



OMEGA INTERNATIONAL COLLEGE

CPE Reg. 201001528E, Period of Reg. 26th Sep 2023 – 25th Sep 2027

Student Handbook @ 2024

Handbook is written to guide you throughout your course of studies.

Care has been taken to ensure that the information contained in this handbook is accurate at time or print.

Published on 12th April 2024

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1.00 Introduction and General Information

1.10 Welcome Address

Omega International College, formerly known as Omega Commercial School, was established and registered with the Ministry of Education, Singapore in 2002. We have been registered with the Council of Private Education (CPE Registration No. 201001528E) under the Education Act (2009) since September 1, 2010.

Our institution was founded to meet the increasing demand for continuing education, particularly in the fields of Accounting and Business. Since our inception, our core principle has been to provide "Top Quality Education at a Fee that is Good Value for Money."

At Omega International College, we are committed to providing students not only with professional knowledge in Business and Accounting, but also with a comprehensive understanding that prepares them for the professional business world.

Our courses are designed to equip you with the necessary skills and expertise to excel in your chosen career path. Our high professional knowledge and training standards will challenge you to perform at your best. We aim to cultivate in you a desire for excellence.

I warmly welcome you to Omega International College and wish you success in your endeavors.

In accordance with CPE's Guidelines, I declare the following:

- Our Average Teacher-Student Ratio is 1:40.
- We have 5 tutorial classrooms with varying sizes, accommodating 10 to 40 students each.
- We have 2 computer labs that can accommodate 16 to 18 students each.

Our Service Guarantees:

- We accept students who meet our entry requirements/prerequisites.
- Students are awarded a Certificate, Diploma, or Executive Diploma upon passing the prescribed examination.
- We shall notify students at least 7 days in advance of any delay in the course commencement date. Such course postponement will not exceed 14 days.
- We have an appropriate refund policy for the course and other related fees in the event of cancellation, non-completion, termination of the course, or breach of the standard student contract.
- The total duration of classroom learning shall adhere to the published timetable.



Raymond See
Chief Executive Officer

1.20 Vision, Mission, Objectives & Motto

Vision:

Leading the way, reaching people and communities through the Power of Learning.

Mission:

To drive forward educational, economic, and cultural success by continually raising the aspirations, knowledge, and skills of individuals, communities, and businesses.

Objectives:

Our primary objective is to prepare students for rewarding jobs in high-demand careers. Our structured programs are designed to:

- Motivate independent learners to pursue the acquisition of knowledge and self-enrichment.
- Promote higher education commensurate with career advancement and personal achievement.
- Achieve short- and long-term academic goals to improve the student's confidence level and self-esteem, ensuring their ability to negotiate a competitive salary while making a significant contribution to their employer.
- Offer quality education at an affordable fee.
- Employ qualified lecturers to continuously implement the use of comprehensive current teaching materials specific to the student's major of study.
- Create a lasting desire for higher education by providing a fun and rewarding learning environment.

Motto:

“Learning for Success”

1.30 General Information

Omega International College – Bugis	
Address	175A, Bencoolen Street, #12-01/04, Burlington Square, Singapore 189650
Tel	63343533
Omega International College – Jurong	
Address	134, Jurong Gateway Road, #03-309 L-M, Singapore 600134
Tel	65667697
Important Email Address	
General	admin@omega.edu.sg
Management	ceo@omega.edu.sg
Counselling	counselling@omega.edu.sg
Feedback	feedback@omega.edu.sg
Operating Hours	
Mon – Fri	12:00pm – 21:00pm
Saturday	10:00am – 16:00pm
Sunday	09:00am – 17:00pm
Public Holiday	Closed

1.40 Officers

Management Council	
Chief Executive Officer	Raymond See
Chief Financial Officer	Stephanie Loke
Academic Board	
Chairman	Raymond See
Deputy	Stephanie Loke
Secretary	Celine Low
Examination Board	
Chairman	Raymond See
Deputy	Stephanie Loke
Secretary	Celine Low

2.00 Courses

2.10 Prep. Course for Pearson LCCI Level 2 Diploma in Bookkeeping and Accounting

Awarding Organisation : Pearson Education Ltd, UK

Course Duration

Full-Time: 6 months

Part-Time: 6 months

Course Entry Requirements

Academic Level

- 1 GCE N-level pass OR
- 1 GCE O-level pass OR
- Candidates with other qualifications will be assessed on a case-by-case basis

