

SHATEC

Student Handbook



VISION

To be the preferred institute of higher education in Asia for hospitality studies.

MISSION

To nurture talents for rewarding hospitality careers and support the skilled manpower pipeline required by the industry.

CULTURE STATEMENT

We are a caring organisation with a supportive environment that encourages feedback, sharing, acceptance of diversity and an enterprising mindset. We believe in teamwork and that everyone counts in the success of the organisation.



CORE VALUES

Care

Accountable

Adapt

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THE SHATEC CAN-DO SPIRIT



COMPETENT

A future ready professional who is key to the industry

DEPENDABLE

A resourceful and connected leader who delivers results

+ ATTITUDE

A positive minded learner who excels in work and life



THE SHATEC CAN-DO SPIRIT



OPERATIONALLY READY

A qualified team player who rises to every challenge

NIMBLE

A responsive individual who embraces and adapts to change



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GENERAL INFORMATION

DO YOU KNOW THAT

Only dark chocolate is good for your health.

Dark chocolate is a good source of natural chemicals that can neutralize microorganisms to limit oral bacteria, preventing bad breath and tooth decay.



1 COMMITTEE FOR PRIVATE EDUCATION AND EDUTRUST

- 1.1 The Committee for Private Education (CPE), formerly known as the Council for Private Education, is established under the Private Education Act, which was gazetted in October 2009. CPE is a statutory board that is empowered with legislative power to regulate the private education sector in Singapore. All Private Education Institutions (PEIs) are required to comply with the regulations under the Private Education Act in order to continue operations.

SHATEC is registered with the Committee for Private Education as a Private Education Institution. Please refer to website www.shatec.sg for registration validity period. (Reg. No.: 198301550C).

- 1.2 EduTrust is a voluntary certification scheme that helps to distinguish higher quality players in Singapore's private education industry.

SHATEC has attained the EduTrust Award (Cert. No: EDU-2-2051). Please refer to website www.shatec.sg for registration validity period.

2 COURSE FEES

- 2.1 All course fees shall be paid in accordance with the schedule of payments agreed upon and as stated in the CPE Standard PEI Student Contract (or SHATEC Student Contract) under Schedule B Course Fees. Students shall abide by the due date given for any payments. Students who have difficulties in meeting the schedule of payments are strongly encouraged to approach Student Administration immediately.
- 2.2 Other than the first payment which is made upon acceptance of offer, payment of course fees for the subsequent instalments should be made, in accordance to the stipulated due date in the SHATEC Student Contract.

- 2.3 In addition to the course fees, a list of miscellaneous fees set out in Schedule C of the SHATEC Student Contract may be payable by the student to SHATEC.
- 2.4 When payment is not made by the due date, 1% interest per month will be levied on all outstanding balance from due date (“1st reminder”).
- 2.5 SHATEC may also take one of the following actions:
- a) Bar student from the current term examinations once the 2nd reminder is served;
 - b) Bar student from the next term lesson upon serving the 3rd and final reminder; or
 - c) Commence legal actions against the student.
- 2.6 For international students, if course fees are still in arrears, SHATEC reserves the right to suspend students from continuing their programme and shall notify Immigration & Checkpoints Authority (ICA). Any resumption of studies is conditional on the student being successful in obtaining a new Student’s Pass from ICA.
- 2.7 If the period of suspension exceeds one week, a request to resume studies is subjected to programme availability, which in some cases, could be scheduled in the next academic year.
- 2.8 For a male Singapore citizen liable for National Service enlistment, SHATEC shall inform Central Manpower Base (CMPB) on the student’s current course status. Thereafter, any resumption of studies is conditional on the student being successful in obtaining a deferment.
- 2.9 In the event that a student’s course fee is in arrears, SHATEC reserves the right to withhold the student’s academic records (examination results and academic transcripts) or defer the award of the certificate / diploma, where applicable, until such time when all arrears are settled.

3 FEE PROTECTION SCHEME (FPS) AND MEDICAL INSURANCE

3.1 In accordance with the Standard PEI-Student Contract, all students are required to have the following insurance schemes:

3.1.1 Fee Protection Scheme (FPS)

The Fee Protection Scheme (FPS) is applicable to Singaporean students as well as international students and serves to protect students' fees in the event that a private education institution is unable to continue operating due to insolvency, and/or regulatory closure. The Fee Protection Scheme also protects students if the private education institution fails to pay penalties or return fees to the students arising from judgment made against it by the Singapore courts.

EduTrust - certified private education institutions are required to adopt the Fee Protection Scheme to provide full protection to all fees paid by their students. All fees refer to all monies paid by the students to be enrolled in a private education institution, excluding the course 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 referral exam fee or charges for credit card payment etc.) and GST.

SHATEC adopts the FPS Individual Insurance. Our service provides is Lonpac Insurance Bhd.

The actual premium amount to be paid for both international and local students will be calculated from the day the first instalment payment is made by the student.

For policy number, period of insurance and other information, please refer to www.shatec.sg.

SHATEC is granted waiver from the Fee Protection Scheme by CPE for students with at least 70% government funding on the total course fees before GST in Schedule B of the SHATEC Student contract for the following courses, as long as

- the fee collection cap on nett fees paid by students is observed;
- GST is the only other compulsory fee charged; and
- the list and records of students are kept.

Students may refer to the school website for the full list of SSG-funded courses offered which are applicable under the Fee Protection Scheme waiver. Alternatively, students may also contact Student Administration at enrolment@shatec.sg for more information.

3.1.2 Medical Insurance

SHATEC has in place a group medical insurance scheme for all its students (local and international) for the entire course duration, including Industrial Attachment.

Coverage for Student Medical Insurance:

- B1 ward (in government and restructured hospitals)
- Annual overall limit of S\$20,000 per student
- 24-hour coverage in Singapore and overseas (if student is involved in school-related activities)

For details on insurance provider, policy number, period of insurance and other information, please refer to www.shatec.sg.

4 REFUND, WITHDRAWAL, TRANSFER AND DEFERMENT POLICY AND PROCEDURE

4.1 Refund Policy and Procedure

4.1.1 Refund for Withdrawal Due to Non-Delivery of Course

SHATEC shall inform the student within 3 working days upon knowledge of any of the following:

- a) It does not commence the course on the course commencement date
- b) It terminates the course before the course commencement date
- c) It does not complete the course by the course completion date
- d) It terminates the course before the course completion date
- e) 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 SHATEC – Student Contract within any stipulated timeline set by CPE
- f) The Student’s Pass application is rejected by Immigration and Checkpoints Authority (ICA)
- g) The student’s request for NS deferment is rejected by MINDEF

SHATEC shall, within seven (7) working days of notifying the student in writing of above circumstances, 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.

The student will be entitled to immediately withdraw from the course by giving written notice with a duly completed Pre/Post - Course Commencement Withdrawal Form. SHATEC shall within seven (7) working days after notifying the student, refund to the student the entire amount of the course fee paid.

4.1.2 Refund for Withdrawal Due to Other Reasons

Where the student withdraws from the Course for any reason other than those set out in item 4.1.1 (as listed above), SHATEC shall, within seven (7) working days of receiving the student's written notice of withdrawal by completing the Pre/Post - Course Commencement Withdrawal Form, refund to the student an amount based on the table below:

% of [the amount of fees paid under Schedules B and C of the SHATEC Student Contract]	If student's written notice of withdrawal is received
[80%]	more than [60] days before the course commencement date
[20%]	before, but not more than [60] days before the course commencement date
[0%]	upon course commencement

Refunds are in Singapore Dollars and SHATEC shall refund the fees paid to the student or the payee as authorised by the student. Any bank charges applicable for refund made via transfer will be borne by the student.

4.1.3 Cooling-Off Period

All new applicants for new programme will be provided with a cooling-off period of seven (7) working days after the date that the SHATEC Student Contract has been signed between the school and the applicant. Students will be refunded the highest percentage (as stated in table set out in 4.1.2) of the course fee already paid if the student submits a written notice by completing the Pre/Post - Course Commencement Withdrawal Form within the cooling-off period, regardless of whether the student has started the course or not.

