Our Mission:
To upgrade the professionalism, service, productivity
of the travel & tourism trade through
training and education

11 Eunos Road 8, #05-02 Lifelong Learning Institute, Singapore 408601
Tel: (65) 6238 8688  Fax: (65) 6238 8088
Email: info@tmis.edu.sg  Website: www.tmis.edu.sg

Version 9.1
30 June 2016
TMIS
## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>TMIS Commitment</td>
<td>2-3</td>
</tr>
<tr>
<td>TMIS Top Management</td>
<td>4</td>
</tr>
<tr>
<td>TMIS Facilities and Services</td>
<td>5-6</td>
</tr>
<tr>
<td>Information to Students</td>
<td>7-15</td>
</tr>
<tr>
<td>Rules and Regulations</td>
<td>16-18</td>
</tr>
<tr>
<td>Examination/ Assessment Regulations &amp; Policy</td>
<td>19-21</td>
</tr>
<tr>
<td>Appeal of Academic Result</td>
<td>22-24</td>
</tr>
<tr>
<td>Student Feedback &amp; Grievances</td>
<td>25</td>
</tr>
<tr>
<td>About Council for Private Education (CPE)</td>
<td>26</td>
</tr>
<tr>
<td>Administrative Guide for Students</td>
<td>27</td>
</tr>
<tr>
<td>• Examination/ Assessment Administrative Guide for WSQ Courses</td>
<td>28-31</td>
</tr>
<tr>
<td>• Examination/ Assessment Administrative Guide for IATA Courses</td>
<td>32</td>
</tr>
</tbody>
</table>

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**TMIS Commitment**

**Our Vision**

To be an established training institute in Singapore and the region providing training for the travel & tourism industry.

**Our Mission**

To upgrade the professionalism, service, productivity of the travel & tourism trade through training and education.

**Our Corporate Culture**

**High Training Standards**
We are committed to providing a high standard of training.

**Quality Training Courses**
We provide quality courses that are recognised and relevant to the changing needs of the industry.

**Staff/Student Welfare**
We value and care for the well-being of our staff and students.

**Environmental and Community Policy**
We are environmentally friendly and community conscious.

**Our Core Values**

**Excellent Customer Service**
We provide excellent customer service and always strive to surpass customer’s expectations. The management and staff of TMIS will constantly maintain strong work ethics to foster good relationships with our partners and customers.

**Team Spirit**
TMIS staff are well trained to handle the day-to-day operations and able to multi-task. With a strong team spirit, they’re productive, efficient and effective.

**Innovation and Creativity**
Staff are constantly encouraged to come out with new ways of doing things and think out of the box.
Service Guarantees

Tourism Management Institute of Singapore (TMIS) shall have a fair and reasonable refund policy for any payment made and will clearly communicated to all students.

Customer Service Statement

As our valued customers and students, you will experience the services of our dedicated staff who are caring, efficient, professional and reliable.

Our objective is to maximize your potential and help you achieve your desired goals.

Confidentiality

TMIS is committed to maintaining the confidentiality of the student’s personal information and undertakes not to divulge any of students’ personal information to any third party without the prior written consent of the student.
# TMIS Top Management

## Board of Directors

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Mr Devinder Ohri</strong></td>
<td>Chairman, President, National Association of Travel Agents Singapore</td>
</tr>
<tr>
<td><strong>Dr Wong Hon Mun</strong></td>
<td>Board Member, Deputy Director, Agri-Food &amp; Veterinary Authority of Singapore</td>
</tr>
<tr>
<td><strong>Mr Simon Er Kim Haw</strong></td>
<td>Board Member, Secretary-General, National Association of Travel Agents Singapore</td>
</tr>
<tr>
<td><strong>Ms Ong Ling Lee</strong></td>
<td>Board Member, Director, Travel Agents and Tourist Guides, Singapore Tourism Board</td>
</tr>
<tr>
<td><strong>Mr Yap Puay Beng</strong></td>
<td>Board Member, Executive Director, Tourism Management Institute of Singapore</td>
</tr>
<tr>
<td><strong>Ms Lim Sze-Szan Fiona</strong></td>
<td>Board Member, Chairman, Manpower &amp; Training, National Association of Travel Agents Singapore</td>
</tr>
</tbody>
</table>

## Academic Board

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Mr Simon Er Kim Haw</strong></td>
<td>Chairman, Secretary-General, National Association of Travel Agents Singapore</td>
</tr>
<tr>
<td><strong>Dr Tan Khay Boon</strong></td>
<td>Board Member, Senior Lecturer, UNISIM School of Business</td>
</tr>
<tr>
<td><strong>Mr Albert Ho</strong></td>
<td>Board Member, Chairman - Air Transportation, NATAS, National Association of Travel Agents Singapore</td>
</tr>
</tbody>
</table>

## Examination Board

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Professor Lau Geok Theng</strong></td>
<td>Chairman, Associate Professor, Department of Marketing, NUS Business School</td>
</tr>
<tr>
<td><strong>Ms Lily Kow</strong></td>
<td>Board Member, Special Projects, TMIS</td>
</tr>
<tr>
<td><strong>Mr Low Nguyen Kiang</strong></td>
<td>Board Member, Independent Consultant</td>
</tr>
<tr>
<td><strong>Ms Stephanie Loo</strong></td>
<td>Board Member, Independent Consultant</td>
</tr>
</tbody>
</table>

For TMIS Management and Staff and other relevant information, please refer to the institution’s website: [www.tmis.edu.sg](http://www.tmis.edu.sg)
**TMIS Facilities and Services**

TMIS provides its students with a conducive learning environment to enable them to feel happy and safe.

The following are the facilities and services that facilitate the efficient and smooth operations of TMIS:

**Our Premises**

Our premises are certified by Singapore Civil Defense Force Fire Safety & Shelter Bureau (FSB). We participate in the building’s fire drill exercise regularly and when we do, we appreciate your cooperation. The staff will be on hand to brief and guide you.

