

Student Handbook



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MESSAGE FROM THE PRINCIPAL



At Genetic, we believe that education is the key to unlocking opportunities and shaping meaningful careers. That's why we are passionate about designing courses and training programmes that equip you with the skills and confidence to stand out in today's competitive world.

Our mission is to inspire lifelong learning through quality teaching, engaging learning experiences, and a supportive environment where every student can thrive. We are committed to continuously improving our programmes and services so that they remain relevant and valuable to both our students and the ever-evolving industry.

We are truly delighted to welcome you to Genetic Computer School. By choosing us, you've taken an important step toward your future, and we are here to guide and support you every step of the way.

We look forward to being part of your learning journey and celebrating your success.

Mr. William Goh
Principal

2. INTRODUCTION

2.1

MISSION & VISION



VISION

To be recognized as an institution developing knowledge professionals for the future industry.

MISSION

We'll achieve our vision by promoting lifelong learning opportunities by bringing modular deep-skill courses accessible to everyone, anywhere, anytime.



2.2

VALUES

EXCELLENCE

Genetic will persistently create better ways of doing things we do to exceed expectations of our stakeholders.

INTEGRITY

Genetic believes integrity as the basis of long-term success in one's life. We always strive for the highest honesty and accuracy in every word we promised.

2.3 COURSES

Course Title	Course Level	Full-Time (Months)	Part-Time (Months)
Certificate in Information Technology	Certificate	6	6
English for Higher Education Level 1 or Level 2	Preparatory	3	6
Specialist Certificate in Digital Marketing	Certificate	3	3
International Diploma in Business Computing	Diploma	12	12
International Diploma in Software Development	Diploma	12	12
International Diploma in Web Design	Diploma	12	12
Diploma in AI and Data Science	Diploma	9	9
Diploma in E-Business and Entrepreneurship	Diploma	9	9
Diploma in Hospitality and Tourism Management	Diploma	12 Months (6 Months Studies + 6 Months IA)	NA
Diploma in E-Commerce, Retail, and Supply Chain Management	Diploma	12 Months (6 Months Studies + 6 Months IA)	NA

2.3 COURSES

Course Title	Course Level	Full-Time (Months)	Part-Time (Months)
International Higher Diploma in Business Information Technology	Diploma	12	12
International Higher Diploma in Software Engineering	Diploma	12	12
International Higher Diploma in Web Development	Diploma	12	12
Advanced Diploma in Digital Business Strategy and Management	Diploma	9	9
Advanced Diploma in Hospitality and Tourism Management	Diploma	15 Months (9 Months Studies + 6 Months IA)	NA

2.3 COURSES



For the details of each course (E.g., Course Learning Outcomes, Course Introduction, Modules and Learning Outcomes for each module, student-teacher ratio, minimum academic standards, entry requirements, pricing, etc.), please refer to our website at www.genetic.edu.sg

2.4 ACADEMIC AND EXAMINATION BOARD

GENETIC COMPUTER SCHOOL APPOINTS BOARD OF ACADEMICS AND BOARD OF EXAMINERS TO ENSURE THE OVERALL QUALITY OF THE ACADEMIC PROCESSES.

BOARD OF ACADEMICS



BOARD OF EXAMINERS



3. SKILLSFUTURE SINGAPORE (SSG)

SkillsFuture Singapore (SSG) drives and coordinates the implementation of the national SkillsFuture movement, promotes a culture and holistic system of lifelong learning through the pursuit of skills mastery, and strengthens the ecosystem of quality education and training in Singapore.

3.1 PRIVATE EDUCATION ACT

The Private Education Act was gazetted in October 2009 to provide the **SkillsFuture Singapore (SSG)** with the legislative powers to regulate the private education sector more effectively and improve its quality. SSG will implement a mandatory registration tier to enhance the standards that private education providers will need to adhere to.

A quality assurance framework, known as **EduTrust**, will also be introduced to provide a quality differentiation mechanism. (www.ssg.gov.sg) Both local and international students are required to undertake a SSG-Approved Student Contract upon enrolment into a course with a PEI.

3.2 FEE PROTECTION SCHEME – INSURANCE SCHEME

Genetic Computer School has in place a Fee Protection Scheme – Group Insurance (FPS-G) to protect for fees paid by student of both local and international students.

The FPS serves to protect for fees paid by student in the event that the PEI is unable to continue operations due to insolvency, and/or regulatory closure.

In addition, the FPS protects the student if the PEI fails to pay penalties or return fees to the student arising from judgments made against it by the Singapore courts.

The Fee Protection Scheme (FPS) is applicable to ALL students (regardless of nationality and the type of passes or permits ie. Dependent's Pass, Student's Pass, Work Permit, etc).

It is mandatory for all students to apply for FPS and sign a student contract when they enrol for programmes with any PEI with EduTrust Certification or Enhanced Registration Framework (ERF).

Genetic Computer School has appointed Lonpac Insurance Bhd as our FPS insurance provider.

Under the FPS insurance scheme, students' fees are insured by them.

In case of events, as stated above, students will be able to claim their unconsumed fees from Lonpac Insurance Bhd.

To view a copy of the Fee Protection Scheme – Group Insurance Policy,

<https://genetic.edu.sg/admission-resource/fee-protection-scheme/>

For more details of the FPS and FPS Instruction Manual, please refer to the SSG website at www.ssg.gov.sg

3.3 PAYMENT OF COURSE FEE AND LATE PAYMENT CONSEQUENCES POLICY

GCS adopt the stated clause 2.5 in Standard-PEI Student Contract 4.0, that

GCS considers a payment made [1] day after the scheduled due date(s) in Schedule B for the Course Fees and [1] day after the scheduled due date(s) in the invoices for the Miscellaneous Fees as late. GCS will explain to the Student its policy for the late payment of Course Fees and Miscellaneous Fees, and any impact on the Course/module completion (if applicable).

A late fee of \$100 will be charged if the payment is not received 1 day after the scheduled due dates. Failure to pay fees on time will result in, GCS has to disallow the student to continue with their course/modules, until the outstanding balance is settled.

4.1 ADMISSION PROCEDURE

At GCS, we welcome students from all backgrounds who are passionate about furthering their education. Follow the steps below to understand how you can apply to join one of our diploma courses.

