



# Student Handbook

**Zesprion School of Learning**

ACRA Reg no: 201005229W

529 Balestier Road, #02-02. Singapore 329856

T: 65-62552352 F: 65-62560370

E: [admin@zesprion.com](mailto:admin@zesprion.com)

W: [www.zesprion.com](http://www.zesprion.com)

FB: [www.facebook.com/zesprion](https://www.facebook.com/zesprion)



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## **MESSAGE FROM ZESPRION**

### **CEO Message**

Zesprion was inaugurated in 2002 with the vision to improve the language efficiency of non-native English speakers to facilitate their smooth assimilation into our main-stream education system. With our tried and tested teaching pedagogy formulated over the years combined with a core group of educators who are proficient, committed and passionate, we were able to successfully bridged students in their transition into our local school education system.

Our journey has been fraught with obstacles and difficulties and we shared the ups and downs with students from different nationalities, culture and background but the bond established from the process more than compensated for it. Our learning is not confined to the boundaries of formal education but encompasses the extrinsic aspects of character building and social bonding which aided the development of every student in Zesprion.

With that in mind, we always believe that learning is a life-long process that should be fun, enriching and fulfilling.

“Learning is not attained by chance. It must be sought for with ardour and attended to with diligence.” – Abigail Adams

**Rachel Yong, CEO**

## **ABOUT ZESPRION**

### **History**

Zesprion began its journey in March 2002. Then we were providing English, Chinese and Malay languages to both our local student, as well as students from overseas. After operating for more than 3 years, we found our niche in preparing international students for school admission test to our local Government, Government-aided & Independent Primary and Secondary schools.

Over the years, we have strived to train our international students, whose first language is not English, to handle the admission examinations. We aim to constantly strengthen our system and standard and provide value added programs like motivation talk and holistic activities to our students.

Our school will continue to strive and improve to ensure that our students will be able to benefit from the training we provide and gain admission to our local mainstream school system.

### **Vision**

A dynamic school that adds value to all.

### **Mission**

To nurture every Zesprionian to be a well-rounded learner with a sense of purpose in life.

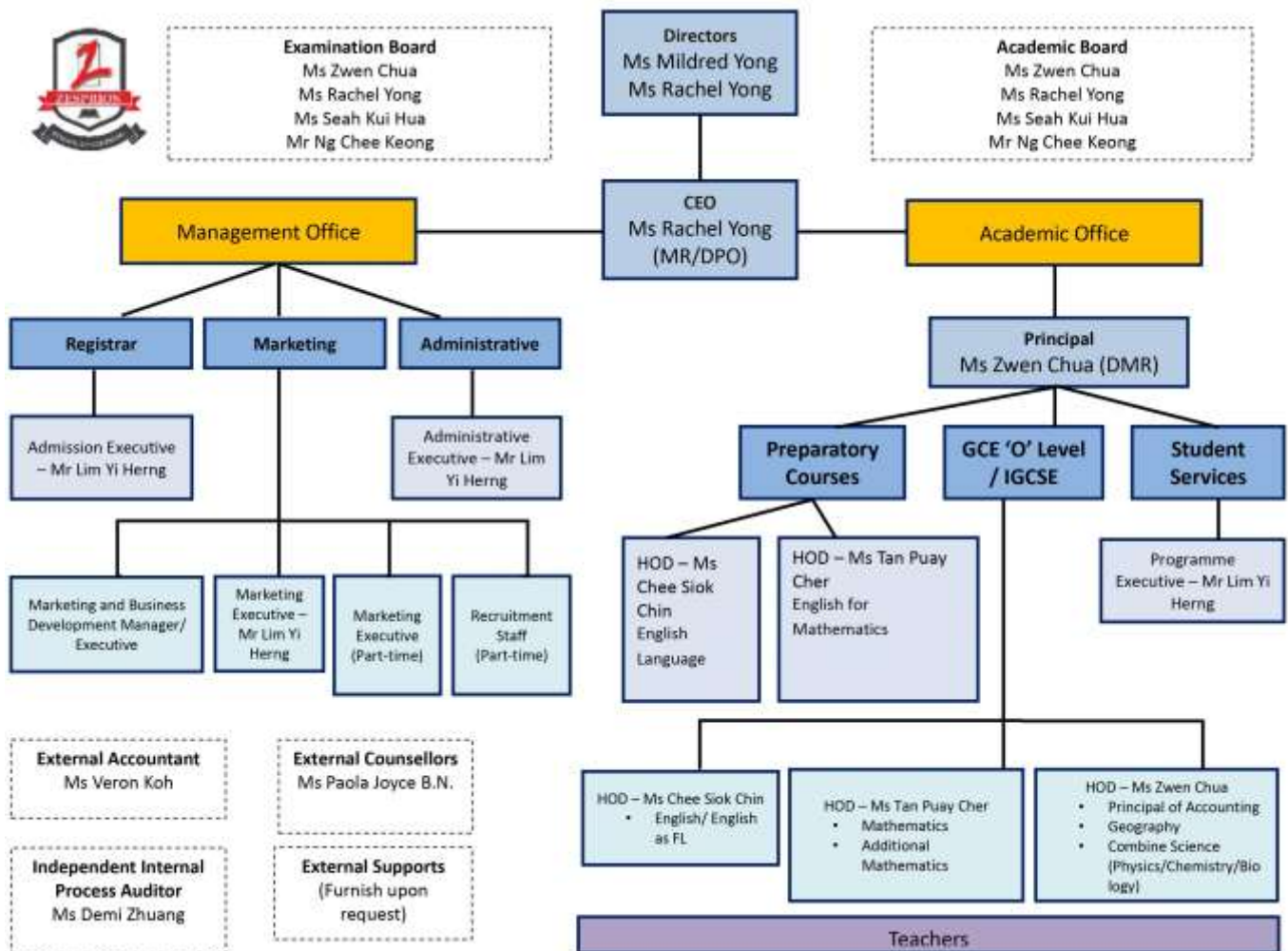
### **Values**

C-Confidence  
R-Resilience  
R-Respect  
R-Responsibility

### **Culture**

Dedicated to providing a warm, supportive and friendly environment

## Organization Chart



### **Physical Facilities – Zesprion at 529 Balestier Road**

- 3 Air Conditioned Classrooms
- Classroom Capacity

<b>Classroom</b>	<b>Floor area (m<sup>2</sup>)</b>	<b>Maximum Capacity</b>
Classroom 1	21	14 Students
Classroom 2	20	13 Students
Classroom 3	11	7 Students

- Furniture & Fittings
- IT infrastructure - WIFI
- Electrical Systems – air-conditioner
- Library Corner
- Toilet

