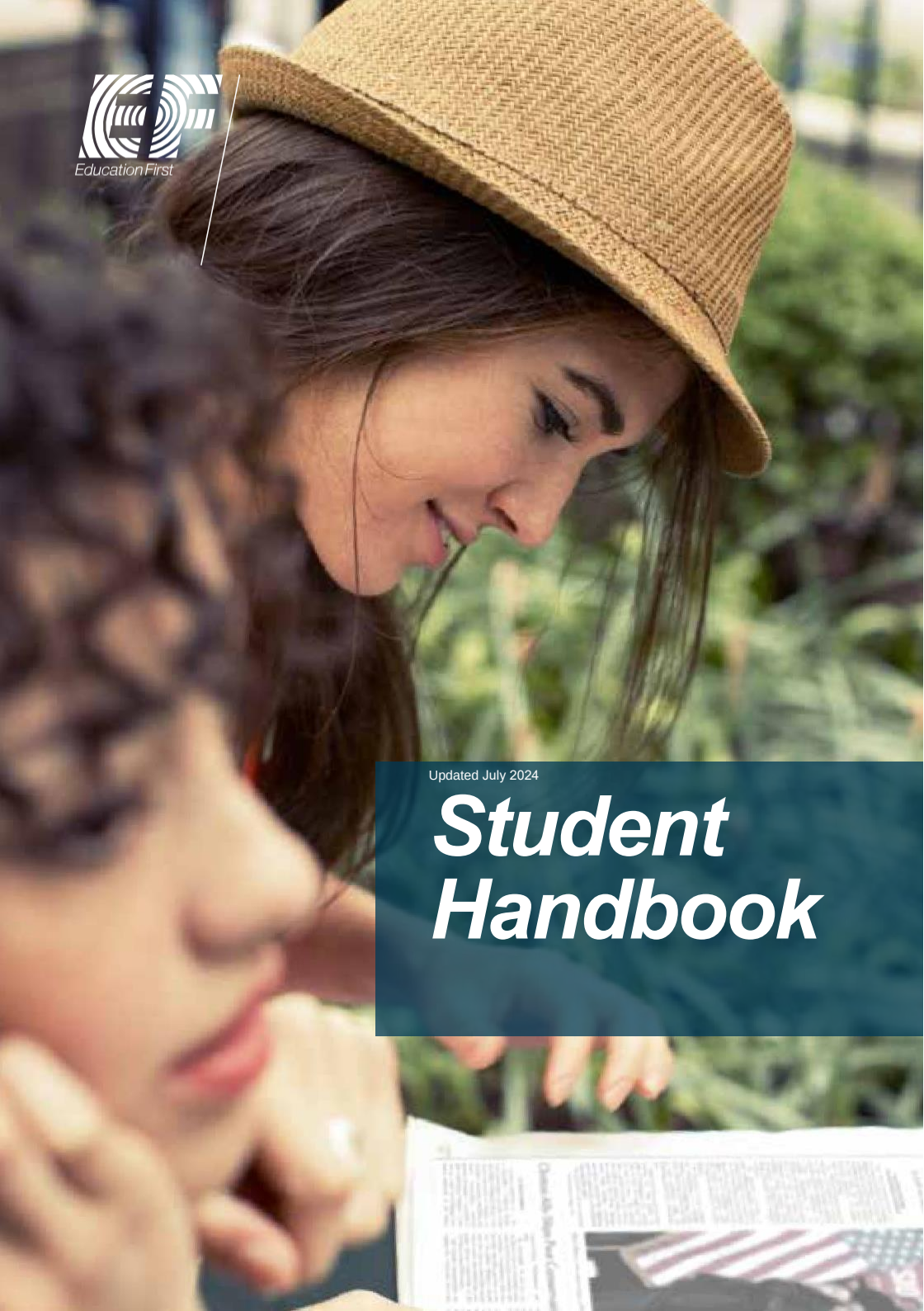

Updated July 2024

Student Handbook

Welcome

Thank you for choosing to study with EF. Whether your course is for one week or one year, we will do our best to ensure that you settle in easily and enjoy your stay in this fantastic city.

During your first few days here, you will probably have many questions regarding your course, your accommodation and what to do in the city etc. This handbook is designed to answer many of those questions and provide you with some useful basic information.

If you still have any questions after reading this, please speak to a member of staff at school. We are here to help and want your stay to be a happy one.

Have a wonderful stay and don't forget to speak English or Mandarin at all times!

EF Singapore Culture

Students should see and experience the EF culture, which is:

> A warm, welcoming school that provides life-changing education for global citizens by giving confidence and freedom to people of all ages, nationalities and backgrounds.

> **EF's Mission & School Regulations**

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EF's Mission

EF's global mission is simple: Opening the world through education. We commit to helping our students begin a lifelong journey of global citizenship.

EF Vision

EF's vision is: To grow our students, staff and school, professionally, personally and culturally.

EF Core Values

Entrepreneurial spirit: We promote teamwork, ownership and taking initiative.

Quality: We want our staff to perform at their best and our students to strive for accuracy and fluency in language.

Passion: Be passionate in the school and outside.

Nothing is impossible: Believe in yourself and gain confidence.

Attention to detail: Take pride in your school and workplace.

Innovation: Embrace technology and speed up your language learning or your way of work.

Cost-consciousness: Manage your professional or personal budget efficiently

School Regulations

To ensure that every student can enjoy and get the most out of their course we ask all students to follow our School Code below.

Please note that in case of a student's misconduct, or criminal offence, EF reserves the right to terminate the student's course. Any refund of fees will be at EF's discretion.

School Code

The following school code was created together by EF school staff and students.
Please follow it at all times.

> To ensure maximum progress please speak English or Mandarin at all times.

> It's important that you take an active part in class and complete all homework.

> Be punctual; attend your classes on time. Class Teachers shall take student attendance at the beginning of each lesson using the EF Attendance app. Attendance are to be taken within 10 minutes of the start of each class. If you are not in class during attendance taking, you will be marked absent. If you arrive after 10 minutes, you may not be allowed in class without the prior approval of your teacher.

> You must attend your lessons. A minimum of 90% attendance is required in order to receive your EF certificate. As an EF policy, students below 18 have to achieve 100% attendance. This is to ensure their safety at all times; thus, proper monitoring is in place.

> Remember to always inform the school of sickness or absence for other reasons.

> Please - no food/drinks in classrooms and mobiles must be turned off in class.

> Take care of own property and the property of EF.

> Please treat your fellow students, staff and home-stay with respect.

> Make sure you inform your home-stay or residence staff and the School if you intend to travel and stay overnight.

> It is important to abide by all national and local laws.

> If you have any questions or concern please ask a school staff member.

> Work hard and enjoy the experience.

SECTION 1

Your Course

At EF not only will you learn English or Mandarin in the classroom, but also through technologically enhanced lessons in iLab and through intensive speaking practice in real-word situations. In order to make maximum progress make sure to speak English or Mandarin at all times.
You will see, you will improve a lot during your time abroad.

What is your language level?

An online placement test will take place before the student arrives in Singapore while the speaking test is done on the first day of arrival, to allow us to determine your language level so that we can put you into the correct class.

There are 6 different stages and each stage has 2-3 different levels (i.e. B1-1, B1-2 & B1-3).

> A1 – Beginner
> A2 – Elementary
> B1 – Intermediate
> B2 – Upper Intermediate
> C1 – Advanced
> C2 – Proficiency

Your timetable

Your schedule will be uploaded to Campus Connect during your first day at school. Remember to check it on the App.

Lessons are 40 minutes, but the majority of the time you will have double lessons of 1 hour and 20 minutes. You will have lessons alternating between morning and afternoon.

Attendance

should send an email to the Director of Studies or Student Services Coordinator informing them of the reason for absence before the class starts. For medical related reason, the student should provide a valid medical certificate covering the absence either in soft or hard copy, and approval will be considered on a case to case basis.