Language Proficiency

- IELTS 5.5 or equivalent (applicable for International students); OR
- A pass in N/O-level English language subject or equivalent

Candidates do not meet the above requirement but with 30 years of age and at least 8 years working experience may be considered on a case-by-case basis

Assessment

- All Modules are assessed by Closed Book Written Examination
- Students must achieve a Minimum of 50% Marks to Pass each Module

Eligibility

- Passed the Core Subject and at least 2 Optional Subjects within 12 months

Course Outlines

Core Subject
Pearson LCCI Level 2 Certificate in Book keeping and Accounting (VRQ)
Optional Subjects (at least 2)
Pearson LCCI Level 2 Certificate in Business Statistics (VRQ)
Pearson LCCI Level 2 Certificate in Business Calculations (VRQ)
Pearson LCCI Level 2 Certificate in Cost Accounting (VRQ)
Pearson LCCI Level 2 Award in Computerised Bookkeeping (VRQ)

2.20 Prep. Course for LCCI Level 3 Diploma in Accounting and Finance

Awarding Organisation : Pearson Education Ltd, UK

Course Duration

Full-Time: 12 months

Part-Time: 12 months

Course Entry Requirements

Academic Level

- Pass in 3 “O” Levels or Equivalent; OR
- Certificate in Computerised Accounting awarded by Omega International College; OR
- Other equivalent qualification deemed acceptable by Omega International College

Language Proficiency

- “O” Level with Pass in English (Grade C6) or equivalent

Candidates do not meet the above requirement but with 21 years of age and secondary school education and with working experience may be considered on a case-by-case basis.

Assessment

- All Modules are assessed by Closed Book Written Examination
- Students must achieve a Minimum of 50% Marks to Pass each module

Eligibility

- Passed within 12 months

Course Outlines

Pearson LCCI Level 3 Certificate in Accounting (VRQ)
Pearson LCCI Level 3 Certificate in Cost and Management Accounting (VRQ)
Pearson LCCI Level 3 Award in Computerised Accounting Skills (QCF)
Pearson LCCI Level 3 Certificate in Business Statistics (VRQ)
Pearson LCCI Level 3 Certificate in Advanced Business Calculations

2.30 Prep. Course for Certified Accounting Technician (CAT) Examination

Awarding Organisation : The Association of Chartered Certified Accountant (ACCA), UK

Admission Requirement

- Min. Age: 16 years
- GCE “N” Level with pass in English OR Certificate in Computerised Accounting

Course Duration

Twelve Months

Eligibility

Passed ALL Modules

Course Outlines

FA1	Recording Financial Transactions	簿记基础
MA1	Management Information	管理信息
FA2	Maintaining Financial Records	财务基础
MA2	Managing Costs and Finance	成本会计
FAB	Accountants in Business	人力资源管理
FFA	Financial Accounting	财务报表
FMA	Management Accounting	管理会计
FTX	Foundation in Taxation	税务计算
FFM	Foundation in Financial Management	财务管理

Remarks:

For any of the qualifications within Foundations in Accountancy (FIA), you are required to complete Foundations in Professionalism which is an online module. It is free of charge and can be accessed from the ACCA website from December 2011.

2.40 Prep. Course for ACCA Exam

Awarding Organisation : The Association of Chartered Certified Accountant (ACCA), UK

Admission Requirement

Academic Level

- ❖ Min. 2 GCE A-Level and 3 GCE “O” Level Credits: OR
- ❖ Polytechnic Diploma; OR
- ❖ Recognized University Degree; OR
- ❖ Prep. Course for ACCA-Diploma in Accounting and Business

Language Proficiency

- ❖ O Level with Pass in English (Grade C6) or equivalent

Course Duration

Full-Time: 36 months

Part-Time: 36 months

Fundamental
Business and Technology (BT)
Management Accounting (MA)
Financial Accounting (FA)
Corporate and Business Law (LW)
Performance Management (PM)
Taxation (TX)
Financial Reporting (FR)
Audit and Assurance (AA)
Financial Management (FM)
Essentials
Strategic Business Leader (SBL)
Strategic Business Reporting (SBR)
Options (Pick Two)
Advanced Financial Management
Advanced Performance Management
Advanced Taxation
Advanced Audit and Assurance