TMIS has a total of 8 well-equipped training rooms, 1 student lounge and a mini library and admin offices.

Our address is as follows:

11 Eunos Road 8, #05-02
Lifelong Learning Institute,
Singapore 408601

Tel: (65) 6238 8688  Fax: (65) 6238 8088
Email: info@tmis.edu.sg  Website: www.tmis.edu.sg
Business Hours : 9am to 6pm, Mondays – Fridays
Closed on Saturdays, Sundays and Public Holidays

In case/s of emergency, we have a 24-hrs hotline service for our International students to contact us:
Hotline: (65) 96457324

**Student Services**

**EduTrust**
TMIS is an EduTrust-certified PEI being awarded with a 4-year EduTrust certification by the Council for Private Education (CPE). You may refer to CPE website for more information on Edutrust Certification for Private Education Institutes (PEIs).

**Medical insurance** is also purchased for all our international students. Local students have the option to opt out if they have their own insurance policies. Students may refer to Product Summary – Group Smartcare Executive (Private Education Institution) by AXA Insurance Singapore Pte Ltd.

All students are required to enter into a **Standard Student Contract**, which specifies important issues that both school and students are to observe.
**Student Advisory Services**
Students are advised of all the application procedures, terms & conditions and course information by our trained staff upon registration.

**TMIS Trainers**
We have a pool of full and part-time trainers, who are industry practitioners, experienced and qualified to deliver all TMIS courses.

The trainer-student ratio is on average 1:30 for academic courses, 1:25 for all WSQ programmes.

**Advisory, Counseling and Student Support Services**
In the course of your studies, student can seek professional advice and help from our trained student services' counselor including problems and issues relating to:

- Academic Studies/Assessments
- Communications & Feedbacks
- Student Welfare

**TMIS Mini Library and Internet Service**
Students are encouraged to utilize the TMIS mini library during office hours (Mondays to Fridays, from 10.00am to 5.00pm) whereby books are available for use within TMIS premises.

Students can access to free wireless and Internet Service in the Student Lounge.

**Change in TMIS ownership/management**
In the event that TMIS changes its ownership or management, TMIS will inform the Council for Private Education (CPE) and all its students within 14 days of such change.
Information to Students

1. Admission and Administration

- Please note that the admission to TMIS is dependent on the results of the school’s placement test, student’s pass application (for international students) and class vacancy.

- Students must inform the school in writing of any changes in personal particulars.

- TMIS is committed to maintaining the confidentiality of the applicant’s personal information and undertakes not to divulge any of the applicant’s personal information to any third party without the prior written consent of the applicant.

2. Student Pass Matters

- Student Pass Approval is solely dependent on Immigration and Checkpoints Authority and is not within the school’s control. Once the Student Pass is approved, the pass is only valid for study in TMIS.

- Students holding a Student Pass studying in Singapore are not allowed to work part-time/full time (with or without salary), in accordance to the law of Immigration and Checkpoint Authority (ICA).

- Students holding a student pass studying in Singapore should not be engaged in fights, drinking, gambling, robbery/stealing, drugs, prostitution, pregnancy or any illegal activities.

- Students holding a student pass studying in Singapore should not criticize, condemn or denounce the Singapore Government, the institution, either verbal or in writing, or violate the Institution rules.

- Students holding a student pass studying in Singapore should obtain approval from the Institute, if he/she is required to leave Singapore during his/her course of study.

- Students holding a student pass studying in Singapore are strictly prohibited from patronizing unhealthy entertainment spots. Students may be detained or arrested by police for patronizing the unhealthy entertainment spots.

- If Students holding a student pass studying in Singapore is late for more than 30 minutes, leave early without notice from class, medical leave without valid certification, absent himself / herself without reasons, it shall deem as absence from class without valid reason. Students failing to meet 90% attendance rate for the month will be reported to the ICA.
• Student holding a student pass studying in Singapore will not be issued the certificates/diplomas if they are found cheating in examinations.

• If students holding a student pass studying in Singapore terminate the study before the completion of the course, the institution will inform ICA to cancel the Student Pass, and subsequently process the necessary for the student’s exit from the Institution.

• ICA reserves the right not to renew/extend the Student Pass if the foreign student does not have at least 90% of attendance in the course of study.

• Student passes must be surrendered for cancellation within seven (7) days from the date of termination of their study or graduation. The following documents are to be produced:
  a. A letter from the student / the local sponsor about the cancellation of the student pass
  b. A confirmed Air-ticket
  c. Applicant’s valid travel document
  d. Disembarkation/Embarkation card
  e. Student pass card

3. Course Schedule
   ➢ All trainers will begin according to the course schedule, unless otherwise stated.
   ➢ For more details, please refer to the detailed schedule.

4. Classroom Scheduling
   ➢ A schedule screen is located at the front of admin office which indicates the assigned room for the day and course title.
   ➢ TMIS will adhere to the course schedule as stipulated in the timetable. However, in the event of unforeseen circumstances, TMIS reserves the right to make the necessary adjustment as it deems fit.
   ➢ Students will be informed of these changes as soon as they are made.

5. Classroom Norms
   ➢ Smoking, eating and drinking are not allowed in the classroom. Drinks are available at the student lounge.
   ➢ Kindly consume all food and drinks at the lounge and discard all used cans, cartons and waste into the bins provided.
6. **Photocopying**

1. Photocopying facilities are available at TMIS-Reception Area at S$0.10 per A4 and S$0.15 per A3 page and, subject to the Copyright Law, 1971 (i.e. only 10% of the book/document can be reproduced).

7. **Attendance**

   - All students are encouraged to achieve 100% attendance rate. For international students, you are required to attain at least 90% attendance according to ICA regulations; 75% for Local Students.
   
   - If a student is late for 30 minutes and more, he/she will be marked as ‘absent’ for that day. Please note that this will affect the student’s attendance rate if the student is absent regularly.
   
   - If a student is absent during the lesson time, he/she has to produce the proof of absenteeism (e.g. Medical Certificate) within 2 working days, and fill up the Leave of Absence Form from Student Support Executive.
   