> **Verbal warning**. If your attendance falls between 90% - 92 % you will receive a verbal warning from the Student Services Coordinator.
> **First warning**. If your attendance continues to drop, and falls below 90%, a first warning letter will be issued to you by the Student Services Coordinator two weeks after the verbal warning. Parent/ sponsor will be informed if applicable.
> **Second warning**. After two weeks, if the problem continues, a second warning letter will be issued and an interview will be conducted to identify reasons for non-improvement. Parent/sponsor will be informed if applicable.
> **Third warning**. The third and final warning letter will be issued by the School Director, two weeks after the 2nd warning letter if your attendance is still below 90%. At this point, the School Director will assess if expulsion is necessary. Parent/ sponsor will be informed if applicable.

If you miss 2 consecutive days of school and you have not told us why you are away, you will receive a call or an email from us asking you to contact us immediately. Please ensure we have your correct email address and local mobile number.

If you have a Student Pass, and your attendance is below 90%, without permission or without providing a medical certificate, EF is obliged to report you to the Immigration & Checkpoints Authority of Singapore. All Student Pass students must meet with the Student Services coordinator on their first day at school.

If you are under the age of 18 you are required to have 100% attendance and to inform the school immediately if you are absent due to illness.

General lessons

During your general lessons you can expect to study some or all of the following key language areas:

> Vocabulary
> Grammar
> Reading
> Writing
> Listening
> Speaking
> Pronunciation

Lectures

All students will have one lecture per week. They cover interesting subjects such as history, art, local culture and current affairs.

Special Interest (SPIN) lessons

As well as your General Classes you will have a choice of Special Interest (SPIN) classes depending on your interests or your level. The amount of SPIN class options you have will depend on what course intensity you have booked.

Homework

Your teachers will give you homework which is to be completed by your next class. You will have the chance to ask the teacher and your fellow students about anything you don't understand. If you would like extra homework please ask your teacher.

Your progress

Your progress will be measured through your attendance, class participation, tests and 6-weekly Tutorials. You can also follow your progress on Campus Connect.

Tests

The following is a list of tests you can expect to have while studying at EF:

- Placement Test
- Weekly Unit Test
- Progress Test every six weeks
- Graduation Test/ Departure Test in your last week

Foundation Year students have the following tests:

- UPiBT
- Module Coursework
- Module Examination

To be able to graduate, you need a minimum attendance of 90%, complete the Departure Test and Evaluation 3.

Projects

Project based classes and/or assignments will be given to you regularly during your course. Teachers will decide whether these are done on an individual basis or in groups. Projects/Assignments are graded and will results of which are used to determine your progress in your course.

Outside the classroom

Travelling to an English and Mandarin speaking country to learn the language gives you more possibilities to improve and practice your language skills at all times.

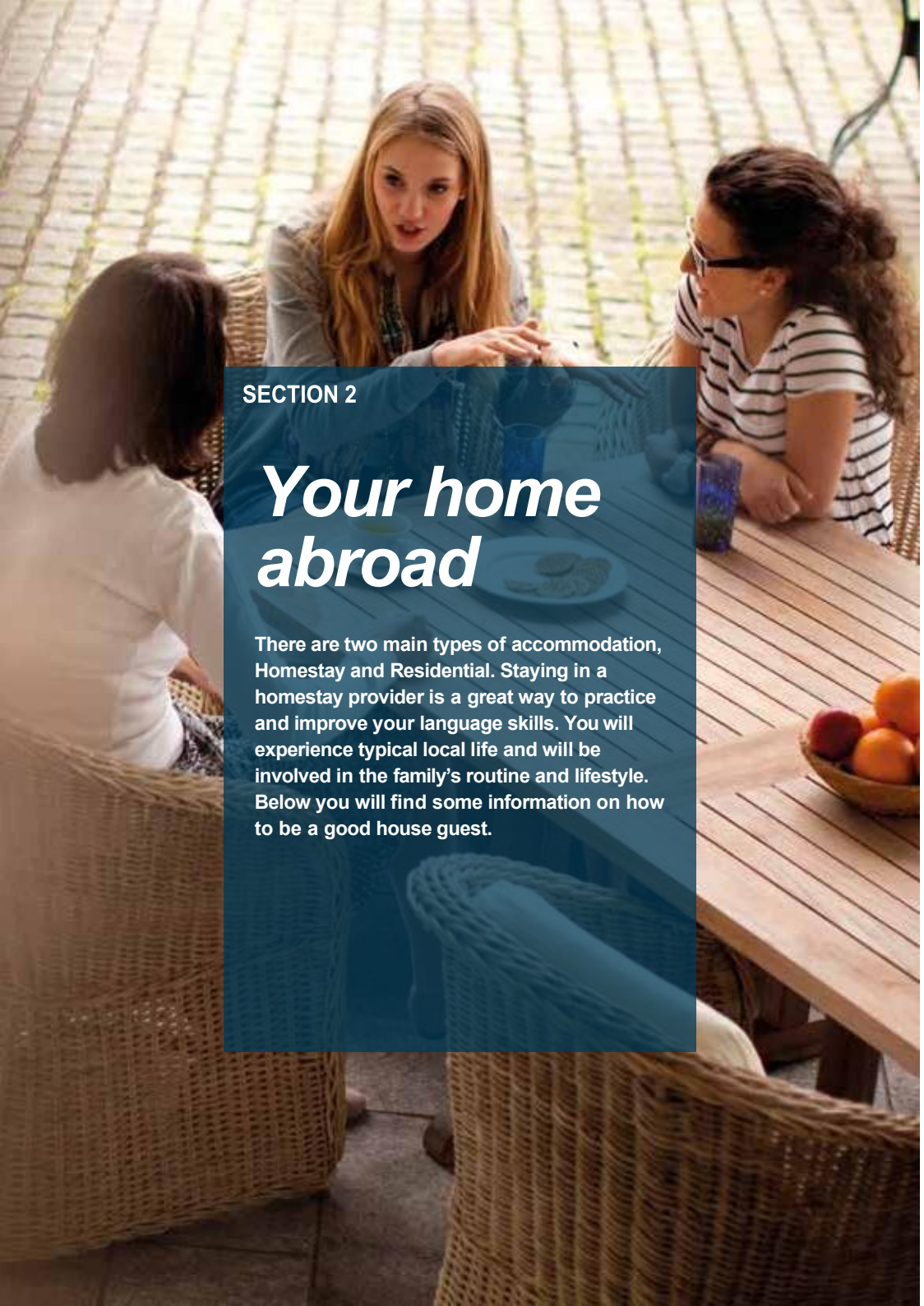
To really advance your English or Mandarin you should make an effort to speak English/Mandarin outside the classroom and make friends with students from other countries. Don't be afraid to make mistakes; practice makes perfect.

Private study and internet access

All students may use the computers in the student lounge for private study and for personal internet access.

Changing or extending your course

The Academic team can advise you on all the different courses that EF offers if you would like to change your course. If you would like to extend your course please speak to any member of staff who will be happy to help you!



SECTION 2

Your home abroad

There are two main types of accommodation, Homestay and Residential. Staying in a homestay provider is a great way to practice and improve your language skills. You will experience typical local life and will be involved in the family's routine and lifestyle. Below you will find some information on how to be a good house guest.

Home-stay Routines

Ask your home-stay provider about their daily routine; when you can use the bathroom in the morning, what to do if you arrive home late, whether you can bring friends home etc.
This information will help you all find a routine that suits everyone.

Telephone

Telephone calls are expensive. You must ask the family if you wish to use the phone. Collect calls are not possible in Singapore. You can also buy a telephone card or download Whatsapp to make international calls.

Meals and mealtimes

Your home-stay provider will provide you with breakfast and dinner each day and lunch on the weekends. The food may be very different to what you are used to, you may need to be open about trying new things. Let them know about your likes/dislikes and any allergies. Many home-stay providers will have set mealtimes which tend to be earlier than most countries. Plan your time so that you are home for dinner. If you are going to be late, or decide to miss a meal let your family know in advance.

Damages

Any damages or breakages are between you and the home-stay provider although we can help if needed. We would advise that you offer to pay for any damages you cause or if you have insurance you may be able to make a claim.

Laundry

Your home-stay provider will wash your bed linen and towels but you are responsible for washing your clothes. You may be able to use the home-stay washing machine or the family may do your washing for a small charge or you can use the nearest launderette.