2.50 Prep. Course for ACCA Exam (E-Learning)

Awarding Organisation : The Association of Chartered Certified Accountant (ACCA), UK

Admission Requirement

Academic Level

- ❖ Min. 2 GCE A-Level and 3 GCE “O” Level Credits: OR
- ❖ Polytechnic Diploma; OR
- ❖ Recognized University Degree; OR
- ❖ Prep. Course for ACCA-Diploma in Accounting and Business

Language Proficiency

- ❖ O Level with Pass in English (Grade C6) or equivalent

Course Duration

Full-Time: 36 months

Part-Time: 36 months

Fundamental
Business and Technology (BT)
Management Accounting (MA)
Financial Accounting (FA)
Corporate and Business Law (LW)
Performance Management (PM)
Taxation (TX)
Financial Reporting (FR)
Audit and Assurance (AA)
Financial Management (FM)
Essentials
Strategic Business Leader (SBL)
Strategic Business Reporting (SBR)
Options (Pick Two)
Advanced Financial Management
Advanced Performance Management
Advanced Taxation
Advanced Audit and Assurance

2.60 Essential Information

2.61 Student Membership

All students intending to sit examination **MUST** be a registered student with ACCA. Students will have to submit their application online together with the following supporting documents:

- Educational certificates and transcripts (if any)
- NRIC (both sides) or passport
- One passport-sized photograph
- Appropriate payments

Once submitted, your student membership will require approximately 2 to 3 months to be processed in UK. Please note that your first annual subscription fee is due in January of the following year. Further enquiry on Student Membership Registration, please contact: -

ACCA-UK : <https://forms.accaglobal.com/contact-us>

Alternatively, you may contact ACCA directly on any other matters:

ACCA Connect, 110 Queen Street, Glasgow G1 38X, United Kingdom

Tel: +44 (0) 141 582 2000 Email : info@accaglobal.com

2.62 Fees

The annual subscription fee is due and payable on 1 January each year you wish to remain an active student. Remember you can pay your fees online at *myACCA* .

Students who fail to pay fees when due, will have their names removed from the ACCA register. Students wishing to re-register are now required to submit any amounts unpaid at the time of their removal in addition to the re-registration fee. Confirmation of your unpaid fees can be obtained from your national ACCA office or *ACCA Connect*.

2.63 Transferring from CAT to ACCA

The ACCA Qualification is your passport to reaching the highest levels in any organisation – and as a CAT graduate you have the knowledge, skills and practical experience to get off to a flying start.

You will be automatically transferred to the ACCA Qualification register when you have successfully completed your CAT examinations, unless you choose not to select this option when you originally registered as a CAT student. You will be awarded exemption from the Knowledge module of the Fundamentals Level (F1, F2 and F3) and will not be charged an additional registration fee or exemption fees.

You can still opt in for automatic transfer to the ACCA Qualification providing that you put your request in writing to *ACCA Connect* before sitting your final CAT examinations. If you did not opt for an automatic transfer to the ACCA Qualification and wish to continue with the ACCA Qualification examinations, you will need to submit an ACCA Qualification registration form and pay the relevant registration fee.

Once transferred to the ACCA Qualification register, you will be subject to the Bye Laws, rules and regulations applicable to ACCA Qualification students, details of which will be sent to you on transfer.

Passing the remaining ACCA Qualification examinations and gaining three year's relevant experience will lead to ACCA membership. The experience you have already demonstrated to become a Certified Accounting Technician will count towards the work experience you need for ACCA membership.

2.70 Executive Diploma in Finance and Accounting (EDFA)

Awarding Organisation	:	Omega International College
Mode of Delivery	:	Classroom Face to Face Lectures and Tutorials.
Course Duration	:	Full-Time – 2 Years Part-Time – 2 ½ Years

Admission Requirement:

- 18 years old and above
- GCE “O” Level with Pass in English or Equivalent
- Certificate in Computerised Accounting or other equivalent qualification deemed acceptable by Omega International College
- Mature students above 21 years of age with secondary school education and working experience may be considered on a case-by-case basis

Exemptions

All exemptions are subject to academic board approval.