Step 1: Prepare and Submit Your Application

To apply, you will need to complete the Student Application Form and prepare the following supporting documents:

- Completed **eForm 16** and **eForm V36**
- One recent passport-sized colour photograph with white background of Applicant
- Photocopy of Applicant's Passport (must have at least 6 months of validity)
- Photocopy of Applicant's valid pass in Singapore (if any)
- Birth Certificate of Applicant
- Photocopy of Highest Educational Certificates and Transcripts of Applicant
- Parent's Income Statement/Salary Slip (if applicant is from a visa-required country)
- Parent's Bank Statement (if applicant is from a visa-required country)
- Marriage Certificate of Applicant (if any)
- Any other relevant documents

You may submit your completed application through any of the following channels:

- Email: info@genetic.edu.sg
- WhatsApp: +65 8166 6657
- In person: GCS Main Office

Once received, the school's administration team will contact you to verify the submitted details, request any missing documents if necessary, and schedule your pre-course counselling session.

Step 2: Receive Letter of Offer

If your application is approved, you will receive a Letter of Offer, officially confirming your admission into the course. This letter will be signed by the Principal or Vice Principal. To accept the Letter of Offer, please sign and return the Letter of Offer.

If the application is unsuccessful, you will be notified via email or WhatsApp with the reason for the outcome.

For international applicants, GCS will proceed to submit your Student's Pass application to the Immigration & Checkpoints Authority (ICA).

Step 3: Application Outcome

Once your Student Pass application is approved, you will receive a copy of an In-Principle Approval letter (IPA) issued by ICA. The IPA serves as an entry visa to Singapore if you are from a visa-required country.

If your Student Pass application is rejected, you will receive a copy of the rejection letter issued by ICA. You may contact your selected overseas representative or in-country representative for further details.

Note: All Student's Pass holders have to ensure that their purpose of holding a valid Student's Pass in Singapore is educational, and is to ensure that their attendance has to be 90% and above.

Step 4: Reporting and Orientation Day

All newly enrolled students will go through an Orientation on their first day of school held in the classroom, to inform them of essential course information, student support services information and the GCS's policies. For students/parents who are unable to attend, a separate arrangement will be made. Students/Parents can also access the information which is available in our website or in our Student Handbook.

Need Assistance?

Our team is here to support you every step of the way. If you have questions about your application or need further guidance, please contact us:

Email: info@genetic.edu.sg

WhatsApp: +65 8166 6657

4.2 TIMETABLE

Students will receive their timetable after signing the SSG-approved Standard Student Contract.

It is the responsibility of students to follow the timetable and meet the course's attendance requirements.

Students will also be provided with login credentials for the Student E-Portal, where they can view their current schedules and timetable.

4.3 PERIODIC PROGRESS REPORT

ACADEMIC ACHIEVEMENTS

Academic Achievement	Frequency of Providing Progress Report	Provided by	Communication Channel
Formative Assessment	Within 1 week after the last day of the assessment	Lecturer	Printed Copy/ E-Portal or LMS
Summative Assessment	Within 2 months after the last day of the assessment	Student Admin Executive	Printed Copy/ E-Portal
Assignments, class activities, projects, etc.	Feedback and results will be given within 1-3 days after it is evaluated and marked	Lecturer	Printed Copy/ E-Portal or LMS

If student is below the age of 18, reports shall be copied to the parents or guardians.

NON-ACADEMIC ACHIEVEMENTS

For non-academic achievements (E.g., events/workshops and/or holistic programmes attended) is provided to the students on a quarterly basis (every 3 months).

4.4 MINIMUM ACADEMIC STANDARDS



The passing percentage for each module is equal or greater than 50



To be awarded with the Certificate, Diploma, Higher Diploma, or Specialist Diploma, students must pass all the modules of the course

4.5 ATTENDANCE

Attendance is a requirement to meet regulatory and course requirements.

The Vice-Principal or designated person will be responsible for administering/handling students with attendance issues.

The attendance policy of GCS is as follows:

- a. Attendance requirements by ICA for student pass holders must be at least 90%.
- b. Attendance requirements for all other students who do not require ICA's student pass must be at least 75%.
- c. Attendance requirements for sitting assessments, graduation and awards must be at least 75% for non-STP and 90% for STP students.
- d. Application and approval for a leave of absence. Leave of absence conditions:
 - Students should apply Leave of absence at least 14 working days in advance.
 - Any urgent application of Leave of absence (LOA) will be approved on a case to-case basis
 - Students should attached documentary evidence, depending on the reasons/nature of Leave of Absence (LOA)
 - If LOA falls within the Exam Period, the student is deemed failed for the exam and shall Resit and pay the corresponding fee. Only valid physical medical certificate (MC) is acceptable to be allowed to resit without corresponding fee.
- e. For absenteeism based on medical grounds, a medical certificate must be presented and issued by certified general practitioners, polyclinics, or hospitals as proof of absence.

All students will be informed of the Attendance requirement during Pre–Course Counselling, in Student Handbook, Orientation and published on GCS’s website.

Intervention measures to help students with poor conduct or attendance:

Depending on the issue, appropriate intervention measures will be taken for a student with attendance or disciplinary issues.

- a) If the student is absent for 2 days within the duration of the course, the Admin Staff calls the students to find out the reason for absenteeism.
- b) If the reason provided is not valid, the Admin Staff will send the first warning letter.
- c) The Head of Academic/Admin Staff continues monitoring the situation with the student after issuing the first warning letter.
- d) If in case where the student continues to be absent for 4 days within the duration of the course, the Admin Staff issues the second warning letter and inform Vice Principal/Head of Academic or designated person to arrange for counselling. The Vice Principal/Head of Academic or designated person will fill up the student counselling form and let the student acknowledge it. If follow-up needed, it has to be stipulated in the form also.
- e) If STP student is absent for 7 days within the duration of the course without valid reasons and are unreachable, the Admin Staff will send the final warning letter, inform the Vice-Principal/Head of Academic or designated person and ICA for pass cancellation.
- f) If the monthly attendance percentage of STP student falls below 90%, the Admin Staff will also notify the ICA.
- g) For local (non-STP) students to be absent without giving valid reasons, reminders is issued advising them to maintain at least 75% attendance. The Admin Staff continues calling and emailing the students to report for class and where necessary, to attend counselling sessions for any difficulties they may be facing. However, the second (2nd) warning letter is issued and to arrange counselling with the Vice-Principal/Head of Academic or designated person if any student remains unreachable (4 consecutive days).
- h) In the monthly Academic Department meeting, the Head of Academic and the assigned lecturer will discuss with all the members if there are any issues on the attendance of the students. The Academic Department will provide the corrective actions/disciplinary actions/intervention measures based on the process P1 of this POM.

4.6 DISCIPLINARY POLICY AND PROCEDURES

All students are expected to maintain a high standard of behaviour. It is expected of the student to exhibit self-discipline and positive conduct. Rules to ensure appropriate behaviour are established and enforced to maintain a safe and orderly environment.