4.1.4 Refund of Course Fees Paid via Post Secondary Education Account (PSEA) or SkillFuture Credits

In instances where course fee payment is made via Post-Secondary Education Account (PSEA), processing period may take up to 4 to 6 weeks from date of submission of the “Adhoc Application for use of PSEA Form” by student/parent before outcome of funds withdrawal for course fee is provided by Ministry of Education (MOE).

In such cases, the refund shall be made within seven (7) working days from date, to MOE, when actual course fee payment had been successfully drawn down by SHATEC from MOE to avoid overpayment. This is applicable in any situation where refund is to be made for any fees paid via PSEA.

Individuals who claimed SkillsFuture Credits for payment of course fee and who wish to withdraw from the course subsequently are allowed to cancel their SkillsFuture Credits claim via MySkillsFuture Portal on or before course start date. SHATEC is not allowed to refund the SkillsFuture Credits in cash to individuals under any circumstances.

4.2 Withdrawal of Course

4.2.1 Withdrawal Policy and Procedure

SHATEC shall only accept course withdrawal requests from students via the completion of the Pre/Post-Course Commencement Withdrawal Form. Student Administration shall be responsible for processing the request. A formal written reply shall be made to the student within 4 weeks.

Pre-course commencement withdrawal - SHATEC’s refund policy shall apply. Please refer to 4.1 for Refund Policy and Procedure.

Post-course commencement withdrawal – Barring withdrawal requests within cooling-off period and/or due to Clause 2.1 of the SHATEC Student Contract, all refund requests will fall outside of the refund policy. Any refunds will only be made based on goodwill and/or extenuating circumstances, subjected to the approval of the Chief Executive. In such events, SHATEC will make refunds (if any) within seven (7) working days upon Chief Executive’s approval. In instances where payment had been made via PSEA or SkillsFuture Credits, approved refund (if any) will be made within seven (7) working days from successful draw-down of payment if payment is not yet received as at point of Chief Executive’s approval.

For students below 18 years of age, SHATEC will seek parental/guardian approval prior to processing the request for withdrawal.

4.3 Transfer / Deferment of Course

4.3.1 Transfer / Deferment Policy and Procedure

SHATEC shall only accept a request on course transfer via a written communication and request on course deferment via the completion of the Programme Deferment Request Form submitted with supporting documents to substantiate the need for deferment. In general, except where cooling-off period is applicable, there shall be no refund of fees that have been consumed/expended by student prior to the course transfer/deferment request. ICA is to be informed if there are any changes to the status of the student’s pass.

Student Administration shall be responsible for processing the request. A formal written reply shall be made to the student within 4 weeks.

The provisions of signing up for a new course shall apply, including execution of a fresh student contract and purchase of FPS (if applicable). Student shall be required to pay the fees for the “new

course” that student wishes to transfer/defer into, as well as administrative fee applicable for processing of re-admission. Under circumstances where a student’s request for course deferment entails deferring non-institutional term(s) of study (e.g. industrial attachment) to a later date, stipulations of the deferment which may differ from the original SHATEC-student contract (i.e. term start date, revised course fee schedule) can be clearly spelt out in the formal written reply/ addendum issued by Student Administration, in lieu of executing a fresh new contract, wherever applicable.

Generally, the upper limit for deferment timeframe is within the next 12 months from the point of course disruption. Deferment requests beyond 12 months’ timeframe will be considered on a case by case basis dependent on validity of reasons provided.

5 MEDICAL FITNESS AND HEALTH SERVICE

- 5.1 All students must be certified medically fit in order to pursue their studies at SHATEC. For this purpose, every student must undergo a medical examination and be certified medically fit before the commencement of the course. If the student is currently diagnosed with any medical condition that may lead to relapses, e.g. asthma, such medical conditions have to be declared prior to course commencement. Such declaration has to be supported by a doctor’s medical report. **Letters from parents endorsing the medical condition will not be accepted.** SHATEC reserves the right to expel any student who does not declare to SHATEC any known recurring medical conditions.
- 5.2 The medical examination should include a routine chest X-ray. It should also attest that the student is fit to undertake tourism, hotel and/or culinary studies.

- 5.3 Students are responsible for settling all medical fees incurred by them on account of any illnesses, accidents, disabilities, or medical examinations required in the course of his / her studies at SHATEC. In cases where the medical examination is not carried out in Singapore, SHATEC may at its discretion, request that the student seeks a second medical opinion in Singapore, should such a need arise.
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6 UNIFORM AND DRESS CODE

Students are required to maintain a clean, neat and smart appearance at all times. Students in school uniform must adhere to proper dress code at all times whether they are within or outside of school premises.

6.1 Dress Code for Classroom-Based Learning

6.1.1 Food & Beverage Studies / Hospitality and Business Studies Students

For Male Students

Long sleeved white top with charcoal grey trimmings and charcoal grey long pants. Shirt to be tucked in at all times.



For Female Students

Long sleeved white top with charcoal grey trimmings and charcoal grey long pants or charcoal grey knee-length skirt (within 1 inch above the knees). Blouse to be tucked in at all times.



6.1.2 Culinary Studies Students

For Male and Female Students

- a) SHATEC black polo-T-shirt with white-and-black checkered/black long pants.
- b) All aprons, caps and hair nets should be removed.

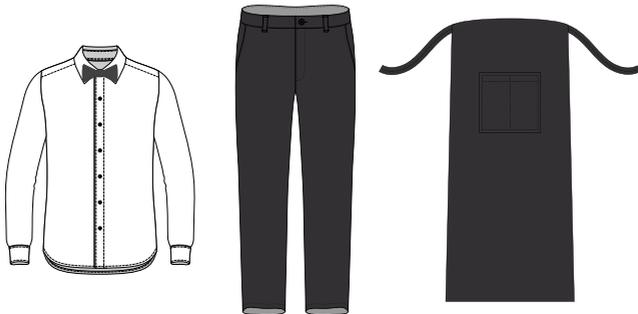


6.2 Dress Code for Kitchen / Training Restaurant-Based Learning

6.2.1 Food & Beverage Studies / Hospitality and Business Studies Students

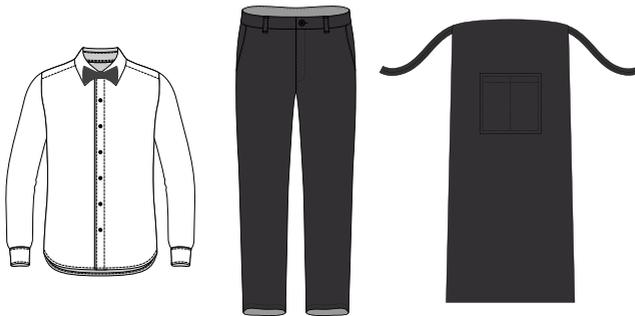
For Male Students

- a) Long sleeved white top with charcoal grey trimmings and charcoal grey long pants*. Shirt to be tucked in at all times.
- b) The SHATEC nametag must be worn with the uniform at all times.
- c) A student who loses his name tag must report the loss immediately to the Student Administration Department and obtain a replacement on payment of the sum of S\$8.00 (subjected to prevailing GST).
- d) Charcoal grey long apron to be tied at waist level.



For Female Students

- a) Long sleeved white top with charcoal grey trimmings and charcoal grey long pants*. Blouse to be tucked in at all times.
- b) Charcoal grey bow-tie to be worn with top and school collar pin affixed on the left collar.
- c) A student who loses his name tag must report the loss immediately to the Student Administration Department and obtain a replacement on payment of the sum of S\$8.00 (subjected to prevailing GST).
- d) Charcoal grey long apron to be tied at waist level.

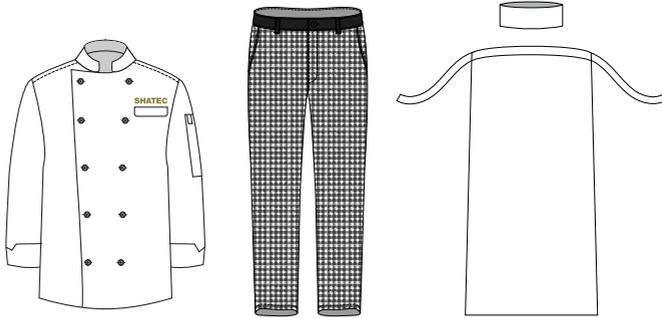


* Students are to ensure their uniform pants are of appropriate length with the hem ending half to two-thirds of the way down the shoe. Socks should not be visible when standing.

