



OMEGA INTERNATIONAL COLLEGE

CPE Reg. 201001528E, Period of Reg. 26th Sep 2019 – 25th Sep 2023

Student Handbook @ 2022(R)

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 of print.

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1.00 Introduction and General Information

1.10 Welcome Address

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

We were established to meet the growing demand for continuing education, particularly in the fields of Accounting and Business. Since its inception, our fundamental policy has been to provide ***“Top Quality Education at a Fee that is Good Value for Money”***

In Omega International College, we strive to provide the students not only with Professional Knowledge in Business and Accounting, but also with a well-rounded knowledge base which prepares the students for the Professional Business World.

Our Courses are designed to equip you with the right skills and expertise to bring out the best in you on your chosen career path. Our high professional knowledge and training standards will challenge you to perform equally well. We will instill in you a desire to become nothing but the Best.

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

In accordance with CPE’s Guidelines, I declared the following:

- Our Average Teacher-Student Ratio is 1 : 40
- We have 5 Tutorial Classrooms with varying sizes, ranging from Classrooms for accommodation of 10 to 40 Students
- We have 2 Computer Labs that can accommodate 16 to 18 Students each.

Our Services Guarantees

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



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, economical 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. So 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 which will ensure their ability to negotiate a competitive salary while making a significant contribution to their employer
- Offer quality education with 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 : students@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 committed to maintaining the confidentiality of the student's personal information and undertakes not to divulge any of the student's personal information to any third party* without the prior consent of the student.

* Exceptions apply:

- During emergency whereby the safety and life of the student may be compromised
- As required by Courts or Law agencies to do so

3.20 Student Administration

1. Omega Student Card

Upon enrolment, all students will be issued a student card, which will be used as a form of identification throughout their stay in Omega.

2. Course Materials

Course notes and start-of-class kits are issued on the first day of class in each semester. Only students who have paid up their course fees are issued the course notes and class kits. For those who did not collect their course notes on the first day, they may do so from the respective faculty.

3. Request for Official Letters & Documents

Requests for official letters and documents such as verification of student status, provisional transcripts and report cards from the school must be submitted at least 3 days in advance. Students are required to complete the Student Request Form and submit it to the Front Office for processing.

4. Student Counseling Service

The Student Counseling Service is here to help with any personal, emotional or study-related difficulties that are affecting your studies in Omega. Trained Omega staffs are on-hand to counsel and advice students in all matters related to academic matters, administration and pastoral care. They will offer you the time and space to talk in complete confidence about what is troubling you. Counseling is free.

5. Promotional Offers

Students will be notified of any promotional offers via the website, marketing brochures, notices put up on the notice board. The information will state clearly the period for which the promotion is valid. The management reserves the final right to revoke, amend or change its offers at any time without any notification required.

6. News Update

For all important news from the school, memos will be put up on the school's notice as well as published via the website at www.omega.edu.sg. Students must take note of all memos on the notice board/website and act accordingly where applicable.

7. Update of Students' Particulars

All students must provide their latest contact details (eg. telephone number, mobile phone number and residential address) to the School upon enrolment.

Students are to update their records at the Student Portal of Omega International College. It is important for all students to provide the school with their updated contact information.

8. Confidentiality of Students' Particulars and Data

The Registrar's Office is committed to the security and confidentiality of student data. Students' particulars are available solely for internal use and for completing regulatory submission requirements.

9. Fee Payment

In compliance with the Rules of Council of Private Education (CPE), Omega is a Non-EduTrust Certified PEI and therefore we shall collect the course fees in monthly installment.

Payments of monthly installment MUST be made through Giro; otherwise \$21.40 monthly administration fees will be imposed.

Students should insist that official receipts are issued by the school upon payment of fees. Please note that all official receipts must be kept for verification of payment status when required.

The monthly Invoices and Receipts will be generated upon successfully deducted through GIRO, students can print the Invoices and Receipts from the Student Portal of Omega International College.

All fees are subject to changes.

10. Registration

A student must arrive no later than 3 days before the start of class and to report to the school for formal enrolment.