Disciplinary actions may be taken on students who breach the following:

- Attendance policy
- Cheating or attempted cheating during exams or other assessments
- Plagiarism
- Signing in or out for another student on an attendance sheet
- Causing damage to GCS's property or vandalism
- Committing theft
- Forging medical certificates or other official documents
- Disorderly behavior, assault, fighting, hooliganism, or possession of a dangerous weapon
- Gambling
- Smoking and/or Vaping
- Possession or taking of illegal drugs
- Violate any Code of Conduct/student discipline rules or policies
- Disrupting any teaching, study, assessment or other activities of the administration of GCS
- Obstructing any staff in the performance of his or her duties
- Disobeying, without reasonable cause, any instruction of the staff, including failing to leave any premise or part of a premise when directed to do so
- Withholding relevant information or furnishing false or misleading information for purposes connected with academic progression or enrolment or proposed enrolment as a student, whether such withholding or furnishing of information takes place before or after the person becomes a student of the programme
- Harassment of GCS's staff/Lecturer and other students
- Aggressive or hostile behaviour directed towards fellow students or staff
- Bullying (including cyber-bullying); verbal abuse and abuse transmitted electronically such as by email, SMS text messages or other electronic means

Where a student is reported to have committed any disciplinary offences, the Vice-Principal or designated person may exercise or impose the following penalties:

Stage 1: Verbal Warning.

A verbal warning is issued by the Vice-Principal or designated person and recorded.

Stage 2: Warning Letter.

A warning Letter is issued by the Vice-Principal or designated person and recorded, and student acknowledgement is required. Interviews and Counselling will be carried out where necessary. Up to 1 Warning Letter will be issued.

Stage 3: Expulsion.

Students will be expelled as a last resort if counselling and warnings fail. For STP students, the student pass will be terminated upon completion of the formalities of expulsion.

Pastoral counselling shall be given to students who have Attendance and/or Disciplinary problems to identify what is their difficulties, and personal or other problems to help the student. For students who did not improve after counselling, GCS may take disciplinary actions against them, including barring their examination/coursework submission or as a last resort expulsion.

All students will be informed of the disciplinary policy, via Student Handbook, Orientation and published on GCS's website.

4.7 COURSE WITHDRAWAL

All requests must be made in writing through the submission of the relevant application Form and any supporting documents. Verbal notice is not accepted.

For students under the age of 18, written consent from the parent/legal guardian must be obtained.

All requests will be reviewed on a case by cases basis and GCS will have the final decision on the outcome.

GCS's refund policy shall apply for all qualified refunds. Students are to refer to GCS Refund Policy and the Standard PEI-Student Contract for further details.

Withdrawal Policy

- I. The definition of withdrawal is when a student discontinues the courses with the School.
- II. Conditions for granting the withdrawal:
 - a. All outstanding fees must be settled prior to request.
- III. For International Students, ICA will be informed through the cancellation of the student's pass. Student's pass holder is required to submit his/her student's pass to the school for cancellation of the student's pass with ICA.
- IV. A student who has withdrawn will have their student contract terminated

Withdrawal Application Process:

The conditions for Withdrawal are:

GCS's adopts the Withdrawal Policy as stated in the Standard PEI-Student Contract Version 4.0 Clause 3 Termination and Refund Policy and Schedule E Refund Events). This policy will act as a framework in guiding the implementation of detailed refund processes and withdrawal procedures in the following areas:

3.1 To 3.7 in Standard PEI-Student Contract Version 4.0 – Termination and Refund policy (Please refer to the diagram in Schedule E)

3.8 Refund for Withdrawal During the Cooling-Off Period

3.9 Refund for Withdrawal Outside the Cooling-Off Period

Upon receiving the withdrawal application, Admin Staff will process request within 4 weeks from the point of the student's request and Vice Principal or designated person to conduct an interview/counselling session to:

- I. Understand and determine the reason for withdrawal applications and if solutions for student retention are possible. If no solutions are found, the School will note the reason for withdrawal in the Course Transfer/Withdrawal Form which would be submitted for final approval. Approval will be done within 7 working days from the student's submission date.
- II. A written notification will be given to the student to inform them of confirmation of their course withdrawal request.

The first step in the withdrawal process is to check if the student is eligible for a refund. If YES, the process will be expedited, and a refund given within 7 working days.

The computation of the refund amount will be explained to the student when he/she comes to collect the money and sign the acknowledgement of the refund given. For refunds given via TT, Bank Transfer, or other electronic means, a follow-up email will be sent to the student showing the computation of the refund amount.

Verify and confirm that the parent/legal guardian's written consent has been given if he/she is under 18 years of age

Inform ICA to cancel the Student's Pass application (for STP Holders)

Upon approval of Cancellation of STP by ICA, Admin Staff will inform the students of the Social Visit Pass (SVP)

Head of Finance or designated person will update the FPS status into the Lonpac Insurance Bhd excel template and FPS File 1 within 3 working days to ensure that the coverage period and amount are adequate.

Update the status of the student withdrawal in the AIMS System and Withdrawal record

4.8 COURSE TRANSFER

Transfer Policy

- I. The definition of transfer is when a student changes the course or period of study (from full-time to part-time or vice versa) but remains as a student of the school.
- II. Transfer will only be allowed if the student fulfill the entry requirements of the course to transfer.
- III. Student can transfer from diploma to certificate or another diploma/higher diploma but different specialization.
- IV. Student transfer from the current course to another course shall be considered as having withdrawn from the current course.
- V. Unconsumed fees (if any) will be transferred for the new course and student will need to pay the remaining amount of the new course
- VI. Any transfer requests must be submitted before the term/intake commencement. Submissions after new course term/intake start date will apply to the next term instead of the current one.
- VII. Conditions for granting the transfer:
 - I. All outstanding fees must be settled prior to request.
 - II. Student must fulfil the admission criteria of the new course and will be subjected to the School's student selection and admission procedures.
- VIII. For international students, the course transfer is subjected to ICA's approval of the new Student's Pass. ICA will be informed through the application of the new Student's Pass.
- IX. A student who transfers within the School must have their existing contract terminated. A new Student Contract will be signed based on the procedures for executing student contracts.

Transfer Procedures:

Students who wish to transfer are required to submit their request for transfer using the Course Transfer/Withdrawal Form. For students under 18 years of age, the parent/guardian must approve and endorse the Transfer Application form.