Curfew times for 16 - 17 year olds

In general 16 and 17 year olds should return home by 23.00 (Sunday to Thursday) and 24:00 (Friday to Saturday).

Air Conditioning

Most homestays will only have the air conditioning in common rooms. All bedrooms are provided with fans. Please turn off air conditioning whenever you leave the room and the fan in your bedroom.

Respect

Make sure that you do not treat your homestay provider like hotel staff. Make your bed; keep your room tidy and offer to help with small household jobs. Always ask before you bring friends home.

Internet

You will need to ask permission to access the homestay provider's internet. Most will have internet access and you can also use the unlimited Wi-Fi in school.

Keeping things safe

Make sure that you keep your passport, return ticket, money, traveler's cheques, anything valuable in a safe place (lock them in your suitcase) and inform the family immediately if anything goes missing.

Staying out at night and going away

Always tell your homestay provider if you are not going to spend the night at home or if you are going away for the weekend. If your homestay providers are expecting you home and you do not arrive they may report you as a missing person to the police.

Keys

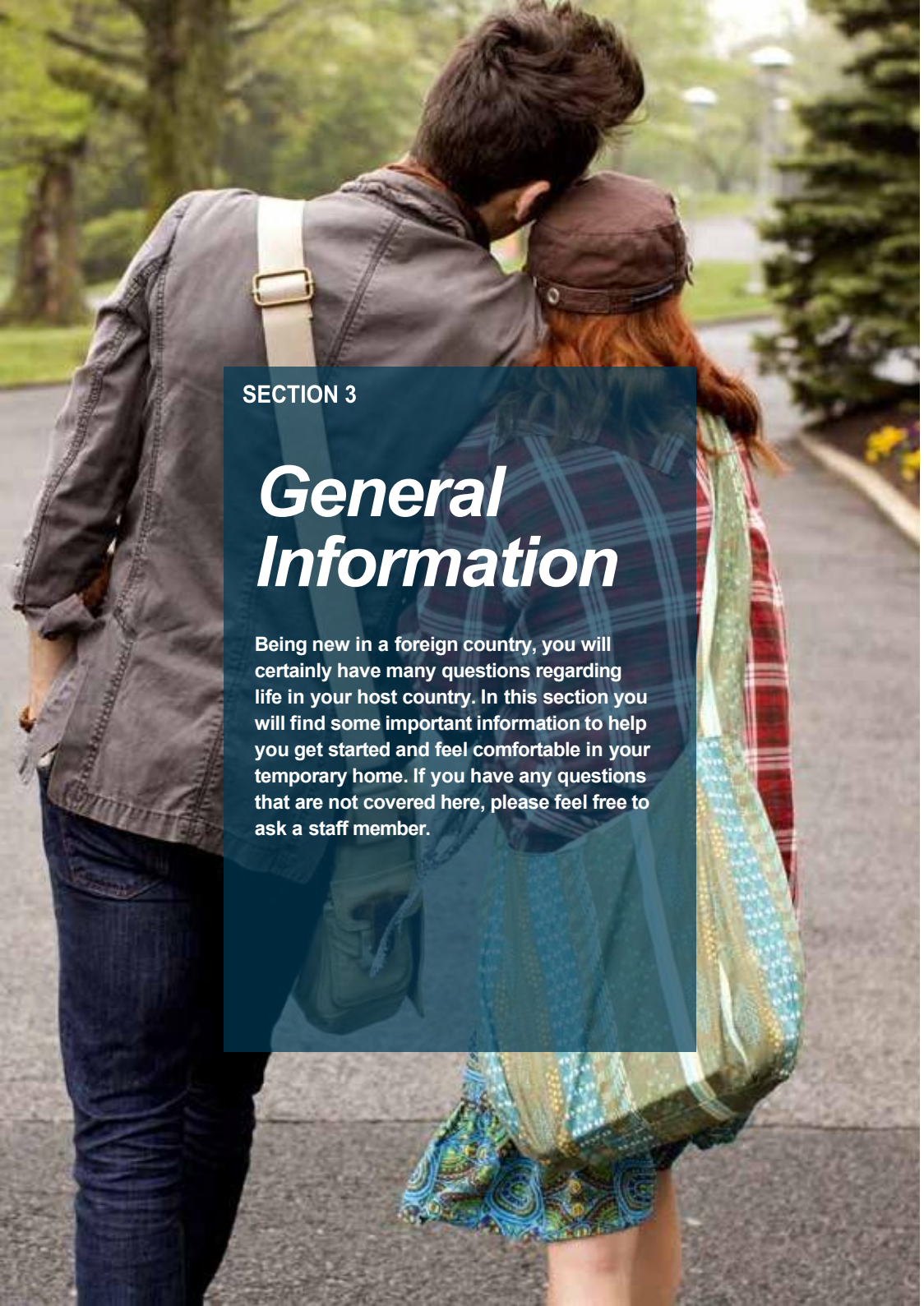
All students will be given a key to the front door of the house. You are not expected to share this key with other students or homestay members.
Do not give this key to anyone.

Changing your homestay provider

If you wish to change your homestay provider please talk to one of the Corporate Services staff member to explain the situation and to get advice.

Own or Private Accommodation

If you are staying in your own or private accommodation you are required to inform EF of your address and telephone number and update us of any changes during your time with us. Dealing with landlords and letting agents is your responsibility not EF's.



SECTION 3

General Information

Being new in a foreign country, you will certainly have many questions regarding life in your host country. In this section you will find some important information to help you get started and feel comfortable in your temporary home. If you have any questions that are not covered here, please feel free to ask a staff member.

Changing money

You can exchange foreign currency and traveler's cheques in a bureau de change. Unfortunately, we cannot take foreign currency in school.

Opening a bank account

It is normally only possible to open a bank account if you are staying in the country for more than six months and even then it is not guaranteed.
We can give you a letter of application on request.

Banks are usually open from 10am until 6pm, Monday to Friday and some on Saturday mornings. If you have a bank account, money can be directly transferred from overseas.
If not, then money can be transferred through the Western Union – please speak to a member of staff at Reception who will tell you where the nearest office is. When you are arranging to have money sent from your home country, please remember these two very important points:

> Please tell the sender not to send cash, as even through registered mail it very often does not arrive.

> Personal cheques from overseas banks cannot be cashed in this country.

Electrical

Electrical sockets use 220/240 volts so, if you come from a country which operates on a different voltage, you will need a transformer before you use your equipment.

You might also need an adaptor for any fitted plugs. If you are not sure check with your host family/ residence before you use any electrical items you have brought with you.

School letters

To join the library, local clubs, the gym, applying for a visa for travel etc. you may need a letter from the school proving that you are a student with EF, just ask the Activities staff.

Student mail

You can receive letters and packages to the school address. Please check with a member of staff at Reception where this can be collected from. Please note that the school takes no responsibility for lost items.

Post

Our post system is relatively inexpensive and reliable. You can buy stamps for letters and postcards from local shops or from post offices.

Calling locally and abroad

Telephone rates vary according to the time of day and distance.

For local calls from a landline just dial the subscriber's number.

For long distance calls, dial the full number inclu- ding the area code. For international calls, you need to dial 018 (Starhub) or 019 (Singtel) followed by the country code, area code and subscriber number.

To find out country codes visit.

www.countrycallingcodes.com

Places of worship

You will almost certainly find your faith represented somewhere in the city. Ask your homestay provider or check the school noticeboards for the nearest church, mosque, synagogue or temple.

Flight and travel arrangements

Before you fly it is a good idea to check in to your flight online. If you have any questions regarding your ticket, or you need to change your flight date the school staff will be able to help.
If you wish to book a return taxi transfer, please speak to a staff member at reception a few days before your departure.

Visas

For some nationalities, a visa is required to travel to other Asian countries. This might be necessary if you decide to join one of our overseas excursions, such as a weekend in Bali. To apply for a visa, you will need a letter from the school that confirms your enrolment. Please contact the Activities staff for more information.