6.2.2 Culinary Studies Students

For Male and Female Students

- a) Long sleeved white chef jacket with black-and-white checkered/ black long pants.
- b) White cap and hair net (if necessary) to be worn with uniform.
- c) Long white apron to be tied at waist level.



6.3 Appropriate Footwear

6.3.1 Food & Beverage Studies / Hospitality and Business Studies Students

For Male Students

- a) Plain black full-covered leather shoes with plain black business socks.



For Female Students

- a) Plain black full-covered flat or low heel shoes (not more than 2 inches).



6.3.2 Culinary Studies Students

For Male and Female Students

- a) Standard school-issued safety shoes with steel-toe cap and rubber soles.
- b) Dark coloured socks should be worn. Ankle socks are not permitted.



6.4 Appropriate Grooming Standards

6.4.1 Hair Style

For Male Students

- a) Hair must be neatly trimmed. Highlighting and streaking are not permitted. If hair colouring is required, it is limited to shades of dark brown, black or natural birth colour.

- b) Face must be clean-shaven.

For Female Students

- a) Hair must be neatly trimmed. Highlighting and streaking are not permitted. If hair colouring is required, it is limited to shades of dark brown, black or natural birth colour.
- b) Female students with long hair should bun up their hair during training restaurant-based learning.
- c) Light make up is required (except for students during kitchen practicals). Eyeliner in black and brown is recommended. Lip-gloss can be applied.
- d) Female students should have their hair tucked into hair nets under their caps during kitchen-based learning.
- e) Fancy hair accessories are not allowed.

6.4.2 Accessories

For Male and Female Students

- a) Facial and visible body piercings of any kind are not allowed.
- b) Small studded and non-dangling earrings are allowed for female students during classroom-based and training restaurant-based learning. Male students are not allowed to put on any type of earrings.
- c) For safety reasons, strictly no accessories and contact lenses are allowed during kitchen-based learning.

6.5 Appropriate Students' Attire Within and Outside of School Premises

- a) As a general rule, students must comply with the standard dress code as set out under item 6.1 – 6.4 while on school premises (including campus and any operating outlets under the ownership of SHATEC).
- b) Students may opt to change into uniform before classes but must do so immediately upon arrival in school. Students who do so must ensure self-responsibility in donning appropriate casual attire which reflects well on their image as a SHATEC student. **Attire such as shorts and slippers are not allowed.**
- c) Students found in casual attire deemed inappropriate by any staff of SHATEC may be disallowed from entering and/or remaining on school premises.
- d) For hygiene reasons, students should not wear their chef jackets outside of school premises.
- e) Students not attired according to the standard dress code are not permitted to attend classes unless otherwise advised.

6.6 Special Exceptions and Allowances to Students' Dress Code

Students with visible body art on their arms are required to exercise discretion by wearing black full arm sleeves when attired in short sleeved uniforms (i.e. SHATEC polo T-shirt).

Female students with religious obligations may be allowed to don a white head cloth neatly tucked in (if applicable) with uniform.

6.7 Management of Non-Compliant Cases

The dress code and grooming standards are set out under items 6.1 – 6.6 is a mandatory set of guidelines for compliance by all full-time students.

In the event of ambiguities or where the regulation of a particular form of attire and/or grooming is not explicitly covered within the guidelines, the school will adopt the standards required by majority of hospitality-based establishments. Student(s) sporting such attire and/or grooming will be referred to appointed staff and/or respective head of department for advice.

Students who are found to be non-compliant with the mandatory dress code and/or grooming standards may be issued demerit points (refer to Section B for more information) by any staff of SHATEC followed by a counselling session with the Course Tutor.

Students who repeatedly fail to adhere to dress code and/or grooming standards will be referred to appointed staff and/or respective head of department for further disciplinary actions.

Students who persistently refuse to adhere to dress code and/or grooming standards despite counselling and warnings may be suspended from school until they are able to comply with dress code and/or grooming regulations.

6.8 Dress Code for Non Full-Time (CET) Students

6.8.1 Short Programmes (Duration lasting less than 7 days)

Classroom-Based Learning

- a) Adult participants are to be in casual smart attire. Long pants and polo T-shirts are strongly recommended.
- b) Student participants from MOE schools are to be in school uniform.
- c) Covered footwear are strongly recommended and no slippers should be worn.

Kitchen-Based Learning

- a) All participants should be attired in short/long sleeved top with long pants and covered shoes with rubber soles.

6.8.2 Full Qualification Programmes

Classroom-Based Learning

- a) Participants are advised to be attired in SHATEC black polo T-shirt with long pants
- b) Covered footwear are mandatory and no slippers should be worn.

Kitchen-Based Learning

- a) Participants should don the SHATEC chef jacket with long pants, apron and white cap.
- b) Safety shoes with rubber soles are compulsory.

7 LOCKERS

- 7.1 Rental of lockers may be provided via a third party vendor appointed by Student Administration Department. Such service may be withdrawn anytime during the student's tenure if Student Administration Department is of the view that such service is no longer needed.
 - 7.2 Students are responsible for the security of their belongings while in SHATEC by ensuring that their belongings are kept within the locker and properly secured at all times. SHATEC will not be liable for any losses or damages.
 - 7.3 **Students are NOT to keep any valuables, cash and / or expensive personal belongings in the locker.** SHATEC and its authorised agent (if any) providing the locker rental service shall not be liable for any losses or damages to the belongings.
 - 7.4 Students are advised not to share lockers with their classmates.
 - 7.5 For more information about the rental and use of lockers, please refer to the terms and conditions which are made available to the students at the start of the course.
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8 LOST AND FOUND

- 8.1 Student Administration Department is in charge of "lost and found" items within SHATEC premises. Students are to report to Student Administration Department for "lost and found" related matters.
- 8.2 All unclaimed items, after one month from the date they are found, will be discarded or donated to the charities.

9 INTELLECTUAL PROPERTY RIGHTS

- 9.1 Please note that students are not allowed to record (whether in video or audio format) lectures delivered by trainers appointed by SHATEC, visiting lecturers or speakers from the industry.
- 9.2 Students with disabilities who wish to make a recording of the lectures must seek permission from SHATEC in writing. Such students, if granted permission, must abide by the Intellectual Property rights and covenant with SHATEC that the recordings must only be used for his or her own revision purposes. The tapes are non-transferable and the contents are not to be used for other purposes apart from the pursuit of his / her course of study.
- 9.3 All students should note that making copies of the training materials without consent of the right-holder (i.e. SHATEC) amounts to an infringement of copyright laws.
- 9.4 All students are to abide by the “fair dealing” provisions in the Copyright Act which allows you to copy only :
 - a) either 10% (from a book without chapters) or
 - b) 1 chapter of a book, or
 - c) 1 article of a periodical/ magazine

10 FEEDBACK AND DISPUTE RESOLUTION FOR STUDENTS

10.1 SHATEC adopts an effective feedback (which includes complaints and compliments) management system. The SHATEC dispute resolution policy is aligned with the Private Education (Dispute Resolution Schemes) Regulations 2016, which came into operation on 3 October 2016, and communicated to the students. The system ensures that

- all feedback received are acknowledge and evaluated for follow-up action, to identify what drives positive experiences
- any action taken is recorded and made known to the person giving the feedback
- all feedback are resolved within a reasonable time frame.

The Dispute Resolution Process Flowchart depicts the approach to dispute resolution. Upon receipt of a request or complaint, Student Administration will provide a written response to acknowledge the feedback within 7 working days. Depending on the nature of the issue, a formal resolution will be issued by SHATEC within 21 working days, failing which a written note will be sent to notify student on escalation of matter to an external party for resolution within 2 months.

The following are several important email addresses and telephone numbers of staff from various departments in SHATEC:

For Student and Course Related Enquiries -

Student Administration

Email: studentservices@shatec.sg / Tel: 6415 3523

WhatsApp: 9038 3656 / 8621 2122

For Examination and Transcripts Related Enquiries -

Resource Planning & Assessment

Email: rpa@shatec.sg / Tel: 6415 3587

For Course Fees Payment Enquiries -

Finance

Email: finance@shatec.sg / Tel: 6415 3532/534

10.2 Discussing with Course Tutor

At the onset, the student should attempt to resolve the grievance informally by discussing the issue with the Course Tutors.