Assessment

- All Modules are assessed by Closed Book Written Examination at the end of Term
- Students must achieve a Minimum of 50% Marks to Pass each Module

Graduation Requirements

- Student must pass all prescribed modules (with the exception of exempted modules)
- Meet the Minimum attendance requirement of 80%

Course Structure

S/N	Subjects			
	Code	Title	Initial	学科名称
1	EDFA5001	Quantitative Techniques	QT	商业统计
2	EDFA5002	Commercial Calculations	CC	商业计算
3	EDFA5003	Computerised Accounting Skills	CS	电脑会计
4	EDFA5004	Principle of Accounting	PA	会计基础
5	EDFA5005	Principle of Costing	PC	成本基础
6	EDFA5006	Accounting Systems & Control	AS	会计系统
7	EDFA5007	Financial Accounting	FA	财务会计
8	EDFA5008	Managerial Accounting	MA	管理会计
9	EDFA5009	Corporate Reporting	CR	企业报告
10	EDFA5010	Financial Management	FM	财务管理
11	EDFA5011	Business Taxation	BT	商业税务
12	EDFA5012	Organisation Behavior	OB	人士管理
13	EDFA5013	Business Finance	BF	商业金融
14	EDFA5014	Business Ethics	BE	商业道德
15	EDFA5015	Employability Skills	ES	职场技能
16	EDFA5016	Auditing	AD	审计学
17	EDFA5017	Business Law	BL	商业法律
18	EDFA5018	Company Law	CL	企业法律

3.00 Student Support Services

3.10 Confidentiality of Student's Personal Records

Omega is dedicated to upholding the confidentiality of students' personal information and assures not to disclose any such information to third parties without prior consent from the student. However, exceptions may apply in the following cases:

- **Emergency Situations:**
 - In cases of emergency where the safety and life of the student may be compromised.
- **Legal Obligations:**
 - As required by courts or law enforcement agencies, Omega may disclose information in accordance with legal obligations.

3.20 Student Policies and Procedures

1. Student Identification:

- Upon enrolment, students will be issued a student card for identification during their tenure at Omega.

2. Course Materials:

- Course notes and class kits are distributed on the first day of each semester to students who have cleared their course fees.

3. Official Letters & Documents:

- Requests for official letters and documents must be made at least 3 days in advance using the Student Request Form.

4. Student Counselling Service:

- Omega provides counselling services for personal, emotional, or study-related issues, ensuring confidentiality and free assistance.

5. Promotional Offers:

- Promotional offers are communicated through the website, brochures, and notice boards, with the management reserving the right to modify offers.

6. News Update:

- Important news and memos are posted on the notice board and the school's website. Students are expected to stay informed.

7. Update of Students' Particulars:

- Students must regularly update their contact details through the Student Portal for effective communication.

8. Confidentiality of Students' Particulars and Data:

- The Registrar's Office ensures the security and confidentiality of student data for internal use and regulatory submissions.

9. Fee Payment:

- Monthly instalments must be paid through IBG to avoid administration fees. Official receipts must be retained for verification.

10. Registration:

- Students must enrol at least 3 days before class commencement. Deferment requests should be submitted through the Student Request Form.

11. Course Induction (Student Administration):

- Accepted students receive a Course Schedule detailing course specific. Any changes are communicated through notices and memos.

12. Attendance:

- A minimum attendance of 80% is required.

13. Transfer within Omega:

- Transfer requests within Omega are considered if submitted before course commencement. The drop-out policy applies for course transfers.
- For further details, students can approach the Student Care Executive.

14. Refund Policy at Omega College:

i) **Non-Refundable Fees:**

All registration fees paid to Omega are non-refundable.

ii) **100% Refundable Conditions:**

100% refunds are applicable under the following conditions:

- ✓ Omega fails to start the course on the commencement date.
- ✓ Omega fails to complete the course by the completion date, excluding reasons caused by students (e.g., deferment, re-sit, re-unit).
- ✓ Omega terminates the course for any reason before completion.
- ✓ Omega is in material breach of its obligations under the agreement.

iii) **Withdrawal Refund Percentages:**

If students withdraw before the start of class and for reasons other than those mentioned above (for cause), the following refund percentages apply based on the withdrawal date:

Refund Percentage	Official Notice of withdrawal is received
100%	more than thirty (30) days before the course commencement date
75%	not more than thirty (30) days before the course commencement date
25%	not more than five (5) days after the course commencement date
0%	more than five (5) days after the course commencement date

Students are advised to adhere to the stipulated timelines for withdrawal to qualify for the respective refund percentages.