SECTION 4

Welfare

Your welfare is our top priority and we have a few special guidelines and tips to ensure your well-being. Please make sure that these are followed. Our School Director is there for you if you would like to speak to someone, or if you would like some help with any difficulties or questions you may have. Your conversation will be treated confidentially. If there is another staff member you feel more comfortable talking to, please do so.

Emergencies

In an emergency you will need to call the free phone number 999 for a police emergency or 995 for ambulance and fire services.

Coping with cultural difference

Some parts of our culture are very different; some like food, music, art and religion are easy to identify but others such as beauty, status and emotions are more difficult to quantify but may have an equally important effect on our lives. No one culture should be considered as 'better' than any other – it is important to remember that 'different' does not mean 'worse' and you should try to keep an open mind about different aspects of your new culture until you have had time to settle down.

Living in a new culture can be an exciting experience but it's possible that you may suffer from homesickness from time to time. Don't worry, it's normal and it will pass as you make new friends and explore the city/country.

Anti-bullying policy

We are committed to providing a caring, friendly and safe environment for all of our students so that they can learn in a relaxed and secure atmosphere. Bullying of any kind is unacceptable at our schools. We are a TELLING school; this means that anyone who knows that bullying is happening is expected to tell a member of EF staff.

What is bullying?

Bullying is the use of aggression with the intention of hurting another person. Bullying results in pain and distress to the victim.

Bullying can be:

> **Emotional**: being unfriendly, excluding, tormenting (e.g. threatening gestures).

> **Physical:** pushing, kicking, hitting, punching or any use of violence.

> **Verbal:** name-calling, sarcasm, spreading rumors, teasing.

> **Racist:** racial taunts, graffiti, gestures.

> **Sexual:** unwanted physical contact or sexually abusive comments.

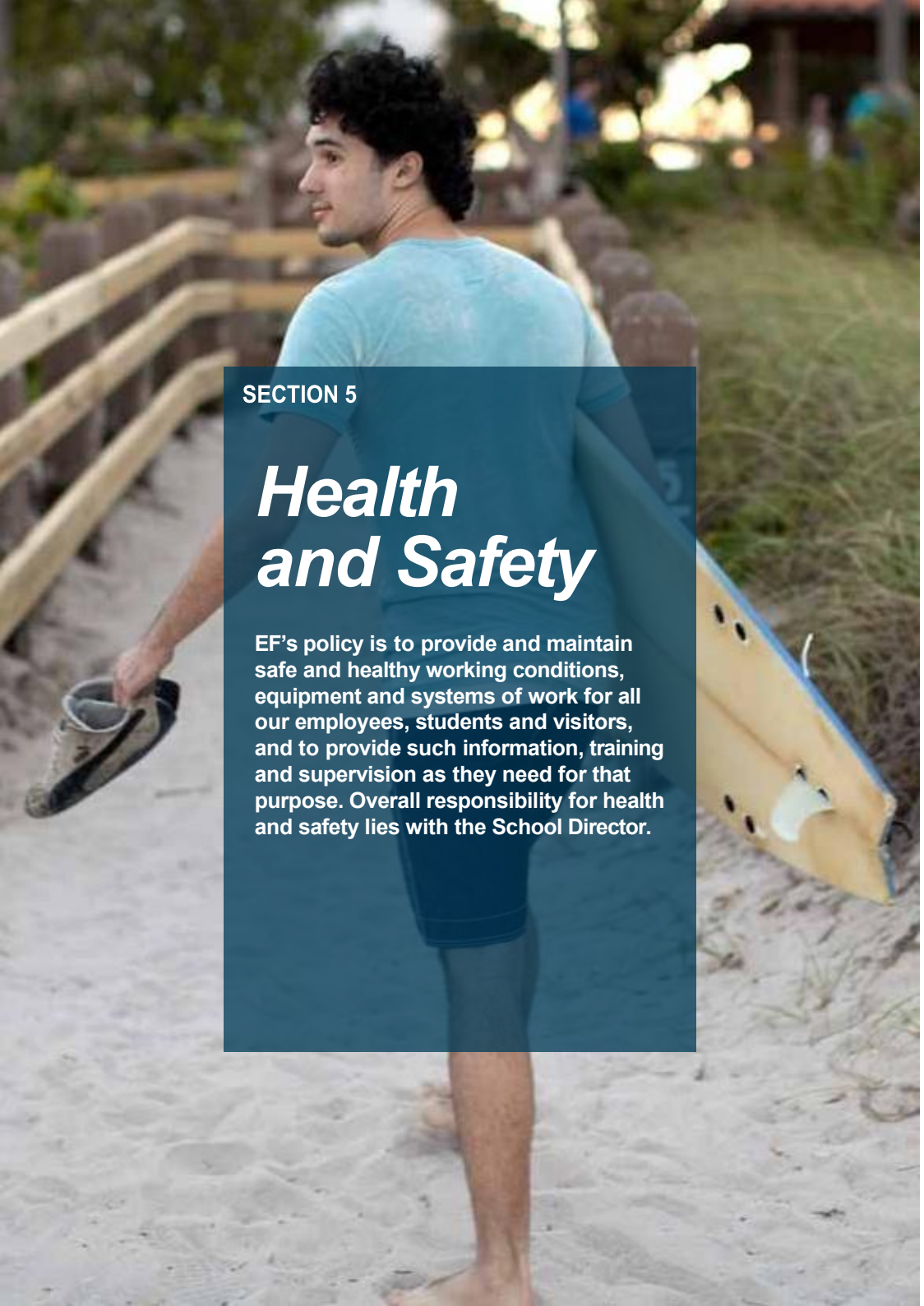
> **Homophobic:** because of or focusing on the issue of sexuality.

> **Cyber**: All areas of internet, such as email & internet chat room misuse. Mobile threats by text messaging & calls. Misuse of associated technology, i.e. camera & video facilities.

If you are a victim of bullying please contact an EF staff member who will address your problem with the strictest of confidence. If a student is found to be bullying the case will be dealt with accordingly by the School Director, in serious cases students may be excluded from school.

Guidelines for students aged 16 and 17

Curfew times: Sunday to Thursday 23:00, Friday and Saturday 24:00.
Independent travel outside the course town: We strongly recommend travelling on EF-organized excursions. Any independent travel will require a parental authorization.
Attendance: 100% attendance is required. In case of sickness the school must be informed immediately.
Singapore laws: Students below the age of 21 are not permitted to buy cigarettes, alcohol or enter night clubs.
Wristbands: A wristband, which should be worn at all times, is provided to ensure that you receive the appropriate support.
Counselor: If you would like to speak with someone outside EF about your problems, please let any member of the staff know and we will arrange a counselor for you.



SECTION 5

Health and Safety

EF's policy is to provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees, students and visitors, and to provide such information, training and supervision as they need for that purpose. Overall responsibility for health and safety lies with the School Director.

Students' responsibility

It is the responsibility of our students to cooperate with staff and management of the building to achieve a safe learning, working, and living (where students and staff are resident on site) environment and to take reasonable care of themselves and others.

First aid

Selected staff are trained in first aid. Please see the notice board for their details. They are responsible for any first aid emergencies and for maintaining the appropriate first aid boxes.

Fire and emergency procedures

There will be regular fire drills and fire alarm tests taking place in the center. Please familiarize yourself with the fire safety information on the school notice boards and any instructions in the classrooms. In the event of a fire please follow the directives of an EF staff member or fire officer. It is against the law to cover smoke detectors.

In the event of an alarm kindly follow the below procedure:

> Leave the building immediately.

> DO NOT take your belongings with you.

> Follow the signs marked "Fire Exit".

> If you have to use the stairs, please keep to the right.

> Make sure your name is ticked off the list.

> DO NOT re-enter the building until told to do so.

> Assemble at the car park barrier next to the school.

Premises

Buildings are checked regularly to identify any hazards. However, if you see anything that concerns you, please report it to a member of staff.

Personal safety

Please follow the below tips to ensure your safety during your time abroad.

> Inform EF staff about any medical conditions or disabilities you have.

> Seek medical attention if you are sick.

> Share your mobile number with your homestay provider, roommate, friends, and EF staff.