   - Please note that if the student does not meet the required percentage of the attendance, he/she will be barred from the assessment. He/she will be required to re-module.

8. **Conduct of Students**

   Students are expected to conduct themselves in a professional manner at all times and adhere to the following guidelines:

   - Be punctual for all lessons.
   
   - Dress appropriately; slippers or shorts are **not allowed**. Bare midriffs, skin-tight outfits or clothes which are too revealing are **not allowed** as they do not reflect a professional image.
   
   - Refrain from smoking, eating and drinking in classrooms, at all times.
   
   - Have your mobile phones put on silent mode during lesson time.
   
   - Extend your fullest cooperation to TMIS trainers throughout the training.
   
   - Seek permission from the respective trainer before taping the lectures.

   **Note:** Training is a means of preparation for a career. This includes practicing to project a professional image in terms of dressing, general behaviour, punctuality, diligence in your assignments, responsibility in notifying those in charge if you expect to be late or absent, etc.
9. Payment

Students are required to promptly pay for course and examination/assessment fees by the stipulated date given by the school. TMIS reserves the right to bar students from attending classes or examinations/assessments if the payment is not made promptly.

Students are also advised to request for an official receipt upon payment.

9.1 Please refer to the stated miscellaneous fees for your information.

Miscellaneous Fees

<table>
<thead>
<tr>
<th>Description</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Fee</td>
<td>S$267.50 (Foreign students)</td>
</tr>
<tr>
<td></td>
<td>S$139.10 (Local students)</td>
</tr>
<tr>
<td>Administrative Fee (WSQ Certificate Level)</td>
<td>S$321.00 (Foreign Students only)</td>
</tr>
<tr>
<td>Administrative Fee (WSQ Diploma Level)</td>
<td>S$695.50 (Foreign students only)</td>
</tr>
<tr>
<td>Administrative Fee (All IATA courses)</td>
<td>S$374.50 (IATA Foundation in Travel &amp; Tourism Diploma - Foreign students only)</td>
</tr>
<tr>
<td></td>
<td>S$321.00 (IATA Airline Cabin Crew - Foreign students only)</td>
</tr>
<tr>
<td>Administrative Fee (English Level 1, 2 &amp; 3)</td>
<td>S$278.20 (Foreign students only)</td>
</tr>
<tr>
<td>Deferment Fee</td>
<td>S$214.00</td>
</tr>
<tr>
<td>Transfer Fee</td>
<td>S$214.00</td>
</tr>
<tr>
<td>Appeal Fee</td>
<td>S$107.00</td>
</tr>
<tr>
<td>Re-assessment Fee (for WSQ programmes only)</td>
<td>S$85.60</td>
</tr>
<tr>
<td>Re-module Fees (for WSQ programmes only)</td>
<td>Refer to Administrative Guidelines as fees vary for different modules.</td>
</tr>
<tr>
<td>Late Payment Fee</td>
<td>S$85.60</td>
</tr>
<tr>
<td>Printing of SOA</td>
<td>S$21.40</td>
</tr>
<tr>
<td>Printing of Full Qualification Certificate</td>
<td>S$21.40</td>
</tr>
<tr>
<td>Printing of Full Qualification Transcript</td>
<td>S$21.40</td>
</tr>
</tbody>
</table>

*The above miscellaneous fees are inclusive of 7% GST. The information is correct from the time of printing. TMIS reserves the right to change the miscellaneous fees.*
9.2 Late Payment Penalty

<table>
<thead>
<tr>
<th>Time Frame</th>
<th>Late Payment Charge / Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Within 3 working days</td>
<td>$80 + 7% GST ($85.60)</td>
</tr>
<tr>
<td>On the 4th Day after payment due</td>
<td>Student will be barred from classes and examinations until payment is made. If the payment and late payment penalty is not received after the 6th working day, student will be sent for counseling. If no payment is made after counseling, TMIS may expel the student. For International Students, TMIS will cancel the Student Pass.</td>
</tr>
</tbody>
</table>

Note:
If the late payment fee of $85.60 (inclusive of GST) is not paid, student will also be barred from examination/assessment. Late payment fee will not be waived unless with management’s approval. Monthly interest is chargeable on the outstanding fees at 1.5% per month.

10. Transfer Policy

Transfer policy is applicable for students who wish to transfer from one course to another within TMIS.

Students who wish to transfer course are required to fill in the "Student Request Form" which is available at the reception and to hand the completed form with the attachment of student’s explanatory letter to the receptionist or to the Student Services Executive. A transfer fee of $214.00 (inclusive of 7% GST) will be chargeable.

The application for transfer is subjected to TMIS’ approval and students will be informed of the outcome within seven (7) working days. Upon approval, the students will be charged for all modules consumed and the balance will be transferred to the new course.

11. Deferment Policy

Students who wish to defer are required to fill in the “Student Request Form” which is available at the reception and to hand the completed form with the attachment of student’s explanatory letter to the receptionist or to the Student Services Executive. There is a deferment fee of S$214.00 (inclusive of 7% GST).

All deferments are subjected to TMIS’ approval, depending on the availability of placement and ICA’s approval. Students will be informed of the outcome within seven (7) working days.

Students are allowed up to maximum of 6 months deferment period. No further requests for deferment will be entertained, and there will be no refund of fees.
12. **Withdrawal/Refund Policy**

TMIS is committed in providing quality training for the travel and tourism industry. We assure our students that we have put in place a good system to look after the welfare of our students studying in TMIS. We strive constantly to maintain a high level of good business practices.

Withdrawal policy applies to student who wishes to stop pursuing the current course taken.

Students who wish to withdrawn are required to fill in the “Student Request Form” which is available at the reception and to hand the completed form with the attachment of student’s explanatory letter to the receptionist or to the Student Services Executive.

The application for withdrawal is subjected to TMIS’ approval and students will be informed of the outcome within three (3) working days. For such case, student contract shall be terminated and the student is no longer a student of TMIS.

