptable), if your parent/spouse is self-employed. These documents should not be issued more than one month ago
 4. Parent's/spouse's monthly CPF contribution for the past 12 months
 5. Parent's/spouse's Income Tax Assessment Notices for the past three years

- We will declare the information as stated on Eform. The evidence of financial proof will only be submitted to ICA if requested. It is an offence under the Immigration Act to make any false statement, representation or declaration in connection with a student's pass application.
- Further information about immigration policies in Singapore can be found on the [Singapore Government's Immigration & Checkpoints Authority website](#).

Student's Pass approval & Collection

- Once your Student's Pass application has been approved, our admissions staff will provide you with the In-Principle Approval (IPA) letter and schedule your ICA appointment prior to the commencement of your classes or based on your arrival date. You are strongly advised to make your travel arrangements only after receiving the IPA. Students are also required to submit the SG Arrival Card within 3 days before their arrival in Singapore via <https://www.ica.gov.sg>.
- If a medical report is required (*as stated in the IPA letter*), you may complete the [medical check-up](#) in your home country or in Singapore.
- Students may apply for Visa Entry at <http://www.ica.gov.sg>.
- You will need to bring the following physical documents to ICA to collect your Students' Pass.
 1. IPA letter
 2. Passport
 3. ICA Appointment Letter.
 4. Medical report (if required, as stated in the IPA letter)

Note: *If the Student's Pass application is rejected, an appeal may be submitted with the student's consent and relevant supporting documents. If the appeal is unsuccessful, the applicable refund policy will apply.*

Additional Information for Student Pass Holders

- Student's Pass holders are not permitted to engage in any paid or unpaid employment without a valid work pass issued by the Ministry of Manpower. All international students are required to abide by this regulation. You are NOT allowed to seek any form of employment, paid or unpaid, or be involved in any business, profession, or occupation. Additionally, you are not to take part in any activity which is detrimental to the security, reputation, and well-being of Singapore.
- Students must notify ICA of any changes to their passport or personal particulars, including their residential address, within 14 days of the change via the ICA [e-Service](#). For more information on reporting changes to passport or personal particulars for Student's Pass holders, please visit the ICA website at www.ica.gov.sg
- Under regulation 8(5)(b) of the Immigration Regulations, foreign students are required to report to ICA if there is a change in their local address within 14 days after the change of residence. Students, with valid Singpass account, can access the [e-Service](#) to report change of address with their Singpass ([Singpass Registration Guide for Students](#)).

Note: *If you are unable to update your residential address through the [e-Service](#), please [contact ICA](#) for assistance.*

- Change of Email Address and SG Mobile Number - Select "Update Contact Information (Email Address/SG Mobile Number)" and log in via ICA [website](#).

Student Pass Renewal

For Student Pass renewal, students must inform the college to assist to renew the Student Pass one month before the expiry date. There will be no renewal of student passes after the expiry date.

Cancellation of Student Pass and Social Visit Pass

Upon the cancellation of your Student Pass, ICA will approve your stay in Singapore on social visit status for a short period.

**Please adhere to the validity period of the social visit status granted to you by ICA.*

NOTICE AGAINST OVERSTAYING

No foreign student may stay in Singapore after his/her pass expires.

26.3 Living Expenses

Below are some estimates of what costs of living in Singapore are like for an average student studying at the College.

- **Accommodation:**
 - Room, dual-shared – S\$600 - 800 per person/month
 - Tri-shared – S\$400-500 per person/month
 - Quad shared – S\$450 per person/month
- **Meals:**
 - Typical cost per meal: S\$4–6 per person

26.4 Healthcare

- For further information about healthcare services in Singapore, please refer to Ministry of Health Singapore at <https://www.moh.gov.sg> which provides a comprehensive list of public and private hospitals and clinics.
- Students may also refer SingHealth at <http://www.singhealth.com.sg> for public healthcare services.

26.5 Getting Around Singapore

Singapore has a safe, efficient, and affordable public transport system, making it easy for students to get around. The Mass Rapid Transit (MRT) is the fastest way to travel across the island, while buses go to places where trains do not. Students can use EZ-Link or NETS FlashPay cards, which are available at MRT Passenger Service Centres, bus interchanges, and convenience stores, and can be used on both MRT and buses. Alternatively, contactless debit and credit cards, including overseas-issued cards, can also be used for public transport (*Note: Your bank may charge overseas transaction fees*). Ride-hailing services such as TADA, SMRT Taxi, Grab, and Gojek are widely available. As Singapore is a compact and well-connected city, students can also walk safely in most areas. For easy navigation, mobile apps like Google Maps and Citymapper can help plan journeys efficiently.

26.6 Getting Connected

Staying connected in Singapore is easy with reliable mobile and internet services. Students can purchase prepaid SIM cards at the airport, convenience stores, or telecom shops. Major service providers include Singtel, StarHub, and M1. Free Wi-Fi is available in many public areas through Wireless@SG. Most accommodations and the college also provide Wi-Fi access.

26.7 Relevant Singapore Laws

Areas	Relevant Law
Immigration	All international students studying in Singapore must have a valid passport and a Student Pass from the Immigration and Checkpoint Authority (ICA).
Employment	Student's Pass holders 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 the Ministry of Manpower (MOM).
Driving	All drivers must have a valid Singapore driving license and the vehicle must be insured. Driving under the influence of alcohol (drink driving) is a serious offence and is strictly prohibited.
Drugs & Trafficking	Possession of Controlled Drugs is an offence punishable by Law. Drug trafficking carries the death penalty.
Alcohol Abuse	Anyone below 18 years old is NOT allowed to purchase and consume alcohol. Drunk driving is a serious offence.
Smoking	Anyone below 21 years old is NOT permitted to purchase cigarettes. No smoking is allowed in public places.
E-cigarettes	Possession, use, or import of e-cigarettes (vapes) is illegal in Singapore.
Traffic	Jaywalking is an offence.
Littering	Littering, including spitting in public areas is a serious offence.
Vandalism	Any form of vandalism, including graffiti, is punishable by Law.
Other Areas of Singapore Law	Singapore Law Website: http://www.singaporelaw.sg/

IMPORTANT: IGNORANCE OF THE LAW IS NO EXCUSE TO BREAK THE LAW, THE RESPONSIBILITY LIES ON EVERYONE TO KNOW THE LAW.

26.8 Useful Government Website

- The Skills and Workforce Development Agency (SWDA) - [https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-\(peis\)](https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-(peis))
- MINISTRY OF EDUCATION (MOE) - <https://www.moe.gov.sg/>
- MINISTRY OF MANPOWER (MOM) - <https://www.mom.gov.sg>
- MINISTRY OF SOCIAL AND FAMILY DEVELOPMENT (MSF) - <https://www.msf.gov.sg/>



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Thank You