



BRADFORD-REX COLLEGE OF HOSPITALITY & MANAGEMENT

Student Orientation Handbook

16 September 2011

Revised & Approved Date

Approved by:
Srinivasan Ganesan
Director / Principal

TABLE OF CONTENTS

MESSAGE FROM THE BOARD OF DIRECTORS	4
INTRODUCTION	4
1.1 BRADFORD-REX COLLEGE OF HOSPITALITY & MANAGEMENT	4
1.2 CONDITIONS OF ADMISSIONS.....	4
1.3 FEE PAYMENTS	5
1.4 ATTENDANCE	5
VISION, MISSION & SERVICE GUARANTEE	5
1.5 OUR VISION	5
1.6 OUR MISSION.....	5
1.7 OUR VALUES	5
1.8 OUR SERVICE GUARANTEE	6
1.9 EQUAL OPPORTUNITIES POLICY STATEMENT	6
1.10 OUR COMMUNITY POLICY	6
1.11 OUR ENVIRONMENT POLICY.....	6
THE ORGANISATION, COURSES OFFERED & AFFILIATIONS.....	7
1.12 THE MANAGEMENT	7
1.13 ADMINISTRATION	7
1.14 FACULTY/TEACHING STAFF	7
1.15 ACADEMIC BOARD & EXAMINATION BOARD	7
1.16 COURSES AVAILABLE.....	9
STUDENT PROGRESSION PATH WAY.....	11
FACILITIES, TEACHING METHODS & STUDENT COUNSELING	11
1.17 FACILITIES.....	11
1.18 TEACHING AND ASSESSMENT METHODS	11
1.19 COURSE MODULE / OUTLINE	12
1.20 CLASSROOM TEACHING	14
1.21 COLLEGE & ADMINISTRATIVE INFORMATION	14
1.22 ORIENTATION	14
CONFIDENTIALITY/ STUDENT PRIVACY POLICY.....	14
1.23 BRADFORD-REX COLLEGE STUDENT PRIVACY POLICY	14
PASTORAL COUNSELING	15
1.24 STUDENT COUNSELLING	15
STUDENT COMPLAINTS PROCEDURES	16
1.25 STUDENT COMPLAINTS	16
DISCIPLINE.....	19
1.26 RULES AND REGULATIONS TO BE MAINTAINED ON SCHOOL PREMISES:.....	19
1.27 DISCIPLINARY PROCEDURES IN CASES OF SERIOUS MISCONDUCT	19
1.28 STUDENT ATTENDANCE MANAGEMENT PROCESS.....	20
1.29 STUDENT DEVELOPMENT PROCESS.....	21
1.30 COMPLETION OF COURSES	22
1.31 FEEDBACK.....	22
1.32 REGISTERING FOR THE NEXT COURSE.....	22
1.33 SUGGESTION BOX	22
1.34 COURSE CONSULTANT.....	22
EDUTRUST	22
1.35 FEE PROTECTION SCHEME.....	22
1.36 COURSE FEE PAYMENTS.....	23
1.37 APPLICATION FEE PAYMENT.....	23

1.38	PAYMENT METHOD	24
1.39	PAYMENT SCHEDULE	24
1.40	STANDARD STUDENT CONTRACT	24
1.41	STUDENT MEDICAL INSURANCE	24
1.42	ATTENDANCE	25
REFUND, WITHDRAWALS & TRANSFERS		25
1.43	REQUEST FOR REFUND	25
1.44	WITHDRAWAL WITH CAUSE	25
1.45	REFUND FOR WITHDRAWAL WITH CAUSE	26
1.46	REFUND FOR WITHDRAWAL WITHOUT CAUSE	26
1.47	COOLING OFF PERIOD	26
1.48	TRANSFER - DEEMED WITHDRAWAL	27
1.49	COURSE DEFERMENT	28
1.50	COURSE SUSPENSION	28
1.51	NO REFUND	28
1.52	APPEAL FOR REFUND OF COURSE FEE	28
1.53	PAYMENT OF APPROVED REFUND	28
1.54	TRANSFER / WITHDRAWAL PROCEDURES	29
EXAMINATIONS, RESULTS AND APPEAL PROCEDURES		30
1.55	EXAMINATIONS	30
1.56	RESULTS	30
1.57	EXAMINATION APPEAL PROCEDURES	30
1.58	PROGRESSION	30
IMMIGRATION & CHECKPOINTS AUTHORITY		33
1.59	IMMIGRATION PROCEDURES	33
1.60	RULES FROM IMMIGRATION DEPARTMENT	33
MISCELLANEOUS		33
1.61	INSURANCE	33
1.62	CANCELLATION OF A STUDENT PASS	33
1.63	STUDENT PASS EXTENSION	33
1.64	STUDENT TRANSFER	34
1.65	COMPLETION OF COURSE	34
1.66	UNIFORM, HYGIENE & SAFETY	34
1.67	ON-JOB TRAINING (FOR HOSPITALITY STUDENTS – DO'S AND DON'TS)	34
1.68	SHORT VACATIONS	34
1.69	STUDY TIPS	35
1.70	FIRE SAFETY	35
1.71	ADDRESS AND CONTACT NUMBER	35
1.72	ACCOMMODATION	35
1.73	AIRPORT PICK-UP	36
1.74	SINGAPORE LAW	36
1.75	USEFUL NUMBERS EMERGENCY NUMBERS	37
1.76	WHERE TO FIND US	37
1.77	OPERATION HOURS	37
1.78	NEAREST MRT STATION	37

MESSAGE FROM THE BOARD OF DIRECTORS

We at Bradford-Rex College of Hospitality & Management are determined to help you to materialise your dreams and career goals by offering quality education and professional development programmes.

It has truly a colourful 30 plus years of history in terms of academic excellence and incredible results especially in international examinations and remained as a beacon in the field of Hospitality Training and Education. We do have students from diverse communities from different parts of the world studying different courses but we always focus on individual attention and guidance towards academic progression and success. We do understand when you join an institution you are not just investing your money, but also your precious time and efforts to achieve your goals. You will naturally have certain expectations from the institution and our entire team of teaching and admin staff understands and respects your expectations. We make serious efforts in providing you with the maximum supports and benefits to enable you to build a strong foundation for a successful career in your chosen industry or in practice.

We provide you with a home away from home and treat you as a happy big family member. Therefore, we expect you all to

“THINK BIG, THINK SMART, THINK BRADFORD-REX COLLEGE OF HOSPITALITY & MANAGEMENT FOR QUALITY EDUCATION, COMMITMENTS AND SUCCESS!!”

INTRODUCTION

1.1 Bradford-Rex College of Hospitality & Management

Bradford-Rex College of Hospitality & Management [formerly known as Rex Commercial School (RCS)] is ideally located in the most vibrant city centre at 1, Sophia Road, 02-07, Peace Centre, Singapore 228149. The Administrative Department, Library and Computer lab is located on the 2nd floor of the building and lecture rooms and our Training Restaurant are on the 3rd floor.

Established in 1970 and registered with the Ministry of Education in 1976, REX COMMERCIAL SCHOOL remained as a beacon of the Bradford–Rex Group of Schools. It was truly a colorful 30-year history in terms of academic excellence and incredible results especially in international examinations. Bradford-Rex is especially renowned for its individual attention and guidance towards academic progression and success. Bradford-Rex is well-known for its range of quality programmes in Hospitality, validated by prestigious Universities and Awarding Bodies. Bradford-Rex has become an international centre of excellence for Hospitality Training and Education.

The course structure allows students to maximize results and plan their study time more effectively. Bradford-Rex friendly staff is always ready to help students on matters such as examination preparation, registration etc.

Our computer lab is spacious and is fully networked with open access workstations and is installed with ADSL Broadband Internet lines. The computers are installed with Windows and Microsoft Office Suite including FrontPage.

On the academic front we provide quality education for “O” and “N” level students. These students go through a stringent academic education with regular lab work and tests.

We also have English Preparation courses for students who are interested in pursuing advanced courses in USA, UK & Australia – IELTS.

1.2 Conditions of Admissions

This handbook provides students with fast and easy reference to information, which you will need during your course of study here.

It is in your interest to become thoroughly familiar with the contents of this handbook so that you are aware of the schools policy, procedures and expectations. This handbook is subject to review and update from time to time.

The school reserves the right to amend any information without prior notice.

The offer of admission is conditional upon the following:

- The student is to provide the Bradford-Rex College with true and accurate information in the Application and Enrolment Forms.
- The student has applied for admission through the proper application procedures and conditions
- The student is expected to abide by Immigration and Checkpoints Authority's rules as well as the School rules that can be found in this Handbook.
- The school reserves the right to reject any application.

1.3 Fee Payments

All payments must be made in line with Council for Private Education's (CPE) guidelines before the commencement of the course to the Escrow account or to the Insurance account.

1.4 Attendance

A student is required to have a minimum of 90% attendance for International students and 75% for Local students.

- to renew his Student Pass; or
- to be permitted to sit for exams; or
- to transfer to another course/school.

Students who have no valid medical certificates will be marked absent from class. Students who come later than 15 minutes after class has started (without a valid reason) will also be marked absent.

VISION, MISSION & SERVICE GUARANTEE

1.5 Our Vision

"Bradford-Rex aspires to be a College of choice renowned for its excellence in Academic, Hospitality and Vocational training."

1.6 Our Mission

"To Inspire, Nurture and Equip students with skills and knowledge for global demands and challenges of 21st Century by offering holistic, effective and meticulous curriculum"

1.7 Our Values

- **L**earning – We cherish the value of learning and imparting it to all.
- **E**xemplary through mentoring by leading, inspiring and promoting excellence in learning.
- **A**lways aspiring to do better by consistently achieving positive outcomes.
- **D**edicated Team to ensure delivery of quality education and service with pride and competence.
- **E**qual opportunities through conducive learning environment where all are treated equally based on merits.
- **R**esponsible to enhance value and observe professional ethics to our customer and stakeholders.

1.8 Our Service Guarantee

As students are our top most priority, we will, at all times, uphold the quality of Customer Service and provide world class Quality Education. We will also honour our commitment with EduTrust to ensure Student Protection besides meeting their educational needs at all times.

1.9 Equal Opportunities Policy Statement

Bradford-Rex seeks to encourage a diverse community to which all individuals may contribute as fully as possible. It aims to create conditions whereby staff and students are treated solely on the basis of their merits, abilities and potential by ensuring that no member of the College is unfairly discriminated against as a result of gender, colour, ethnic or national origin, age, social background, disability, religious or political beliefs, family circumstances or sexual orientation. The School has a Student Equal Opportunities Adviser who may be contacted through the Director / Principal.