12.1 **Refund Request**

a) TMIS will refund in full to protect students who immediately withdraw from the course in the event of any of the following:
   
   (i) It fails to continue business due to insolvency and/or regulatory closure and/or non-conformance during service delivery;
   
   (ii) It fails to commence the Course on the Course Commencement Date due to insufficient numbers to form a viable class cohort or for any unforeseen circumstances;
   
   (iii) It terminates the Course, for any reason, prior to the Course Commencement Date;
   
   (iv) It fails, for any reason, to complete the Course by the Course Completion Date;
   
   (v) It terminates the Course, for any reason, prior to Course Completion Date; or
   
   (vi) The Student’s Pass application is rejected by Immigration and Checkpoint Authority (ICA).
   
   (vii) All fees, except for application fee, if the student’s application is being rejected by the external program partners.

TMIS shall, within seven (7) working days of notifying the Student in writing of above circumstances (i) to (vii), provide the Student with information and details of the alternative confirmed course arrangement to allow the Student to make timely and appropriate decision on the alternative arrangement.

b. The “Student Request Form” must be submitted to Finance to calculate and verify the amount to be refunded.

c. All application fees paid to TMIS are non-refundable. All other fees paid are refundable based on our refund policy as follows:
<table>
<thead>
<tr>
<th>% of Refundable Fee</th>
<th>If student’s written notice of withdrawal is received</th>
</tr>
</thead>
<tbody>
<tr>
<td>100% of total fee paid (except application fee, if any)</td>
<td>Within 7 working days after signing the student contract</td>
</tr>
<tr>
<td>100% of total fee paid (except application fee, if any)</td>
<td>More than 30 days before the Course Commencement Date</td>
</tr>
<tr>
<td>50% of total fee paid (except application fee, if any)</td>
<td>Before, but not more than 30 days before the Course commencement Date</td>
</tr>
<tr>
<td>No refund</td>
<td>After, but not more than 0 days after the Course Commencement Date</td>
</tr>
<tr>
<td>No refund</td>
<td>More than 0 days after the Course Commencement Date</td>
</tr>
</tbody>
</table>

**Note:**
1. Students who wish to do a withdrawal will have to approach the Student Services Department.

2. TMIS will review the requests for refund based on compassionate reason(s) if any on a case by case basis.

3. All refunds in Singapore Dollars will be made within seven (7) working days upon receiving the written notice.

4. International students must maintain a minimum of 90% attendance as stipulated by ICA. Breach of regulatory requirement will render cancellation of student pass and no refund of fees will be made.

**Refund Procedure**

1. Upon receiving a copy of the letter from student, student’s write-in request and approved form from SS/SM, Finance will proceed with refund processing.

2. For withdrawal request, Finance will refund based on the withdrawal policy by issuing the credit note and prepare the payment, if any, to the student within 7 working days upon submission of documents by the student to the SS/SM Dept.

3. For the transfer request, Finance will pro-rate the course fee accordingly by issuing a credit note to the balance of the course fee entitled to transfer. Finance will also include the transfer charge during the process.

4. SS/SM will inform Finance once the new student contract is signed so that Finance will issue an invoice and bring over the balance of the course fee as payment made.

5. For any short payment (based on the calculation on the “Student Request Form”), student is required to pay for the difference upon
signing of the new student contract. Receipts will be issued upon collection of payment.

6. If there is a balance of course fee, Finance will prepare the payment within 7 working days upon submission of documents by the student to SS/SM Dept.

7. All refund will be paid via cheque based on the name as indicated on the “Student Request Form”.

8. For deferment request, Finance will invoice a deferment fee accordingly to the deferment policy.

12.2 Fee Protection Scheme (FPS)

In accordance to Council for Private Education (CPE) regulations, students are required to be covered under the Fee Protection Scheme (FPS) insurance to protect their fees. FPS is payable by students and will amount to 1% of total fees payable (excluding application fee, agent commission fee (if applicable), miscellaneous fees (non-compulsory and non-standard fee paid only when necessary or where applicable, for example, the re-exam fee or charges for credit card payment, etc) and GST).

FPS protects the insured student against loss of tuition fees paid in advanced by the insured student to TMIS and not refunded, if the student cannot start or complete his course as a result of TMIS becoming insolvent or being required by the Singapore authorities to stop operations.

TMIS has adopted the FPS Insurance Scheme with the following Service Provider:

FPS Provider: LONPAC INSURANCE BHD
Policy Number: Z/14/BM00/000444

Please note that WDA funded applicants are exempted from the FPS.

Fee Protection under the Insurance Scheme

Under the fee insurance scheme, private education institutions will purchase insurance protection from any one of the Council for Private Education-appointed insurance companies for every one of their students to protect their fees (*within seven (7) working days from the date of receipt of fees).

Students studying in an EduTrust-certified private education institution need to pay fees of up to a maximum of 12 months of their course duration to their private school.

TMIS offers Fee Protection Scheme (FPS) insurance protection to students who study at its Institute. Courses that are funded or less than 50hrs are exempted from FPS.

Our insurance protects the insured student against loss of tuition fees paid in advance by the insured student to TMIS and not refunded, if the student
cannot start or complete his course as a result of TMIS becoming insolvent or being required by the Singapore authorities to stop operations.

* Purchase of insurance protection within seven (7) working days from the date of receipt of fees took effect from 17 December 2013 as per CPE advisory.
# Rules & Regulations

As TMIS is a professional institution, we would like to seek full cooperation from all our students to adhere to our rules and regulations to avoid unpleasant consequences.