### **Location – Zesprion at 529 Balestier Road**

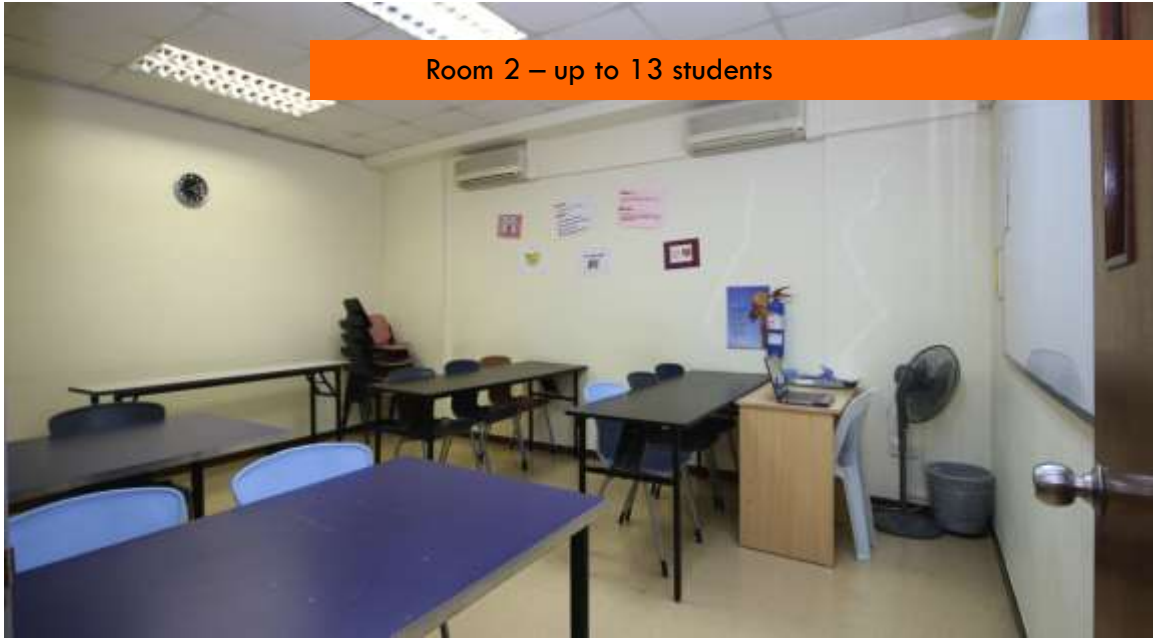
529 Balestier Road #02-02 Singapore 329856  
Service Bus Number: 21, 129, 130, 131, 145, 186  
Nearest MRT Station: Novena

### **Photo Gallery – Zesprion at 529 Balestier Road**









## **Physical Facilities – Zesprion at Shan Road**

- 4 Air conditioned classrooms
- Classroom Capacity

<b>Classroom</b>	<b>Floor area (m<sup>2</sup>)</b>	<b>Maximum Capacity</b>
Classroom 1	13.9000	9 Students
Classroom 2	13.3000	8 Students
Classroom 3	14.9000	9 Students
Classroom 4	15.4000	10 Students

- Furniture and fittings
- IT infrastructure – WIFI
- Electrical Systems – air-conditioner
- Library Corner
- Public Toilets

## **Location – Zesprion at 529 Shan Road**

501 Balestier Road #02-01

Wai Wing Centre, Singapore 329844

Service Bus Number: 21, 129, 130, 131, 145, 186

Nearest MRT Station: Novena

## **Photo Gallery – Zesprion at Shan Road**





## **Student Teacher Ratio**

- Preparatory Course for Admission to Government Schools Teacher Student Ratio  
1:15 students (Maximum)
- English Bridging Course Teacher Student Ratio  
1:15 students (Maximum)
- Preparatory Course for Singapore-Cambridge GCE 'O' Level  
1:15 students (Maximum)
- Preparatory Course for Cambridge International General Certificate of Secondary Education (IGCSE)  
1:15 students (Maximum)

## **OUR POLICIES**

### **Refund Policy**

#### **Policy Statements**

- a) Zesprion shall ensure a fair and reasonable refund policy any payments made.
- b) The whole refund process should not take more than 7 working days, from date of application to disbursement of funds to the student.
- c) Computation of the refund amount is to be communicated to the students.
- d) Zesprion adopts the Refund Policy as per the 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
- e) Zesprion Refund Policy as per clauses in the Standard Student Contract: -

#### **Refund for Withdrawal Due to Non-Delivery of Course:**

Zesprion will notify the Student within three (3) working days upon knowledge of any of the following:

- (i) It does not commence the Course on the Course Commencement Date;
- (ii) It terminates the Course before the Course Commencement Date;
- (iii) It does not complete the Course by the Course Completion Date;
- (iv) It terminates the Course before the Course Completion Date;
- (v) It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A of the standard student contract within any stipulated timeline set by CPE; or

- (vi) The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

The Student should be informed in writing of alternative study arrangements (if any), and also be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid should the Student decide to withdraw, within seven (7) working days of the above notice.

**Refund for Withdrawal Due to Other Reasons:**

If the Student withdraws from the Course for any reason other than those stated under the Refund for Withdrawal Due to Non-Delivery of Course (reflected in Clause 2.1 of the Standard Student Contract), Zesprion will, within seven (7) working days of receiving the Student's written notice of withdrawal, refund to the Student an amount based on the table in Schedule D of the Standard Student Contract.

**Refund During Cooling-Off Period:**

Zesprion will provide the Student with a cooling-off period of seven (7) working 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 of the Standard Student Contract) of the fees already paid if the Student submits a written notice of withdrawal to Zesprion within the cooling-off period, regardless of whether the Student has started the course or not.

**Refund Table:**

% of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received:
[100 %]	(“ <b>Maximum Refund</b> ”) More than [14] days before the Course Commencement Date
[50 %]	Before, but not more than [14] days before the Course Commencement Date
[20 %]	After, but not more than [3] days after the Course Commencement Date
[10 %]	More than [3] days after the Course Commencement Date, but not more than [5] days after the Course Commencement Date
[0 %]	More than [5] days after the Course Commencement Date

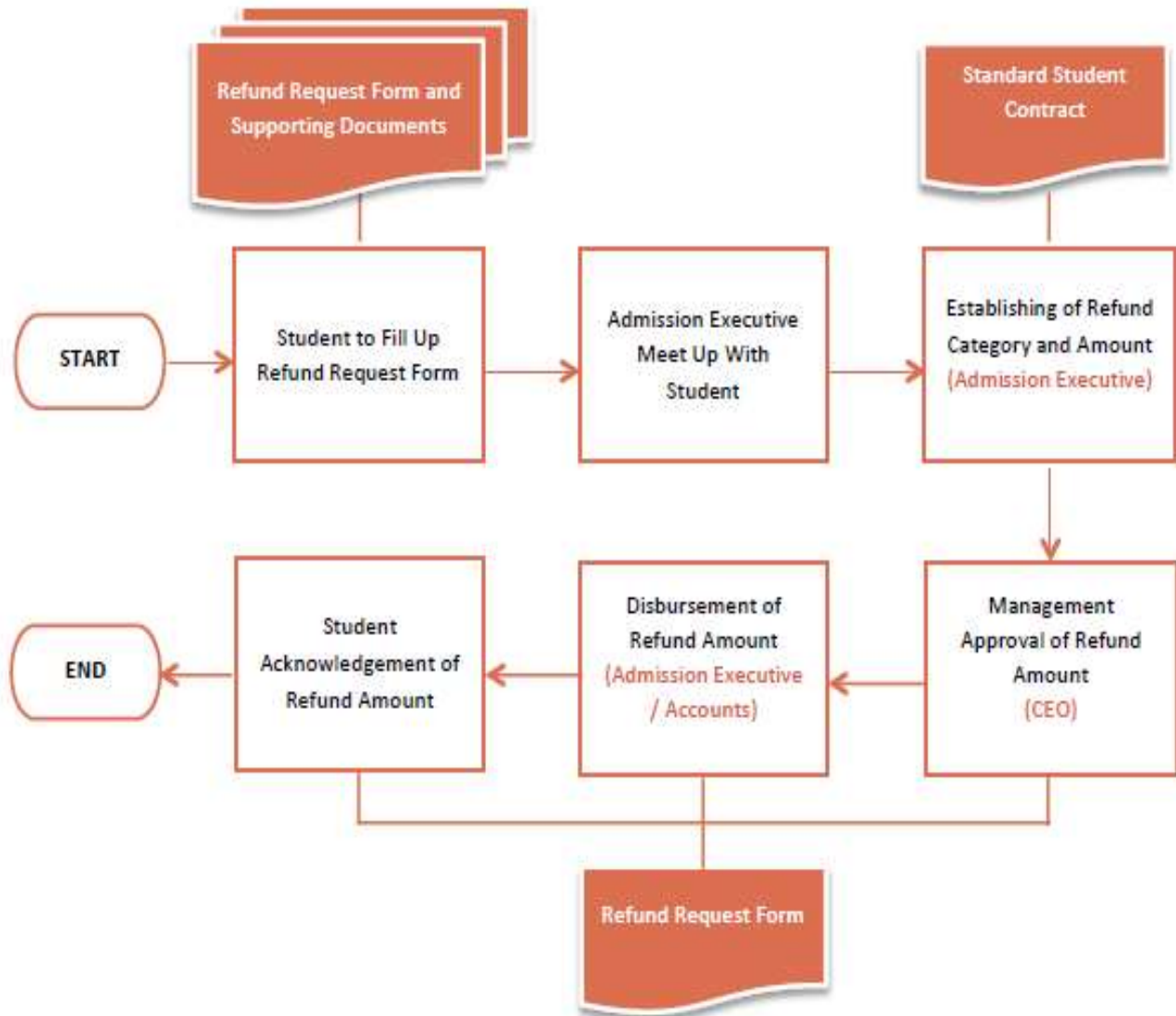
- f) Non Refundable Fees: -
- All Miscellaneous Fees stated in Schedule C of the Student Contract
- g) The refund policy shall be clearly communicated to all its students via the website, student contract and student handbook.
- h) The refund policy shall be clearly explained to all students and prospective students.
- i) Zesprion shall regularly review the refund policy to ensure that it remains fair to students.