15. Medical Certificates:

- Students must submit the original Medical Certificate and complete the Leave Application Form at the Front Office when absent due to medical reasons.
- Only medical certificates from registered clinics, polyclinics, or hospitals are accepted.

16. Taking Home Leave:

- No on-going semester home leave is allowed. Official home leave may be granted on compassionate grounds.
- Approval from the Head of School is required; apply before booking air tickets.
- Failure to inform and obtain approval leads to being treated as absent without leave.
- Application procedure:
 - Complete the Leave Application Form at the Front Office.
 - Schedule an interview with the Head of School within 48 hours.
 - If approved, submit a copy of the air ticket to the Student Care Executive.

17. Updating of Student Handbook:

- Information in the handbook may be reviewed and amended; students should check at the Student Portal regularly for the latest version.

18. Re-enrolment:

- Successful completion automatically leads to re-enrolment in the next level.
- Re-enrolment documents are prepared and given at least six weeks before the current course completion.
- Confirm enrolment by completing documents and making fee payment at least one month before the next course.
- Keep official receipts for payment verification.

3.30 Payment Methods & Channels

- Cash
- Cheque
- IBG

ONLY Malaysia Ringgit will be accepted.

4.00 Policies and Regulations

4.10 General Course Policies:

1. Course fees must be paid upon enrolment through monthly instalments.
2. Monthly instalments must be paid via IBG.
3. An administrative fee of S\$20.00 (subject to GST) will be levied for unsuccessful deductions due to insufficient funds.
4. Late payment charges of S\$20.00 (subject to GST) per month will be imposed if the monthly instalment is not received by the 5th of every month.

4.20 Free Retake Scheme:

1. ONLY local students who sign up for the Omega Course Package qualify for this scheme.
2. Applicable to ALL modules in each course (except ACCA Course and Computerise Accounting subjects at other courses)
3. Minimum 80% attendance is required for total lessons of each subject.
4. Students MUST have taken the same unit previously but failed the examination.
5. Students MUST sit for both internal and external (if applicable) examinations.
6. Re-attend the lesson with the same lecturer.
7. Seats are subject to availability.
8. Students MUST pay a non-refundable administrative fee of S\$200.00 per subject (Complimentary Course Materials).
9. Application is subject to approval.
10. The validity of this scheme is 1 year from the date of commencement for each module.

4.30 Collection of Certificates & Transcripts:

1. Students are mandatory to collect and check the physical certificates within one (1) month upon availability to ensure accuracy in the details printed.
 - ❖ Any amendments for details printed on the physical certificates within one (1) month are complimentary.
 - ❖ Amendments for details printed on the physical certificates after one (1) month are subject to prescribed admin fee.
2. Students are mandatory to collect the physical certificates within one (1) year upon availability. Otherwise, the following is applicable:
 - ❖ S\$30 (subject to GST) admin fee per year (after the 1st Year to 5th Year from the Exam Date).
 - ❖ Certificates and/or transcripts remaining uncollected within 5 years from the exam date will be destroyed.
3. No one is allowed to inquire about the result or collect the certificate/transcript on behalf of others without written/oral authorization.

4.40 School Regulations:

These regulations outline your duties and obligations as a member of the Omega community and are not directly related to your program of study.

1. **General Conduct:**

All students must accept individual and collective responsibility for maintaining a healthy working and learning environment while observing proper conduct at all times within the premises of Omega.

2. **Appropriate Conduct:**

- ❖ Students must observe proper conduct and refrain from disruptive behavior.
- ❖ Expected conduct for maintaining good behavior includes:
 - ✓ Not being rude or behaving aggressively towards lecturers and staff.
 - ✓ Not instigating other students to cause disruption.
 - ✓ Switching off mobile phones and pagers during lessons.
 - ✓ Not leaving the class indiscriminately during lessons to answer or make phone calls.
 - ✓ Adhering to lesson schedules and being punctual.
 - ✓ Not using vulgarities.
 - ✓ Not vandalizing school properties or causing damage to school equipment.
 - ✓ Not littering in the school.
 - ✓ Not downloading illegal software or visiting pornographic websites.

3. **Appropriate Dress Code:**

Students must be properly attired when attending courses in the school.

4. **Disciplinary Actions for Breach of Regulations:**

- ❖ Students are liable to be disciplined for any serious misconduct and/or breach of the school's rules and regulations.
- ❖ Persistent violation of rules may result in a written warning.
- ❖ Serious disciplinary action, including dismissal, will be instituted against students who continue to violate the school's rules after receiving a written warning.