<table>
<thead>
<tr>
<th></th>
<th>Rules</th>
<th>Consequences of violation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Attendance</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Students are enjoined to attend classes regularly. Under ICA ruling, a student holding student pass is to maintain at least 90% attendance. Failure to do so may render the student’s pass invalid or non-renewable. The student is required to inform the school if he/she is to be absent from any lessons or school organized activity.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>a.</strong> Students on sick leave are to produce medical certificates immediately upon returning to school.</td>
<td>To produce an MC within 2 working days, failing which student must report to Student Services Department after class and disciplinary action will be taken.</td>
</tr>
<tr>
<td></td>
<td><strong>b.</strong> Students on emergency leave are to produce a letter of explanation immediately upon returning to the school.</td>
<td>To produce a letter within 2 working days, failing which student must report to Student Services Department after class and disciplinary action might be taken.</td>
</tr>
<tr>
<td></td>
<td><strong>c.</strong> Students are required to inform the school in writing at least 3 days in advance if they are to be absent from any classes or School-organized activity.</td>
<td>To produce a letter or company’s letter (if it is a business trip) in advance, failing which disciplinary action might be taken. Leave of absence will be granted on a case-by-case basis.</td>
</tr>
<tr>
<td></td>
<td><strong>d.</strong> Students with a valid cause wishing to leave the school during lesson must report to the Student Services Executive (SSE).</td>
<td>To report to Student Services Executive (SSE) failing which disciplinary action might be taken.</td>
</tr>
<tr>
<td>2</td>
<td>Punctuality</td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td></td>
</tr>
<tr>
<td>a.</td>
<td>Students are expected to be punctual for all classes. You will be considered absent if you are late for more than 30 minutes.</td>
<td></td>
</tr>
<tr>
<td>b.</td>
<td>Students are expected to be punctual in handling in assignments and homework.</td>
<td></td>
</tr>
</tbody>
</table>
|   | **1st** offence: Verbal warning  
|   | **2nd** offence: to issue warning letter.  
|   | Students who are late for 3 times and more will be sent for counseling and written warning may be given. |

<table>
<thead>
<tr>
<th>3</th>
<th>Dress Code</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Dress appropriately; no slippers or shorts are allowed. Bare midriffs, skin-tight outfits or clothes that are too revealing also do not reflect a professional image.</td>
</tr>
</tbody>
</table>
|   | **1st** offence: Verbal warning and student will be sent home to change.  
|   | If the students make the same offence again, he/she will be sent for counseling and written warning might be given. |

<table>
<thead>
<tr>
<th>4</th>
<th>Serious Offences</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>We take a very serious view of negative behavior and the following offences:</td>
</tr>
</tbody>
</table>
|   | a. Fighting  
|   | b. Gangsterism  
|   | c. Gambling  
|   | d. Intimidation of teachers/students  
|   | e. Molest  
|   | f. Persistently rowdy, disruptive behaviour, and willful disruption of lessons.  
|   | g. Rudeness  
|   | h. Defiance towards teachers  
|   | i. Truancy  
|   | j. Using Abusive/vulgar language or signs  
|   | k. Bullying  
|   | l. Vandalism  
|   | m. Theft  
|   | n. Assault  
|   | o. Cheating during tests/examinations  
|   | p. Allowing others to cheat or copy during tests/examinations.  
|   | q. Smoking within school premises  
|   | **1st** offence: Warning. Prohibited materials might be confiscated.  
|   | Subsequent offence: students will be sent for counseling and written warning might be given.  
<p>|   | (Some of the serious offences will be referred to the Police) |</p>
<table>
<thead>
<tr>
<th>5</th>
<th>Other Offences</th>
</tr>
</thead>
<tbody>
<tr>
<td>a.</td>
<td>Littering, eating and drinking in the classroom.</td>
</tr>
<tr>
<td>b.</td>
<td>Use of personal electronic equipment (i.e. handphones and music devices) is strictly prohibited during lesson time.</td>
</tr>
<tr>
<td>c.</td>
<td>Students are expected at all time to be well-equipped with all necessary instructional materials (i.e. textbooks, notebooks and stationeries)</td>
</tr>
<tr>
<td>1&lt;sup&gt;st&lt;/sup&gt; offence: Warning</td>
<td></td>
</tr>
<tr>
<td>Subsequent offence: students will be sent for counseling and written warning might be given.</td>
<td></td>
</tr>
</tbody>
</table>

**Study Guides/ Trainee Manual/Textbooks**
- Study guides or student manual (where applicable) shall be issued to every student at the first session of each unit/module. The guide or manual is solely to be used for the programme.
- Students who did not receive their books or study guides in class may get their copy from the Student Services Department.

**Course Evaluation & Feedback**
- Constructive feedback for improvements is most welcome.
- A periodic course evaluation will be carried out by the school. Students are encouraged to fill up the evaluation form.
- Students may use the student feedback form (available at the student lounge - feedback box rack) or website to record their feedback.
- Feedback can also be channeled through email via info@tmis.edu.sg
- The school will also be conducting regular student surveys. We encourage and appreciate your feedback.

**Liaisons / Correspondences**
- For all correspondences and liaisons, please call our Student Services Executives (SSE) at their DID, from Mondays to Fridays 9.00am to 6.00pm.
- You may correspond via email. Our Student Services Executive shall response the next working day.

**Change of Address, Employment and Contact Number(s)**
- Should there be any changes to the student’s address, or contact number(s), please inform TMS immediately so that we are able to maintain effective communication with you.
Examination/ Assessment Regulations and Policy

1) Candidates may take the final unit/module or level of the examination or assessment in any course only if all coursework, assignments and tests are completed and submitted.

2) Only students who have achieved at least 75% attendance (WSQ courses) would be allowed to take their examination or assessment.

3) It is the responsibility of the Candidates to be aware of their assessment/examination date, time and venue.

4) Candidates are permitted to enter in the assessment/examination room at least 10 minutes before the written assessment/examination starts. If the student is late for 30 minutes or more for the assessment/examination, he/she is not allowed to enter the assessment/examination room.

5) Candidates must sit in the places allocated for their particular assessment/examination. For oral assessment, the assessor will call the candidate individually.

6) Instructions of invigilation/ assessor are strictly advised to be followed at all times during the examination/assessment.

7) Candidates are advised to switch off their mobile and/or any audio devices. They are not allowed to place their mobile and/or any audio devices on their desk during the written assessment/examination.