Upon receiving the transfer application, Operations/Admin Department will process the transfer request within 4 weeks from the point of the student's request to inform the student of the outcome in writing and conduct interview/counselling to:

- Understand the reason(s) for the transfer application
- Inform the student of the processing time within 4 weeks from the point of the student's request to informing the student of the outcome in writing
- Explain to the student that the parent/legal guardian's written consent is required if he/she is under 18 years of age
- Explain to the student that the transfer application is subject to ICA approval (for student pass holders)
- Explain to the student the difference in the course fee and entry requirements and refund (if applicable)
- Inform the student of the difference in the Fee Protection Scheme (FPS) amount, period of coverage.
- Explain to the student that signing a new contract or issuing an addendum to the existing contract when a course transfer request has been approved.

The Operations/Admin Department will then proceed with the transfer as follows:

- Student must meet all minimum entry requirement of the new course they wish to transfer to.
- The Standard-PEI Student Contract of the current course will be voided upon approval of the course transfer.
- A new Standard-PEI Student Contract or addendum for the new course will need to be signed upon approval of the course transfer.
- All outstanding fees must be paid.
- GCS will conduct interview/counselling session with student/parents
- Verify and confirm that the parent/legal guardian's written consent has been given if he/she is under 18 years of age
- Submit an application to ICA for the course transfer (for STP Holders)
- Head of Finance or designated person will update the FPS status into the Lonpac Insurance Bhd excel template and FPS File 1 within 3 working days to ensure that the coverage period and amount are adequate.
- Head of Finance or designated person to work out the difference in the course fee
- Issue a formal letter of Reject to the student/parent if the transfer application is not approved
- Issue a formal letter to the student/parent if the transfer is approved
- Conduct pre-course counselling to ensure that the student/parent has been informed of the crucial information of the new course
- Update the status of the student transfer in the AIMS System and Transfer record

4.9 COURSE DEFERMENT

Deferment Policy

I. The definition of deferment is when a student delays or postpones the course (or module).

II. Conditions for deferment:

- Grounds of Deferment are the following but are not limited to: (case by case basis evaluated by the Principal/Vice-Principal)
 - * if the student is ill and is supported with a medical certificate issued by a recognized clinic/hospital
 - * events/circumstances which are beyond the schools/students control such as:
 - o bereavement of direct family members
 - o natural disaster
 - o work commitment (if any)
- The requests of deferment is not automatically granted unless approved by the Principal as the Chairman of BoA
- The maximum deferment period is 6 months but subject to review and approval by the Principal.
- If the student failed to return on the approved deferred period, it shall be considered as deemed automatic withdrawal from the course

III. ICA will be informed through the application of the new Student's Pass. The course deferment is subjected to ICA's approval of the new Student's Pass.

IV. If the student contract is still valid, an addendum would be signed to reflect the deferment. For terminated student contracts, a new contract will be signed based on the procedures for executing student contracts.

Deferment Application Process

Students who wish to defer are required to submit their request for deferment using the Course Deferment Form. For students under 18 years of age, the parent/guardian must approve and endorse the application form.

Upon receiving the deferment application, Operations/Admin Department will process the deferment request within 4 weeks from the point of the student's request to inform the student of the outcome in writing and conduct an interview/counselling to:

- Understand the reason(s) for the deferment application
- Inform the student the processing time of within 4 weeks is required to process the deferment application
- Explain to the student that the parent/legal guardian's written consent is required if he/she is under 18 years of age
- Explain to the student that the deferment application is subject to ICA approval (for student pass holders)
- Explain to the student that the maximum allowable period of deferment a student can apply is up to 6 months
- Inform the student that the FPS protection will be changed based on the deferment period and course end date
- Explain to the student that signing a new contract when a course deferment request has been approved.

The operations/Admin Department will then proceed with the deferment as follows:

- GCS will conduct interview/counselling with student/parents
- Verify and confirm that the parent/legal guardian's written consent has been given if he/she is under 18 years of age
- Approval of deferment is also subjected to availability of the course / module offered
- For student's pass holders, their deferment is subject to the approval of their student's pass by ICA.
- Should the student decide to proceed with deferment, the School will note the reason for deferment on the Course Deferment Form which would be submitted for final approval. Approval will be done within 7 working days from the student's submission date.
- A written notification will be issued to the student to inform them of the student request status. The maximum deferment period is 6 months per deferment request
- Submit the application to ICA for the course deferment (for STP Holders)
- Head of Finance or designated person will update the FPS status into the Lonpac Insurance Bhd excel template and FPS File 1 within 3 working days to ensure that the coverage period and amount are adequate.
- Issue a formal letter of Reject to the student/parent if the deferment application is not approved
- Issue a formal letter to the student/parent if the deferment application is approved
- Signing a new contract or issuing an addendum to the existing contract when a course deferment has been approved.
- Update the status of the student deferment in the AIMS System and Deferment record

4.10 REFUND

GCS's refund policy is based on the policy stated in the Standard PEI-Student Contract version 4.0 Clause 3 Termination and Refund Policy and Schedule E Refund Events and the policy shall be communicated to students/parents during pre-course counselling, execution of student contracts, and is available in the student handbook and also GCS website for prospective students. A copy of the Standard PEI-Student Contract is also available on GCS Website.

3. TERMINATION AND REFUND POLICY (Please refer to the diagram in Schedule E)

3.1 GCS will notify the Student in writing within three (3) working days after becoming aware of any of the following (each a "Refund Event"):

- (a) It cannot commence the provision of the Course on the Course Commencement Date;
- (b) It cannot complete the provision of the Course by the Course Completion Date;
- (c) The Course will be terminated before the Course Completion Date;
- (d) The Student does not meet the course entry or matriculation requirements as stated in Schedule A; or
- (e) The Immigration & Checkpoints Authority of Singapore (the "ICA") rejects the Student's application for the Student Pass.

3.2 Where any of the Refund Events in Clause 3.1(a) to (c) above has occurred:

- (a) GCS 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.
- (b) If the Contracting Party accepts such alternative study arrangements, GCS 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.
- (c) If GCS does not propose alternative study arrangements to the Contracting Party within the time stipulated in Clause 3.2(a) above, 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 GCS.

3.3 Where any of the Refund Events in Clauses 3.1(d) to (e) has occurred, GCS shall forthwith terminate this Contract by way of a written notice to the Contracting Party.

3.4 If the Contract is terminated pursuant to Clause 3.2(b) read with Clause 3.1(a), GCS shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.

3.5 If the Contract is terminated pursuant to Clause 3.2(b) read with either Clause 3.1(b) or Clause 3.1(c), GCS 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.

3.6 If the Contract is terminated pursuant to Clause 3.3 or Clause 3.2(c) read with Clause 3.1(a), GCS shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.