> Let EF staff know if you are worried about a friend for any reason.

> Do not let strangers into the host homestay house.

> Do not accept lifts from strangers or go anywhere with them.

> Never travel alone at night, always go out in pairs or groups.

> Stay in well-lit areas.

> If you use a taxi, always ensure it is a licensed taxi and make sure the meter has been turned on.

> Leave important documents, such as your passport and airline tickets locked in your suitcase at your homestay or residence, and do not carry large amounts of cash around with you.

> Don't give out personal information to people you do not know. Unless you know a person very well, do not accept an invitation to their house or go with them by car.

> Take care crossing the road; in Singapore we drive on the left.

> If you get lost, then telephone someone; your group leader, the EF school's emergency number or your homestay provider/Residence Advisor.

> If you have items stolen, then please report it to EF staff as soon as possible.

Police Advice: Internet Safety

Please read the following important information from the Police concerning chat rooms, instant messaging, and social networking sites such as Facebook, MySpace and Bebo:

Be SMART when surfing the Internet...

> **SAFE**: Keep safe; do not give out personal information such as your name, email, phone number, address or school name to people you do not trust online.

> **MEETING:** Meeting someone you have only been in touch with online can be dangerous. Only do so with the permission of your host family or any member of EF staff - and even then only when an adult can be present.

> **ACCEPTING:** Accepting emails, IM messages, or opening files, pictures or texts from people you don't know or trust can lead to problems - they may contain viruses or nasty messages!

> **RELIABLE:** Someone online may be lying about who they are and information you find on the internet may not be reliable.

> **TELL:** Tell your host, teacher or trusted adult if someone or something makes you feel uncomfortable or worried. If you are in immediate danger, telephone the police on 999 or go to the Police Station.

SECTION 6

Activities

The Activities Office is responsible for arranging a weekly timetable filled with a variety of day and weekend excursions, events, sports, parties, attractions and museum visits. You can also get advice on what to do in the city and beyond. We highly recommend that you join the scheduled events; you'll learn more about the country, make friends, practice your English or Mandarin and most importantly have fun and take home great memories. You can get a new weekly schedule every Monday from the Activities Office or log into Campus Connect to find out what has been planned.

Excursions

Day trips are organized throughout your stay to main attractions in the country. Weekend trips can be within the country and to other popular Asian destinations. These will be advertised in advance with posters around the school and on My EF and Facebook. To book a place you will need to sign up on MyEF.

Advice and information

If you would like to do some independent travel, the Activities Office can give advice and suggestions. There are also guide books, magazines and folders full of useful information about places to visit.

18+ Activities

The legal drinking age in this country is 18 years old. EF will advertise and run parties in pubs/bars/ nightclubs, you must be 18 years or older to attend these events. You will be required to show a valid ID (i.e. passport or national identity card) an EF student card is not a valid ID. Make sure that you drink responsibly and that you make your way home safely (try and travel home with friends).

Sports equipment

If you require sports equipment, check with the Activities Staff to see if you can borrow a football, tennis rackets, ping pong bats and ball etc.

EF student card

On your first day, students can download the EF student card from their campus connect app, once check in is complete. You can use this card to get discounts around the city in restaurants, shops and attractions (check with your Activities Office for the discounts).

Campus Connect and Social Media

You will find a lot of useful information about upcoming events, past excursions, photos, competitions, and general news on Campus Connect the school's social media accounts such as Facebook and Instagram. You will also be able to connect with and make friends with past, present and future EF students from all over the world through these platforms.

Other ways to be active

Students are encouraged to get involved in the local community and school life through the following activities arranged by EF:

- Representing student views through the Student Council
- Local community involvement activities with charities/NGOs
- Buddying up with new students to help them acclimate to Singapore and school life
- Ambassador program to assist future EF students with making informed decisions on what program and which destination to choose from

If you are interested in more information regarding the above please speak to the Activities Office.

SECTION 7

Dispute Resolution

There may be things or situations that concern you or with which you are not satisfied. Please do not hesitate to come and speak to us. We are here to help and we aim to make your stay at EF a memorable one.

Dispute Resolution

EF has a documented close-loop feedback and complaint management system to gather and address all feedback / complaints received from students.

All feedback and complaints must be properly recorded and/or documented, and students must be kept informed of the status of their feedback/complaints throughout the process.

The Corporate Services Department is to respond to students within 3 working days of receipt of the feedback / complaint, with a solution formulated within 7 working days from receiving the feedback or complaint.

In the event that EF and students cannot come to an agreement / student does not accept the final decision of the School Management, they will be referred to Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through the Committee of Private Education (CPE) Mediation-Arbitration Scheme to resolve the dispute. All feedback / complaints must be resolved within 21 working days.

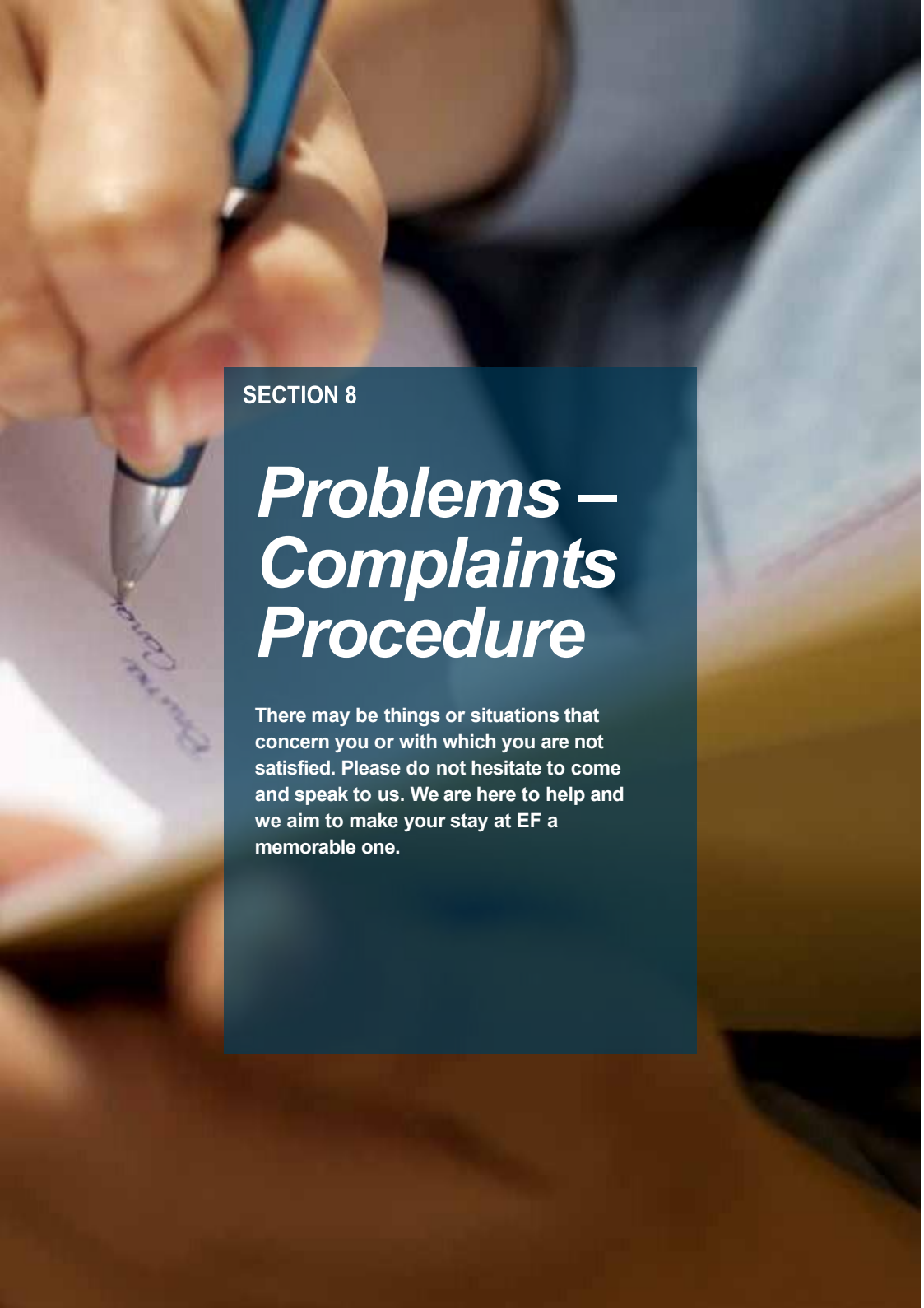
Feedback and Complaints

EF adopts an integrated approach to managing various feedbacks and complaints and there are many platforms and avenues where students can provide feedback and complaints to the School. They are as such:

> Face to face meeting with the School Director and/or Director of Studies
> Feedback Form placed at reception for feedbacks/complaints.
> Through Atlantis Cases (Evaluation 1-3) and Student Satisfaction Survey
> Via e-mail to: singapore@ef.com

EF communicates the Dispute Resolution procedures through the following channels:

> EF's Official Website
> Student Orientation Programme & Student Handbook
> Pre-course Counseling



SECTION 8

Problems – Complaints Procedure

There may be things or situations that concern you or with which you are not satisfied. Please do not hesitate to come and speak to us. We are here to help and we aim to make your stay at EF a memorable one.