10.3 Approaching Student Administration Department

Besides face-to-face consultation, students contact Student Administration via email studentservices@shatec.sg, phone number @ 6415 3523 or fill up an enquiry form provided at Student Administration Department to highlight their grievance. Student Administration will direct the feedback to the head of departments (HODs) concerned and attempt to resolve the issue.

Student Administration will send a reply to the student to close the case if the latter is satisfied with the follow-up actions.

10.4 Escalation to Chief Executive Officer

When the issue is highlighted to the Chief Executive Officer(CEO), in consultation with HODs/senior management, will decide on an appropriate course of action.

An official reply approved by the CEO will be sent by the Head, Student Administration, to the student on course of follow-up actions.

10.5 Escalation to an external body – Committee for Private Education (CPE) Student Services Centre

If the matter remains unresolved or the student is unsatisfied with the outcome, the student may approach the CPE Student Services Centre for assistance.

At the Student Services Centre, CPE staff will review the complaints and provide the appropriate advice. Depending on the type of complaints, a set of resolution procedures will be recommended by CPE.

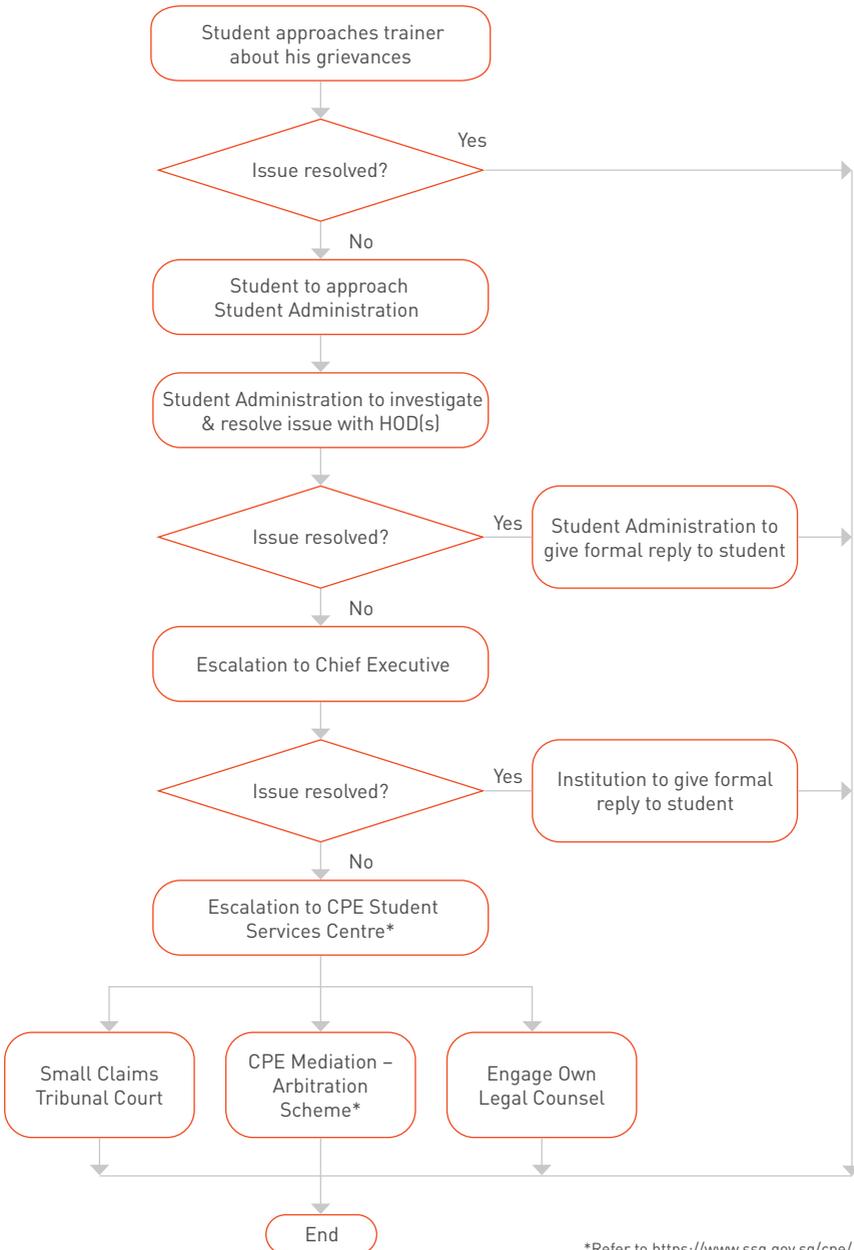
The CPE will investigate into issues that are found to have contravened the Private Education (PE) Act and/or its Regulations and take appropriate actions where necessary. Depending on the nature of the grievance and provided that the student had exhausted the school's internal grievance channels first, CPE may recommend the student to take up following course of action(s):

- (i) the CPE Mediation-Arbitration Scheme; or
- (ii) the Small Claims Tribunals (SCT), for clear-cut fee refund issues of equivalent or less than #S\$20,000; or
- (iii) their own legal counsel.

For complete information on the CPE Mediation-Arbitration Scheme, please refer to <https://www.ssg.gov.sg/cpe/student-services/dispute-resolution.html>

**For amounts that exceed SGD\$20,000 but is below \$30,000 The claim can still proceed with SCT if both parties consent in writing.*

DISPUTE RESOLUTION PROCESS FLOWCHART



*Refer to <https://www.ssg.gov.sg/cpe/student-services/dispute-resolution.html>

11 COMMUNICATION CHANNELS

All students may refer to the following communication channels to obtain the latest circulars/information from SHATEC.

11.1 Unique Student Email

Students will be issued a unique student email by Student Administration with syntax such as:
0415_marytan@student.shatecinstiutes.com

This email will be the primary communication medium used during the course of the student's studies for all course related information and announcements.

11.2 Notice Boards

Students may refer to the notice boards located at level 1, 3 and 4 for important circulars/ information issued by the Faculty/Administration Departments. Students are advised to refer to them regularly.

11.3 Memorandums and Circulars

Hardcopies memorandums and circulars may also be issued through respective Course Tutors on important announcements and school updates.

11.4 Update of Student Contact Information

Students must inform the Student Administration Department if there are any changes to their contact information.

11.5 Short Message Service (SMS) and Others

For notifications and reminders, Student Administration may also deploy SMS and WhatsApp to disseminate relevant information. Students may refer to Item 10.1 for more details on Student Administration's contact email, telephone lines and WhatsApp.

12 ICA REGULATIONS FOR INTERNATIONAL STUDENTS

International students must adhere to all Immigration & Checkpoints Authority (ICA) requirements and any breach of ICA's regulations will lead to dismissal.

12.1 Full Time/Part Time Work Not Allowed under Student's Pass

International students on Student's Passes are not permitted to gain employment, full-time or part-time, as regulated by the Ministry of Manpower (MOM) and Immigration & Checkpoints Authority (ICA). Under Chapter 91A Employment of Foreign Manpower Act Section 5(2), "No foreign employee shall be in the employment of an employer without a valid work pass."

Any students found violating this rule will warrant severe disciplinary actions that could lead to expulsion. (Note: Industrial attachment does not constitute working part-time)

12.2 Student's Pass Renewal

It is the students' responsibility to ensure that their passes are renewed on time. The school will not be held responsible if the Student's Pass expires or is being rejected by ICA due to late renewal. In order to renew the Student's Pass, students must report to Student Administration Department with photocopies of their passport and existing Student's Pass no later than **four weeks before** the expiry date of their Student's Pass. The school will only process the renewal application if students meet ICA's attendance requirement and are current in their payment of course fees. The school will complete the necessary sections in the SOLAR+ system and email the SOLAR+ Pin to the students for them to submit to ICA personally. Please visit the ICA website at www.ica.gov.sg for more details on other rules and regulations pertaining to Student's Pass holders.

12..3 Fulfilling 90% Monthly Attendance

It is important for international students to observe their conduct and attendance in school. As stipulated by ICA, international students must not be absent from classes for a continuous period of 7 days or more without any valid reasons and must attain a minimum monthly attendance of 90%. International students who do not meet the attendance requirements will be reported to ICA and their Student's Passes may not be renewed and/or will be revoked.