8) Only the necessary stationeries for the examination/ written assessment are allowed to be placed on their desk. All unauthorized books, reference materials, handbags and other personal belongings must be placed in front or at the back of the assessment/examination room.

9) Candidates are not allowed to bring personal electronic dictionary or any other means into the assessment/examination venue.

10) Candidates are to sign the Assessment/Examination Attendance Sheet.

11) Candidates must write their full name and NRIC/Student Pass FIN Number clearly on the front of the examination or assessment paper and answer script.

12) Food and drink are not allowed during the written assessment/examination, except bottled water.

13) The candidate’s proof of identity (such as NRIC, Student Pass and/or Passport) should be placed on the desk for inspection. Those who fail to produce such document(s) will not be permitted to proceed with the examination/ written assessment.
14) Candidates are not allowed to leave the assessment/examination room during the first and last 30 minutes of the written assessment/examination.

15) Candidates are not allowed to submit their answer scripts within 30 minutes after the written/examination started.

16) Candidates are reminded to write all answers in blue or black INK only. The assessment/examination answer booklets will not be marked if the answers are written in pencil.

17) Candidates must not indulge in any behaviour which may disturb any other candidate or any form of conduct which may disrupt the smooth progress of an examination. Candidates causing such disturbance or disruption may be required by the invigilator to leave the examination room.

18) Each candidate will be given one examination/assessment answer booklet only. Additional examination booklet will be given upon request.

19) Candidates are not allowed to remove any pages from the examination answer booklet. All booklets (used or unused) and the question paper must be surrendered to the invigilator at the end of the examination.

20) Candidates must not talk to or use any other form of communication with other candidates during the examination. Candidates are to remain silent at all times during the examination, whilst the answer booklets are being collected and until you are dismissed from the examination room.

21) Candidates who need to use the washroom should raise their hands, and they will be accompanied by an invigilator or the Coordinator-in-charge. Only one student is allowed to go to the washroom at any one time.

22) Any student found cheating will be dealt with severely, in accordance with the rules and regulations on examination/assessment misconduct.
**Examination Misconduct**

1. If the candidate is suspected of breaching examination regulations, the student will be reported to the Examination Board in writing for further investigation.

2. If the candidate is found guilty, he/she will be penalized for the severity of misconduct as follows:
   a) Marks will not be awarded to the assessment/examination. The student will be considered to have failed the course and have a record of examination misconduct in their student record;
   b) Failure of course and suspension from the program;
   c) Expulsion from TMIS and cancellation of Student Pass (for International Student only);
   d) Student will not attain the SOA or any qualification from TMIS and/or external partners of TMIS. Any misconduct will be reported to WDA and/or external partners of TMIS.

**Absence or Lateness from Examination**

1) Candidates that are late for more than 30 minutes for the assessment/examination are not allowed to enter the assessment/examination room.

2) Unless the candidate has genuine reason for his/her lateness, he/she will required to submit appropriate documentary evidence to the Student Services Department in support of a case of mitigating circumstances for non-attendance, following the Examination Board procedures for applying for mitigating circumstance.

3) Candidates who are absent from assessment/examination will need to sit for re-assessment.

4) Refer to re-assessment details at page 28 of the Student Handbook.

**Release of Examination Results**

Students are informed of their result immediately after assessments. Trainer will review and record their performance as well.
**Appeal of Academic Result**

(i) **General Overview:**
- All appeals against the examination results shall be made in writing within 7 working days from the release of results.
- For collaborative programmes undertaken in or with external partner institution or University (BTEC, Southern Cross University), the appeals will be subject to the approval from the academic and examination authority. The appeal procedures will be according to the external institutions or University. **(Note: appeal for IATA courses is not allowed).**
- Where an appeal is related to the award of an external body, the procedures will be subject to reasonable variation to conform to the regulations of that body.
- Student who would like to view their examination scripts against their result will be subject to strong extenuating circumstances to request and approval from Programme Management Department and Examination Board.
- Appeal against result should be accompanied by an appeal fee of $107.00 per examination, payable to 'TMIS'.

(ii) **Grounds for Appeal:**
1. The student must state the grounds on which appeal is made and attach any supporting documentary evidence (eg. medical certificate). The student’s grounds for appeal must fall into one or more of the following categories:
   
a. An appeal may be filed on Medical grounds when an unforeseen medical condition occurs during the term that impacts a student’s ability to meet academic obligations. It is expected that students who need an alternative arrangement for meeting academic obligations will submit appropriate documentation for work that is missed, and will make alternate arrangements for either a single course or for all courses in that term. Alternate arrangements are based upon the severity of the circumstances and the amount of work missed.

b. Appeals may be filed on Compassionate grounds when there are events or circumstances beyond the control of, and often unforeseen by, the student, which seriously impair that student’s ability to meet academic obligations. Trainers should have been informed of these circumstances as soon as they affected a student’s ability to complete his/her work so that alternate arrangements could be made. Failure to have done so may jeopardize the appeal. Alternate arrangements are based upon the severity of the circumstances and the amount of work missed. Changes to normal employment commitments as a result of a more complex issue may be appealed on compassionate grounds.
c. There has been an administrative error or that some other material irregularity relevant to the examinations has occurred; or if the student’s grade has been adversely affected because the trainer has deviated from the policy of TMIS or external partners and University or from the course outline, or has demonstrated personal bias or unfair treatment.

d. The assessment/examinations procedure and/or examinations were not conducted in accordance with the approved regulations.

2. Disagreement with the academic judgment of an Examination Board in assessing the merits of an individual piece of work or in reaching a decision on a student’s progress or on the final level of an award, based on the marks, grades and other information relating to the student’s performance, cannot in itself constitute grounds for an appeal.

(iii) Appeal Policy

1. All appeals against the examination results (except IATA programmes) shall be made in writing within 7 working days to Programme Management Department or Examination Board from the release of results.

2. Students are responsible for their academic choices and meeting the standards of academic performance for the course they enrolled.