Notes:

Conditions where a course may be cancelled:

- 1) The intake does not meet a minimum enrolment of 5 students.
- 2) The teacher is suddenly hospitalized and a substitute teacher cannot be found.

## Refund Procedure



## Transfer and Withdrawal Policies

### Policy Statements

#### **a) The policy on transfer/withdrawal:**

- i. A student who requests for an internal course transfer within Zesprion must have their existing contract terminated. A new student contract will be signed based on the procedures for executing student contracts. The Refund Policy shall apply unless as otherwise agreed between the School and the Student.
- ii. All request must be made in writing. Verbal notice is not accepted.
- iii. 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.
- iv. Students under the age of 18 years old are to obtain parent's / legal guardian's consent in writing for course transfer / withdrawal request.
- v. A student who withdraws from Zesprion to enroll with another school (i.e. discontinues all its courses with the school) shall be deemed to have withdrawn from Zesprion and the refund policy and procedures shall apply.
- vi. As the School does not allow deferment, all deferment will be treated as withdrawal.

#### **b) Conditions for granting of Transfer and Withdrawal:**

- All outstanding fees must be settled prior to request for withdrawal and/or transfer
- Student to fill in Course Transfer / Withdrawal Request Form, including submission of any supporting documents and adhering to the process as stated in the Course Transfer and Withdrawal Procedures
- Student must go through a counselling session (as and when required and deemed necessary by the School) by Zesprion's appointed staff to establish the reasons for a transfer / withdrawal before the application can be processed.

#### **c) Conditions for Refund**

The School's Refund Policy shall apply for all qualified refunds. Students are to refer to the School's Refund Policy and the Standard Student Contract for further details.

#### **d) Student Pass Status**

##### For Course Transfer

For Student's Pass holder, course transfer is subject to ICA's approval of the new Student's Pass. In the event that an application pertaining to transfer is rejected by ICA, the following scenario will happen:

- (1) Student can choose to continue studying with the current course
- (2) Appeal to ICA
- (3) Withdraw from current course and Student's Pass is to be cancelled within 7 days.

All transfers will be processed via ICA's Solar+ System.

##### For Course Withdrawals

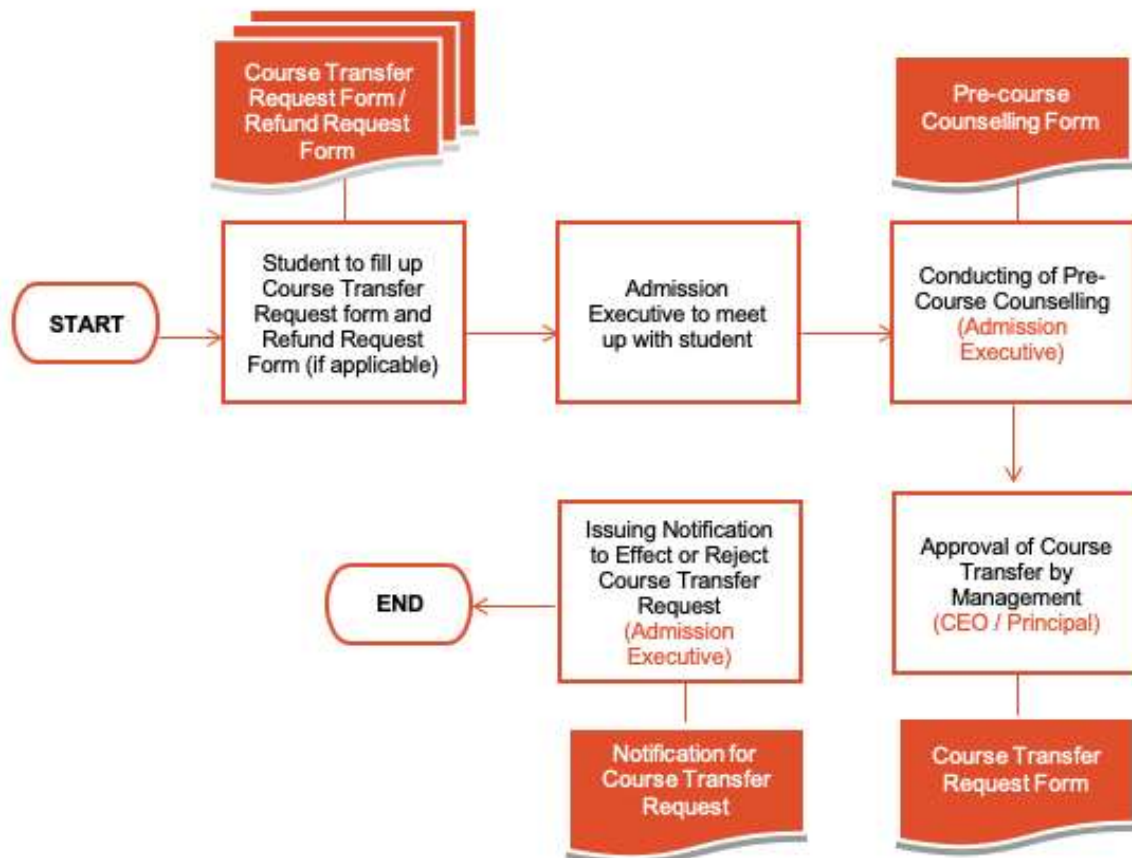
Student's Pass holder is required to submit his/her passport and Student's Pass to the School for cancellation of Student's Pass with ICA.