13 POLICY ON SOCIAL MEDIA

The absence of, or lack of explicit reference to a specific site does not limit the extent of the application of this policy. Where no policy or guideline exists, students should exercise discretion and take the most prudent action possible. Consult with your trainer or supervisor if you are uncertain. Students found to have infringed on the stipulations below or in any manner caused undue distress to the school (and industrial attachment establishment) through inappropriate use of social media will be liable for disciplinary actions.

- 13.1 Information published on blogs, forums and social networking sites on the Internet should comply with the school's (and industrial attachment establishment's) confidentiality and disclosure of proprietary data policies.
- 13.3 Be respectful to the school (and establishment during industrial attachment), staff, students, customers, partners, and competitors.
- 13.4 Social media activities should not interfere with school/industrial attachment commitments. Do not reference school (or industrial attachment establishment), staff, students, customers, partners and competitors without their express consent.
- 13.5 Personal posts and comments on blogs, forums and social networking sites on the Internet should have clear disclaimers that the views expressed by the author in the blog is the author's alone and do not represent the views of the school.

- 13.6 Respect copyright laws, and reference or cite sources appropriately. Plagiarism applies online as well.
 - 13.7 School (or industrial attachment establishment) logos and trademarks may not be used without written consent.
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14 POLICY ON PERSONAL DATA PROTECTION ACT (PDPA)

- 14.1 SHATEC collects personal data of students to support its organisational functions such as, but not limited to, teaching, learning, research and general administration. This also includes sending, storing and retrieving of information by electronic means.
- 14.2 SHATEC will not use or disclose personal information for any purpose other than as advised at the time of collection, unless:
 - (a) signed written consent is obtained
 - (b) the information is required by law or court order
 - (c) a request for information is made by statutory authorities
e.g. Committee for Private Education
- 14.3 SHATEC shall make every effort to ensure that data collected is accurate and complete and will take every precaution to protect personal data from loss, misuse, unauthorised access or disclosure, copying, alteration, or destruction.
- 14.4 SHATEC will retain the personal information until the purpose for the collection is being served by retention or the retention is necessary for any legal or business purposes.
- 14.5 SHATEC may provide students' information to third parties for administrative and legislative purposes e.g. Fee Protection and Medical Insurance providers, Industrial Attachment establishments.

- 14.6 Please be advised that for training course(s) with course fee subsidy, the SSG, or its appointed auditor or nominated representatives may contact the course participant(s) and their respective company (where applicable) to obtain information deemed necessary for the purposes of conducting effectiveness survey or audits in relation to the said training course(s).
- 14.7 In order to serve students efficiently and effectively, personal data collected might be used by different departments within SHATEC, or if necessary, with other Government agencies, unless such sharing is prohibited by legislation when responding to students' correspondences e.g. e-mails that contains personally identifiable data.
- 14.8 SHATEC may periodically communicate school announcements and other relevant information to students as means of update. By providing the school with the details of the mode(s) of contact (e.g. address, email address, mobile number) students also authorise SHATEC to contact and send school information to them through various means, including postal mail, electronic mail, SMS or MMS, fax and/or voice calls.
- 14.9 SHATEC staff or third party photographers and/or videographers may take photographs and/or videos during events or seminars organized by SHATEC or its affiliates. Unless otherwise informed, SHATEC is permitted by its students to publish the photos and/or videos for publicity purposes (including in SHATEC's publicity and communication materials).
- 14.10 For more information about PDPA in general, please visit the Personal Data Protection Commission's Website <http://www.pdpc.gov.sg>.
- 14.11 Should you have any feedback or enquiry relating to your personal data, please contact us through one of the following methods:

Email : dpo@shatec.sg
Postal Mail : Data Protection Officer
Shatec Institutes Pte Ltd
21 Bukit Batok Street 22
Singapore 659589

b

STUDENT DEVELOPMENT SYSTEM

DO YOU KNOW THAT

**Egg whites become
more fluid with age.**

To perfect your egg dish:
use fresh eggs for poaching or
frying and older eggs for
scrambling or omelets.



At SHATEC, we aim to ensure that students succeed in life. We strive to produce graduates who are highly sought after by the tourism and hospitality industry for their positive attitudes, knowledge, skills and high degree of professionalism. Our objective is thus, not just to impart knowledge and skills, but also to inculcate the right attitude in students.

SHATEC therefore demands the highest standard of performance and conduct from all students. The Behavioural Development System helps students to keep on the path to success. It has been developed to track students' attitudinal and professional development at SHATEC.

The aspects of students' performance, which are indicative of a positive attitude, include:

- Regular class attendance
- Punctuality
- Good grooming and personal appearance
- Honesty and integrity
- Co-operation and helpfulness
- Cleanliness
- Respect for others
- Respect for our community and environment

Taking the above facets of behaviour into consideration, students will be given demerit points for incidents which are antithesis to the above. These demerit points will be issued in accordance to the Demerit Point System (Please refer to Section B, Item 3). Once a demerit point has been issued, it cannot be revoked unless evidence is presented to prove that the issuance is incorrect.

At SHATEC, it is also our policy to give students ample opportunities to make positive changes in their attitude and behaviour. As such, under the Behavioural Development System, Students will also be encouraged to improve in their conduct & discipline through pastoral counselling.

1 GENERAL CONDUCT AND BEHAVIOUR

- 1.1 Students are expected to be courteous and to behave with dignity and propriety at all times whether within or outside the premises of SHATEC.
- 1.2 During institutional training, students are expected to comply with reasonable instructions of all teaching and non-teaching staff.

During industrial attachment, students shall abide by the rules of authority that prevail in the establishment to which he / she is attached to.

Students who persistently fail to comply with instructions and rules of authority in school or while on industrial attachment, despite fair warnings, may be suspended from training on immediate notice with consideration for termination from the programme.

- 1.3 SHATEC takes a very serious view of acts of cheating or plagiarism, be it attempts at cheating or plagiarism at examinations, tests or assignments.
- 1.4 Vandalism is a serious offence and students found guilty of vandalism, wilful destruction or wastage of SHATEC assets, equipment, utensils, crockery and other perishable and non-perishable goods are liable for disciplinary action not excluding immediate expulsion.

In addition, they are liable to make restitution for any damage or loss of the equipment, utensils, etc.

- 1.5 In line with SHATEC's policy of cost control and energy conservation, any form of wastage (such as water and electricity) may be construed as inconsiderate behaviour which is liable for disciplinary action.

2 GENERAL PROHIBITIONS

SHATEC is committed to providing all students with a comfortable environment that is conducive for learning. Students, as part of the SHATEC community, are expected to behave and act in a manner that demonstrates respect, consideration and thoughtfulness for those around us. It is on this basis that SHATEC formulated the following set of guidelines.

- 2.1 No eating or drinking is allowed at all training facilities (unless the activity constitutes part of the lesson e.g. tasting). Food and drinks may only be consumed at designated areas permitted by the school.
- 2.2 Smoking is strictly prohibited in SHATEC campus (including the area near the main entrance) and other premises managed by SHATEC.
- 2.3 In accordance to Tobacco (Control of Advertisements and Sale) Act, minors below the age of 21 years are not allowed to have cigarettes or any other tobacco products in their possession regardless of purpose.
- 2.4 Students are not permitted to consume alcoholic beverages within the campus or other premises managed by SHATEC at all times, unless it is part of an activity approved by SHATEC.
- 2.5 Littering is prohibited.
- 2.6 Unless attending lessons or on duty in the restaurants or kitchens, all students are to vacate SHATEC premises by 8.00pm.
- 2.7 Only functions organised by students and approved by the Head of Department (HODs) can be held within SHATEC premises.
- 2.8 Students must be responsible for ensuring that all safety precautions are observed and premises are cleaned up, with all electrical appliances, equipment and lights turned off immediately after use.

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- 2.9 Students may not be admitted to the store, faculty offices (including the printing room) and any other areas designated by SHATEC except when authorised by a faculty or administrative associate.
 - 2.10 Other than in cases of emergencies, SHATEC shall not receive and relay messages on behalf of students during their lessons or practical training.
 - 2.11 Students on practical training are not allowed to entertain or be entertained by guests staying at facilities managed or operated by SHATEC .
 - 2.12 Handphones must be switched off or put on silent mode during lectures or practical sessions.
 - 2.13 Students are expected to be careful and considerate when using common facilities such as toilets, lobby area and corridors. Care should be taken to keep these areas tidy and clean.
 - 2.14 Students who drive or ride to campus are required to find alternative parking facilities in the vicinity. Due to limited parking space, students are not allowed to park their vehicles at SHATEC.