1.10 Our Community Policy

We are committed to contributing to society through financial support to charitable organisations. We take active part and provide financial support to the needy in terms of education and approach self-help groups to sponsor students who cannot afford to pay school fees and other scholarships to the needy. We share our experiences and programmes with the public through presentations, road shows and other public activities.

1.11 Our Environment Policy

We commit ourselves to continuously protect and improve the environment. We preserve a hygienic work environment, which enhances employee health and well being through regular housekeeping and training. We recognize the value of our environment and are dedicated to an Environmental Management System (EMS). It establishes effective communication with the student and staff and enhances the business efficiency, to protect the environment, address its issues as well as related to health and safety matters.

THE ORGANISATION, COURSES OFFERED & AFFILIATIONS.

1.12 The Management

Mr. Khanal Bishnu Prasad, Director
Mr. Nileshkumar Dilsukhbhai Agrawal, Director
Mr. Kandaganesan Srinivasan, Director/Principal

1.13 Administration

Mr. Srinivasan, Director / Principal
Ms. Susan Wang, Officer - Administrative / Marketing
Ms. Nandar Maw Maw San – Accounts Executive
Mrs. Asogamall Shanmugam, Manager – Academic Studies (Faculty Head)/HR

1.14 Faculty/Teaching Staff

Mr. Srinivasan, (Faculty Head) Hospitality / Business & Management Division
Mrs. Asogamall Shanmugam, Manager – Academic Studies (Faculty Head)/HR
Mr. P Pushparaj, Lecturer – Hospitality Division
Mr. David Pereira Celestine, Lecturer – Hospitality Division
Ms. Verronica, Lecturer – Hospitality Division
Ms. Habeebah Begum, Lecturer - Academic Studies
Ms. P.S. Lakshmi – Lecturer – Academic Studies

And a pool of Part-Time Lecturers

1.15 Academic Board & Examination Board

The Academic Board was established for overseeing Bradford-Rex's academic affairs, including the maintenance of high standards of academic quality of every course in teaching. The Board develops and oversees the academic standards and approves courses and teachers for all courses offered at Bradford-Rex College of Hospitality & Management.

The Examinations Board approves the exam papers and assignments, as well as the examination results.

Ms. Dawn Gan (Chairperson)

- Master in International Business, University of Wollongong, Australia (Oct 2001)
- University Higher Diploma in Business Studies, Staffordshire University (Jun 1999)
- NCC Diploma in Computer Studies, NCC (Informatics Computer School, Singapore) (Mar 1991)

Ms. Gan has more than 15 years in depth exposure at both the operational and management levels in Retail Operation, Administration and Sales Management in the International Business Industry; as well as acquainting with more than 10 years of experience and knowledge in the educational industry as Lecturer and senior management staff. These have given her both in depth and a broad-based experience in managing her work role and human relationship.

Palaniswamy Pushparaj (Co-Chairman)

- Master of Business Administration, American International University of Management and Technology (2007)
- Master of Human Resources Management, Annamalai University, India (2004)
- Bachelor Degree of Business Administration, Annamalai University, India (2000)
- Diploma in International Airlines Management, All India Council for Management Studies, India (2001)

Before embarking for education and training industry about 5 years ago, Mr. Pushparaj had acquired more than 6 years work experience in the Hospitality Industry at the management levels. He has a solid worked experience in India's leading hotel group that won the best hotel group awards for six consecutive years. At his early 20s he was invited as a guest speaker in a National Level seminar on effective leadership in hospitality industry, and now he is a guest lecturer in hospitality management in the region. His commitment for quality has attracted many people to consult him repeatedly. Simply said Mr. Pushparaj highly emphasizes on quality and excellence when comes to serious education and training.

Mr. Alvin Ng Teow Kwee (Member)

- Master of Business Administration, Saint Leo University (June 2011)
- Diploma in Hotel Management, Hotelconsult Swiss Hotel & Catering College, Switzerland (Jun 1987)
- Advanced Certificate in Training and Assessment, Workforce Development Agency, Singapore (Jul 2007)

Alvin has accumulated over 15 years of working experience in the hospitality and service industry. His specialization includes business development, operation as well as training and assessment. For the past 9 years, Alvin has developed himself as a full-time Trainer. He teaches F&B, Hotel Management and Hospitality courses in a few private institutions. His students come from all walks of life including foreigners and locals. His experience in the field of training has seen him assume the roles of a trainer-coach and consultant specializing in service quality, communication, team building and personal development programs for frontline, supervisory and management staffs especially in the food and beverage and service industry.

Alvin is an independent professional with the ability to grow positive relationships with customers and colleagues. He is able to balance competing priorities and respond quickly to changes and business needs. His international exposure is an added advantage in his of field of specialization.

Mr. Vishnu Varatharajoo (Member)

- Hons. Bachelor in Business (Hotel) Management, Universiti Malaysia Sabah, Malaysia (Sep 2000)
- Level, Sijil Tinggi Persekolahan Malaysia (STPM) (1996)

Graduated from the school of Business and Hotel Management, Mr. Vishnu has more than 10 years of hotel and lecturing experience. Currently he is lecturing in Hospitality, Tourism Management and Business studies. He has been a lecturer, Students Affairs Officer, Operations Manager, Senior Lecturer and as well as Academic Manager.

1.16 Courses Available

Course / Programme	Entry requirements (Minimum)	Duration	Awarding Body	Qualification	Progression Pathway	Career Pathway
GCE 'O' Level	Min. Age: 15 Years and a pass in English language in Sec 2 or its equivalent	11 months	Singapore Examinations and Assessment Board (SEAB) and Ministry of Education (MOE)	GCE 'O' Level	<ul style="list-style-type: none"> 'A' Level or ITE or Junior College or Polytechnic 	NA
GCE 'N' Level	Min. Age: 15 Years and a pass in English language in Sec 2 or its equivalent	10 months	Singapore Examinations and Assessment Board (SEAB) and Ministry of Education (MOE)	GCE 'N' Level	<ul style="list-style-type: none"> 'O' Level or ITE 	NA
IELTS	Min. Age: 15 Years and education level at least Sec 2 or its equivalent	06 months	University of Cambridge and British Council	Preparatory	NA	NA
ESOL (Basic)	Min. Age: 15 Years and education level at least Pri 2 or its equivalent	06 months	University of Cambridge and British Council	Preparatory	NA	NA
ESOL (Intermediate)	Min. Age: 15 Years and education level at least Pri. 6 or its equivalent	06 months	University of Cambridge and British Council	Preparatory	NA	NA
ESOL (Advanced)	Min. Age: 15 Years and education level at least Sec 2 or its equivalent	06 months	University of Cambridge and British Council	Preparatory	NA	NA

Foundation Diploma in F&B Operations	3 GCE 'N' Level with a pass in English language or its equivalent	06 months + 06 months optional OJT	Bradford-Rex College of Hospitality & Management	Foundation Diploma in Hospitality Management	<ul style="list-style-type: none"> NITEC in F&B Operations or Diploma in Hospitality Management 	Supervisory level at restaurant and other F&B joints
International Diploma in Hospitality Management	3 GCE 'O' Level with a pass in English language or its equivalent	12 months + 06 months optional OJT	Chichester College, UK	(Diploma) International Diploma in Hospitality Management	<ul style="list-style-type: none"> Advanced Diploma in Hospitality Management 	Senior Supervisor or Assistant Manager level at restaurants and other F&B Outlets
International Diploma in Resort management	3 GCE 'O' Level with a pass in English language or its equivalent	12 months + 06 months optional OJT	Chichester College, UK	(Diploma) International Diploma in Resort Management	<ul style="list-style-type: none"> Advanced Diploma in Hospitality Management 	Senior Supervisor or Assistant Manager level at Resorts
International Diploma in Casino Management	3 GCE 'O' Level with a pass in English language or its equivalent	12 months + 06 months optional OJT	Chichester College, UK	(Diploma) International Diploma in Casino Management	<ul style="list-style-type: none"> Advanced Diploma in Hospitality Management 	Senior Supervisor or Assistant Manager level at Casino
Advanced Diploma in Hospitality Management	Diploma in Hospitality Management or its equivalent	12 months + 06 months optional OJT	Chichester College, UK	Advanced Diploma in Hospitality Management	<ul style="list-style-type: none"> 1 year Degree in Hospitality Management (through credit transfer) 	Assistant Manager level at hotels or Manager level in Restaurant/F&B outlets

Note: Please refer to our college website at www.bradfordrex.com.sg for more accurate and updated details, from time to time.

STUDENT PROGRESSION PATH WAY



FACILITIES, TEACHING METHODS & STUDENT COUNSELING

1.17 Facilities

Lecture, Academic Resource Centre, Seminar, Computer Lab and Training Restaurant

The student: teacher ratio is 1:40

There are about 8 lecture rooms, some with a student capacity of 38, a Tutorial Room, an Academic Resource Centre with a comprehensive collection of textbooks and reference books. Seminars can be held at the Training Restaurant with a seating capacity of about 40. Our lecture rooms are equipped with overhead projectors, flip charts, video and audio equipment.

Our Computer labs are spacious and are fully networked with open access workstations and are installed with ADSL Broadband Internet lines. The computers are installed with Windows and Microsoft Office Suite including FrontPage.

1.18 Teaching and Assessment Methods

The students are taught in classes using lecture method, face-to-face method, OHP, Video projector, flip charts, and or AV equipments. All students are assessed based on tests, exams and assignments varying with the different courses offered.

1.19 Course Module / Outline

GCE 'O' LEVEL

Core Subjects

English Language

Mathematics D

Science (Physics, Chemistry & Biology)

Electives

Principles of Accounts (POA)

Combined Humanities (Social Studies + either Elect. History or Elect. Geography)

Commerce

* Subject to enrolment numbers

GCE 'N' LEVEL

Core Subjects

English Language

Mathematics D

Science (Physics, Chemistry & Biology)

Electives

Principles of Accounts (POA)

Combined Humanities (Social Studies + either Elect. History or Elect. Geography)

* Subject to enrolment numbers

IELTS & ESOL (All Levels)

COURSE OUTLINE

The course includes work on the essential skills of English - reading, writing, listening and speaking which are tested in the examination. It focuses on the material and knowledge you need at this level, and gives practice in researching and interpreting such material through the four skills. It also develops your study skills.