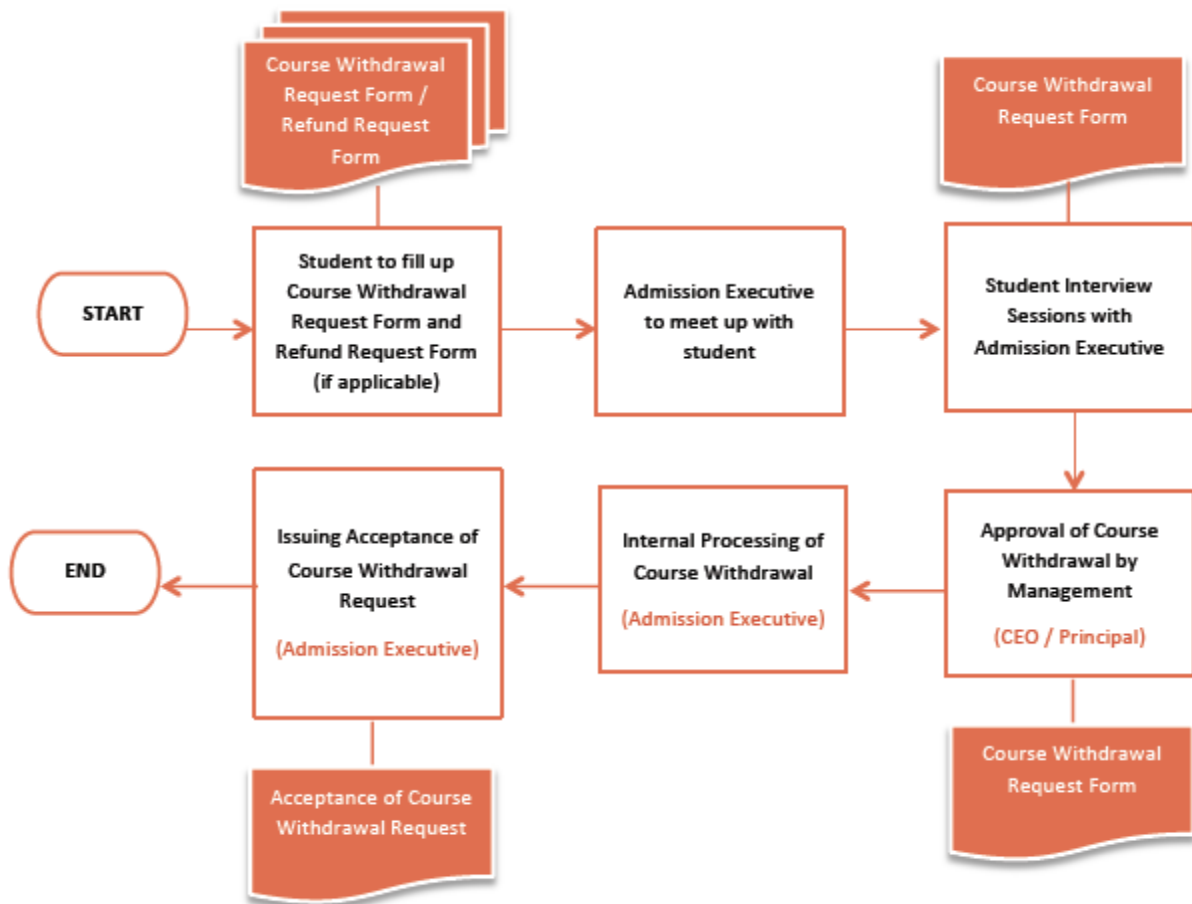
**e) Timeframe for assessing and processing transfer / withdrawal cases**

The entire transfer / withdrawal process, from date of application to notifying student of final outcome (including internal appeals), should not be more than 4 weeks. If the final outcome is not in favor of the applicant and applicant do not accept the results, respective staffs are to handle each situation according to Zesprion’s dispute resolution policy.

**Transfer Procedure**



## Withdrawal Procedure



## Dispute Resolution Policies

### Policy Statements

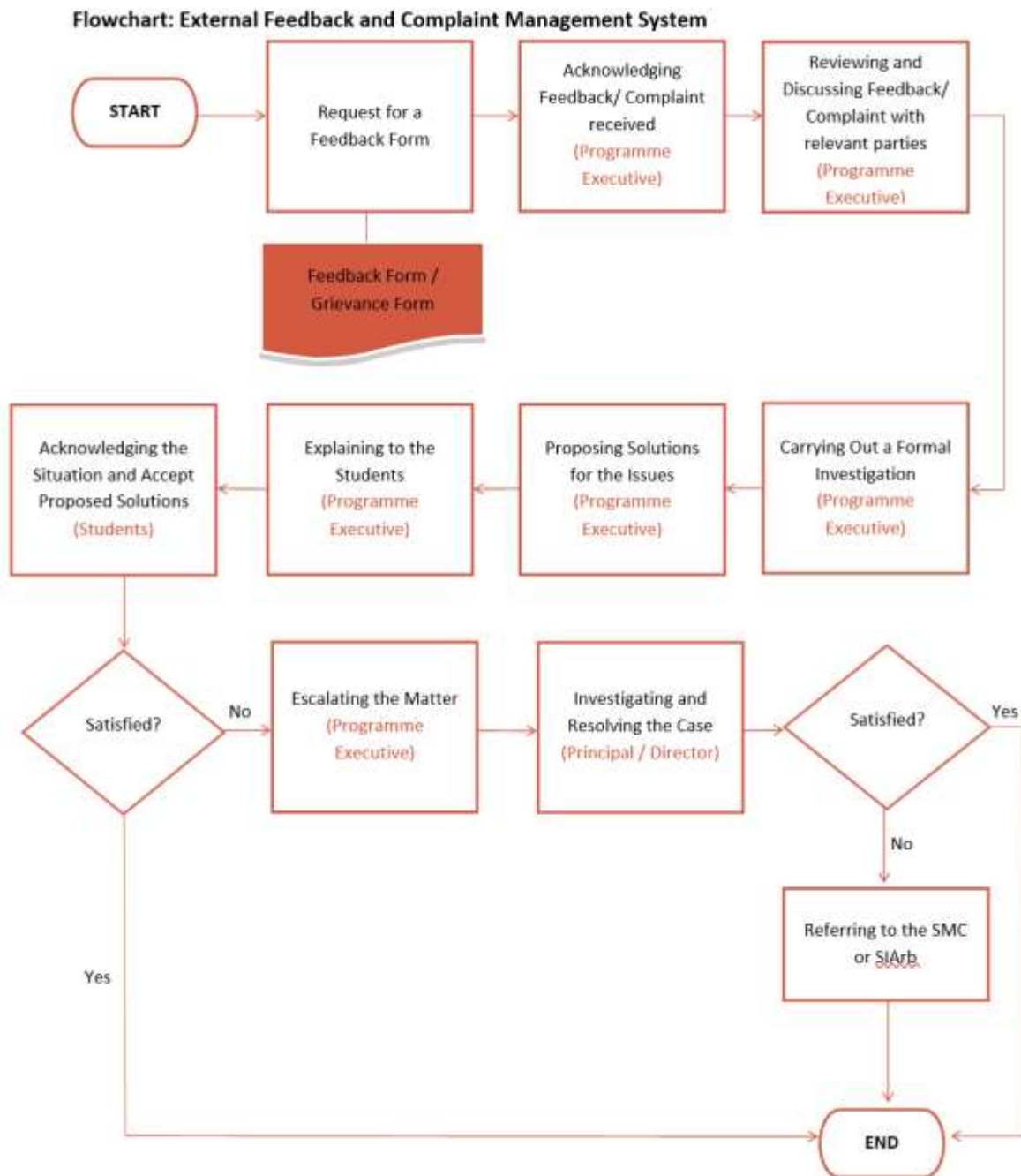
#### **Handling of Feedbacks and Complaints**