3. TMIS, external partner institutions and University are responsible for establishing methods and criteria for evaluation and to evaluate students’ performance in their learning during their course of study and after their examination.

4. Cheating and Plagiarism of assessments/examinations and course works are not allowed to appeal against the result.

5. Student who filed for appeal against the result will be reviewed and investigated by Programme Management and approved by Examination Board. The Examination Board will conduct the investigation/review and final approval will be at their end. The result for the appeal will be released within thirty (30) working days.

6. No appeal will be accepted for the re-grading of a paper in which the candidate has passed (except for Non-WSQ Programmes).
(iv) Appeal Procedures

- After the student fill up the application form and make the payment of appeal fee, Student Services will send the ‘Appeal Academic Result form’ to Programme Management Department for their investigation and review of the student’s examination script or project assignment within 2 working days. **Note:** Appeal against result will be based on the grounds for appeal.

- **Any appeal to external partner institution or University,** Programme Management Department is to hand over within 2 working days. This is subject to the approval from their academic and examination authority. The appeal procedures will be according to the external institution or University.

- For internal courses, Programme Management Department will conduct the investigation, review the assessment/examination scripts or project assignment before sending for re-marking.

- The re-marking of assessment/examination script or project assignment will be marked by an external marker or by another associate lecturer. For internal courses, the re-marking of the result will be out within 2 working days. For external courses, this will be subject to the appeal procedures from external institution or University. The appeal result will be sent to Examination Board for review and approval before releasing to the student.

- After approval from Examination Board, the appeal result will be sent to Student Service Department to be released to the student in writing.
Student Feedback and Grievances

In order to serve you better, we truly value your feedback. We will make every effort to address your feedback and revert to you as soon as possible.

Upon receipt of your Student Feedback Form, we will take the following actions:

(i) Acknowledge feedback within 24 hours (1 working day)
(ii) Initiate our investigation and conduct interviews for verifications if necessary within 7 working days
(iii) Resolve complaints within a maximum of 21 working days upon receipt of complaint.

In any instance whereby the resolution by the Senior Management is not acceptable to you, you may bring up the issue at any time with the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through the CPE Student Services Centre, or thereafter to file such legal proceedings against the PEI as the Student might deem fit.

The students may contact the Student Service Executives at Tel: 6238 8688.
About Council for Private Education (CPE)

Established under the Private Education Act, the Council for Private Education is a statutory board empowered with the legislative power to regulate the private education sector. In addition to its role as the sectoral regulator of private education institutions, the Council facilitates capability development efforts to uplift standards in the local private education industry.

The Council is governed by a Board, helmed by Mr Lin Cheng Ton, Chief Executive Officer of Nanyang Polytechnic International, and comprises experienced individuals from the fields of education, quality assurance and business, as well as economic agencies involved in the promotion of the private education sector. Overseeing the day-to-day operations of the Council is the Chief Executive Officer, Mr Henry Heng.

CPE Student Services Centre

The CPE Student Services Centre (SSC) is a convenient, one-stop service point to address students’ enquiries, provide authoritative and reliable information on studying and living in Singapore, and offer support to students who encounter problems during their course of study.

The services provided by CPE Student Services Centre include:

- Attending to enquiries and feedback received from the public and students studying in the private education institutions (PEIs);
- Providing reliable information on studying in PEIs and living in Singapore;
- Providing advice to students on a range of issues from education options and school registration procedures to Student’s Pass application processes and accommodation issues;
- Educating the public through periodic student advisory talks and organizing orientation programmes to guide students in making prudent choices in their selection of PEIs;
- Providing internet facilities for students to gain access to updated private education information online; and
- Helping students who have problems with the PEIs they are enrolled in.

For more information, please refer to CPE website: www.cpe.gov.sg
Administrative Guide For Students

Please see the following information on the assessment/examination, re-assessment/re-examination and re-module of courses:

1. WORKFORCE SKILLS QUALIFICATION (WSQ) CERTIFICATE IN HOTEL AND ACCOMMODATION SERVICES (FRONT OFFICE)
2. WORKFORCE SKILLS QUALIFICATION (WSQ) CERTIFICATE IN TOUR & TRAVEL SERVICES
3. WORKFORCE SKILLS QUALIFICATION (WSQ) CERTIFICATE IN ATTRACTIONS
4. WSQ HIGHER CERTIFICATE IN TOUR & TRAVEL SERVICES
5. WORKFORCE SKILLS QUALIFICATION (WSQ) DIPLOMA IN TOURISM
6. WORKFORCE SKILLS QUALIFICATION (WSQ) DIPLOMA IN TOURISM (HOSPITALITY MANAGEMENT)
7. WORKFORCE SKILLS QUALIFICATION (WSQ) DIPLOMA IN TOUR & TRAVEL SERVICES
8. INTERNATIONAL AIR TRANSPORT ASSOCIATION (IATA) AIRLINE CABIN CREW CERTIFICATE
9. INTERNATIONAL AIR TRANSPORT ASSOCIATION (IATA) FOUNDATION IN TRAVEL AND TOURISM DIPLOMA

(The guidelines will assist you while you are undergoing the course with us. Please keep this for easy reference at all times)
Examination/ Assessment Administrative Guide for WSQ Courses

(a) **Assignment Submission**
- Students are expected to do assignment(s) or LGA which is part of the overall performance for the unit. The coursework varies in nature from unit to unit.
- All students must adhere to the above regulations and from the trainer’s instructions. The trainer has the right not to award grades if students are found to have infringed on the regulations including plagiarism.
- All assignments or LGA **MUST** be submitted in printed copy with a cover page stating the student’s or all group members’ names, NRIC or FIN Number, subject title and date of submission. Handwritten assignment, email, fax and softcopy are **not accepted** as a form of submission. Should students send their assignments by post, TMIS is not responsible if the assignment is lost in delivery.