Step 1

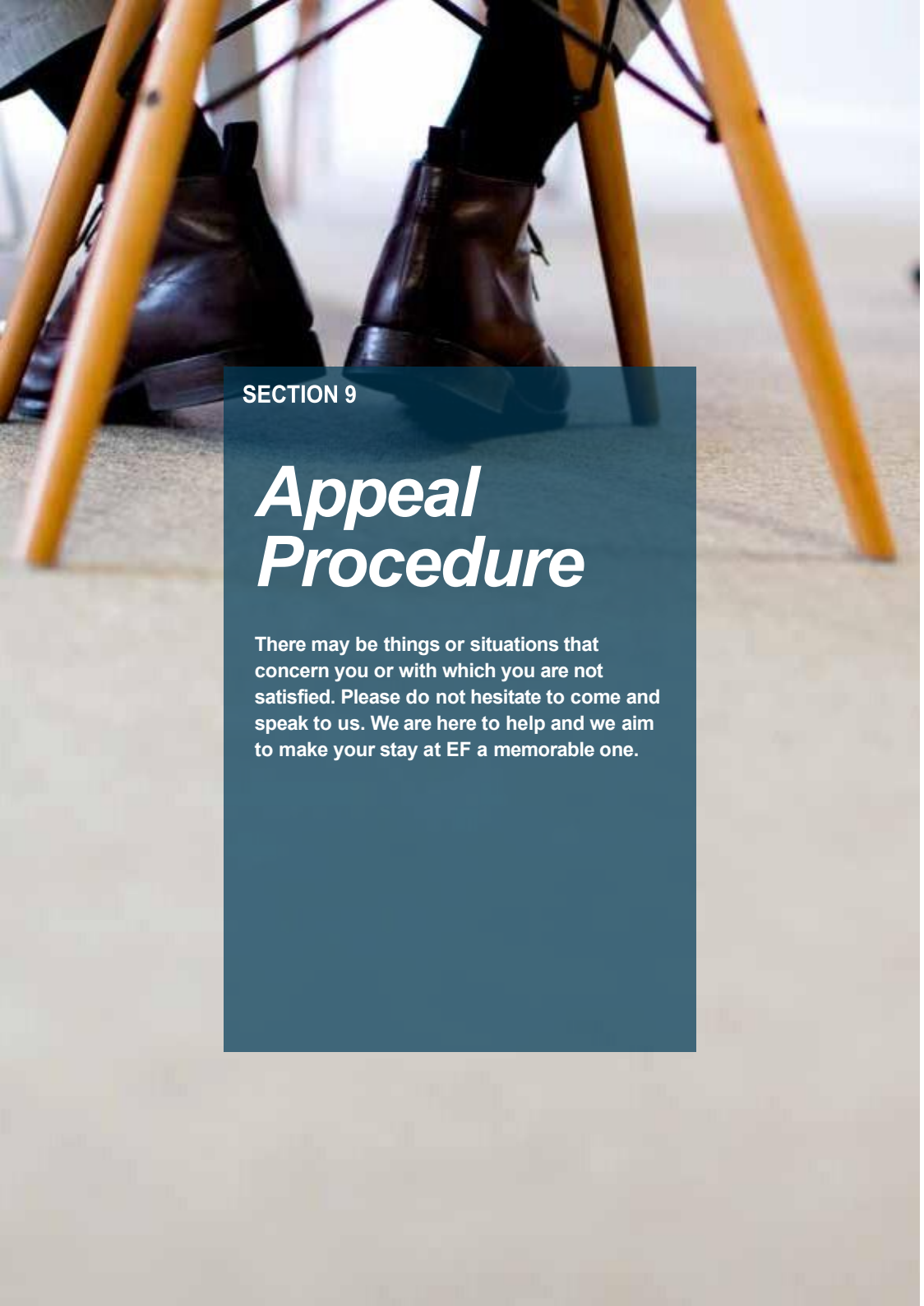
Step 1: Stakeholders submit feedback and complaints formally via the Feedback Form. This will be directed to the School Director who will acknowledge the feedback / complaints received within 3 working days and review and discuss it with relevant parties on issue raised. A formal investigation will be carried out if necessary., and a solution will be proposed within 7 working days.

Step2

The stakeholder should acknowledge the situation if he / she accepts or is satisfied with the proposed solution. If not satisfied with the proposed solution, he / she can escalate the matter up to the EF Sales Office in his/her home country. They will investigate the case and take necessary actions to resolve it. The stakeholder will be notified of the outcome and if he / she accepts it, will acknowledge this on the form and the case will be considered closed.

Step 3

If the student is still not satisfied with the outcome / decision, he / she will be referred to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through the Committee for Private Education (CPE) Mediation-Arbitration Scheme for mediation/arbitration process to resolve the dispute. (https://www.ssg.gov.sg/cpe/pei.html). The entire process should not take more than 21 working days.



SECTION 9

Appeal Procedure

There may be things or situations that concern you or with which you are not satisfied. Please do not hesitate to come and speak to us. We are here to help and we aim to make your stay at EF a memorable one.