1. Zesprion accepts written (emails / letters / Feedback Forms / Grievance Form) for ease of providing feedback.
2. Zesprion is to seek feedback from its key stakeholders and external partners for continual improvement of its systems and processes.
3. All feedbacks and complaints must be properly recorded and /or documented. Any correspondence (including actions taken) between the School and the student must be annexed as evidences. This is to ensure that any staffs handling the case are kept aware of the progress / outcomes.
4. In the event of any appeals for repeats, suspension, expulsion and awards, Zesprion's Dispute Policy and Process shall follow.
5. It is the responsibility of the Programmes Executive to notify relevant departments of any feedbacks and complaints.
6. Students must be kept informed of the status of their feedback / complaints.
7. Programmes Executive is to respond to respective students within 3 working days of receipt of the feedback / complaint.
8. Programme Executive will then propose a solution for the issue raised and explain it clearly to the student within 7 working days upon receiving of the complaint.
9. All complaints must be resolved within 21 working days upon receiving date of the complaints. In the event that the deadline is not adhered to, respective students must be notified and the reasons with regards to the delay must be made known.
10. All feedback and complaints are to be evaluated, and improvements to be made in response to them. Such improvements are to be documented for re-evaluation after its implementation, and the complainant/person giving feedback will be informed.

#### **Alternate Remedies in Dispute Resolution**

In the event that Zesprion and the student cannot come to an agreement and / or the student does not accept the final decision of the School's Management Team, they will be referred to Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb).

## Dispute Resolution Procedure



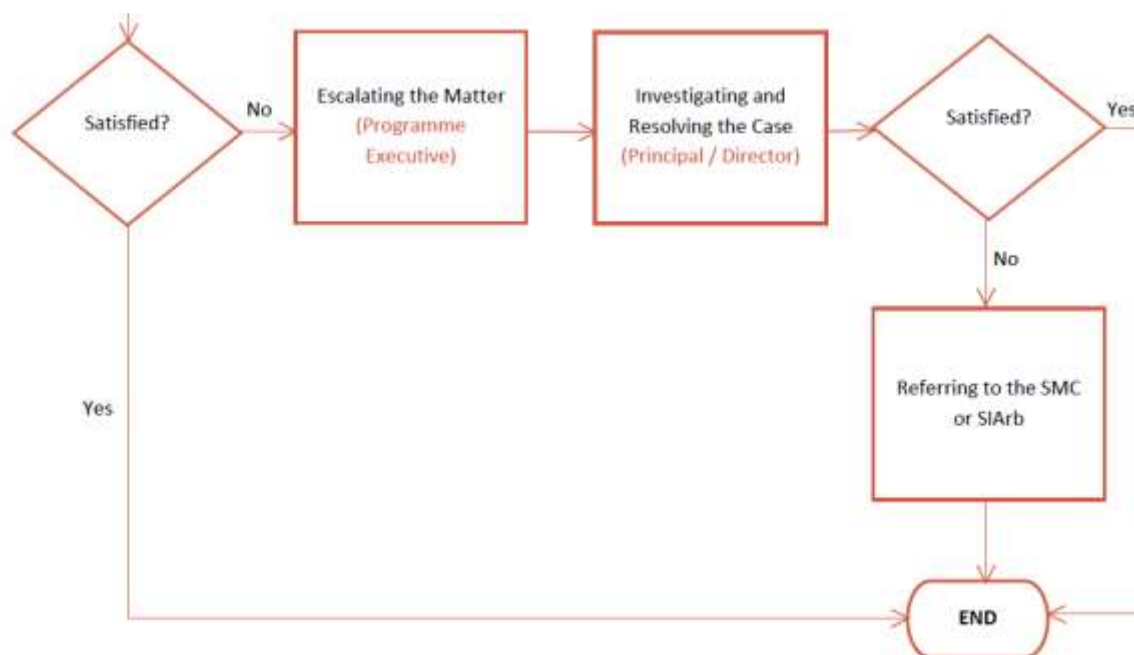
\*\* CPE Dispute Resolution Website: <https://www.ssg.gov.sg/cpe/student-services/dispute-resolution.html>

SMC Website: [www.mediation.com.sg](http://www.mediation.com.sg)

SI Arb Website: [www.siarb.org.sg](http://www.siarb.org.sg)

## Late Payment Policy

- The School shall have a fair and reasonable Late Payment Policy for any payments made.
- The School adopts the Late Payment Policy as per Clause 1.4 of the Student Contract as set out by CPE.
- The Late Payment Policy shall be clearly communicated to all its students via the website, student contract and student handbook.
- The Late Payment Policy shall be clearly explained to all students and prospective students.
- The School shall regularly review the Late Payment Policy to ensure that it remains fair to students.
- Late Payment Policy – All course fees must be paid before or by the scheduled due dates which are reflected in Schedule B of the Student Contract. The School considers payment made 5 days after the schedule due date(s) in Schedule B (as per the Student Contract) as late. A late payment fee of S\$200.00 (reflected in Schedule C) may be imposed if payment is received 5 working days after the schedules due dates. Failure to comply may lead to



withdrawal of student's enrolment.

- The School reserves the rights to make amendments to the terms and conditions of the policy. All decisions of the School's Management are final.

## Standard PEI- Student Contract

The Standard PEI-Student Contract ("Student Contract") Zesprion adopts is a very important legal document between the School and the student.

It is the responsibility of the School to explain the following contents of the student contract in English or in the native language of the student, where applicable.

- Course information and Fees
- Course information and Fees Refund Policy, including Refunds for Withdrawal for Cause and Refunds for Withdrawal without Cause
- Fee Protection Scheme by Insurance or Escrow
- Medical Insurance Scheme
- Any other information as deemed necessary

All students are required to sign two original sets of student contract. One set will be given to the

student and one set will be kept by the School.

If any amendment is made which will change the original intent of the student contract, both the student and Zesprion must sign beside the amendment(s) on both sets of the original student contracts. Any changes to existing signed Student Contract is to be accompanied by an addendum / notices with acknowledgement. Any amendments made to the Student Contract must be accompanied with an acknowledgement signatory by both the school's staff and student / parent / guardian.

All fields must be completed in the student contract. Where it is not applicable, it must be indicated with "not applicable or N/A".

Students are given a 7-day cooling off period from date of signing the student contract, whereby should they decide to withdraw from the course, maximum refund shall apply.

Each Student Contract is meant for admission to one course only and individual student contracts will be entered with each student admitted into the courses offered.

If a student wishes to repeat the same course or transfer to another course, a new Student Contract has to be issued.

## Fee Protection Scheme (FPS)

The FPS serves to protect the students' fees in the event that a PEI is unable to continue operating due to insolvency, and/or regulatory closure. The FPS also protects the students if the PEI fails to pay penalties or return fees to the students arising from judgments made against it by the Singapore courts.

The FPS is **compulsory** for all students taking programmes at PEIs seeking EduTrust certification.

At Zesprion, we have entered into an agreement with Liberty Insurance for the FPS requirements. All course fees will be protected under Liberty Insurance.