5. **Consumption of Food:**

Consumption of food is NOT permitted within the school premises.

6. **Smoking:**

Smoking is not allowed in the school premises.

7. **The School's Decision:**

- ❖ The school's decision in all matters pertaining to rules, regulations, and terms and conditions shall be final.
- ❖ These regulations outline your responsibilities as a student. If you encounter difficulties related to your studies, please consult the Front Office; we are here to help you.

4.50 Academic Regulations:

1. Introduction:

- ❖ Students must acquaint themselves with academic regulations, including those specific to their registered course.
- ❖ Each student is governed by the regulations of their course, received during course induction.

2. Admission into Omega:

- ❖ Applications are considered based on academic qualifications and working experience.
- ❖ Applicants must be at least 16 years old.
- ❖ False statements may result in application rejection.

3. Course Induction (Academic):

- ❖ Introduces new cohorts to course requirements and academic expectations.
- ❖ Covers course schedule, outline, and lesson plans.

4. Class Attendance:

- ❖ Full attendance is expected, with a minimum of 75% needed to participate in school examinations.
- ❖ Non-compliance may result in disciplinary actions, including dismissal.

5. School Terms and Breaks:

- ❖ Observes national holidays and provides study breaks.
- ❖ Absence without approval for three consecutive days may result in voluntary drop-out.

6. Replacement for Classes Missed:

- ❖ Attend another class by the same lecturer or different lecturer with approval.
- ❖ Replacement must not exceed three lessons without written consent, or 50% of course fees will be charged.

7. Deferment of Studies:

- ❖ Considered if submitted two weeks before course commencement.
- ❖ Allowed for medical reasons, overseas employment, or army enlistment with documentary proof.
- ❖ Must complete the course within twice the full duration.

8. Examination Schedule:

- ❖ Held twice a year (June and December).
- ❖ Detailed schedule released two months before exams.
- ❖ Payment of fees required before exams.

9. **Examination Guidelines:**
 - ❖ Entry allowed 15 minutes before exams.
 - ❖ Prohibited items: unauthorized books, written or printed documents, phones, etc.
 - ❖ Allowed items: pens, pencils, erasers, non-programmable calculators.
10. **Absence from Examination:**
 - ❖ Absence without valid reasons indicates disinterest.
 - ❖ The school reserves the right to terminate studies and cancel student pass.
 - ❖ Legitimate reasons required for attending re-sit examinations.
11. **Publication of Examination Results:**
 - ❖ Results released within three months from the end of the examination period.
 - ❖ No result information given over the phone.
12. **Issuance of Transcripts/Certificates:**
 - ❖ Passing all required subjects is necessary for certificates and academic transcripts.
13. **Completion Certificate:**
 - ❖ Requirements include minimum 80% attendance, full completion, no outstanding fees.
 - ❖ Processing time for printing completion certificates is approximately two months from the monthly cut-off date (every 15th of the month).

4.60 Feedback and Grievance Procedures:

The school values feedback from students to enhance the learning environment. The following outlines the grievance procedures:

1. **Submission of Complaint:**
 - ❖ Complaints can be lodged verbally, through letters, faxes, or emails.
 - ❖ The Student Care Executive acknowledges the complaint within one day.
2. **Investigation and Recommendation:**
 - ❖ The Student Care Executive conducts an investigation to establish facts.
 - ❖ The recommendation is forwarded to the Program Director.
3. **Director's Decision:**
 - ❖ The Program Director verifies and decides to accept or dismiss the complaint.
 - ❖ A solution is offered to the student within seven days.
4. **Acceptance or Refusal of Solution:**
 - ❖ If the student accepts the solution, the case is considered closed.
 - ❖ The proceedings are recorded and filed.

5. **Referral to CEO:**

- ❖ If the student declines the solution, the complaint is escalated to the CEO.
- ❖ The CEO reviews the case and offers a second solution within 14 days.
- ❖ The complainant is kept informed of the status.

6. **Further Refusal and Mediation:**

- ❖ If the student still refuses the latest solution, and within 21 days, the matter may be referred for third-party mediation.
- ❖ Options include the Case Mediation Centre or the Council of Private Education for resolution as an alternative to legal proceedings.

Note:

- All proceedings are documented in the Complaint Log, providing information on the nature of the complaint and the time taken for resolution.