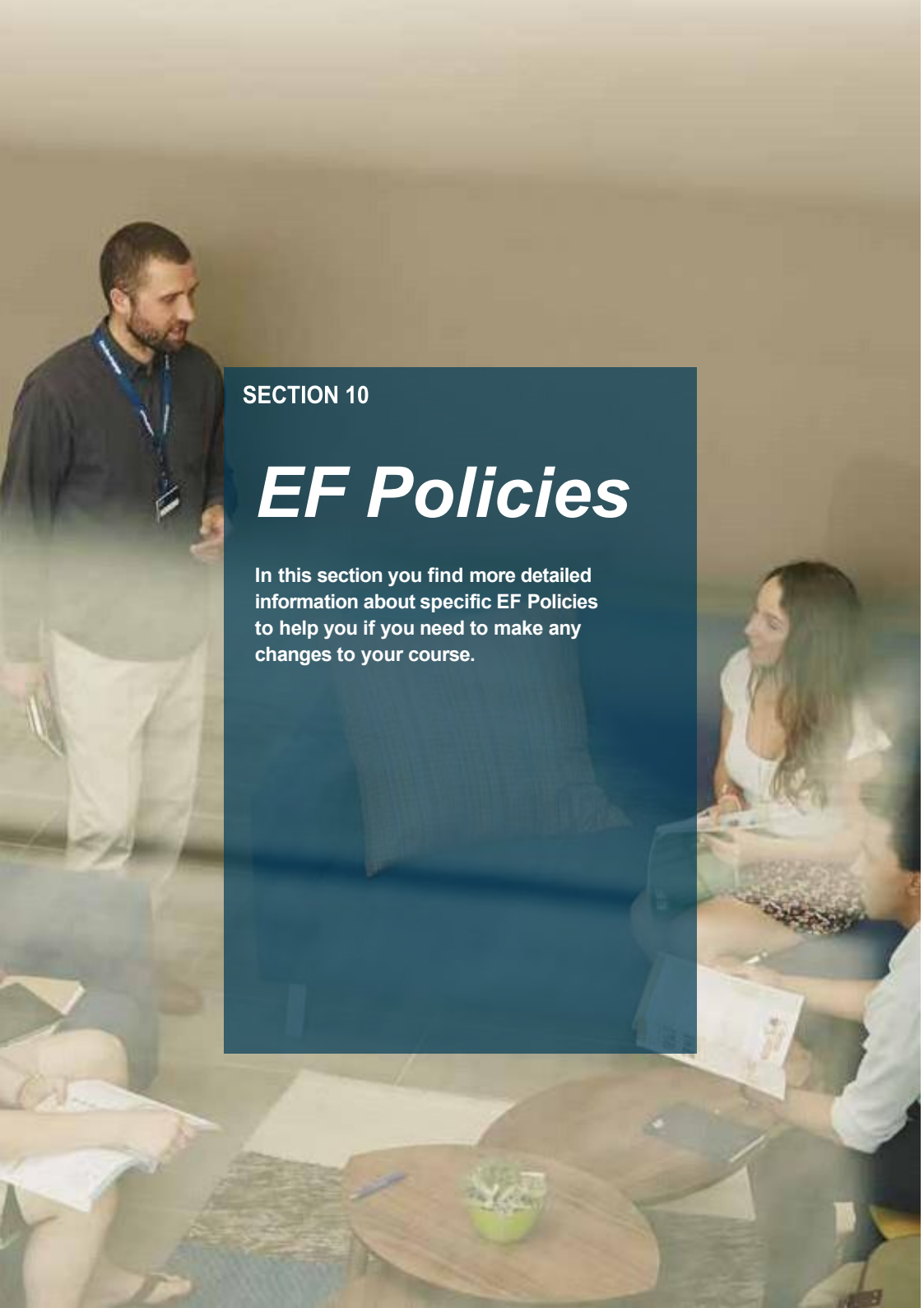
Any students wishing to appeal the results or marking of their tests or exams need to follow the following stages:

> **Report** (within 7 working days): The details of the complaint should be handed in to the relevant teacher. The teacher should then complete the Feedback Form and present it to the Director of Studies – who will review the appeal. The appeal must be done within 7 working days after receiving of results.

> **Meeting** (Within 48 Hours): The Director of Studies will then meet with the student to discuss the appeal within 48 hours of their appeal being lodged. The student is free to involve another individual/ friend/ classmate in the meeting for translating purposes or moral support. This is to be documented in Atlantis Cases.

Proposed Solutions (Within 48 Hours)**:** Within 48 hours of Step 2, the Director of Studies will present solutions to address or resolve the appeal. If the student feels satisfied with the proposed solution, then they will sign the Feedback Form. However, if the student feels the dispute is not being addressed in a satisfactory manner the student may then request further review by the School Director. Final outcome will be released within 48 hours upon review.

The Examination Board must endorse the final decision of all appeals before the appeal results are released to the students.



SECTION 10

EF Policies

In this section you find more detailed information about specific EF Policies to help you if you need to make any changes to your course.

Transfer, Withdrawal and Duration Change Policy Statement

> A student who requests for an internal course transfer must have their existing contract terminated. The student will need to sign a new contract with EF.
> A student who transfers from his/her current course to another course within the School shall be deemed to have withdrawn from the course and the Refund Policy shall apply unless as otherwise agreed between the School and the student.
> The student must also fulfil all the admissions criteria of the new course and will be subjected to the School's student selection and admission procedures.
> Students who wish to withdraw from their course/change duration for their course must meet up with the School Director or Director of Studies to establish reasons for a course withdrawal.
> Parent's consent is required if student is under 18 years old.
> Course extension are subjected to ICA's approval.
> For course shortening, students are required to sign an amendment to the Student Contract, while for course extension, students are required to sign a new student contract.
> Students may be required to pay additional fees for course extension.
> Students will be notified of change of student pass status with ICA.
> Up-to-date transfer, withdrawal and course duration change records will be kept by the Student Services Coordinator
.

Student Pass Status

> For course transfers/extensions: For Student's Pass holder, course transfer/extension is subject to ICA's approval of the new Student's Pass.

Time frame for assessing and processing transfer/ withdrawal/ duration change cases

The entire transfer / withdrawal / duration change process, from point of application to the final outcome (including internal appeals), should not be more than 4 weeks. If the final outcome is not in favor of the applicant, respective staffs are to handle each situation according to the School's Feedback and Complaints Policy and Procedure.

Conditions for Course Deferment

The School does not practice course deferment as a student can cancel and rebook a new course for a different duration or a different course start date prior to arrival. In this case, if the new start date falls within the current FPS policy term and no additional fee is collected, the school need not repurchase FPS. If the new start date is after policy term, FPS needs to be repurchased.
When an in-school student decides to end their course before the expected end date, they are considered to be terminating/withdrawing from their course.

Transfer/Withdrawal/Duration Change Procedure

> Students who are seeking a withdrawal/duration change for course is to meet up with the School Director / Director of Studies to establish the reason for withdrawal/ change.
> For transfer-Student is to meet up with a member of the Corporate Services Department to establish reason for transfer.
> The student will be informed on the conditions for transfer/ withdrawal/duration change.
> Once the student confirms to proceed, an eBCN Form will be generated and the student is to sign and acknowledge it. Any supporting documents (if necessary) is to be submitted along with the eBCN Form.
> If the student is under 18, the eBCN will have to be sent to Sales office to get the parent's signature as confirmation after the student and school director signs in Singapore
> A letter to effect the transfer/withdrawal request will be issued to the student. For course shortening, student will be required to sign an amendment to the Student Contract. For transfers, student will be required a sign a new Student Contract for the new course.

> In the event that an application pertaining to transfer is rejected by ICA, the student is required to cancel his current Student's Pass within 7 days.

> For course withdrawals/shortening: Student's Pass holder is required to submit his/her passport and Student's Pass to the School for cancelation of Student's Pass with ICA.

Refund Policies

> The School shall ensure a fair and reasonable refund policy is detailed for any payments made.

> Time taken to process all refund requests will be done within 7 working days of the student's written notice of withdrawal (eBCN) to the refund to the student.

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

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

Refund procedure

> The School Director informs student on the conditions for refund based on the refund policy stated on the signed PEI- Student Contract

> In the event of any refunds that is to be made, students are to sign on the eBCN Form and hand it to the School Director for further processing.

> The eBCN will then be directed to respective Sales Office located overseas/ Finance Manager (for walk-in). If there is a refund amount, the Sales Office/ Finance Manager will process the refund for students.

> Refund will be made by Finance Manager within 7 working days of receiving eBCN.

> The school will establish if a refund is to be made to the students based on the PEI Student Contract.

Conditions for Refund Shall follow the procedures outlined in the PEI Student contract and the School's Refund Policy

% of [the amount of fees paid]	If Student's written notice of withdrawal is received:
100% [Except for Registration, FPS insurance, Courier and the Cancellation Insurance fees]	**More than [45] days before the Course Commencement Date**
60% [Except for Registration, FPS insurance, Courier and the Cancellation Insurance fees]	**[16] to [45] days before the Course Commencement Date**
10% [Except for Registration, FPS insurance, Courier and the Cancellation Insurance fees]	**Before but not more than [15] days before the Course Commencement Date**
0%	**After the Course Commencement Date**

Refund During Cooling-Off Period:
EF will provide the Student with a cooling-off period of seven (7) working days/ 10 days after the date that the Contract has been signed by both parties.
The Student will be refunded the highest percentage (stated in Schedule D in the PEI Student Contract) of the fees already paid if the Student submits a written notice of withdrawal (eBCN) to EF within the cooling-off period, regardless of whether the Student has started the course or not.

For full details on the refund policy, please visit www.ef.sg.

SECTION 11

Student Support Services

To ensure that you experience a smooth transition to Singapore, EF will provide you with a full range of support services.