Writing Skills

Describing and interpreting graphs, tables and charts

Discursive/argument type writing

Organising ideas in writing and providing relevant support for these ideas

Reading Skills

Reading and interpreting academic texts

Close passage, matching, identifying point of view

Speaking and Listening Skills

Taking part in discussions

Making presentations

Taking lecture notes

Listening to current affairs broadcasts

Grammar

Identified areas of weakness

Grammar related to the above writing and speaking skills

NATIONAL ITE CERTIFICATE (NITEC) IN FOOD & BEVERAGE OPERATIONS

Modules - THEORY (On campus)

Basic Restaurant Service
Restaurant Service
Beverage Service
Related Food & Beverage Operations
Tableside Service
Food & Beverage Sales and Catering
Effective Communication
Customer Service

Modules - PRACTICAL (On campus)

Basic Restaurant Service
Restaurant Service
Beverage Service
Related Food & Beverage Operations
Tableside Service
Food & Beverage Sales and Catering
Effective Communication
Customer Service

Modules - (Industry Attachment)

On-the-Job Training

INTERNATIONAL DIPLOMA IN HOSPITALITY MANAGEMENT / RESORT MANAGEMENT / CASINO MANAGEMENT

Common Modules for all above DIPLOMAS

Introduction to Hospitality Management
Business Communication
Basic Economics
Introduction to Culinary Art
Accommodation Management
Food Service Safety, Trends and Challenges
Food & Beverage Service & Operations
Introduction to Conference & Convention Planning

Specialisation Modules

Hospitality Supervision (Hospitality Management)
Bar & Beverage Management (Hospitality Management)
Casino Operations Management (Casino Management)
Introduction & Perspective of Gaming Industry (Casino Management)
Accommodation Management (Resort Management)
Resort Management (Resort Management)

ADVANCED DIPLOMA IN HOSPITALITY MANAGEMENT

Food & Beverage Control
Fundamentals of Management in the Hospitality Industry
Catering Management
Hospitality Information Technology (IT)
Hospitality Marketing Strategy
Accounting for Hospitality Industry
Introduction to Commercial Food Production
Hospitality Law
Hospitality - Human Resources

1.20 Classroom Teaching

- Theory and practical classes are conducted in the school premises
- The theory classes are conducted in lecture rooms allocated for the particular course
- Practical classes for Hospitality are conducted in the Training Restaurant
- The classes are held in morning and afternoon and please refer to your time table for your schedule
- The syllabus will be handed over to you at the beginning of the term.
- You will be given reference material in theory and practical classes, but you are expected to take notes in class.
- Progress Reports will be sent to your Parents/Guardian (for GCE 'N'/'O' Level). Every 6 months. This will include your assessment results, performance feedback and attendance. A copy will be given the students
- Students are required to fill in and submit Teachers & Course Evaluation Forms. If there is any other suggestions or feedback, forms are available at the Front desk.

1.21 College & Administrative Information

- Students should check with their Course Consultants on their class group and time table on the first day of the commencement of their course programme.
- Classes are held daily and each session lasts a minimum of 3 hours, 9 am to 3 pm, except for our NITEC classes, which lessons starting from 10.00 am to 1.00 pm and or from 2.00 pm to 5.00 pm. Students are required to be in school at least 3 hours per day. Various resources and facilities are made readily available to help students with their studies. Students are encouraged to make full use of the Library, Study Room and the Computer Room.

1.22 Orientation

Orientation is held on the first Wednesday of every month or if as required. It is mandatory for all new and transfer students to attend the Orientation. During Orientation, HOD's or their respective teachers explain the Student Handbook and all other relevant information on the organisations, its courses, the progression path, facilities, learning support, examination system, students obligations, student welfare services, Student's pass requirement, accommodation options and the organisation's policies. Special emphasis is placed on the Edutrust policies, Escrow, Transfer and Refund policies.

CONFIDENTIALITY/ STUDENT PRIVACY POLICY

1.23 Bradford-Rex College Student Privacy Policy

- a) Except as otherwise provided in paragraphs (c) and (f) below, Bradford-Rex College will grant access to Confidential Student Information to authorised Bradford-Rex personnel or other external agencies only if there is an urgent need to know based on what is reasonable in the opinion of the BRADFORD-REX's Administrative Office. "Confidential Student Information" means confidential personally identifiable student information received from the student or arising out of the student's course of study in the School, and it excludes information that:
- i. is publicly known or available from other sources who are not under a confidentiality obligation to the source of the information, or subsequently becomes public by publication or otherwise through no action or fault of our Educational institution;
 - ii. has been lawfully received from a third party without a breach of this state of privacy;
 - iii. is already known by or available to the School without a confidentiality obligation;
 - iv. is disclosed with prior written or verbal approval of the student; or
 - v. is required to be disclosed under the law or pursuant to a lawful court order.
- b) Without affecting the generality of paragraph (1) and for avoidance of doubt, the following shall be deemed to meet the requirement for disclosure stated in paragraph (1) above:

- i. A request for information from the CPE
 - ii. Sharing of data with Government agencies or statutory bodies or non-government agencies authorised to carry out specific Government services, so as to serve and protect the student in an efficient and effective way; or
 - iii. Publication or release of information that is customary by educational institutions, including but not limited to awards of prizes, medals, scholarships, classes of honours and other marks of distinction, and student or graduation status.
- c) Access to Confidential Student Information for purposes other than those based on an official and educational interest may also be granted at the discretion of BRADFORD-REX, provided that a student has provided his or her consent for such disclosure.
 - d) For the convenience of students, BRADFORD-REX may also disclose to individual student's data that the said student had previously provided to BRADFORD-REX or other Government agencies. In the event that a student provides consent for (in the manner set out at Point (c) above). The disclosure or use of information other than for an official and educational purpose, BRADFORD-REX will retain a student's personal data only as necessary for the effective delivery of services to the student.
 - e) To safeguard a student's personal data that had been provided electronically or had been converted into an electronic form, students should note that all electronic storage and transmission of personal data are secured with appropriate security technologies to ensure confidentiality.
 - f) The Policy stated herein is subject to any applicable law mandating or otherwise requiring disclosure. The Policy is also subject to revision at the discretion of BRADFORD-REX from time to time.
 - g) If you have any questions or concerns regarding this Statement, you should first contact the Principal, srini@bradfordrex.com.sg

PASTORAL COUNSELING

1.24 Student Counselling

Bradford-Rex aims to provide effective guidance for the personal development of each individual. Pastoral care represents a means of helping students to value themselves and to experience well-being in the areas of self-esteem, social relationships, moral development, health and personal safety. Our pastoral care includes academic, spiritual, emotional, and cultural welfare and is the responsibility of every member of the staff:

- To ensure that every student is known very well by at least one member of staff and that there is one staff member within the College in whom the individual can confide.
- To make regular appraisals of individuals in an attempt to pre-empt and avert crises in academic and social development, and to oversee the students' academic progress.
- Where necessary, to provide a point of reference for external agencies engaged in counseling, assessment and family support.

Bradford-Rex is responsive to students with special needs, and endeavours to redress educational disadvantage brought about by such factors as socio-economic status, gender, ethnic origin and race.

Pre-course counseling is done by the overseas agents and on arrival by the Customer Services Officers at Bradford-Rex. This includes guidance and counseling for academic matters such as choice of course. This is also extended to walk-in students where advice and guidance is provided on courses based on their academic qualifications and background.

HOD/Lecturers provide information on course syllabi and module synopsis to enable prospective students to make informed choices. Course counseling includes:

- Assessing prospective students' educational needs based on their proficiencies.
- Providing appropriate guidance and advice on the suitability of the courses available.

- Providing career guidance relating to the courses available.

Customer Service Officers, HOD's and Lecturers are given adequate training on all courses offered and the required criteria on a yearly basis as well as when there is a change in syllabus or modules.

Lecturers monitor students closely and identify any unusual behavioral tendencies and recommend counseling.

Counseling is conducted with extreme care and professionally by our selected team of management staff:

- a) Mrs. Asoda Shanmugam, Manager – Academic & HR
- b) Mr. Srinivasan Ganesan, Director / Principal

- Providing emotional support for students to help them cope with mental stress relating to a new environment or course demands.
- Bradford-Rex has a coffee session conducted quarterly to create a culture and climate of care, trust and friendliness which encourages students to interact with other students and staff.
- Where the students are shy or sensitive, the College also encourages the students to seek any of the councilors or lecturers they feel most comfortable interacting with.
- If the counseling provided by the College's counseling team is insufficient or unsuccessful, the counseling team will recommend further counseling through:

- c) Mr. Jeffrey Radjam - A trained and professional counselor or any other professional counselors.

STUDENT COMPLAINTS PROCEDURES

1.25 Student Complaints

Bradford-Rex believes that it is in everyone's interests to resolve complaints as quickly as possible, as close to the source of the problem as possible. The complaints procedures described below have been drawn up with these aims in mind:

If you have cause for complaint about any aspect of your programme, including:

- the way in which a course or programme is taught or assessed;
- the learning support available;
- misleading information in prospectus or in advertising or promotional material;
- any deficiencies in the School's service or performance; or
- Complaints arising from a disability, sexual and/or racial harassment

If you are uncertain who is responsible for the matter about which you are complaining, or if you remain dissatisfied after having discussed it with them, you should take the matter up with one of the following:

- Your Student Counsellor
- Your Personal Tutor
- Your Head of the Department

The individual whom you approach will discuss your complaint with you, assess the situation, take advice from other officers where necessary, and take one of the following courses of action:

- Resolve the problem by talking it through with you;
- Resolve the problem by speaking directly to the person responsible.

If the person approached cannot resolve the problem to your satisfaction, it will be referred, at your request, to the Principal/Director. It will be treated at this point as a formal complaint, and you will be asked to complete a Complaint Form. The Director/Principal will investigate and contact the concerned parties or person and resolve the complaint. A written record will be kept of the complaint and its outcome will be monitored. You will

be told the outcome of your complaint. You have the right to be heard in person at each stage of the complaint procedure.

Please be assured that all complaints and grievances forwarded will be treated with the strictest confidence.