3.7 If the Contract is terminated pursuant to Clause 3.2(c) read with either Clause 3.1(b) or Clause 3.1(c), GCS 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.

3.8 Refund for Withdrawal During the Cooling-Off Period:

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

3.9 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 a written notice to GCS. Upon receipt of such notice, GCS shall within seven (7) working days, refund to the Contracting Party such amount (if any) as determined in accordance with Schedule D.

REFUND POLICY

% of [the amount of Course Fees and Miscellaneous Fees paid under Schedules B and C]	If the Contracting Party's written notice of withdrawal is received:
70%	more than [30] working days before the Course Commencement Date
0%	on or before, but not more than [30] working days before the Course Commencement Date
0%	after, but not more than [7] working days after the Course Commencement Date
0%	more than [7] working days after the Course Commencement Date

GCS shall apply and comply with the term and condition of refund stated in the Standard PEI Student Contract Version 4.0 Clause 3 Termination and Refund Policy and Schedule E Refund Events.

If a student withdraws from the Course for any reason other than those stated in the Standard PEI-Student Contract Version 4.0, the refund will be made within seven (7) working days of receiving the student's written notice of withdrawal. The refund to the student shall be an amount based on the Refund Policy in Schedule D.

Refund Procedure:

Note: This procedure is applicable if the refund request is initiated by the student and not on the basis of 3.8 and 3.9 clauses of this POM or Course Transfer. If it is in the basis of 3.8 and 3.9 or Course Transfer, the refund will be initiated by GCS and refund will be made to the student within (7) working days upon receiving the student's written notice of withdrawal or Course Transfer.

1. The student must complete and submit a Fee Request Refund Form to the Admin Staff. Attach supporting documents (If applicable or needed).
2. The Head of Finance or designated person will review the refund request based on the refund policy.
3. The Head of Finance or designated person will calculate the refund amount according to the stipulated refund policy.
4. The student will be informed by the refund status via email/through a letter or via the fees refund request form.
5. All refunds will be made to the student within (7) working days upon receiving the Student's Fee Request Refund Form.

MISCELLANEOUS AND NON-REFUNDABLE FEES (IF APPLICABLE)

Purpose of Fee	Amount (S\$)
Late Student Pass Renewal processing Fee: i. Less than 14 days but more than 7 days before date of renewal ii. Less than 7 days to renewal date	\$ 10.00 \$ 50.00
ICA Student Pass Issuance (On Renewal) – Payable to ICA	\$90.00 + \$45.00 (ICA Processing Fee)
Resit Examination Fee	\$300.00 (per module)
Appeal Fee	\$100.00 (per module)
Progression Fee	\$250.00 (per student)
Replacement of Genetic Student Card	\$30.00 (per student)
Replacement of Diploma Certificate	\$100.00 (each certificate)
Replacement of Transcript	\$100.00 (per transcript)
Course Transfer Application Fee	\$100.00
Deferment Application Fee	\$100.00
Course Materials Fee	\$600.00 to \$ 1500.00
Late Payment of Course Fee: 1 day after the scheduled due date(s)	\$100.00
Remodule (class arranged within the course duration and module time-table is within the semester scheduling) * This fee will be FPS protected	\$1000.00
Airport Pickup Services	\$120.00

All Miscellaneous Fees are subject to prevailing GST rates = GST 9%

All Miscellaneous Fees are non-refundable.

The Finance Department will process the refund request within 7 working days from the date of Refund Request/Withdrawal (if eligible).

4.11 APPEAL

Upon approval of the results from the Board of Examiners, the Admin Staff will distribute the result slip to the respective student. The examination results shall be released within 2 months from the date of examination.

The Academic Department shall issue the results of the internal examination, together with the progress report/term results (if any) on a specific date.

In the event that a student wishes to appeal their results:

1. Students may, upon notification of the results, appeal by completing the Appeal Form within 14 working days of the assessment results release
2. The Academic Department shall acknowledge the appeal and initiate the appeal process.

For Internal programmes, the student may submit an appeal by completing the Appeal Form and must pay the appeal fee of S\$100.00 (may subject to prevailing GST).

The submission of the appeal must be lodged within 14 working days from the results release date. After which, no appeal will be accepted.

The outcome of the appeal will be informed to the student in writing within 4 weeks from the date of appeal.

4.12 FEEDBACK AND COMPLAINT

1. Students are encouraged to communicate actively with Genetic Computer School through the following channels:

- Face-to-Face
- Telephone Call at 6539 9969
- E-mail at feedback@genetic.edu.sg
- Feedback and complaint form from the reception area and/or on the website at <https://www.genetic.edu.sg/forms-for-downloads/>
- Course Evaluation
- End-of-Module Evaluation (Module, Teachers)
- Student Satisfaction Survey

2. Upon receipt of the Positive or Negative feedback, Genetic Computer School will acknowledge within 3 working days. The feedback and complaints will be recorded in the central log.

3. All feedback will be strictly considered as private and confidential.

4. All feedback and complaints shall be resolved within 21 working days.

4.13 DISPUTE AND GRIEVANCE RESOLUTION

GCS ensures that all dispute resolution policies and procedures are strictly aligned with the Private Education Regulations and effectively communicated to all students.

Stage 1: Internal Dispute Resolution

- The first course of action for any dispute or complaint is to seek an internal resolution at the earliest opportunity, following the procedures outlined in P1 (Feedback Management Process).
- All internal grievances must be recorded in the Central Logs, investigated by the relevant HOD, and escalated to the Principal/Vice-Principal if a resolution cannot be reached.
- GCS aim to resolve all internal disputes within 21 working days.

Stage 2: External Dispute Resolution (CPE Mediation–Arbitration Scheme)

- If a dispute remains unresolved internally, or if the student/parent is unsatisfied with the final internal outcome, the matter shall be referred to the Committee for Private Education (CPE) Mediation–Arbitration Scheme.
- **Mediation:** The dispute will first be referred to the Singapore Mediation Centre (SMC) for a quick and affordable resolution.
- **Arbitration:** If mediation fails, the dispute will be referred for arbitration by an arbitrator appointed by the Singapore Institute of Arbitrators (SI Arb).
- Detailed information on this structured approach is maintained at: <https://www.skillsfuture.gov.sg/pei/dispute-resolution>.

4.14 RULES AND REGULATIONS

1. Confidentiality of Information

Under Genetic Confidentiality & Security Policy, confidential information shall not be released without prior written consent/authorization from the student.

2. Dress Code

Students are required to dress appropriately and not allowed to wear flips flops, sandals, shorts and singlet.

3. Consumption of Food and Drinks

Students are not allowed to consume food and drinks inside the classroom.