Students applying for deferment must fill in a Student Request Form at the Front Office. The Student Care Executive will help you with any study-related difficulties and advise you appropriately.

11. Course Induction (Student Administration)

When the student has been accepted by the School, he/she will receive the Standard Student Contract and Student Handbook, which contains details on the course, such as the commencement date, the duration, the name of the college, institute or university awarding the qualification, etc.

In the event where changes are made to matters related to the course, notices will be put up on the notice board and memos will be given to the students to inform them of the changes before implementation.

12. Attendance

Students must achieve a monthly minimum attendance of 80%.

13. Transfer from one course to another within Omega

- Request for transfer from one course to another within Omega will only be considered if application is submitted before course commencement.
- For students who wish to transfer from one course to another within Omega, they shall be deemed to have withdrawn from the original course and the drop-out policy shall apply. A fresh application has to be made for the new course and the procedure for new application shall apply.
- Please approach the Student Care Executive for more information.

14. Refund

All registration fees paid to Omega are non-refundable. 100% refunds of all other fees paid are refundable within fourteen (14) days under any one of the following conditions:

- Omega fails, for any reasons, to start the course on the commencement date;
- Omega fails, for any reasons, to complete the course by the completion date except those that are caused by the students themselves, such as, deferment, re-sit, re-unit, etc;
- Omega terminates the course for any reason prior to the completion of the course;
- Omega is in material breach of its obligations under this Agreement.

If students withdraw before the start of class and for any reason other than those set out above (for cause) the following refund percentages will apply:

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

15. Medical Certificates

When a student is absent from class due to medical reasons, he/she is required to submit the original Medical Certificate and complete the Leave Application Form at the Front Office.

Only medical certificates issued by registered clinic, polyclinics, or hospitals will be accepted by the school.

16. Taking Home Leave

Students are not allowed to take home leave during an on-going semester. However, official home leave may be granted on compassionate grounds.

Students must obtain approval from the Head of School before going on home leave. Students must apply for official home leave before the issue of air tickets. Students who failed to inform and obtain the approval of the Head of School will be construed as absent without official leave. They will be treated as voluntary dropouts if they are absent for more than 3 consecutive days and will be required to withdraw from the course (Refer to Section under Discipline).

The application for home leave procedure is as follows:

- Complete the Leave Application Form at the Front Office.
- You will be given an appointment with your respective Head of School within the next 48 hours, who will interview you on your reasons for the application.
- If your home leave is approved, you are required to submit a copy of your air-ticket to the Student Care Executive

17. Updating of Student Handbook

Information contained in this handbook could be reviewed from time to time and the contents could be amended. It is important for the student to approach the Front Office for the latest version of the Handbook.

18. Re-enrolment

Students who have completed their current year of study successfully would be automatically re-enrolled into the next level. The re-enrolment documents would be prepared and given to students at least six weeks before the current course completion for their reference. Students would need to confirm their enrolment by completing the respective documents and making the fee payment at least one month before the next course commence. Students must insist that official receipts are issued by the school upon payment of fees and these official receipts must be kept for verification of payment status.

3.30 Payment Methods & Channels prior to approval of IBG

- Cash
- Cheque
- Nets

ONLY Singapore Dollars will be accepted.

4.00 Policies and Regulations

4.10 General Course Policies

1. Course fees must be paid upon enrolment by monthly installments
2. The monthly installment must pay by IBG.
3. For unsuccessful deduction due to insufficient fund, an administrative fee of \$10 (exclude GST) will be levied.
4. Late payment charges of \$20 (exclude GST) per month will be levied if the monthly installment is not received by 5th of every month.

4.20 Free Retake Scheme

1. ONLY local students who signs up for Course Package of Omega are qualified under this scheme
2. This scheme is applicable for ALL Modules in each Course (except ACCA Course and ALL Computerized Accounting subjects at other Course(s))
3. Minimum 90% attendance is required for total lessons of each subject.
4. Students MUST have taken the same unit previously but have 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\$107 per module (Complimentary Course Materials)
9. Application is subject to approval.
10. The validity of this scheme is 1 year from the date of commencement date 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 available to ensure accuracy on details printed.
 - ❖ Any amendment for the details printed on the Physical Certificates **within One (1) month** are Complimentary.
 - ❖ Any amendment for the details printed on the Physical Certificates for **more than One (1) month** are subject to admin fee of \$130* (exclude GST).