3 DEMERIT POINTS SYSTEM

- 3.1 Students may be given demerit points for demonstrating behaviours which are antithesis to the standards listed above. These demerit points will be issued in accordance to the Demerit Points System on next page:

Class of Offence		Demerit Points
Class A		
First-time Offence for :		
(A1)	Smoking - anywhere in school or within 5 metres from school entrance - in school uniform in public	2
(A2)	Eating in prohibited areas - anywhere in school except designated dining areas - during training without explicit permission by trainer	2
(A3)	Littering	2
(A4)	Parking anywhere in school without explicit written permission	2
(A5)	Unauthorised entry into prohibited areas	2
(A6)	Any infringement against uniform/dress code	2
(A7)	Absence from a scheduled disciplinary inquiry session without a valid reason	2
(A8)	Usage of electronic devices during lessons without prior approval. [Note: The electronic device(s) will be confiscated for the duration of the class.]	2
(A9)	Failure to comply with reasonable instruction from any staff of SHATEC and/or industrial attachment establishment	2

Class of Offence		Demerit Points
Class B		
(B1)	Repeated offence for (A1) to (A9)	5
(B2)	Unacceptable behaviour which are found to be threatening in nature	10
(B3)	Acts of bullying and/or hooliganism	10
(B4)	Cyber-crime including any form of cyberbullying and misuse of social media	10
(B5)	Unauthorised consumption of alcohol on training days during school hours	10
(B6)	Attempt to cheat during progress tests / examinations or plagiarism or attempting to do so in assignments. [Note: The test / examination will be marked as zero.]	10
Class C		
(C1)	Damage to property / vandalism	20
(C2)	Petty thefts, misappropriation of property	20
(C3)	Racial / gender discrimination	20
(C4)	Sexual harassment	20
(C5)	Doctoring of examination / test / assignment results, attendance records, medical certificates and other official documents	20
(C6)	Impersonation of or conspiring to impersonate a parent / medical staff / police officer / SHATEC staff or any other person of authority with the intention to deceive / cheat in any manner	20
(C7)	Any form of offences deemed criminal in nature	20

- 3.2 Demerit points for Class A offences may be issued by any staff of SHATEC by reporting offence to Student Administration. The student will be notified of demerit points issued through the “Notice of Demerit Points” and also counselled by Course Tutor. The onus is on the student to keep track of the demerit points he / she has accumulated.
- 3.3 Students found to have committed Class B offences will be required to attend a Disciplinary Inquiry with the Disciplinary Committee. The Disciplinary Committee will issue the demerit points for Class B offences and mete out other disciplinary consequences (where applicable) after the inquiry. A letter will be given to the student informing him / her of the decision of the Disciplinary Committee. A copy of this letter will also be sent to the student’s parents / guardian.
- 3.4 Students found to have committed Class C offences will be required to attend a Disciplinary Inquiry with the Disciplinary Committee. The Disciplinary Committee will issue the demerit points for Class C offences and mete out other disciplinary consequences not limited to immediate suspension and expulsion from school (case may be referred to the police and relevant authorities where deemed necessary). A letter will be given to the student informing him / her of the decision of the Disciplinary Committee. A copy of this letter will also be sent to the student’s parents / guardian.
- 3.5 For accumulation of 10 demerit points or more, the student will also be required to appear before a Disciplinary Committee and receive further disciplinary actions as advised. A letter will be given to the student informing him / her of the decision of the Disciplinary Committee. A copy of this letter will also be sent to the student’s parents / guardian.
- 3.6 The Disciplinary Committee shall comprise:
- Head of Department(s)
 - A trainer and
 - A representative from Student Administration Department

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- 3.7 For accumulation of 20 demerit points or more, the student will be required to appear before a Disciplinary Committee and receive further disciplinary actions not excluding immediate suspension and expulsion from school. A letter will be given to the student informing him / her of the decision of the Disciplinary Committee. A copy of this letter will also be sent to the student's parents / guardian.
- 3.8 The record of demerit points kept by Student Administration Department is the official record and in the case of a dispute, the decision shall be based on this record. A student may request (via his / her trainer) for a record of his / her demerit points.
- 3.9 The imposition of demerit points does not preclude other punishments such as fines, docking off marks in examinations and such other punishments that may be deemed fit.
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4 SUSPENSION AND EXPULSION

- 4.1 The school may suspend a student, through an enforced break from study, or in serious cases, expel the student, under recommendation by the Disciplinary Committee, based on the following grounds:
- failure to attend school regularly with more than 12 of days absence during institutional training and/or industrial attachment without valid reasons
 - accumulation of more than 20 demerit points
 - highly inappropriate conduct where student's behavior is deemed to risk the safety and well-being of others in school/industrial attachment establishment
 - suspension / termination by industrial attachment establishment due to misconduct

- 4.2 Should the Disciplinary Committee find any student liable for suspension or expulsion from school, a recommendation will be submitted to the Chief Executive (CE) with a record of the proceedings of the Disciplinary Inquiry.
- 4.3 The Chief Executive Officers shall decide based on the recommendations of the Discipline Committee.
- 4.4 For any of the grounds listed in 4.1 above, a student may be suspended for a maximum of 1 term, during which he / she will not be allowed to attend any classes, sit for assessments or partake in any school activities. The school may decide to place any student reinstated after period of suspension into a different class of closest match to term of study disrupted. In the event that there are any changes to the course syllabus, the student will follow the new curriculum. If need be, the school may at its discretion, substitute an equivalent course of study.
- 4.5 In the event where a student is found guilty of any infringement of the laws of the State, he / she may also be suspended or expelled from SHATEC depending on the severity of the offence and the punishment meted out by the relevant authorities of the State.
- 4.6 Any international student on Student's Pass found guilty of any infringement of the laws of the State may have his / her Student's Pass cancelled.
- 4.7 Without prejudice to his / her case, a student may also be temporarily suspended pending investigation or other proceedings prior to the passing of judgement for the offence he / she is alleged to have committed or was involved in. Such suspension shall be deemed to be procedural and should not constitute punishment by SHATEC.
- 4.8 For suspension due to circumstances stated in 4.5, Student Administration will issue a letter to inform student of the enforced break from study and pend the case until official judgment is passed by the authorities. Based on the outcome, the school will form a decision on the student's suitability to continue with the programme.

5 APPEALS PROCEDURE

- 5.1 A student who has been suspended or expelled due to any of the reasons listed in 4.1 may appeal to the Committee of Appeals of SHATEC.
 - 5.2 The Committee of Appeals shall comprise:
 - Director, Academic & Student Development (or appointed deputy)
 - Senior Director, Student Administration (or appointed deputy)
 - A representative from Student Administration Department
 - 5.3 The appeal must be made within the time frame stipulated in the Letter of Expulsion. If the appeal is not made within the stipulated time frame, it is deemed that the student accepts the verdict of expulsion.
 - 5.4 There is no recourse to appeal for any student who is facing suspension or expulsion for the second instance in his / her course of study.
 - 5.5 The decision of the Committee of Appeals is final.
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6 STUDENT COUNSELLING AND DISCIPLINARY PROCEDURES

Counselling and disciplinary procedures will apply to any student who infringes SHATEC rules and regulations or whose behaviour / attitude is deemed to be unsatisfactory. These procedures reflect practices which are currently in place in many organisations in relation to the management of their employees' behaviour and performances.

- 6.1 A Course Tutor will be appointed for each class. Students are encouraged to approach their respective course tutor for counselling over academic or even personal problems should they feel the need.

- 6.2 Students shall be reminded in writing and counselled for undesirable attendance record, punctuality and poor discipline.
 - 6.3 Attendance at all scheduled counselling and disciplinary inquiry session(s) are compulsory for students.
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7 ATTENDANCE AND PUNCTUALITY

- 7.1 Attendance is compulsory at lessons, practical trainings and any functions and field trips arranged by SHATEC and during industrial attachment.