4. Smoking

As the school is a smoke free campus, students are advised to refrain from smoking in the school's premises. Anyone caught smoking in a prohibited place is liable on conviction to a fine of up to \$1,000 under NEA's regulations. Students who wish to kick the habit may consult the Health Promotion Board for counseling services.

5. Tea Breaks

Students will be released for a 15–30 minutes tea break.

4.15 CODE OF CONDUCT

Do's

- Do always follow Genetic Computer School's rules and regulations.
- Do adhere to ICA's regulations as any breach of regulations may lead to dismissal or cancellation of student's pass.
- Do show courtesy to your fellow course mates, lecturers, and the school's staff.
- Do switch off and place your mobile phones in your bags during lessons and examinations.
- Do try to attend to incoming calls only after the lesson or during break times.
- Do adhere to the lesson schedule and be punctual in attendance.
- Do switch off the computers after use

Don'ts

- Do not work illegally as a Student's Pass Holder

Working without a valid work pass is an offence under the Employment of Foreign Manpower Act. It is also a breach of the Terms and Conditions of your Student's Pass. If convicted, student may face a fine of up to \$20,000, or imprisonment of up to two years, or both. Student may be permanently barred from working in Singapore. Student's Pass may also be cancelled by the Immigration & Checkpoints Authority (ICA).

Student's Pass Holder are not permitted to engage in any form of employment or attend an industrial attachment/internship programme, whether paid or unpaid, without a valid work pass issued by Ministry of Manpower.

- Do not instigate other students to cause disruption which may lead to inconveniences to all.
- Do not leave the class frequently to attend to phone calls.
- Do not use vulgarities in the school.
- Do not vandalize the school's properties or cause damage to equipment and facilities.
- Do not litter
- Do not install or download any illegal software in the school's computer

Code of Conduct – for Students sitting for an examination (Academic Courses)

GCS's code of conduct for students sitting for an examination can be found in the Student Handbook and briefed during Orientation and/or by the Lecturer/Teacher/Trainer before the examination date.

The Code of Conduct for students sitting for examination is as follows:

- a) Students must SWITCH OFF their mobile phones, and other portable electronic devices and leave them in their bags before entering the exam room
- b) Students are advised to arrive outside the exam room 15 minutes before the scheduled examination time. When the room is ready, students will be instructed to enter
- c) Students who arrive more than 30 minutes late will NOT BE ALLOWED into the examination room. If students turn up late at their examination room because of a major public transport service disruption, they will be given the full duration of time allocated for the paper. Students who are affected by such situations must inform the Chief Invigilator immediately when they reach their examination centre
- d) Students are to leave their bags at the front of the room
- e) Students are to move to the column/seats as directed by the Invigilator
- f) Students are required to bring their Student/Identity Card with them for verification, all writing instruments, approved calculators, and any other material required & permissible for that examination. They will not be allowed to borrow any material during the examination
- g) Only bottled water is allowed in the exam room. Food and other drinks are not allowed
- h) Students are allowed to visit the restrooms accompanied by another invigilator. The chief invigilator on duty will help if there is only one invigilator in the examination room
- i) Students must not leave the exam room for the entire duration of the examination
- j) Students are required to write their names and student registration numbers on (every sheet of) their answer scripts
- k) Students are not allowed to use correction fluid/tape and electronic dictionaries or translators during the examination
- l) Students must always follow the instructions of the invigilator

Students who are caught cheating during the examination will be dealt with and subjected to disciplinary actions

4.16 COMMUNICATION WITH LECTURERS AND STAFF

At the beginning of each module, the lecturer in charge will provide their contact details (E.g. office telephone number, email addresses, etc.).

The e-mail provided by the lecturer and staff are for study/academic and administrative matters only. Students are also required to ensure that they do not provide the contact details (email addresses in particular) of the Lecturer and staff to any third party without prior consent.

4.17 UPDATE CONTACT DETAILS

It is the responsibility of the students to ensure that their contact details lodged with the Student Admin Executive are correct and current.

For any changes in contact details, please obtain the 'Update Particulars' form from the Student Admin Executive (SAE).

4.18 STUDENT SURVEY

Genetic Computer School views feedback as an important integral process for continual improvement to our student administration processes, teaching and learning delivery standards, facilities and infrastructures as well as the quality in our student support services.

The evaluation shall be administered in an open and transparent manner to give all students an opportunity to provide constructive feedback on teaching, learning and assessment strategies and other academic / non-academic matters. All feedback will be treated with the strictest confidentiality.

A representative from the Academic Department will administer the survey and students will be informed on the dates and/or frequencies.

1. Student Satisfaction Survey
2. Course Evaluation Survey
3. Graduate Employment Survey
4. Teacher's Evaluation by the students
5. Module Evaluation by the students
6. Pre-Course Counselling Survey
7. Communication Survey
8. Post-Event Satisfaction Survey
9. Agent-Student Satisfaction Feedback

4.19 COURSE FEES AND OTHER FEES

All fees are due and **payable by or BEFORE the specified due date** in the student contract in Singapore dollars.

Fee Protection Scheme

Genetic Computer School has in place a Fee Protection Scheme – Group Insurance (FPS-G) to protect for fees paid by student of both local and international students.

The FPS serves to protect for fees paid by student in the event that the PEI is unable to continue operations due to insolvency, and/or regulatory closure.

In addition, the FPS protects the student if the PEI fails to pay penalties or return fees to the student arising from judgments made against it by the Singapore courts.

The Fee Protection Scheme (FPS) is applicable to ALL students (regardless of nationality and the type of passes or permits ie. Dependent's Pass, Student's Pass, Work Permit, etc.).

It is mandatory for all students to apply for FPS and sign a student contract when they enrol for programmes with any PEI with EduTrust Certification or Enhanced Registration Framework (ERF).

Genetic Computer School has appointed Lonpac Insurance Bhd as our FPS insurance provider. Under the FPS insurance scheme, students' fees are insured by them.

In case of events, as stated above, students will be able to claim their unconsumed fees from Lonpac Insurance Bhd.