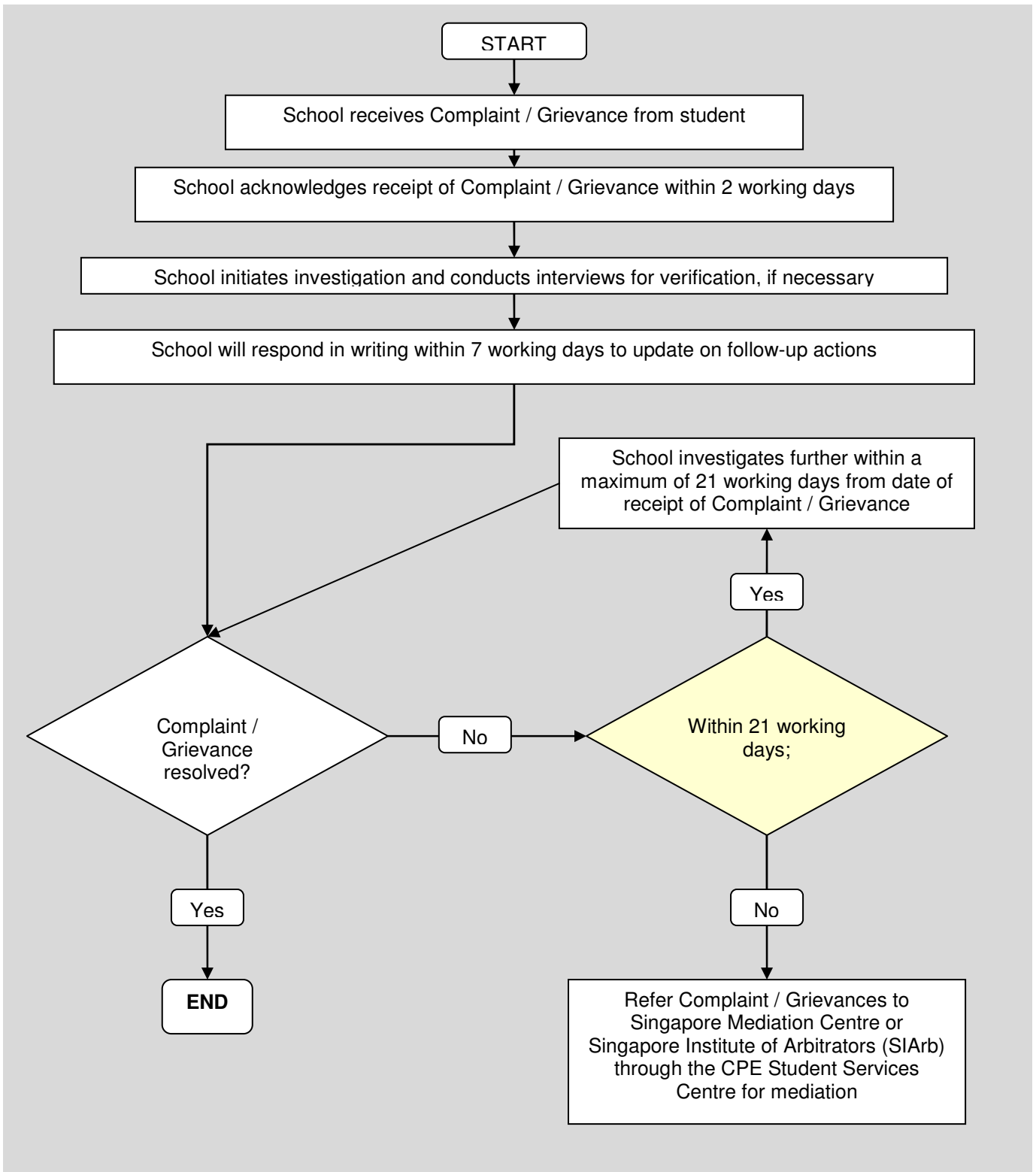
Upon receipt of a complaint or grievance, we will observe the following procedures:

- Respond to you within two (2) working days, including a planned resolution time frame.
- Initiate our investigation and conduct interviews for verification if necessary
- You will receive a written response within seven (7) working days from the date of the feedback on our follow up actions.
- We will try our very best to resolve the complaint or grievance within a maximum of twenty-one (21) working days from the date of the complaint or grievance.

Students shall maintain a standard of conduct, which is not harmful to the work, good order, or good name of the School.

In the event that the Student and Bradford-Rex are unable to resolve a dispute, the Student and Bradford-Rex shall refer to the dispute to the Singapore Mediation Centre through CPE Student Service Centre for mediation prior to instituting any legal action or proceedings. The Student and Bradford-Rex hereby agree to such procedures and to pay such fees as the Singapore Mediation Centre may prescribe from time to time for the purpose of resolving their dispute. (See Flowchart – Student Feedback / Grievance / Redress Process)

Student Feedback / Grievance / Redress Process



DISCIPLINE

1.26 Rules and regulations to be maintained on school premises:

- Students will report on time for their theory & practical classes.
- Attendance of theory and practical classes is compulsory. Any student absent should produce a medical certificate or valid reason. Minimum attendance for local students is 75% & foreign students is 90 % before they are allowed to sit for exams
- All students are required to attend classes in appropriate uniform or dress. Shorts, sandals and slippers are not allowed on premises. Heavy make-up or excessive jewellery are not allowed
- Students must be well groomed and maintain high personal hygiene standards
- All mobile phones must be turned off during classes
- Students should not be seen loitering around the school premises when they do not have classes unless they have a valid reason
- Students should not be involved in any act which may endanger themselves or other students or school staff or other third party in school premises – threatening, intimidating, compelling, interfering, fighting, provoking, etc
- The students should not indulge in making false or malicious statement about any student, the school or its provision
- Students should not paste, alter, delete or deface any matter from the school notice board, desks or any other school property & will not remove any property without the proper authorization
- Students should obey the instructions of the staff – administration & teaching
- Students shall not conduct any acts of theft and vandalism
- Students shall not be involved in any immoral conduct, indecency, touting, soliciting or political activity
- Any Student found in possession of fire arms, explosives, illegal & dangerous items, etc within school premises or at any time would immediately be handed over to the police..
- Students are not allowed to consume alcohol and indulge in gambling on school premises.
- Students are not allowed to smoke in the school premises
- Drugs are banned. Anyone found to be taking or in possession of drugs would immediately be handed over to the police.
- Students are not allowed to do any private or business transaction within the school premises that may be to the disadvantage of the school
- Foreign students are not entitled to work in Singapore. You are requested to strictly adhere to this policy otherwise you may be deported to your country and will not be allowed into Singapore again
- Any problems the students face may be brought to the attention of management

1.27 Disciplinary Procedures in Cases of Serious Misconduct

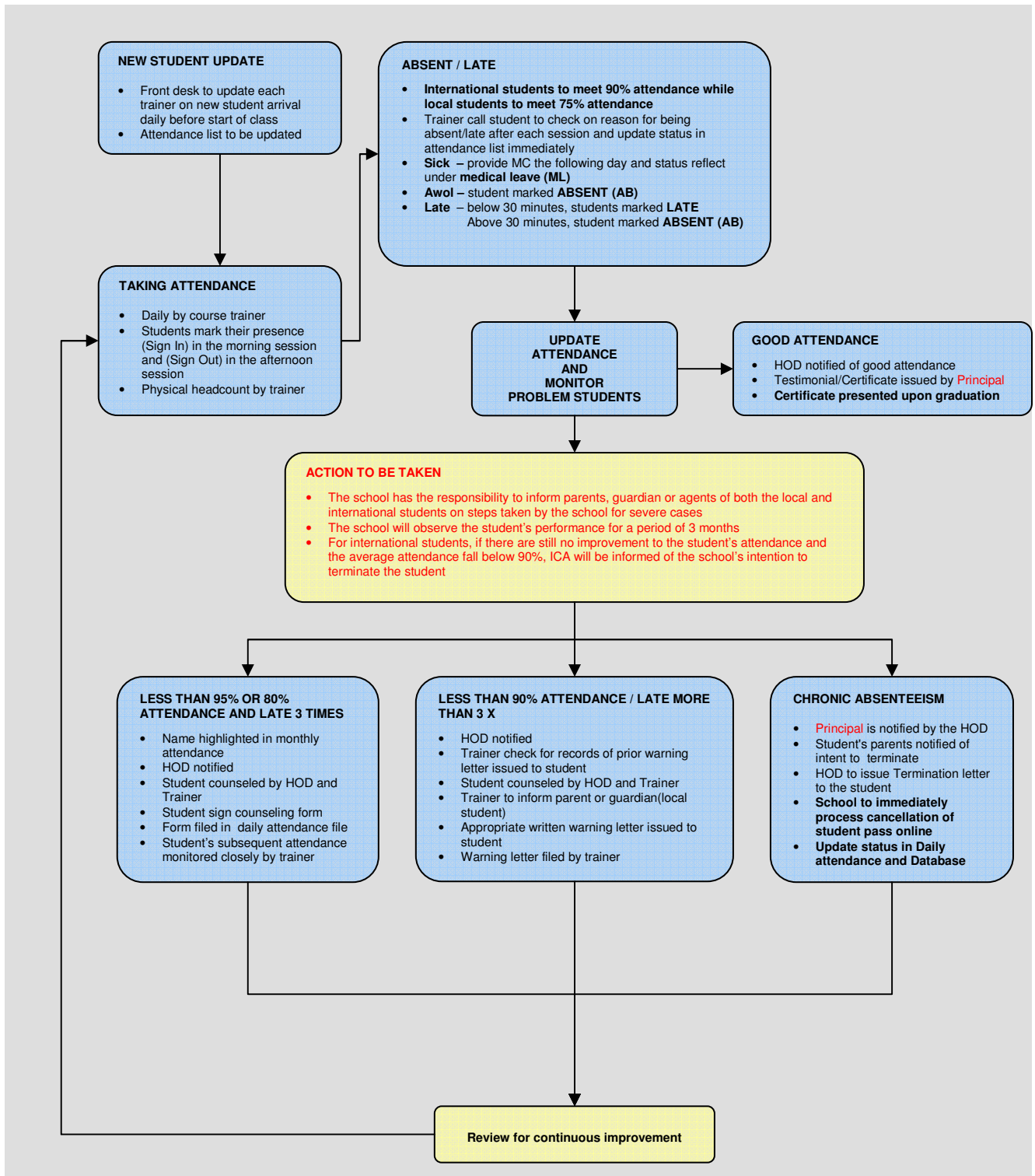
The Disciplinary Committee may:

- Confirm the HOD's recommendation which shall take effect immediately and the student concerned shall be expelled from the School
- Resolve that no action be taken;
- Issue the student with a written warning as to the consequences of future misconduct to be entered into the student's file
- Require the student to pay the School a fine to be decided by the Committee;
- Require the student, within a period to be specified, to pay the owner of any property damaged in consequence of the offence, compensation to the extent of the estimated cost of making good that damage;
- Suspend the student from attendance at the School and OJT

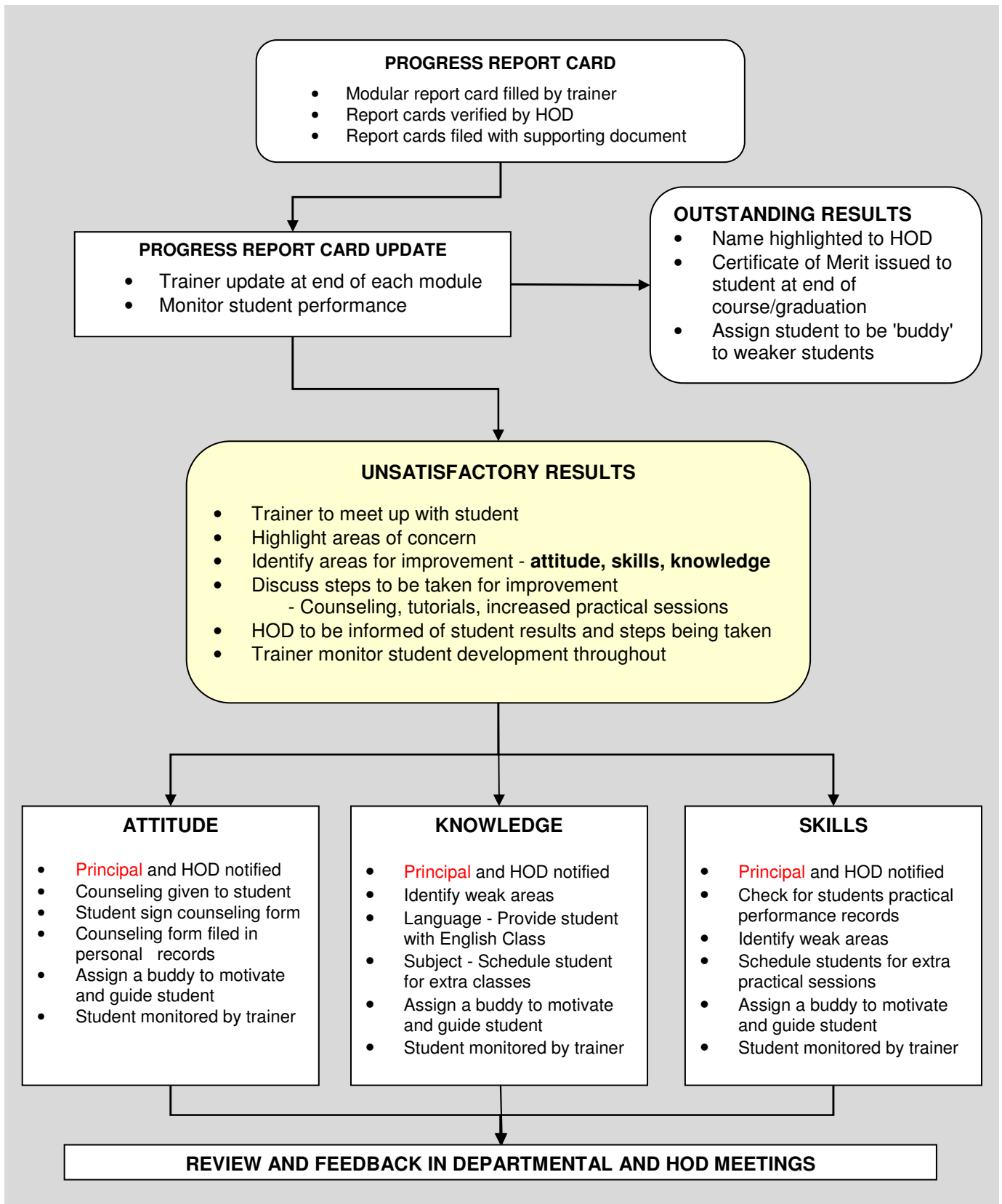
The Disciplinary Committee Members are:

Mr. Srinivasan	Director/Principal	90672371	srini@bradfordrex.com.sg
Mrs. Asoda Shanmugam	Manager	62991829	asoda@bradfordrex.com.sg

1.28 Student Attendance Management Process



1.29 Student Development Process



1.30 Completion of Courses

At the end of the course, you will have your exams. Please check with your teacher for your assessment details. To be able to obtain the Certificate of Completion, you are required to have 90% (for International students) and 75% (for local students) of attendance and a good record of class participation.

1.31 Feedback

There will be a Student/Teacher session at the end of every month. This is to ensure that your needs are being met and that problems, if any, can be rectified as soon as possible.

1.32 Registering for the Next Course

Towards the end of your course, you are welcome to register for the next level/other course.

Two weeks before the course ends, please register with the course consultant. Please do it early because course placements are quickly taken up once it is opened to the public.

Entry into the next Course is subject to ICA approval. This will be based on your attendance and performance throughout your Course period.

1.33 Suggestion Box

We welcome any suggestions or comments that you might wish to make. Please find near the main door the suggestion box whereby you can drop your suggestions or comments. We assure you that we will address the issues brought up.

1.34 Course Consultant

The course consultants are there to help you. Do not hesitate to approach any of them should you need more information or help regarding your study here.

EDUTRUST

The Edutrust scheme is designed by Council for Private Education (CPE) to improve the confidence of international students and their families in the quality of education in Singapore. From 1 July 2010, all private schools seeking to enroll international students would need to have Edutrust accreditation.

The regulatory framework focuses on building trustworthiness, professionalism, as well as business and academic excellence. A private educational institution (PEI) that achieves Edutrust is certified as an organisation that has adopted the good practices for fee protection and welfare. The good practice that PEIs need to put in place under Edutrust includes:

- ✓ Clear Fee Policies
- ✓ Clearly articulated and documented policies on course fees and fee refunds which are fully disclosed to the student and adhered to according to the terms and conditions of the contract between the PEI and the student.

For more details on Council for Private Education, please refer to their website at www.cpe.gov.sg

1.35 Fee Protection Scheme

An important aspect of the EduTrust framework is the Fee Protection Scheme (FPS). It serves to protect the students' fees in the event the college is unable to continue operations due to insolvency, and /or regulatory closure. Furthermore, the FPS protects the student if the college fails to pay penalties or return fees to the student arising from judgments made against it by the Singapore courts. EduTrust certified institutes must protect the total fees paid by all students via Escrow provided by appointed service providers.

Bradford-Rex College of Hospitality & Management has adopted the Fee Protection Scheme (FPS) to provide full protection to all fees paid by their students as required under the EduTrust Certification scheme.

Before the students are officially admitted: Either Bradford-Rex’s appointed recruitment agents / Front desk Course Coordinator will:

- 1.1 explain the detailed breakdown of fees payable by student and payment schedule;
- 1.2 Inform students that no money is to be paid to the Agent or College (payment must be made by student directly into Escrow Banks)
- 1.3 Clearly state any miscellaneous fees chargeable (for example, ad-hoc charges such as re-exam fee, membership charges etc);
- 1.4 Explain FPS and assure that 100% of the payable fees will be protected under the scheme;
- 1.5 Address all other queries relating to FPS that the student might have.
- 1.6 Provide CPE website address to prospective students for more details of the FPS.

After the student is officially admitted:

- 1.7 Reiterate the information shared during the student’s admission (from i to vi)
- 1.8 State the FPS scheme and provider that PEI has adopted and explain the FPS scheme in detail;
- 1.9 Explain the procedures that the students should adhere to, and the official documents that the student should expect to receive under the adopted FPS scheme.
- 1.10 Advise the student on the payment schedule and the total chargeable fees;
- 1.11 Inform students on how they can check and monitor the status of their protected fees at CPE’s official website (www.cpe.gov.sg) under the Fee Protection Monitoring Module

Note: Under any circumstances, recruiting agents are NOT ALLOWED to collect any course fee from the students. Agents can collect only their own consultation charges, the amount which will be stated in contract signed by the agent and the college.

1.36 Course Fee Payments

All Course payments are to be made according to the Council for Private Education’s Fee Protection System (FPS). The school should adopt either escrow account or insurance scheme or both. All fees are to be made accordingly. Currently Bradford-Rex College has an Escrow system in place to protect all student fees.

The Master Escrow Agreement sets out, inter alia, the details upon which Bradford-Rex College of Hospitality & Management, shall establish an escrow account with Standard Chartered Banks (SCB) ("Escrow Account" with the Escrow bank) for the purpose of receiving payments of the Student's Course Fee and the circumstances in which the amounts in the Escrow Account shall be payable to BRADFORD-REX COLLEGE H&M STFA (ESCROW) and/or the Student.

Escrow Bank	Standard Chartered Bank (SCB)
Escrow Account Number	0102279764
Escrow Account Name	BRADFORD-REX COLLEGE HOSPITALITY & MANAGEMENT (ESCROW)

1.37 Application Fee Payment

Application Fee payment should be made upfront to Bradford-Rex College account. Upon submission of application to Bradford-Rex, the application fee must also be paid. Currently the application fees for international students are S\$300 and for local students S\$50.00

This application fee is non-refundable under any circumstances.

All application fees should be paid in cash or wire transfer to the following bank account;

Bank Account Name	Bradford-Rex College of Hospitality & Management Pte Ltd
Bank Account Number	13-1-005602-9
Name of the Bank	Standard Chartered Bank (SCB)
Bank Transfer To	6 Battery Road Singapore 049909
Swift Code	SCBLSGSG

1.38 Payment Method

All Course fee payable should be made ONLY to Bradford-Rex's Escrow account maintained by the college. All course fee should be paid only after the student signs the Standard Student Contract (between Bradford-Rex and the applicant) and as per the instruction in the contract.

Payment can be made directly to the bank in the form of Cash, Telegraphic Transfer or Demand Draft. Payment of fee is accepted only in Singapore Currency (Singapore dollars).

All Application fee should be paid to the Bradford-Rex College of Hospitality & Management Pte Ltd. This application fee can be paid in cash, nets or wire transfer from overseas.