** the admin fee may revise from time to time*
2. Students are Mandatory to collect the Physical Certificates **within One (1) year** upon available. Otherwise, the following is applicable:
 - ❖ \$30 (exclude GST) admin fee per year (after 1st Year to 5th Year from Exam Date)
 - ❖ Certificate(s) and / or transcript(s) remain uncollected within 5 years from the exam date will be destroyed.
3. No one is allowed to enquire for the result or collect the certificate/transcript on behalf of others, without written/oral Authorisation.

4.40 School Regulations

These regulations refer to 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

All students must observe proper conduct and refrain from disruptive behavior at all times. The following are conduct to be expected for maintaining good behavior.

- Students must not be rude or behave aggressively towards lecturers and staffs.
- Students must not instigate other students to cause disruption to the smooth running of the school.
- Students must switch off their mobile phones and pagers during lessons.
- Students must not leave the class discriminately during lessons to answer or make phone calls.
- Students must adhere to the lesson schedules and be punctual for their classes.
- Students must not use vulgarities in the school.
- Students must not vandalize the school properties or cause damage to school equipment.
- Students must not litter in the school.
- Students must not download illegal software or visit pornographic websites.

3. Appropriate Dress Code

Students must be properly attired when they attend 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.

Students who persistently violate the school's rules and regulations shall be issued 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 premise.

6. Smoking

Smoking is not allowed in the school premise.

7. Water Dispenser

Water dispenser has been installed in the school. You are welcome to use this facility. However, please bring along your own water bottle if you wish to make use of the water dispenser. Please cooperate by taking good care of this facility.

8. The School's Decision

The school's decision in all matters pertaining to the rules and regulations, and terms and conditions shall be final. These regulations refer to your responsibilities as a student. It is important that you read this section carefully. If you find yourself in difficulties related to your studies, please consult the Front Office. We are here to help you.

4.50 Academic Regulations

1. Introduction

It is the responsibility of students to acquaint themselves with the academic regulations. In addition to the school academic regulations, each student is governed by the regulations of the course for which he/she has registered, which determine matters related to assessment and progression through the course and award. Students receive these regulations at the commencement of their respective course during the course induction programs.

2. Admission into Omega

Each application received is considered on its own merits, taking into account academic qualifications and working experience. All applicants for admission to a Certificate Course offered by Omega must be at least 16 years of age at the time of application. Any false statement or inaccuracies made in a student's application for entry to Omega may result in the rejection of their application.

3. Course Induction (Academic)

Introduction for each new cohort is provided to enable students to understand the course requirements and academic expectations. During the induction, the course schedule, course outline and lesson plans will be explained to the students.

4. Class Attendance

Full attendance is expected from students. A minimum attendance of 75% for students is needed in order to participate in the school examination. Students are subject to serious disciplinary actions including dismissal for not achieving the minimum attendance requirements.

5. School Terms and Breaks

Omega observes the Singapore national holidays

Apart from these national holidays, students will be given the following study breaks:

- A one-week break after each semester's examination for all students
- A two-week break for the Lunar New Year

Students are reminded that absence without official approval from the school for 3 consecutive days shall be treated as voluntary drop-out by the students and will have his/her student pass cancelled. Under these circumstances, all fees paid shall be forfeited.

6. Replacement for Classes Missed

If circumstances were to prevent you from attending the class that you have enrolled for, you may attend another class by the same lecturer, where possible **OR** by different Lecturer upon getting approval from the Student Care Executive.

Nevertheless, the replacement for classes missed must NOT exceed 3 lessons without written consent from the Academic Board. Otherwise, 50% of course fees will be chargeable.

7. Deferment of Studies

Application for deferment will be considered if it is submitted 2 weeks before the commencement of the respective course.

Application for deferment will be only allowed under the following conditions:

- medical reasons;
- overseas employment postings;
- army enlistment.

Documentary proof must be submitted in all cases.