Any absence must be supported by a valid medical certificate or accounted for by "Order to Report" notices (in the case of NS-men training).

Absence on compassionate grounds must be supported by documentary proof. As a general rule, students may be excused on compassionate grounds for any of the following events:

- a) Death of the student's spouse, children, parents, siblings, grandparents, parents-in-law: 4 working days.
 - b) Critical illness of the student's spouse, children, parents, siblings, grandparents, parents-in-law: 1 working day.
- 7.2 Absence on medical grounds must be supported by a valid medical certificate issued by a registered medical practitioner. The original medical certificate should be submitted to the Course Tutor within 3 working days regardless of whether the term is in session. For part-time students, the submission must be made by the day of training upon return to class.

Medical certificates from a Traditional Chinese Medicine (TCM) practitioner are not accepted by SHATEC unless the practitioner is residing in a registered government or private hospital.

Letters written and endorsed by parents certifying that the student is sick and thus seeking excuse from class will not be accepted by SHATEC.

For absence on account of NS-men training, the student must submit the SAF100A form or any other relevant documents to SHATEC at least one month before the training period.

If these documentary proofs are not submitted within the stipulated deadline, the student may be considered to be absent without valid reasons.

- 7.3 Students who accumulate more than 6 days of medical leave during a term may be referred for a full medical check-up at the expense of the students.
- 7.4 Any student who is absent from practical training with or without valid reasons may be required to sign up for tutorials in order to make up for the training he / she has missed.

A student is also required to inform the trainer as early as possible on the day if he / she is unable to report for practical training, failing which demerit points may be given for inconsiderate behaviour.

- 7.5 All students are expected to be regular and punctual in their attendance throughout the programme. During the institutional training they are expected to abide by the hours of work / study set by SHATEC.

A system for attendance monitoring is put in place throughout the institutional training duration of the programme for Course Tutors to identify full-time students who record absenteeism without valid reasons:

- 2 days absence without valid reasons – 1st level counselling by Course Tutor
- 5 days absence without valid reasons – 2nd level counselling by Course Manager
- 10 days absence without valid reasons – Disciplinary inquiry by Disciplinary Committee with official warning

- 12 days absence without valid reasons – Disciplinary inquiry by Disciplinary Committee with disciplinary actions

7.6 Full-time students who fail to achieve an overall monthly attendance of:

- 75% for local students
- 90% for international students

will receive a notification letter on non-fulfillment of attendance requirements by the 15th of the following month.

7.7 During the industrial attachment, students will abide by the hours of work set by the establishments to which they are attached.

While on practical training or industrial attachment, they are expected to perform shift duties.

7.8 Any student who fails to achieve the required attendance during industrial attachment (if it forms a compulsory component of the training) may also be disqualified from the award of the Certificate / Diploma.

7.9 An international student who is holding a Student's Pass must achieve a minimum 90% attendance; otherwise his / her Student's Pass may be revoked and / or not renewed.

(Note: As required by the authorities, SHATEC is required to notify Immigration & Checkpoints Authority (ICA) if the percentage of attendance falls below **90%** in any month of the course or if there is more than 3 days of continuous absence without valid reasons).

7.10 A student who is habitually late in his / her attendance whether during institutional training or industrial attachment may be considered for penalties not excluding suspension, termination or disqualification from the award of the Certificate / Diploma.

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- 7.11 The onus is on the student who is absent or late to report the reasons for his / her absence or late-coming to his / her trainer immediately upon returning.

Students who are more than 15 minutes late for institutional or practical training may be turned away from class and marked as absent.

A student who fails to report to his / her trainer will be deemed to be absent / late without valid reasons.

- 7.12 Any full-time student who is absent for 7 consecutive days during institutional training or industrial attachment without informing SHATEC or hotel / establishment will be deemed to have withdrawn from the respective programme.

(Note: As required by the authorities, SHATEC will notify Immigration & Checkpoints Authority (ICA) office of such leave of absence if the Student is a holder of a Student's Pass).

For part-time students, absence for 7 consecutive training days without informing relevant parties and/or without providing valid reasons will be deemed to have withdrawn from the respective programme.

- 7.13 Students who fail to meet the minimum attendance may be barred from all assessments, including formative assessments such as progress tests, projects as well as end of course examination, where applicable.

8 HOME-BASED LEARNING

- 8.1 Theory based lessons and assessments which do not require access to specialised facilities, equipment and tools to meet learning outcomes, may be converted to home-based learning (HBL) mode.
- 8.2 Students must meet the following minimum user requirements in order to attend HBL lessons:
- Desktop Computer or Laptop
 - Operating System: Windows Vista 7 or higher / Mac OSX 10.6 or higher
 - Internet connection with a consistent minimum speed of 4 mbps
 - Internet browser: Chrome
 - Built-in or external microphone connected via USB plug-in
 - Built-in or external webcam connected via USB
- 8.3 Students should refer to the following HBL resources to familiarise themselves with accessing online lessons, e-assessments and seeking technical support:
- SHATEC Home-Based Learning Guide
 - E-Assessment Guidelines for Participants/Students
- 8.4 All HBL classes will be recorded for evidence as mandated by authorities to substantiate proof of attendance. Students attending HBL lessons must turn on their webcams throughout the lesson with full face and upper body visible to the trainer to qualify for attendance taking.

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- 8.5 Students attending HBL are not required to wear full school uniform but should ensure proper grooming and adhere to acceptable dress code. Attire such as navel-baring tops such as midriffs and bare shoulder or sleeveless tops of any kind are not allowed.
 - 8.6 Students should maintain a visible and professional learning image at all times. Behaviours which are unrelated to prescribed learning activities and which are deemed distracting and/or disrespectful by the trainers may lead to disciplinary consequences.
 - 8.7 Students who persistently fail to cooperate and comply with stipulated HBL requirements despite reminders may be barred from attending classes.
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9 PASTORAL COUNSELLING SERVICES FOR STUDENTS

There are times in our lives when we experience stressful and challenging events that cause intense worry and disruption to our academic and/or personal lives. If our anxiety becomes too great, we may respond inappropriately to people and situations with undesirable outcomes. It is important that all students have an optimistic learning experience.

Therefore, if you feel that you are encountering stressful experiences and need a listening ear, please approach the Student Administration Department.

10 STUDENT RECORDS

10.1 The following records will be kept for each student:

- **Academic results** – a record of the student’s performance in theory and practical assessments.
- **Demerit points** – a record of the demerit points, if any, that a student has accumulated.
- **Attendance** – a record of the student’s daily attendance and punctuality.

C

TRAINING FACILITIES AND RULES

DO YOU KNOW THAT

**You should order
your chicken cuts
by indicating choice of
white or dark meat.**

White meat cuts are the breast,
breast tenders and
wings.

Dark meat cuts are the
drumstick and thighs.

The color differences
occur because they are
two separate types of
muscle.



1 USE OF LIBRARY AND COMPUTERS

- 1.1 Students who use the library facilities are to be properly attired in accordance with the SHATEC uniform / dress code.
- 1.2 Silence shall be observed in the library. Handphones and all other electronic devices must be put to silent mode at all times in the library.
- 1.3 All the printed publications are protected by the Copyright Act. Students are only allowed to copy up to an article or a chapter from both books and journals. (Also refer to page 24 – 25).
- 1.4 The student identification card (student ID) must be presented when borrowing books on loan. Periodicals are not allowed to be borrowed.
- 1.5 A student may borrow and have in his / her possession, a maximum of 3 books, at any one time.
- 1.6 The loan period for books borrowed is 7 days.
- 1.7 There are no borrowing privileges for reference books including statistical publications, dictionaries, encyclopedias, directories and yearbooks.
- 1.8 Overdue fines are charged at S\$0.50 nett per day per book for books not returned on time.
- 1.9 Borrowing privileges will be suspended once the total fines incurred exceed S\$10.00 or more. They will be restored once the outstanding charges are settled.
- 1.10 For every book / periodical lost / damaged, students will have to pay for the cost of the lost / damaged book(s) as well as an administrative fee of S\$10.00 (subjected to prevailing GST).
- 1.11 Replacements for lost / damaged books will not be accepted.