Note: The above fee (Course Fee and Application Fee) should be paid only to respective account and it should be paid in Singapore dollar account. Any transaction fee imposed should be borne by the applicant.

1.39 Payment Schedule

The break down of the course fee in instalment will be mentioned in the Standard Student Contract when signed by the student. The due date will also be mentioned as when the student will have to pay their instalment.

1.40 Standard Student Contract

All students are required to sign the Standard PEI-Student Contract. The contract legally binds the college and its students with mandatory requirements.

The Private Education Institution-Student Contract clearly states the following:

- ✓ Course title with modules or subjects clearly listed
- ✓ Date of commencement and completion of each intake/course
- ✓ Scheduled holidays
- ✓ Examinations and/or assignment dates for each intake/course
- ✓ Name of organisation awarding/conferring the results and certificates
- ✓ Fee collection schedule
- ✓ Withdrawal, transfer & refund policy

Sample Standard Student Contract can be seen at www.cpe.gov.sg

1.41 Student Medical Insurance

Bradford-Rex College of Hospitality & Management have put in place Medical Insurance under which all its students (except those specifically allowed to opt out under EduTrust Certification guidelines) will be insured by Group Hospital & Surgical Insurance.

The Group Hospital & Surgical Insurance is an expense reimbursement plan with a limit of up to S\$20,000 per year. It will help to reduce the financial burden of the insured student in the event that he/she needs to be hospitalized in government/restructured hospitals. The fee payable for the entire duration of the course is indicated in the fee schedule of the Student Contract.

Singaporean/PR and non-Student's Pass international students who are already covered by their own medical insurance plan (with an annual limit not less than S\$20,000) may be exempted from the plan provided by Bradford-Rex College of Hospitality & Management. Students signing a new PEI-Student contract can opt out from the medical insurance coverage by indicating in the contract and providing a copy of their medical insurance policy. CPE has mandated that students who opt out must produce their medical insurance policy for verification by the PEI. Bradford-Rex College of Hospitality & Management will only exempt students who submit a copy of their medical insurance policy for opting out.

1.42 Attendance

An International student is required to have a minimum of 90% attendance, while a local student is required to have a minimum of 75% attendance. This is a requirement from Immigrations and Checkpoints Authority (ICA) and Council of Private Education (CPE). This attendance requirement is for the following conditions;

- ✓ to renew the Student Pass; or
- ✓ to be permitted to sit for exams; or
- ✓ to transfer to another course/College.

Only Medical Certificate will be considered as valid absence from attending regular classes. Students who have no valid medical certificates will be marked absent from class. Students who come later than 15 minutes after class has started (without a valid reason) will also be marked absent.

REFUND, WITHDRAWALS & TRANSFERS

Bradford-Rex is committed towards maintaining a high-level of good business and customer practice. We assure our students that we have put in place customer-centric systems and practices to look after the welfare of international students studying in Bradford-Rex.

1.43 Request for Refund

To expedite your request for refund of Course fees, students are requested to write in to Bradford-Rex with the following information:

Student's Name
Guardian Name (if applicable)
Student's Pass Number (if available)
Course enrolled into or applied for at Bradford-Rex
Copy of payment receipt issued by the bank
Reason(s) for requesting withdrawal / deferment / transfer

The College will respond and revert to the request as soon as practicable after receiving the student's notice for withdrawal.

1.44 Withdrawal with Cause

We have put in place service guarantees to protect students and students are entitled to immediately withdraw from the course in the event of any of the under-mentioned situations:

Bradford-Rex fails, for any reason, to commence the Course on the Commencement Date;
Bradford-Rex fails, for any reason, to complete the Course by the Completion Date;
Bradford-Rex terminates the Course for any reason prior to the completion of the Course;
Bradford-Rex is in material breach of its obligations under this Agreement.

1.45 Refund for Withdrawal with Cause

All requests for withdrawals/deferments/transfer must be made in writing to Bradford-Rex, and shall include the all the following information:

- Student's Name
- Guardian Name (if applicable)
- Student's Pass Number (if available)
- Course enrolled into or applied for at Bradford-Rex
- Copy of payment receipt issued by the bank
- Reason(s) for requesting withdrawal / deferment / transfer

Bradford-Rex shall, as soon as practicable after receiving the student's notice of withdrawal under the Conditions for Withdrawal from Course (and in any event no more than seven (07) days after receiving such notice) refund to the Student the entire amount of the Course Fee.

1.46 Refund for Withdrawal without Cause

Where the Student withdraws from the Course for any reason other than those set out in the conditions for Withdrawal for Cause, Bradford-Rex shall, after receiving the Student's written notice of withdrawal (and in any event no more than seven (07) working days after receiving such notice), refund to the Student (less any applicable bank administrative charges properly payable/paid under the Fee Protection Scheme) the sum of:

% of [the aggregate amount of the fees paid under Clause 1.11 and 1.12]	If Student's written notice of withdrawal is received
50%	* (" Maximum Refund ") More than [14] days before the Course Commencement Date
40%	Before but not more than [14] days before the Course Commencement Date
20%	After but not more than [5] days of the Course Commencement Date
10%	More than [5] days of the Course Commencement Date but not more than [14] days after the Course Commencement Date
0%	Not more than [14] days of the Course Commencement Date

* **Students will be given 7 days cooling off period (from the date of signing the contract)**

1.47 Cooling Off Period

Bradford-Rex shall provide the Student with a cooling-off period of 07 working days after signing the Standard Student Contract. Within these 07 days and regardless whether the Course Commencement Date has passed, the Student can submit written notice of withdrawal to Bradford-Rex and receive the Maximum Refund amount stipulated by Bradford-Rex under Clause 2.4 of Standard Student Contract (less any Course Fees consumed by the Student if the withdrawal date is later than the Course Commencement Date and the Student has started the Course, any Bradford-Rex administrative charges which are stipulated in the Miscellaneous Fees and any applicable bank administrative charges properly paid/payable under Clause 3). Any dispute in respect of how much Course Fees have been consumed pursuant to this clause shall be referred to mediation at the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through the CPE Student Services Centre pursuant to Clause 5.4, and only in respect of

such decision, the decision of the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SI Arb) shall be final and binding on all parties.

This Clause 2.5 takes precedence over the PEI's refund policy stated in Clause 2.4.

1.48 Transfer - Deemed Withdrawal

Course Transfer

Internal Transfer

- Upon successfully completing the enrolled course / programme students can progress to a higher level course.
- If a student seeks transfer internally to another course before completion of the enrolled course, the student will have to request it in writing. The request is subject to approval. (Form used: Course Transfer Form)

External Transfer

Upon successfully completing the enrolled course / programme, students can transfer to another PEI or other educational institute within Singapore.

- If a student seeks transfer externally to another PEI or other educational institute within Singapore even before completion of the enrolled course, the student will be considered as withdrawn. External transfers are subject to the approval of ICA / External bodies.

Note:

- All transfers will be considered as withdrawal from the enrolled course.
- Any refunds will be according to the refund policy

Internal transfer

All requests for transfer to another programme offered by Bradford-Rex must be accompanied by a duly completed "Course Transfer Form".

A non-refundable and non-transferable administrative fee is applied for transfer to Bradford-Rex programme (as indicated in the Form), unless the application for transfer is rejected by the Immigration and Checkpoints Authority, Singapore.

Approval of transfer will be granted on a case-by-case basis subject to admissions and programme requirements and approval from the HOD.

Students who are aged 18 years and below, parental/guardian approval is required prior to request for transfer.

Students who are under Company's sponsorship, company approval need to be given in writing and indicated in the "Course Transfer Form".

Bradford-Rex will process the transfer request no longer than 2 working weeks (for local students) and no longer than 4 working weeks (for international students, subject to the approval from ICA and parent/guardian) where applicable.

External transfer

International students requesting an external transfer from Bradford-Rex to another school / institute will have their student's pass cancelled.

All modules consumed by students are to be paid for and any entitlement to discounts / rebates will be void. Transferring out of Bradford-Rex is deemed as a withdrawal and existing terms and conditions of Refund Policy will apply.

1.49 Course Deferment

Deferment refers to students taking a temporary break in their course, for a maximum of 6 months. Students must submit in writing and this is subject to approval. If no official notice is received, he/she is deemed to be still a student of the College. This course deferment is applicable only for local students.

Any course fees paid may be allowed to be carried forward to the next term when the students return to resume their studies with Bradford-Rex College.

1.50 Course Suspension

A student may be suspended or expelled for the following reasons:

- Lack of attendance
- Violations of the school's code of conduct
- Criminal charges against the student
- Bringing the school's reputation into disrepute
- An ongoing refusal to meet the academic and social expectations of the school.

Suspended students may not:

- attend classes
- use college facilities, library and computer clusters
- participate in student activities

In any case, the suspension will not be more than 7 working days. Based on the severity of the offence, the number of days of suspension will be decided by the Director / Principal in consultation with Department HOD's. Attendance will not be counted for students who are suspended.

1.51 No Refund

A Student who requests to withdraw from a course for reasons without cause, fifteen (15) days after the course Commencement Date shall NOT be eligible for any refund.

A Student who's enrolment in the course was cancelled and/or the student is expelled from the course, due to breach of Bradford-Rex and/or government agencies/authorities rules and regulations and/or laws of Singapore, shall NOT be eligible for any refund.