To view a copy of the Fee Protection Scheme – Group Insurance Policy,

<https://genetic.edu.sg/admission-resource/fee-protection-scheme/>

For more details of the FPS and FPS Instruction Manual, please refer to the SSG website at www.ssg.gov.sg

Fees are made to Genetic Computer School in accordance to their categories. Application Fee, Miscellaneous Fee can be paid over the counter in Singapore Dollars via **cheque, cash, cashier's order, Bank Transfer** or **telegraphic transfer** DIRECT to Genetic Computer School account:

Bank Account Name	Genetic Computer School Pte Ltd
Bank Account Number	001-066812-9
Bank/Branch	Development Bank of Singapore (DBS) 12, Marina Boulevard, DBS Asia Central, Marina Bay Financial Centre, Tower 3 Level 3, Singapore 018982
Swift Address	DBSSSGSG

Foreign currencies are only accepted when the student has to pay the **Application Fee** prior to enrolling the course. The student is advised to pay in Singapore dollars, but if the student chooses to pay in foreign currency, we will advise the student of the prevailing foreign currency exchange rate at the point of payment. Any bank charges are to be borne by the student.

The school will issue the student an official receipt for any payment made. Should the student not be presently physically, a copy of the scanned receipt will be emailed to the student and the original copy delivered thereafter.

Mode of Payment

*The modes of payment available are cash, cheque, cashier's order, Telegraphic Transfer or Bank Transfer

5.1 LANGUAGE OF INSTRUCTIONS

All classes and assessments are conducted in English.

5.2 INSTRUCTIONAL METHODS

Instructional Methods	Description of the Method
Lecture	A prepared oral presentation on a given topic. The content covered is not too lengthy and is combined with other presentation and application methods.
Case study	Students, either individually or in groups, are to analyze a case – a written account of a situation, and present findings and/or recommendations.
Project	Individual, open-book, formative assessment; a collection of students' works that are associated with the learning outcomes. This collection of work is gathered over the period of the module
Independent Study	Students are given an hour in a week to do an independent study where they research, gather information, use their notes, etc. without supervision by the lecturer
Written Activities/Lab Activities	Students are given in-class activities or laboratory activities to assess the knowledge and abilities acquired in class and/or the objective of the current class session.

Note(s):

- All current active courses are taught in a **face-to-face** or through classroom facilitation.
- If there is a need for **online learning** (E.g., asynchronous and/or synchronous), students will be notified verbally and/or through e-mail by the Admin Executive and/or assigned lecturers. This will be decided by the Academic Department and Board of Academics.

5.3 TEACHER-STUDENT RATIO

The teacher-student ratio is set during the design and development of the course. Refer to the course information in the website for the teacher-student ratio of each course.

This ratio will ensure that the learning experience of each student would be at its optimum level. This is to maintain a high-quality standard for the student's education.

5.4 AWARD'S CRITERIA

The students must comply with the following award's criteria:

- Minimum 75% attendance for local students
- Minimum 90% attendance for international students
- Must pass all the examinations and assessments of all modules of the course

Note: This awards criteria are minimal and not the same for all may have additional criteria. For more information on this refer to the individual courses in the website

6

STUDENT SUPPORT SERVICES



To meet the needs of students and enhance their educational experience and improve student retention, student support services are a vital element in providing the services students may need. They help students stay engaged, overcome barriers, and meet their goals.

At GCS, a wide range of student support services are available to meet the needs and expectations of students as well as to create an environment conducive to learning and enhance students' holistic educational experience. The services available to students shall be communicated to students via various channels such as the Website and Student Handbook.

Student requesting Student Counselling service will need to fill up the Student Counselling and Advice Form. Student will pass the form to the school and school will arrange for appropriate Counsellor.

Support services available to students such as:

- Airport pick-up services upon students' request for STP students
- Accommodation arrangements for STP students if they can't find a place to stay
- Pastoral counselling
- Activities to promote mental well-being,
- Bonding activities
- Close collaboration with parent/legal guardian for students under 18 years of age,
- Learning Support Service

Airport pick-up service and accommodation arrangement

Upon the student's request, the student support service staff shall arrange for airport pick-up and/or accommodation arrangements if the student is unable to find a place to stay.

Pastoral Counselling

The Pastoral Counselling Service helps students with difficulties.

A trained Pastoral Counsellor will be engaged to help students through a process of talking, listening and empowerment. The student is provided with a safe place to express their feelings and thoughts about what they perceive to be an issue. Counselling aims to help the student to understand themselves and their situation better and find new ways of coping with issues that cause them to be upset and general well-being.

If the trained Pastoral Counsellor finds that the student may require more professional/psychological help such as stress, anger, depression, anxiety, substance abuse, domestic violence, etc., the student will be referred to a professional psychiatrist.

Bonding activities

To promote bonding, GCS shall encourage staff and students to participate in various activities such as Outdoor Camping, Festive Celebrations, Family Carnivals, Overseas Birthday celebrations, Potluck, Student Exchange Programmes, etc. for team bonding because Student, Lecturer, and Staff can talk and enjoy each other's company and built trust and harmony.

Activities to promote mental well-being

People who are emotionally well, experts say, have fewer negative emotions and can bounce back from difficulties faster.

Students can approach the engaged trained Pastoral Counsellor if he/she wishes to seek help with stress, depression, or any mental health issue.

To promote mental well-being, GCS shall encourage staff and students to participate in activities to improve mental well-being such as:

- Walking
- Cycling
- Yoga
- Swimming
- Meditation
- Adequate sleep
- Connecting with people or catching up with friends
- listening to music

Close collaboration with parent/legal guardian for students under 18 years of age

For students under 18 years of age, GCS shall collaborate closely with the parent/legal guardian via:

- Teacher-Parent meeting (Updating of student's progress or problems)
- Email
- Telephone call


Learning Support Service

The Operations/Admin Department will arrange appropriate provisions to meet the learning needs of the individual and/or cohort of students who require learning support.

The focus of the Learning Support is:

- To provide effective support for those students who are disadvantaged by a specific learning difficulty
- To provide support for those students who have been identified as having difficulties/barriers to learning from the referral process or through data collection and/or assessment
- To provide support for those students who may require extra lessons or remedial lessons.

OTHER SCHOOL RELATED PROCEDURE



7.1 PRIVACY POLICY

This Policy statement sets out Genetic Computer School policies relating to your personal information.

Genetic Computer School endeavors to ensure the privacy of personal information by introducing appropriate practices and procedures.

All student information will solely be used for internal business and administrative purposes.

Genetic Computer School takes all reasonable precautions to keep personal information secured and to protect personal information from loss, misuse or alteration. Genetic Computer School will not reveal any student information to any external organization unless required by law, or with consent from the student.

Genetic Computer School will not sell trade or rent your personal information to others.

This Policy statement sets out Genetic Computer School policies relating to your personal information.