Total course fees will be paid directly into our Zesprion Bank Account below:

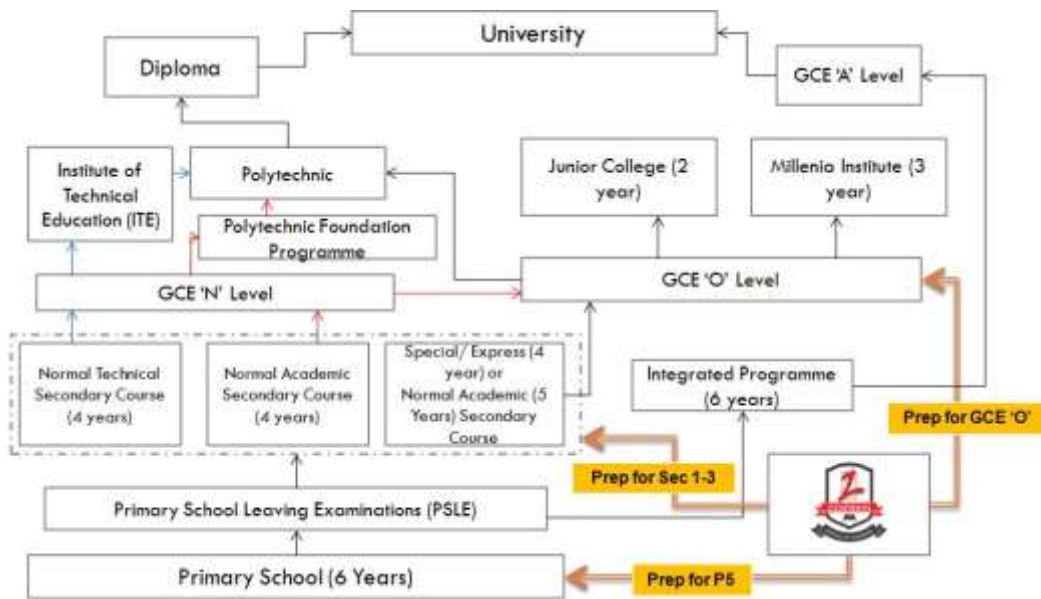
<b>Account Name</b>	<b>:ZESPRION SCHOOL OF LEARNING PTE LTD</b>
<b>Account Number</b>	<b>:005-902224-4</b>
<b>Bank Name</b>	<b>:DBS Bank Ltd</b>
<b>Bank Code</b>	<b>:7171</b>
<b>Swift Code</b>	<b>:DBSSGSG</b>

## Confidentiality and Security policy

All relevant stakeholders are required to sign on the Data Protection Statement as part of Personal Data Protection Act (PDPA).

## About Singapore

### Singapore Education System



For more information about Singapore Education, please refer <http://www.moe.gov.sg>

### Relevant Laws for International Students

#### **Immigration & Checkpoints Authority (ICA) Regulations**

All international students with Student's Pass must meet the following requirements:

- He/ She is only permitted to attend the course at the school that the students' pass is approved.
- He/ She must have a minimum of 90% attendance per month or not be absent from the course for 7 consecutive days without any reason.
- He/ She are not permitted to engage in any form of employment or attend an industrial attachment/internship programme, whether paid or unpaid, without a valid work pass issued by Ministry of Manpower.
- He/ She must surrender his/her Student's Pass for cancellation within seven days from the date of cessation or termination for his/her studies or course.

For more details of ICA regulations, please refer to the ICA website: [www.ica.gov.sg](http://www.ica.gov.sg).

## Relevant Singapore Laws

These include, but are not limited to, immigration requirements, laws on driving, drugs and alcohol abuse, employment, smoking, traffic and littering;

**IMPORTANT: IGNORANCE OF THE LAW IS NO EXCUSE TO BREAK THE LAW, THE RESPONSIBILITY LIES ON EVERYONE TO KNOW THE LAW**

<b>Immigration</b>	All international students studying in Singapore must have a valid passport and a Student Pass from the ICA (Immigration and Checkpoint Authority).
<b>Employment</b>	International students are not allowed to work in Singapore without a Work Pass Exemption from the MOM (Ministry of Manpower).
<b>Driving</b>	All drivers must be in possession of a valid Singapore driving license and the vehicle must be insured.
<b>Drugs</b>	Possession of Controlled Drugs is presumed to be for trafficking, an offence which can carry the death penalty.
<b>Alcohol Abuse</b>	Any offense committed while being intoxicated (drunk) is punishable under the law. Drunk driving is a serious offence.
<b>Smoking</b>	Smoking in specific public places and indoor restaurants is prohibited.
<b>Traffic</b>	Jay walking is an offence.
<b>Littering</b>	Littering, spitting and vandalism (with graffiti) in public areas are serious offences.

## Student Support Services

### Person/Department to Approach for Advice or Assistant:

Issues	Person in Charge	Contact No.
Pre-Course Counselling	Staff/ Recruitment Agent	6255 2352
Post-Course Guidance	Management Team/ Principal	
Pastoral Counselling	External Counsellor - Contact via staff	
Academic Counselling & Career Guidance	Principal/ Teachers	
Advice on policies, hospitalization insurance, accommodation & students' pass matter	Admission Executive	
Schedule, Time-table, Material	Programme Executive	
Dispute	Principal /	



	Admission Executive	
Emergency assistant	Principal	

### **Committee for Private Education (CPE)**

\*Committee for Private Education (CPE) is part of SkillsFuture Singapore (SSG)

Student can refer to the CPE website at <https://www.ssg-wsg.gov.sg> for more information about private education institutes in Singapore.

### **Accommodation**

Student, who needs help in sourcing for an accommodation in Singapore, can approach our help to recommend or introduce an accommodation that suits your preference.

The different housing types in Singapore are:

1. Rental of housing development board (HDB) flat / room
2. Rental of private flat / room
3. Accommodation with families in Singapore / Home Stay
4. Hostel / Boarding home

The estimated rental rate per month ranges from \$600 and above to per month. Students must also bear in mind to set aside expenses for food, transport, and miscellaneous. The estimated amount, which varies with individuals, ranges from \$450 to \$650 per month.

### **Medical Insurance**

All students are required to purchase medical insurance throughout their course of study with Zesprion. We have in place Medical Insurance for all its students (except for those specifically allowed to opt out under the EduTrust Certification guidelines) who will be insured under the Group Student Medical Insurance & Group Personal Accident Insurance plan.

Local students (Singaporeans and PRs) who have existing medical insurance plan which must include (i) an annual coverage limit of not less than S\$20,000; (ii) cover for at least B2 ward in government and restructured hospitals; and (iii) 24 hours coverage in Singapore throughout the course duration, will be allowed to opt out of the insurance plan provided a copy of such insurance plan is furnished to us prior to being allowed to opt out of the insurance plan.

Zesprion has entered into a Group Student Medical Insurance & Group Personal Accident Insurance plan with Liberty Insurance.

#### *Appendix*

1	<i>Group Student Medical Insurance- Product Summary</i>
2	<i>Group Personal Accident Insurance- Product Summary</i>
3	<i>Group Student Medical Insurance Frequently Asked Questions</i>

### **Pastoral Counselling**

Pastoral Counselling is done by external professional counsellors to students who are having emotional problem.

Pastoral Counselling includes:

- \* providing emotional support for students to help them cope with mental stress relating to a new environment or course demands.
- \* implementing programs to create a culture and climate of care, trust and friendliness that encourage student attendance and involvement.

### **Academic Counselling**

Academic counselling with the teacher/ head of department if student score less than 30% for continuously 2 times in any subjects' tests without any improvement.

Teacher/ head of department will work out remedial actions where possible and set target of at least 10% improvement. Teacher will monitor the student. If students can achieve 3 consecutive improvements that achieve target, they will be removed from academic counselling.

If students results remain unchanged or become worse, they will be advised to change level, go for pastoral counselling (PC) for any issues related to poor academic performance and seek external help (e.g. tuition).

### **Academic Consultation**

Zesprion will conduct talks that guide our students in selecting their path of studies upon course completion. With the aim and purpose in mind, Zesprion carries out target setting exercises to lead students towards achieving their goals.

## **Application of AEIS**

Assistant could be rendered to help students apply for the Admission exercise for international students (AEIS).