List of Student Support Services Available

> Student Pass Support: Application & arrangement for Medical Screening
> Student Orientation Programme including town walk
> CampusConnect
> Feedback platforms / avenues
> Policies: ex. Feedback Management & School Discipline and Attendance Policy
> Extra lessons / remedial Sessions
> Self-access library
> Tutorials
> Guidance on further education
> Fortnight review and feedback of students' attendance to keep students on track with their academic goals.
> Study areas are provided to the students should they require it.
> Staff are given training to identify students with learning disabilities (such as dyslexia).
> Volunteering & Community involvement opportunities
> Recreational facilities within the school
> Wellness programs to promote healthy and active lifestyle
> Accommodation Support Service
> Special learning and dietary needs assessment
> A Corporate Services department
> EF Ambassador & EF Buddy programmes
> Certified Counsellor
> Pastoral counselling
> 24-hour EF Emergency number
> Career guidance (for EF Foundation Year course, where CV Writing and Interview Skills Workshops as well as Guest Lectures from different industries are held throughout the year to guide students with their career path)
> Wireless internet and computers are available for student usage

Fee Protection Scheme (FPS)

The Fee Protection Scheme (FPS) protects the students' fees in the event the school is unable to continue operations due to insolvency, and/or regulatory closure.

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

FPS is compulsory for both local and international students taking courses at the School except for short courses (1-4 weeks). The following are ways for students to be ensured that their fees are well-protected.

> A copy of EF's master certificate of FPS Insurance Policy is available upon request.
> Students will be made aware of the FPS during pre-course counselling, orientation, through this Student Handbook as well as through the School Noticeboard.
> Fee Protection Company:
Lonpac Insurance BHD
Policy Number: Z24BX01137612
Period of Insurance: 1 April 2024 to 31 March 2025.

SECTION 11 // STUDENT SUPPORT SERVICES

Student Assessment

EF Singapore schedules and communicates the various assessments to all the eligible students in a timely manner. The respective GE teacher informs graduating students about the test conducted during class time on a Wednesday or Thursday.

Types of Assessments

> **Placement Test** is to be done on Campus Connect before arrival at the EF destination. Students are informed of such test by the EF sales office in their home country at the time of booking.

> **Oral Placement Test** is conducted on the first day at school to verify student's language level following the online Placement Test. Students are notified of this by the EF sales office at the time of booking and reminded of this pre-departure by the Director of Studies.

> **Weekly Unit Tests (Quiz)** are conducted weekly to test students' understanding of material covered. Students are notified of this during orientation on their first day at school and weekly in class by their teachers.

> **EF Projects Test:** This is conducted every week, students are notified in class by their teachers weekly.

> **Progress Test:** This takes place at the end of each syllabus level (usually every six weeks). Students are notified of this during orientation on their first day at school, in class by their teachers and through Campus Connect at least 1 week in advance.

> **Graduation EFSET Test**: Graduation tests are conducted weekly on any day in the student's final week of course. Students are notified of this during orientation on their first day at school, in class by their teachers and through Campus Connect at least one week in advance.

>**Coursework for Foundation Year** Students are notified of this during orientation as well as by their teachers during the first week of class.

>**Module Exams for Foundation Year** Students take place each term. Students are notified of this during orientation on their first day at school, in class by their teachers and through their schedules on Campus Connect at least 1 week in advance.

Academic Misconduct

> Students should complete the assessment without any form of academic misconduct. Examples include, but not limited to:

> **Plagiarism** by copying and passing off, as the student's own, the whole or part(s) of another person's work, including artwork, images, words, computer generated work (including Internet sources), thoughts, inventions and/or discoveries whether published or not, with or without the originator's permission and without appropriately acknowledging the source;

> **Collusion** by working collaboratively with other students, or other third party, to produce work that is submitted as individual students' work. Students, however, should not be discouraged from teamwork, as this is an essential key skill for many sectors and subject areas. Hence, the use of minutes, allocating tasks, agreeing outcomes, etc., which are an essential part of teamwork, must be made clear to the students;

> **Impersonation** by pretending to be someone else, or Contracting someone else in order to produce the work for another or arranging for another to take one's place in an assessment/examination/test;

> **Cheating** by failing to abide by the instructions or advice of an assessor, a supervisor, an invigilator, or awarding body conditions in relation to the assessment/ examination/test rules, regulations and security;

> **Misuse** of assessment/examination material;

> **Introduction and/or use of unauthorised material** contrary to the requirements of supervised assessment/examination/test conditions, for example: smart devices, notes, study guides, personal organisers, calculators, dictionaries (when prohibited), personal stereos, mobile phones or other similar electronic devices;

> **Obtaining, receiving, exchanging or passing on information** which could be assessment/examination/ test related (or the attempt to) by means of talking or written papers/notes during supervised assessment/ examination/test conditions;

> **Behaving** in such a way as to undermine the integrity of the assessment/ examination/test;

> T**he alteration** of any results document, including certificates.

> **Falsification** of data and citation

> If found in violation of academic code of conduct, the test score will be void and the school will issue a warning letter to the student and inform the parent/ guardian through Atlantis Cases

Graduation Requirement

All students are informed of the graduation requirements by the EF sales office in their home country at the time of booking, at the school during pre-course counselling, orientation and throughout their course through mentoring sessions, tutorials and during class.

> For Language Courses: The graduation requirement is a course attendance rate of 90%. Students are issued with EF Course Certificate, Course Report, Language Assessment and EFSET Certificate.

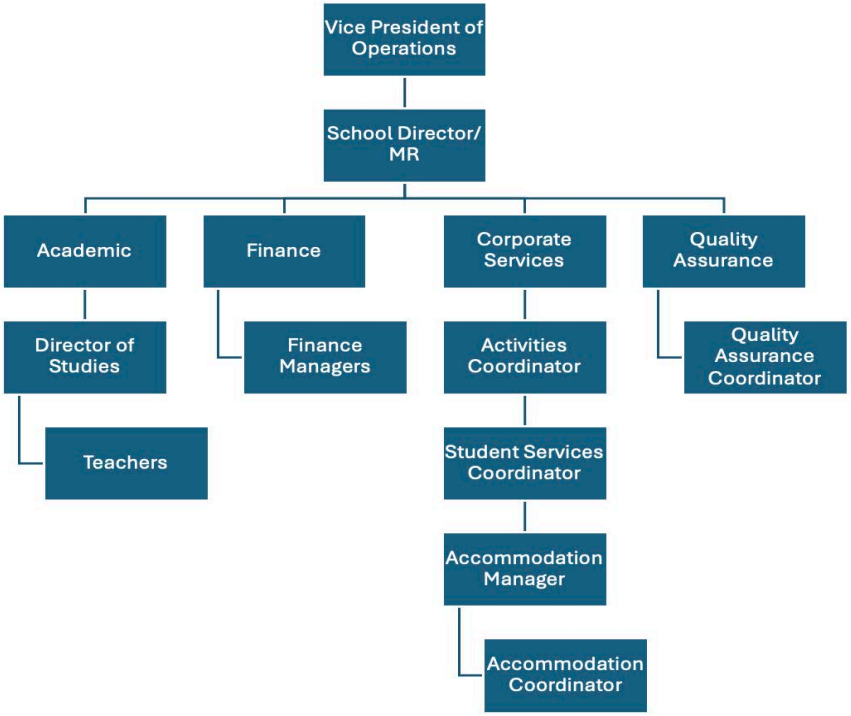
> Students who do not meet the graduation requirement, attendance rate of less than 90%, shall be issued with only the Course Report, Language Assessments and EFSET Certificate.

> For Foundation Year Program: The award criteria is to achieve at least 40% for the overall program, a minimum attendance of 90% and an overall IELTS score of at least 6.0.
Upon receiving the final module assessment results and course award information from EF HQ, the Foundation Year Coordinator shall prepare such information for Examination Board Approval. The Foundation Certificate and Transcript shall be printed for students meeting the graduation requirement.

EF International Language Schools - Organizational Chart

as per July 2024

EF staff are always on hand to help students with any questions, below you will find the school's organizational chart detailing the different departments and staff you can find at EF in Singapore.



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www.facebook.com/Singapore

www.youtube.com/EF

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