7.2 RELEVANT CONTACTS

Vice-Principal (Administration)	cindy.koh@genetic.edu.sg
Complaint and Feedback	feedback@genetic.edu.sg
Any issues/enquiries on Personal Data Protection Act	dpo@genetic.edu.sg
Any issues/enquiries on examination appeal/certificates & etc.	admin@genetic.edu.sg
IT Support/Technical Support	helpdesk@genetic.edu.sg
Student Counselling Related Matters	cindy.koh@genetic.edu.sg or marie@genetic.edu.sg
For any request of information. Example courses, etc.	info@genetic.edu.sg

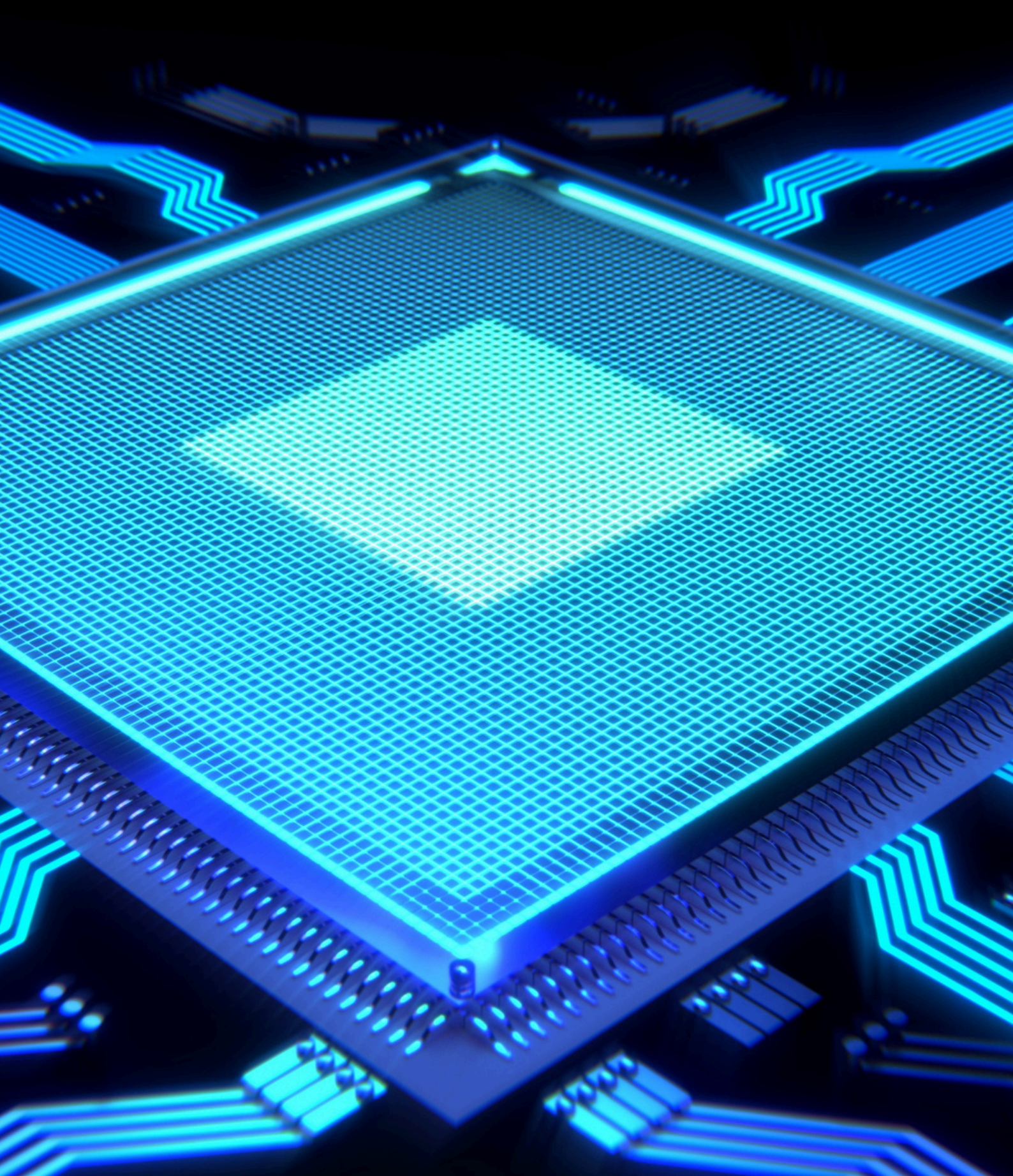
7.3 COMMON LAW IN SINGAPORE

Singapore has efficient and effective system to help nationals and foreigners. People coming to Singapore are expected to respect and follow rules as done by nationals. Following are a quick reference to some of the rules that you are expected to follow.

Offences	Rules and Fines
Jaywalking	Pedestrian crossing a road within 50 meters of a pedestrian crossing, overhead pedestrian bridge or an underpass risk an S\$50 fine.
Smoking	Smoking is prohibited in the majority of indoor locations in Singapore—including cinemas, air conditioned shopping malls and offices, bus interchanges and shelters, swimming pools, sports stadia, etc. Designated smoking areas are allowed in certain premises such as eating establishments and entertainment outlets. Penalties for violations by smokers: An individual who is caught smoking in a prohibited place is liable on conviction to a fine of \$200. If convicted in court, the offender may be liable to a fine of up to \$1,000. For details, refer to https://www.nea.gov.sg/our-services/smoking-prohibition/overview
Spitting	Spitting in public places is an offence
Littering	Great efforts are made to keep Singapore clean. A person caught littering in public places will be fined \$300 and repeated offenders of serious littering offences will be sentenced to Corrective Work Order. For details, refer to https://www.nea.gov.sg/our-services/public-cleanliness/overview
Drugs Trafficking	The maximum penalty for drug traffickers is mandatory death sentence.
Fireworks	Any individual found keeping, possessing or letting off dangerous fireworks (including firecrackers, rocket fireworks, and sand cracker) is liable to a fine not exceeding S\$5,000 or imprisonment for up to 2 years, or both.
Gambling	Government registered and approved establishment/activities like Charity draws, Toto, 4-D Draw, Singapore Sweep, Horse-Racing and Casino are the only authorized form of gambling in Singapore. All other gambling activities are illegal in Singapore.

Offences	Rules and Fines
Vandalism	Vandalism of public property is an offence and is liable on conviction to a fine not exceeding \$2,000 or to imprisonment for a term not exceeding 3 years and/ or liable to not less than 3 strokes of the cane.
Chewing Gum	Chewing gum is banned in Singapore, except those classified 'therapeutic' gums.

** These rules and regulations are updated on a periodic basis. Students are expected to update themselves and adhere accordingly. Singapore is well organised and access to information is readily available. Students are expected to conduct research on varied information about Singapore and remain updated.



CONTACT US

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(Main Branch)**

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www.genetic.edu.sg

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