There will be a charge of S\$100 for this registration. The items included in this fee are as follow:

- \* Pre-exam briefing
- \* Registration for AEIS exam
- \* Transport from Zesprion to and from exam venue
- \* Lunch box provided on exam day
- \* Upon receiving posting, result will be forwarded to guardian

For more information about AEIS and S-AEIS, please visit MOE website below.

**<https://www.moe.gov.sg/international-students/admission>**

## **ICA-Related**

Zesprion will assist our students in Student Pass application, renewal, and cancellation. Once, the application is approved by ICA, Zesprion will arrange for the students to go to ICA to complete formalities and to collect their student passes.

## **Medical Checkup Arrangement**

Zesprion is able to assist and bring students for medical check-up, if required.

## **Guidance Talks**

Zesprion will invite experienced speakers to conduct talks for our students. Some examples of the talks are Time & Stress Management, and Motivational Talks.

## **Other Student Support Services**

In addition, Zesprion also conducts Orientation using Orientation PPT for students to help them understand Zesprion and Singapore better. Student will also be allowed to loan books from the school library. There are also Activity Days which allow the students to bond with their classmates and teachers outside of their classrooms. Lastly, the school will prepare fortnightly reports for students and parents which allow them to monitor their academic progress.

## **STUDENT MATTERS**

### **Code of Conduct**

Students of Zesprion should observe the code of conduct in the school:

#### **Personal Aspect / School Attire**

- Wear Zesprion Uniform (Polo T-shirt) daily to school
- Wear Zesprion Activity T-shirt on activity day
- Students are to always portray a neat and tidy image
- Be decently attired – no short shorts, short skirts, low neckline, etc.
- Complete your homework regularly
- Rest well at night so you will not feel tired in class and have a tendency to rest your head on the table
- Aim to hit the target set for you by your teachers

#### **Be Polite and Respectful**

- Greet your teachers, non-teaching staff and friends / other students
- Ask for permission before leaving the classroom (eg. to go to the toilet)

#### **Be Law-abiding and of Good Behaviour**

- No smoking, gambling, littering, vandalizing, consumption of drugs and alcohol
- No fighting or acts of disturbance
- Every student must hold a valid passport and student pass
- No forging of medical certificates or other official documents

#### **During Lessons**

- Attend classes regularly and punctually
- Be helpful especially towards the weaker students
- Use mobile phones / electronic devices with the permission of teachers
- Complete your homework regularly

### **Rules & Regulations for Students**

Students are obliged to follow the rules and regulations when they are on Zesprion's grounds or/and attending Zesprion's classes and activities. Students who have committed severe offences will face disciplinary action, which deems fits for the situation.

<b>Expected Behavior</b>	
Students must attend lessons regularly and punctually	Students who have poor conduct will be identified

Be polite and respectful to all staff and students	and will have to undergo a pastoral counselling session and close monitoring.  Letter of Reminder to be issued at discretion of Disciplinary Board.
Be decently attired in a manner that conforms to social and moral norms	
International student must hold a valid passport and student's pass during their period of education at Zesprion	
All absence must be supported with a valid medical certificate or other supporting relevant explanation	

Once a student is referred to Disciplinary Board, student to meet up with at least one of the disciplinary committee members with or without presence of parent or guardian. If without presence of parent or guardian, they will be informed after of the incident in writing.

<b>Severe Offences</b>	
Smoking	1st Offence: Verbal Warning  2nd / 3rd / 4th Offence: Letter of Warning (3 times)  5th and above Offence: Zesprion reserves the rights to expulse student based on case by case.  <b>* Such offences are considered very severe and Letter of Warning will be served on 1st offence.</b>
Consumption of drugs *	
Consumption of alcohol	
Gambling	
Vandalism	
Littering	
Fighting / Acts of Disturbance *	
Forging of medical certificates or other official documents *	
Bullying, including Cyber Bullying	
Cheating in any form of assessments, including tests and examinations *	
Open defiance and rudeness	
Continual late-coming / absence without valid reasons	
Leaving classroom / school grounds without permission	
Unlawful actions (according to Singapore Laws) *	
Improper attire and grooming	

Students who face severe disciplinary problem or served more than three written warning letters without showing improvement will be required to withdraw from Zesprion with prior notice given to the students' parent or guardian if they are below 18 years old.

### **Attendance & Leave of Absence**

The school encourages all its students to be regular and punctual for their daily classes. Please note the attendance requirement and leave application guidelines as mentioned below:

- All students on a Student Pass should have a minimum attendance of 90% per month.
- All non-student pass holders should have a minimum attendance of 75% per month.
- Any absenteeism should be supported by medical certificates / approved student leave.
- Immigration and Checkpoints Authority of Singapore (ICA) will be notified by the school whenever a student on Student Pass has a monthly attendance of less than 90%.
- Student Pass Holders who miss 7 consecutive days of class will be liable to have their student pass be cancelled with effect from the 8th day and the letter of cancellation will be emailed to the student.
- Attendance is to be taken twice per class. Once at the beginning of class by the Teachers and another at the end of the class by students. Students who enter the class within 15 minutes from the start of class will be considered present, while students who enter the class after 15 minutes from the start of class will be marked as late. Students who do not turn up at all will be marked as absent.
- The school will monitor student attendance on a monthly basis, and intervention actions (pastoral counselling) will be taken to help students with poor attendance.
- Students whose attendance falls below the minimum required attendance of 90% per month will be given a Letter of Reminder.

### **Leave Application Process**

- Medical Certificates (MCs) from certified health practitioners must be produced if the student is unwell.
- Up to one sick leave application (without MC but a letter from Guardian) per term will be approved.
- MCs and Students Service Request Form must be submitted within 3 working days.
- Any special request for an intended absence must be applied by filling in the Students Service Request Form and attach any relevant supporting document and/or letter from parent or guardian. The school reserves the rights to approve or disapprove such request.
- International students holding Students Pass will have to meet a minimum attendance rate of 90% for the course attended, in order for the students' pass to be renewed. Failure in meeting 90% of course attendance will be subjected to the strict review of ICA.

### **Leave Class without Permission**

Students who leave the class halfway without seeking the teacher's written approval will be considered as absent for the day. For more details please refer to table below.

### **Late for Class**

Students who are late for more than 30 minutes will be deemed as absent for the day. For more details please refer to table below.

### **Issuing of Reminder Letter**

<b>Scenario</b>	<b>Actions to be Taken</b>
Leave class without permission for 1 <sup>st</sup> time	Verbal warning
Leave class without permission for 2 <sup>nd</sup> time	Issue one Letter of Reminder (Considered as absent) and send for Principal Talk
Late for 1 time	Verbal warning
Late for 4 times	Issue one Letter of Reminder and send for Principal Talk
Late for 6 times	Issue one Letter of Reminder and send for Principal Talk
Late for 10 times	Issue one Letter of Reminder and send for Principal Talk
Attendance < 90% per month	Issue one Letter of Reminder and send for Principal Talk

Letter of Reminder should be sent to students once they are absent for 2 days or more. When a student has been reported to ICA for attendance issues, a copy of the letter will be cc to the parents/guardian of the student.

If student accumulate up to 3 reminder letters, students will be sent to the Disciplinary Board. Students might face expulsion and cancellation of Student's Pass depending on the Board and Management.

### **Passing Mark**

The passing mark is 50% for test, presentation/ project, quiz, test and examination.

### **Loan of Library Books**

Students are allowed to loan the books in our library with a maximum loan period of up to 2 weeks for each book. If a few books are loan on the same date, the loan period will run concurrently.