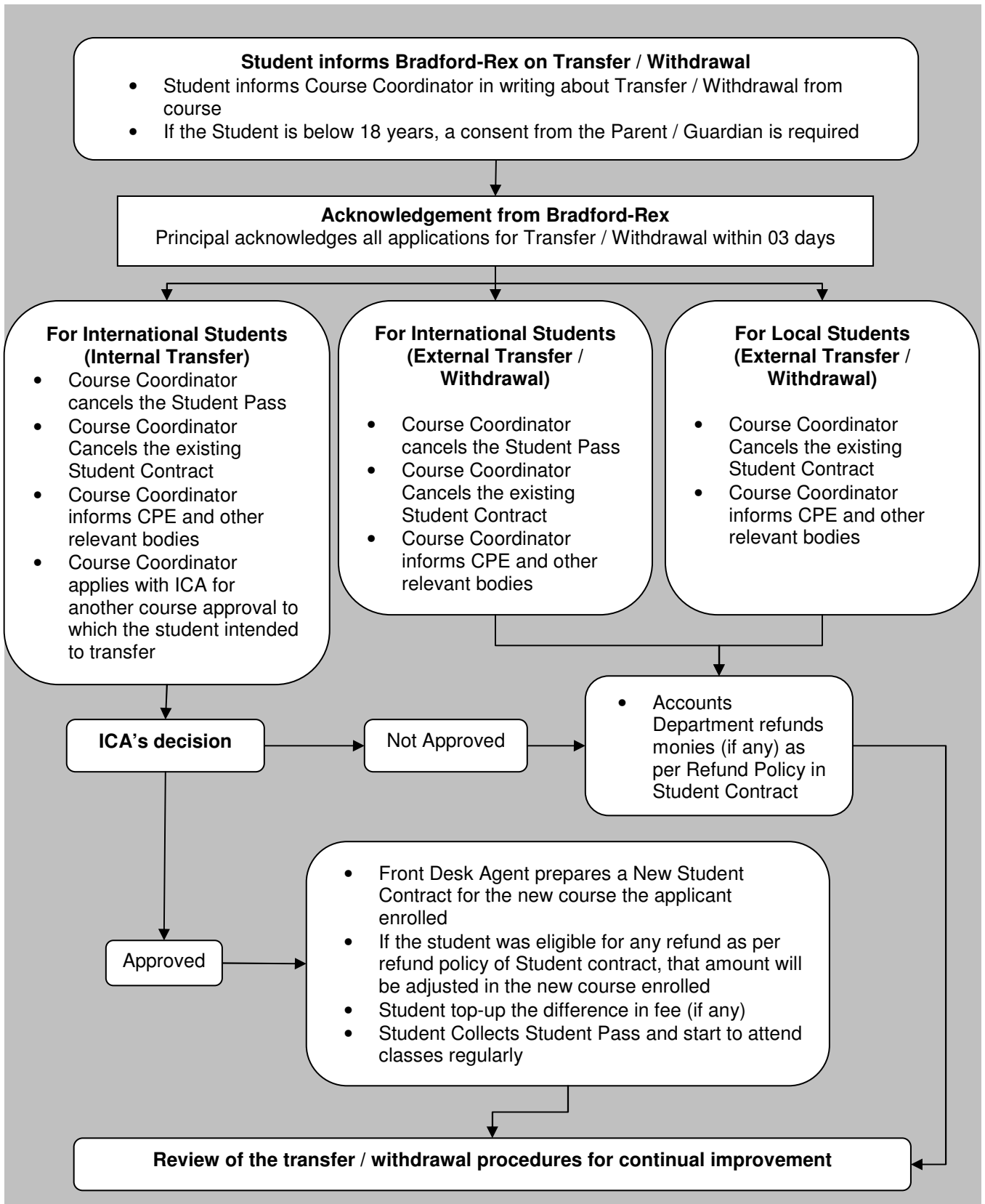
1.52 Appeal for Refund of Course Fee

All appeals for refund of course or service fees made to Bradford-Rex are subject to consideration by the College and any decision made by the College is considered final.

1.53 Payment of Approved Refund

- ✓ Approved refund is paid in Singapore dollars.
- ✓ Approved refund is paid within seven (07) working days after receiving written notice for refund of the course or service from the student.
- ✓ Please note that in the event of a student withdrawal, the College will NOT be liable for payment of agent's commission, in part or whole.

1.54 Transfer / Withdrawal Procedures



EXAMINATIONS, RESULTS AND APPEAL PROCEDURES

1.55 Examinations

Students will be allowed to sit for their final examinations ONLY when they meet the minimum attendance requirement, as specified by the awarding body or by ICA's requirement of 90 % attendance for international students. For Local students, minimum attendance requirement to sit for the final examinations will be 75%.

Bradford-Rex College has in place the Academic and Examination board to govern the conduct of the academics and examinations. For external awarding body certification, the Examination Board will still govern the conduct of examination, conducted at Bradford-Rex College.

1.56 Results

For all examinations conducted by Bradford-Rex College, the results will be announced to the students on a confidential manner within 2 months of the final examinations. However for the external awarding body certification, the results will be announced within 3 months from the examination completion date.

1.57 Examination Appeal Procedures

Bradford-Rex College has appeal procedures in place in the event if the student feels there should be any errors in marking(s). This appeal procedure is applicable only to examinations conducted and the certification awarded by Bradford-Rex College. For external awarding bodies, students should follow the appeal procedures as instructed by them.

Note: For appeal procedure, there will be an appeal charges applicable when the student applies for it.

1.58 Progression

Upon successful completion of a course / programme, students can transfer to another course of study, either higher level or to a programme of their choice. All students will be counselled by the course coordinator or their respective teachers to make them take correct and appropriate direction.

The Examinations, Results and the Appeal procedures in a nutshell form;

1. Finalization of Assessment Results

- For internal assessment, results will be finalized after the assigned moderator has looked through the answer scripts for both practical and/or written assessment.
- For assessment done by external partners, the final results will be notified to respective HOD by email within the period agreed upon between Bradford-Rex and external partner.

2. Release of Assessment Results

- For internal assessment, results must be released within 2 month after the assessment date.
- In the case of external partners, the assessment results should be released within a period of not more than 3 months from the date of assessment or the date of the last assessment if the assessment is a continuous series.
- HOD to store all results for analysis and record keeping in database.
- A memo will be put up on students' notice board to notify students of the date for collection of result slip or transcript.
- For students who are on OJT, the school will notify the respective centre of the result collection dates.
- Students are to personally collect their individual result slip or transcript from the Course Coordinator.
- All collected result slips/transcripts to be signed and acknowledge by students, filed and kept in our data system.
- If there is no dispute of the final results, HOD is to proceed with the process for approval to release certificates /awards from the Academic Board.

- Should there be a dispute of the final result, HOD to inform and advise student on Bradford-Rex's Appeal Process.

3. Appeal Procedures

- Should a student disagree on the final assessment results, he/she have a right to appeal to the Assessment Board to look into his/her results. Appeal should be done within 4 weeks of results publication.
- Respective HOD to counsel student and advice student on Bradford-Rex's appeal procedures if the reason is valid.
- Student to write an appeal letter and submit to HOD with an appeal fee of ***S\$100.00**

4. Appeal Process

- HOD to submit student Appeal Form to Examination Board.
- Examination Board to obtain student's answer scripts, etc for re-marking.
- Examination Board to assign separate marker/assessor to re-mark the script
- Examination Board to obtain students past assessment records & summary for comparison.
- Assessment Board study re-marked scripts and make final decision on appeal outcome
- Results of appeal to be released within 1 month of appeal request.
- For re-assessment, a fee of ***S\$250.00** or ***S\$300.00** (advance diploma) to be charged.
- Examination Board to write report for submission to Principal and Academic Board.

5. Release of Certificates/Awards

- All awards/certificates should be released at the end of course or end of attachment (hospitality).
- HOD to obtain approval from Principal and Academic Board before awarding certificates to the students.
- All awards/certificates handed out to be copied and signed by students and the copies kept in students' file for future reference.

6. Progression

- Upon completion of course, students who graduated will be counselled by respective trainers to progress to the next higher level course.
- However, the minimum pre-requisite must be met.

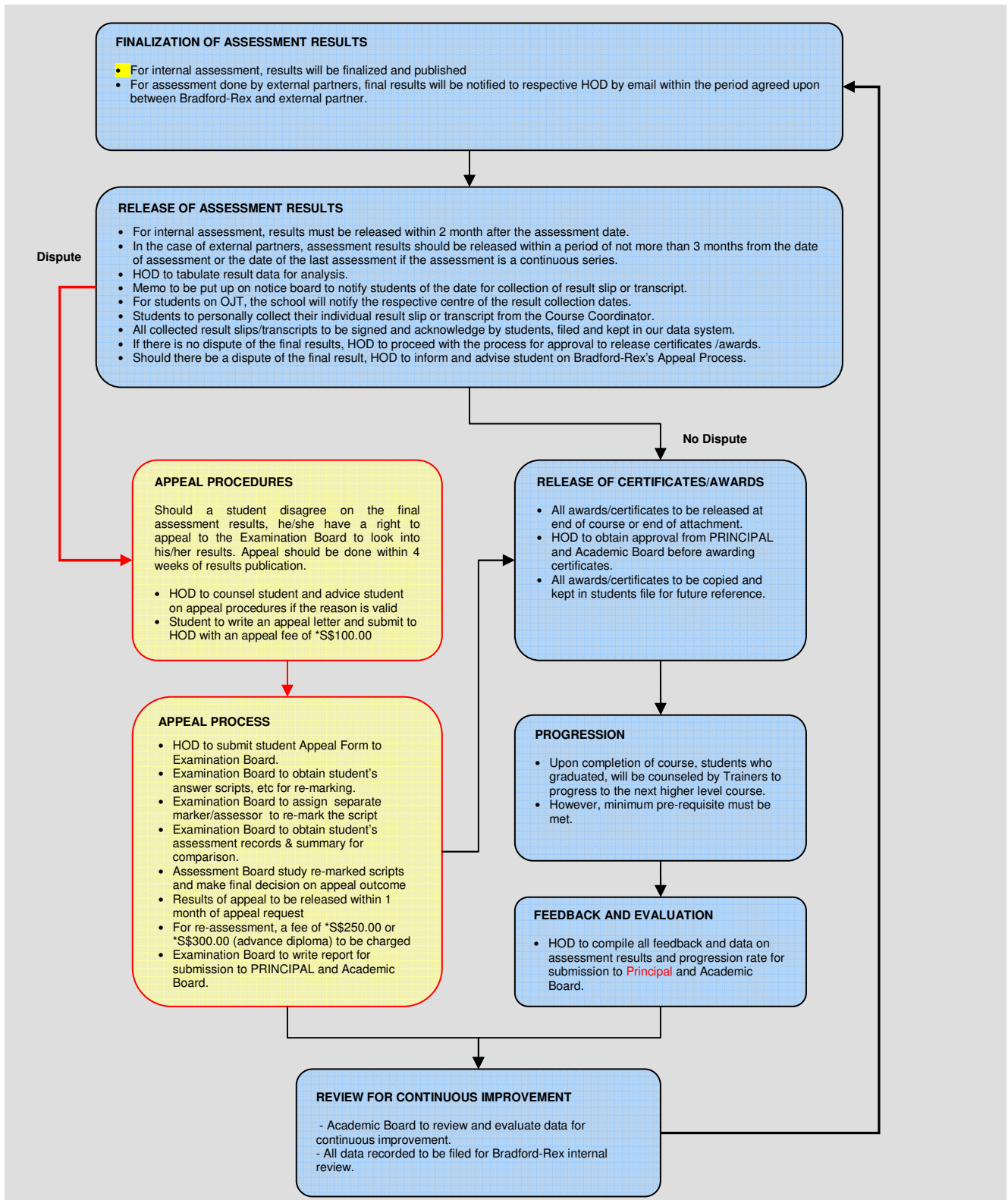
7. Compilation of Feedback and Data

- HOD to compile all feedback and data on assessment results and progression rate for submission to Principal and Academic Board.