(b) **Re-assessment**
- It is compulsory for all students to take the assessments (assignment/ written/ oral) during and upon completion of the unit. Students who fail the main assessment for the unit will have to take the re-assessment, there will be a re-assessment fee incurred.
- Student shall fill up Re-assessment & Re-module Application Form and submit to Student Service Executive. For details, student will have to approach the Student Services Department.
- The student will be awarded either a ‘Competent’ or ‘Not Yet Competent’ result for re-assessment. Students are only allowed to have **one attempt** for re-assessment. Failure to re-assessment is required to re-module.
- Students who are absent from the main assessment shall take the re-assessment. Leave of Absence may be granted based on the following grounds:
  - Medical
  - In-camp Training
  - Official overseas assignments
  - Bereavement of parents, spouse or children
  Re-assessment fee may be waived upon submission of documentary evidence for above mentioned ground and subject to Management Approval.
- Not withstanding a prior approval, students who are unable to attempt the assessment (due to sudden illness, emergency or other unavoidable circumstances etc.), must inform TMIS in writing within 3 working days after the date of assessment in order to be considered for a re-assessment. All such applications must be supported by documents.
- Registration and payment for re-assessment has to be done at least 4 weeks prior to assessment.

**Remark:** Students are required to complete any re-assessment within 2 months after the course is completed. If incomplete, students will need to re-module, subjected to Management and Examination Board approval.

(c) **Re-module**
- Student who fails the re-assessment, he/she is required to re-module in order to graduate for the course.
- Student shall fill up Re-assessment & Re-module Application Form and submit to Student Service Executive.
- Students who did not meet at least 75% of the attendance rate, he/she is required to re-module.
- Students are only allowed to re-module once. Failure to the final re-module means failure to the whole course.
- Re-module fees are as follows:

<table>
<thead>
<tr>
<th>Units</th>
<th>Re-module fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interact with Guests</td>
<td>S$321.00</td>
</tr>
<tr>
<td>Work Safely</td>
<td>S$321.00</td>
</tr>
<tr>
<td>Provide Safety &amp; Security for Guests</td>
<td>S$321.00</td>
</tr>
<tr>
<td>Handle Guest/Resident Arrival</td>
<td>S$535.00</td>
</tr>
<tr>
<td>Handle Guest/Resident Departure</td>
<td>S$535.00</td>
</tr>
<tr>
<td>Maintain Guest/Resident Account</td>
<td>S$535.00</td>
</tr>
<tr>
<td>Promote Tourism</td>
<td>S$374.50</td>
</tr>
<tr>
<td>Implement Operations for Service Excellence</td>
<td>S$374.50</td>
</tr>
<tr>
<td>Deliver Tour</td>
<td>S$481.50</td>
</tr>
<tr>
<td>Provide Visitor Information</td>
<td>S$481.50</td>
</tr>
<tr>
<td>Conduct Professional Correspondence</td>
<td>S$308.16</td>
</tr>
<tr>
<td>Assist Visitors through Use of Technology</td>
<td>S$231.12</td>
</tr>
<tr>
<td>Promote Singapore as Tourist Destination</td>
<td>S$385.20</td>
</tr>
<tr>
<td>WSQ Provide Safety and Security</td>
<td>S$231.12</td>
</tr>
<tr>
<td>WSQ Create Customer Experience</td>
<td>S$385.20</td>
</tr>
<tr>
<td>Provide Tour Consultancy</td>
<td>S$385.20</td>
</tr>
<tr>
<td>Handle Cruise Packages</td>
<td>S$385.20</td>
</tr>
<tr>
<td>Handle Reservation and Ticketing Using Global Distribution System (GDS)</td>
<td>S$616.32</td>
</tr>
<tr>
<td>Advise Corporate Travel Options</td>
<td>S$462.24</td>
</tr>
</tbody>
</table>
*The above re-module fees are inclusive of 7% GST. The information is correct from the time of printing. TMIS reserves the right to change the re-module fees.

(d) **Assessment Grading**
- **C** = Competent
- **NYC** = Not Yet Competent

**Note**: Students are required to complete the course within 2 years. Failure to completion, students will bear the full course fees as unfulfillment.
(e) **Certificate and Transcript**

- Upon successful completion (fulfill the course requirements) of the course, students shall qualify to be awarded the Full Qualification Certificate and Transcript for the Course from Singapore Workforce Development Agency (WDA).

- In support of our efforts to build a eco-friendly environment and the advancement in Technology, TMIS has implemented e-certificate with effect from June 2016.

- TMIS will email the E-certificate and Transcript to the student.

- As such, we will not be providing printed certifications unless requested by the student.

- Upon any request of printing of Certificate and Transcript, printing cost will be incurred at S$21.40 each (inclusive GST). Students may request from the school with a letter, certifying that he/she has completed the course in TMIS.

*The above re-module fees are inclusive of 7% GST. The information is correct from the time of printing. TMIS reserves the right to change the re-module fees.*
Examination/ Assessment Administrative Guide for IATA Courses

(a) **Examination**

- Your enrolment is valid for a period of 18 months and the examination attempts must be taken within the enrolment period.
- All candidates will be given 2 attempts to successfully complete the final exam.
- To successfully pass the exam, the student must achieve a grade of 60% or higher.

**Important!**

- Students that have registered for an examination and do not turn up for the examination will be recorded as “no-show” and will not be entitled for a free examination attempt. No reasons will be accepted.
- Students are limited to enroll for one course examination per session only.

(b) **Certification**

- The An IATA Certificate is awarded upon successful completion of the final examination.
- All students who have achieved at least a 75% attendance record will also be awarded a “Certificate of Attendance” by TMIS.

- **No appeal is allowed for this programme.**

(c) **Re-issuance of Certificate**

- In case/s whereby a student loses the IATA Certificate, he/she may request for a replacement from IATA at a cost of USD150.00 per certificate (IATA reserves the right to change the charges).
- Only one replacement is allowed.
Tourism Management Institute of Singapore
11 Eunos Road 8, #05-02 Lifelong Learning Institute, Singapore 408601
Tel: (65) 6238 8688   Fax: (65) 6238 8088
Email: info@tmis.edu.sg   Website: www.tmis.edu.sg