For loan, students are to hand the loan card to our Administrative Executive for

recording. For return, students will drop the book in the drop box provided.

All books loan have to be returned to us by the end of each term.

For books misplaced, students have to replace the book in term of cash, which is the same value as the price stated on the library card.

### **Examination Rules and Regulations**

1. You must not have in your possession :
  - Any unauthorized electronic, communication, entertainment or gaming devices capable of capturing, storing, displaying and/or transmitting or receiving visual, audio or verbal information within the examination premises.

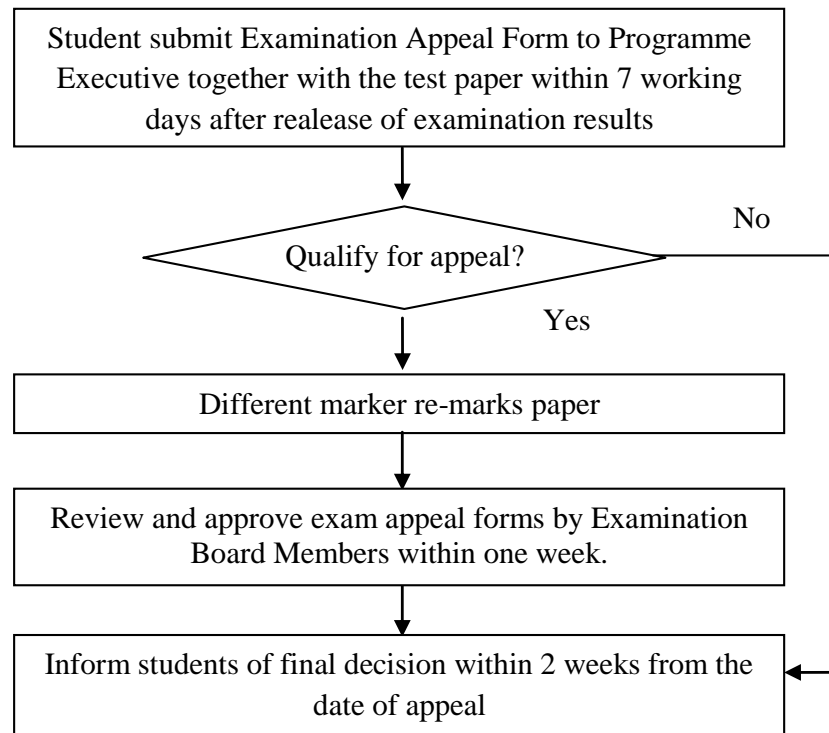
Examples include, but are not limited to, mobile phones, cameras, tablets, earphones/earpieces (wired or wireless), smart wrist watches/glasses, fitness trackers and pens with image capturing abilities.

  - Any unauthorized reference materials or notes. All stationery/belongings taken into the examination venue (e.g. pencil case, calculator cover, cover for ruler etc) must not have any unauthorized notes/information written on them You must also ensure you do not have any information of notes written on any parts of your body (e.g hands and thighs).
2. You must not commit or attempt any acts of dishonesty, or the support of such acts (e.g taking the exam on someone else's behalf, using unauthorized devices to gain an advantage, copying of answers).
3. You must not commit plagiarism (i.e using someone else's work or findings without acknowledging the source of that information) or the support of such offences.
4. You must not communicate or attempt to communicate with any other candidate/person inside or outside the examination room during the examination.
5. You must not turn around and should also only face the front during the examination.
6. You must not exhibit improper conduct or misbehaviour during the examination. For example, disrupting other candidates, leaving the examination area without approval or unescorted, not obeying instructions from the invigilator.
7. If you are not feeling well or need to go to the washroom urgently, remain seated and raise your hand to inform the invigilator. You must not leave the examination room without permission from the invigilator.



8. You must not continue to write after the invigilator has made the announcement to stop writing. You are to remain seated until all the examination papers have been collected by the invigilator.
9. If you are unable to sit for an examination (e.g. medical reasons, bereavement, physical injuries etc), you will need to have the relevant supporting documents (e.g medical report/statement from a qualified medical practitioner).
10. If you are absent for the examination and do not have any supporting documents, you will be given a zero for that examination.
11. The school takes serious view of students who are caught cheating or attempting to cheat. Disciplinary acts will be taken against those students. Parents/guardians of the concerned students will be informed and the students will be awarded 'zero' for that examination paper. Recalcitrant will be referred to Principal for necessary action.

### **Appeal Procedure for Academic Results**



## **Notification for Updates of Important Information**

Students are expected to keep Zesprion updated of changes to any of the following:

1. Issue of new passport
2. Issue of new or renewed student pass and embarkation card from ICA
3. Changes in both local and overseas particulars. E.g. telephone number, mobile number, address, email address
4. Criminal or law suits against/ for the students

Do approach the office staff to inform them of the changes if necessary.

## **Feedback**

Zesprion adopts an integrated approach to managing various feedbacks and complaints provided by students and external stakeholders. There are many platforms and avenues where students and external stakeholders are able to provide feedback and complaints to the School. They are as such:

- Feedback Form
- Student Committee Meetings
- Principal Dialogue Sessions
- Zesprion's Email

## **Mode of Notification**

Students will be informed promptly and be given sufficient time to prepare for any changes pertaining to our courses and /or policies that will affect them directly. The students will be informed via one or more of the following methods:

- Pin up notices on the notice boards at Zesprion premises
- Formal letter will be issued to students
- Contacting through telephone / mobile phone
- Website announcement

## **Personal Data Protection Act (PDPA)**

Students will be required to sign on the Data Protection Policy upon confirming registration to Zesprion. In signing the data protection policy, the student is deemed to have understood the purposes for which Zesprion may collect, use and disclose their personal data and have consented to Zesprion collecting, using and disclosing for the purposes and related purposes as stated in the data protection policy.

Parents/Guardians will have to sign the data protection policy should the student be below 18 years old.

Should students/parents/guardian or any relevant stakeholders have further enquiries regarding the Personal Data Protection Policy Zesprion adopts, they may contact the Data Protection Officer at:

Name : Ms Rachel Yong  
Address : 529 Balestier Road, #02-02 Singapore 329856  
Telephone : +65 6255 2352  
Email : [admin@zesprion.com](mailto:admin@zesprion.com)

For more information about the PDPA, please visit the Personal Data Protection Commission's website at <http://www.pdpc.gov.sg>

## **Contacts**

### **Zesprion**

Office no.	+65 6255 2352
Fax.	+65 6256 0370
Email	admin@zesprion.com
Website	<a href="http://www.zesprion.com">www.zesprion.com</a>
Facebook	<a href="http://www.facebook.com/zesprion">www.facebook.com/zesprion</a>
Main Address	529 Balestier Road #02-02 Singapore 329856

### **Emergency**

Police	999 (toll-free)
Emergencies/Ambulance/Fire Brigade	995 (toll-free)
Samaritans of Singapore (SOS)	1800-221-4444 (24 hours Emergency Counselling)

### **Important Services**

Police Hotline	6225 0000
Traffic Police	6547 0000
Non-emergency ambulance	1777
Civil Defence Emergency Information	1800-2865555
Singapore General Hospital	1800-3213591
Power Grid Hotline (Blackout)	1800-7786666
Immigration Checkpoint Authority Hotline	6391 6100 (Web: <a href="http://www.ica.gov.sg">www.ica.gov.sg</a> )
Committee for Private Education	6785 5785 (Web: <a href="https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-(peis))">https://www.tpgateway.gov.sg/resources/inform ation-for-private-education-institutions-(peis))</a> )
Ministry of Manpower	6438 5122