8. Review for Continuous Improvement

- Academic Board to review and evaluate all compiled data for continuous improvement.
- All data recorded to be filed for Bradford-Rex internal review.

Procedures to Handle Assessment Results, Appeals and Progression



IMMIGRATION & CHECKPOINTS AUTHORITY

1.59 Immigration Procedures

- All students must read and follow the instructions as stated on the Letter of Approval from ICA.
- All student's must have their Student Pass with them at all times
- Students are required to inform the school at least 10 days before their Student Pass expires
- Students must have a minimum 90% attendance or they will not be allowed to sit for the exams
- ICA has specified very clearly that students on Student Pass are not entitled to work in Singapore. Any student caught will be deported to their country of origin
- The students during their On-Job-Training (OJT) will be sent to approved hotels, clubs, and restaurants for training after approval from MOM.
- For ICA or other matters, Admin staff will attend to students from 1.00 pm to 3.00 pm.
- Students will be permitted to attend the course only after approval of the Student's Pass has been given by ICA.
- A student must not be retained as a student in any other education organization's or course/s other than that indicated in the Student's Pass
- Any student who violates the immigration policy (holding employment or overstaying) will be reported to the Immigration and Checkpoint Authority (ICA)

1.60 Rules from Immigration Department

The applicant is required to note the following conditions:

- He/she observes the conditions as stipulated on the student's pass card and disembarkation/embarkation card issued to him/her;
- He/she is only permitted to attend the course at the school as stated in the student pass;
- He/she shall attend the class regularly; and
- He/she shall surrender the student pass for cancellation within 7 days of the date of cessation or termination of studies.

MISCELLANEOUS

1.61 Insurance

We have a group insurance policy to handle all your insurance needs. It is compulsory for all international students to have an insurance policy during the duration of their study at Bradford-Rex. The insurance coverage is for a minimum sum of S\$ 20,000

1.62 Cancellation of a Student Pass

Students who wish to cancel their student pass are required to obtain a "**CANCELLATION OF STUDENT PASS FORM**" from the school, to be given to ICA together with the Student Pass to be surrendered.

1.63 Student Pass Extension

Three weeks before your student pass expires, you should inform the course consultant should you need to extend your student pass.

You are required to pay your school fees before extension is granted.

Please bear in mind that you should have at least 90% of attendance in order to be approved for the extension of the student pass.

1.64 Student Transfer

- Students who wish to transfer to higher programme; they will be counselled by their concerned class teacher. This will enable them to choose their right progression pathway.
- Students are allowed to transfer to another school but this means that their Student Pass will be cancelled and a new set of Immigration forms will be submitted through the other school.
- BRADFORD-REX will not charge the students any fee to transfer to another school. However, Students must clear all outstanding fee, submit their logbook and clear all outstanding issues with their HOD's before the ICA forms are endorsed.

1.65 Completion of Course

- If the applicant has ceased studying in school, you are required to obtain a “**CANCELLATION OF STUDENT PASS FORM**” from the school and surrender the student pass card and disembarkation/embarkation card for cancellation at this office 14 days before expiry of student pass or termination of studies.

1.66 Uniform, Hygiene & Safety

- Be more conscious of your responsibility and practice good personal hygiene to prevent the spread of diseases.
- Students should shower daily and apply deodorant before leaving for school or their OJT centres.
- Inform your school if you are unwell.
- Cover your nose and mouth when sneezing or coughing. You should blow and clear your nose gently into a piece of tissue paper and dispose the soiled tissue properly. You should not spit in public places.
- Wash your hands frequently. You must not rub your eyes; touch your nose or mouth before washing your hands with soap and water. You must also remember to wash your hands before handling food and drinks.
- Do not share personal items like towels and handkerchiefs with others. Avoid drinking from the same cup or water bottle used by your friends.
- Eat healthy meals, drink sufficient water, have adequate rest and exercise regularly.

1.67 On-Job Training (For Hospitality Students – Do's And Don'ts)

- Students enrolled in the ITE Hospitality Course, after finishing their classroom teaching will be attached to a hotel or restaurant approved by ITE for On-Job Training. This will only be done after BRADFORD-REX receives the Approval Letter from MOM.
- Student will be allotted a training centre by the hospitality manager
- It is the student's responsibility to proceed to the allotted training centre for an interview with the concerned manager
- Students will be paid a monthly allowance for their training
- Once allotted an OJT centre, students are required to do their training with sincerity and dedication and should not bring into disrepute the name of our school.
- Students in their respective OJT centres should follow the rules and regulations of the training centre
- Once allotted the students are not allowed to change their OJT centre unless training centre is not able to provide the required training. In this case, students must report to school daily until MOM approves the change in OJT centre
- The students are provided with the logbook, which will be verified and signed on a weekly basis by the Training Manager/Supervisor of the outlet in which the student is attached to.

1.68 Short Vacations

- If you wish to return home for a short vacation during the school holidays (this does not include weekends), please let us know at least three weeks before departure so that we can prepare a permission letter for you and inform ICA accordingly. This is to fulfill the immigration procedures set by Immigration and Checkpoint Authority Singapore and ensure smooth entry into Singapore. We do not encourage students

to go on vacations during the school term. No visa letters to other countries will be issued for courses less than 6 months. Students here for longer programmes will be issued Visa letters only after full payment is received and the student is able to produce Admission letters showing fee payments to the ongoing college/universities.

1.69 Study Tips

- Do not be shy to speak English with your teachers, your classmates and friends.
- Do your homework, understand and learn from your mistakes.
- Participate in classroom activities.
- Have a dictionary to improve your vocabulary list and a notebook to list down any new words.
- Do not hesitate to consult our teacher should you have any queries on the language.
- Extra materials are available from your teacher/lecturer and you may ask them about the details of any suitable reference books you wish to buy.
- Register as a member of the Singapore National Library to enable you to use its facilities.
- Initiate your own study group to discuss lessons you have just learned.
- Make full use of the school's facilities to help you to study. Use the School Library regularly and make use of the Study room. The Study room is a very comfortable place for you to hold study groups with your classmates or just do your own revision.
- Remedial classes will be provided FREE. This is subject to trainer/lecturer availability.

There is also Internet connection in the Computer Room for you to search the Worldwide Web for learning information.

1.70 Fire Safety

- The Building Management Committee conducts fire drill practice periodically. Students are advised to attend the drill practice.
- Administration Office and classrooms have unblocked fire exits.
- Fire exit signs are displayed prominently.
- Fire sprinklers are installed in Admin Office and all classrooms
- Fire extinguishers stationed at strategic points.

1.71 Address and Contact Number

- In line with the Singapore Immigration & Checkpoints Authority regulations, it is very important that the school be informed of your address, telephone number and sponsor's name.

1.72 Accommodation

There is a wide variety of accommodation types in Singapore to suit different budgets and needs. Bradford-Rex does not provide accommodation, and students usually make prior accommodation arrangement before arrival in Singapore. If you really need assistance, we will link you a few agents who can assist with accommodation.

ITEM	ESTIMATED MONTHLY EXPENSES (S\$)
Rent per room (Double)	300.00
Utility bills (Gas, Water, Electricity)	75.00
Food	150.00
Transport	50.00
Books, Stationery, Toiletries, etc.	75.00
Leisure related activities	50.00
TOTAL	700.00

1.73 Airport Pick-Up

There will be a charge of S\$60 for Airport pick-up. If interested, please contact the school at least two weeks before arrival.

1.74 Singapore Law

- **Drugs**
Drug abuse is viewed seriously. The trafficking, manufacturing, importing and exporting of drugs carries a death penalty. Unauthorized consumption also carries heavy penalties.
- **Smoking**
Smoking is prohibited in most buildings and public areas, especially in places that are enclosed or air conditioned. Anyone below the age of 18 is also prohibited from purchasing tobacco or cigarettes. Students are discouraged from smoking within campus areas.
- **Littering**
Singapore is a clean and green country. Singapore has strict laws against littering. Fines and Corrective Work Order (CWO) are imposed to discourage littering. A CWO requires litterbugs to spend a few hours cleaning a public place or picking up litter in a park.
- **Vandalism**
Vandalism is a serious offence in Singapore. Defacing public and private property carries a severe penalty.
- **Overstaying**
Overstaying is a punishable offence under the Immigration Act. Take note of the expiry dates of Student or Social Visit Pass.
- **Chewing Gum**
The import and sale of chewing gum are banned in Singapore.
- **Purchasing of Alcohol**
Anyone below the age of 18 is prohibited from purchasing and consuming alcohol. Drivers caught driving under intoxication face a heavy penalty.
- **Employment**
Students under student pass are not permitted to work. If caught, student pass can and will be cancelled.

1.75 USEFUL NUMBERS EMERGENCY NUMBERS

Police	999 (toll-free)	
Ambulance and fire brigade	995 (toll-free)	
Non-Emergency Cases	1777 (Charges Applicable)	
Immigration and Checkpoints Authority Hotline	(+65) 6931 6100	http://www.ica.gov.sg
International Calls	104	
Time of day	1711	
Weather	(+65) 6542 7788	
Samaritans of Singapore (SOS)	1800-221 4444	

Hospital 24-hour emergency assistance
Raffles Hospital (+65) 6311 1555

1.76 WHERE TO FIND US

Bradford-Rex College of Hospitality & Management
1, Sophia Road
#02-07, Peace Centre
Singapore 228149.

Telephone: (+65) 62991829 Fax: (+65) 6299 1902
Email: admin@bradfordrex.com.sg Website: www.bradfordrex.com.sg

1.77 Operation hours

- Mondays – Fridays (9:00am – 6:00pm)
- Saturdays (9:00am – 1:00pm)
- Sundays and Public Holidays (Closed)

1.78 Nearest MRT station

The school is just a 5-minute walk from the Dhoby Ghaut (Exit 'A') & Little India MRT stations.