Kindly note that a student is required to complete his/her course within a maximum duration of twice the full duration of the current course. Students applying for deferment must fill in a Student Request Form at the Front Office. The Student Care Executive will help you with any study-related difficulties and advise you appropriately.

9. Examination Schedule

Examinations are held twice a year on every June and December. Detailed examination schedule from respective courses will be released two months before the examination.

Students should look at the notice board for the examination schedule and details.

Students are expected to be current in their payment of fees before being allowed to sit for the examinations.

10. Examination Guidelines

Students are only allowed to enter the examination room 15 minutes before the commencement of the examination.

Students are not allowed to bring into the examination room any unauthorized books, written or printed documents, pictures or drawings, notes or papers.

Students must switch off their mobile phones and pagers while in the examination room.

Students are only allowed to bring the following into the examination room;

- Pens, pencils (without pencil cases)
- Erasers/correcting liquid
- Non-programmable calculators (without covers)

11. Absence from Examination

Students will be considered to be uninterested in taking their courses if they choose to be absent from examination without valid reasons. Students who are absent for both the main examination and the subsequent mandatory re-sit examination are deemed to have opted out of the course.

The school reserves the rights to terminate their studies and cancel their student pass accordingly.

Only students who are absent with legitimate reasons will be permitted to attend the re-sit examination as their main examination. In this instance, it will be considered as their final examination with no further supplementary examination provided.

12. Publication of Examination Results

The school will release the results within three months from the end of the examination period. Information on 'Results Release' will not be given over the telephone.

13. Issuance of Transcripts/Certificates

Students must pass ALL required subjects before they are awarded their certificates and their academic transcripts from the respective Examination Board.

14. Completion Certificate

Candidates who require the Completion Certificate have to submit the Student Request Form at the end of the Course subject to the following terms and conditions:

1. Minimum 90% Attendance
2. Full completion (including Exam) for the respective course(s)
3. NO outstanding fees
5. The processing time on printing Completion Certificate is approximately 2 months from the preceding monthly cut-off date (every 15th of the Month)

4.60 Feedback and Grievance Procedures

The school welcomes feedback from our students as such inputs will help us to improve the learning environment of the school. This section tells you what the School will do on receiving feedback and suggestions from our students.

We treat any student grievance as important feedback to us. We have staff assigned to manage student welfare including handling grievances and complaints and have a system and procedures to tackle these issues.

- For any complaint or grievance - whether it is verbally lodged; or by letter; fax or email or after regular monitoring, we will document the nature of grievance, complaint and given an interim acknowledgement that the matter is being investigated. The Student Care Executive will acknowledge the complaint within 1 day.
- The Student Care Executive will be required to conduct the necessary investigation to establish the circumstance and facts of the case and forward his/her recommendation to the School Director. The latter will verify and decide whether there is basis to accept or dismiss the complaint/grievance.
- School Director will then offer a solution to the student not later than (7) days. If the student accepts the solution, no further action will be pursued expect record and file the proceedings for completed action.

- If the student declines the solution offered by School Director, the complaint will be referred to a higher-level, the CEO, who will review the case and offer a second solution. All these proceedings would be completed within 14 days and complainant is kept informed of the status.
- If the student still refuses to accept the latest solution and before the maximum of 21 days (from date of his complaint), we will suggest that the matter be referred for third party mediation, i.e. Case Mediation Centre or Council of Private Education for a resolution as an alternative to legal action/ proceedings.

NOTE: Proceedings from the beginning of a complaint/grievance are recorded in our Complaint Log that provides information on nature of complaint/grievance and time taken to resolve it.

4.70 Students' Undertaking

By signing below, I confirm that the School's representative has gone through the contents of this Handbook.

- I (particulars as stated below) have read and fully understood the content, terms and conditions as stated in this Handbook.
- I shall undertake to fully comply with the requirements and expectations as laid-out herewith.
- I shall take full responsibility for the consequences, should I fail to adhere to the requirements as stated.
- I also acknowledged that I have received a copy of the Student Handbook.

Students Name	
ID / Fin / Passport No.	
Date of Birth	
Student ID	
Signature of Student & Date	
Name of Briefing Officer & Date	