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- 1.12 There will be no refund once payment is made even if the lost item is found later.
 - 1.13 Any student caught stealing books / periodicals or tearing pages off or mutilating them in any way will face disciplinary action.
 - 1.14 A student, who has not returned book(s) to the library in spite of having completed the course of study, will not be allowed to graduate.
 - 1.15 Running of unlicensed software and using unauthorised / counterfeit software are criminal offences which carry severe jail terms and fines.
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2 PRACTICAL TRAINING

- 2.1 Students may only enter the training areas (kitchens, bars, restaurants, classrooms, hotel) during their scheduled practical lessons at these places, or when authorised to do so by the trainer.
- 2.2 Students shall adhere to the schedule and undertake the scope of work assigned by the trainer during practical lessons. In this respect, students shall remain at the workstation assigned (where applicable) unless otherwise authorised by the trainer.
- 2.3 Students are expected to carry out the instructions of trainers while on practical training in the kitchen / restaurant / hotel. Such instructions, which may include requisition of food from the stores, cleaning and clearing up are part and parcel of the hands-on method of training at SHATEC.
- 2.4 The institution shall make provisions for meal breaks during practical lessons and students shall follow the schedule planned by the trainers. Consumption of food and beverage while on duty is not permitted.

3 HYGIENE AND SANITATION

- 3.1 Students must maintain a very high standard of personal hygiene and practise clean and hygienic methods of work in the kitchen and restaurants. Any student with flagrant disregard for hygiene and sanitation in the work processes will be warned of the consequences and should he / she persist, may render him / herself liable for disciplinary action.
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4 SAFETY REGULATIONS

- 4.1 All accidents or illnesses must be reported to the trainer for immediate attention. In cases that require medical treatment, Student Administration Department should be notified to call an ambulance / a doctor and / or contact the next-of-kin.
- 4.2 All students must take note of the location(s) of all emergency exits and be familiar with evacuation procedures.
- 4.3 All students especially those on practical lessons must note the location(s) of:
- fire extinguishers
 - first-aid boxes
 - main switches for gas supply
- 4.4 All fire drill exercises are to be taken seriously. All students are to assemble at the designated areas as advised by the fire safety officers appointed by SHATEC.

5 USE OF EQUIPMENT / TOOLS

- 5.1 To ensure that the practical training venue is fully equipped for all training sessions, no equipment / tools may be removed from the area of practical work without the permission of the trainer-in-charge.
- 5.2 All equipment / tools must be cleaned and returned to their proper places after use.
- 5.3 For safety reasons, students may not use any equipment / tools unless authorised by the trainer-in-charge.
- 5.4 All breakages must be reported to the trainer-in-charge and details concerning the breakages noted down in the breakages logbook.
- 5.5 When students share equipment / tools, the students shall be jointly responsible for the good care of the equipment / tools.
- 5.6 Students must clean up restaurants, kitchens and other practical training venue(s) after every practical session, as part of their training in operations.
- 5.7 Students must observe the proper procedures and special prohibitions when using equipment / tools. For example, no solids should be thrown into the sink.

6 INDUSTRIAL ATTACHMENT

- 6.1 Industrial attachment (be it Hotel Familiarisation, Day-Release, Block Release, Hotel / Restaurant Practice, On-the-Job-Training) is a compulsory component of each programme offered by SHATEC.
- 6.2 Students may or may not be paid any allowances during their industrial training. There is no obligation on the part of an establishment, which

has accepted a student for industrial training, to pay such allowances unless provided for under separate agreements entered into between the establishment and the student.

- 6.3 A student may not change the establishment where he / she is attached at for his / her industrial attachment without prior approval of SHATEC and establishment.
- 6.4 Any student who resigns from his / her industrial attachment without prior notification or approval by the school; may be liable for disciplinary actions not excluding termination from the programme.
- 6.5 Students whose industrial attachment is terminated by the establishment due to disciplinary issues or poor performance may not be allowed to continue with the programme. He / She will be required to attend an Inquiry Session before a final decision is made by a committee.
- 6.6 A student will be assessed on his / her industrial attachment by way of a Log Book or an Assessment Form. The Log Book will be given to the student before the start of the industrial training. The Log Book must be returned to SHATEC within one week of the completion of the industrial training, failing which the student may not be able to graduate, as he / she will be deemed as not fulfilled the industrial attachment component of the programme.
- 6.7 A student is responsible for his / her Log Book. A student who loses his / her Log Book must report the loss to SHATEC and obtain a replacement upon payment of the sum of S\$10.00 (subject to prevailing GST).
- 6.8 During the industrial attachment, a trainer will be assigned to conduct checks on the student and provide assistance to him / her where necessary.
- 6.9 Students are to inform the trainer should they encounter problems relating to the industrial attachment.

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EXAMINATIONS

DO YOU KNOW THAT

**You can de-caffeinate
tea by rinsing tea leaves
– it's that simple!**

To do this, brew your tea as usual
and remove the leaves after
20 seconds. Discard this brew and,
viola, decaffeinated tea leaves!



1 ADMISSION TO THE EXAMINATION CENTRE

- 1.1 Only students from SHATEC , who have been duly registered for the respective examinations will be permitted to enter the examination / test rooms.
 - 1.2 SHATEC reserves the right to deny any student permission to sit for an examination if there are still outstanding fees owed by the student prior to the examinations.
 - 1.3 SHATEC reserves the right to deny any student permission to sit for an examination if the student did not achieve a minimum attendance of 75% for the subject, either in theory or practical.
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2 REPORTING AT THE EXAMINATION CENTRE

- 2.1 Students must report to the invigilator in the examination room at least 15 minutes before the start of the examination. No extra time for the examination shall be permitted should they arrive late.
- 2.2 All students must bring the proper identification document, i.e. SHATEC student ID card to the examination. The identification document must include a recent photograph of the student. Students are to leave the identification document on the table throughout the duration of the examination. Students who are unable to produce the SHATEC student ID will NOT be allowed to sit for the examination.
- 2.3 Students who are late for thirty minutes or more will NOT be allowed to sit for the examination.

3 CONDUCT AT THE EXAMINATION CENTRE

- 3.1 Students must be properly attired in accordance with SHATEC uniform / dress code when they report for their examination. Students who do not conform to this code will be barred from the examination.
- 3.2 For referral examination,
- (a) Student who are undergoing institutional training and industrial attachment must abide by Item 3.1 above.
 - (b) Students who belong to cohorts which have already graduated may be in their own attire. Attire such as shorts and slippers are not allowed.
- 3.3 Students must conduct themselves with proper decorum and observe all prescribed rules and instructions governing the administration of the examination. SHATEC expect all students to have honesty, integrity and maintain the highest standard of academic conduct. The student is liable to be disqualified from the examination and the paper is marked zero if he / she is found infringing on the prescribed rules and instructions given. Ten demerit points will also be issued to the student.
- 3.4 Students who wilfully refuse to comply with the examination regulations or behave in a manner prejudicial to the proper conduct of the examination may be asked to leave the examination centre immediately. The student is liable to be disqualified from the examination and the paper is marked zero if he / she is found infringing on the prescribed rules and instructions given.
- 3.5 Students must not, under any circumstances whatsoever, speak to or communicate with one another during the examination. Students who wilfully disregard this rule shall be asked to leave the examination centre. The student is liable to be disqualified from the examination and the paper is marked zero if he / she is found infringing on the prescribed rules and instructions given.

- 3.6 Students found guilty of dishonest conduct for the first time will be immediately removed from the examination room and be disqualified from the particular examination for that subject, receiving zero marks for the particular paper. He / She will still be allowed to take papers for other subjects. However, if the student is caught for the second time, he / she will be disqualified from the whole series of the examinations.
- 3.7 Students are permitted to use their own non-programmable electronic calculators during the examination. Programmable calculators or other electronic devices capable of storing and manipulating data cannot be used. If in doubt, students are to refer to the relevant subject trainers for the approved models of the electronic calculators.
- 3.8 Students must bring their own writing and drawing instruments. They are not permitted to have with them (neither under nor around the desk) any books, written or printed documents, pictures or drawing, notes or paper other than those provided by the centre (unless specially allowed by the examiner). They are also not allowed to borrow any items during the examination.
- 3.9 All students must bring along a blue or black pen when taking theory examinations.
- 3.10 All personal telecommunication and other digital devices (pagers, hand phones etc.) have to be on silent mode and kept in the bags. The invigilators reserve the right to confiscate the devices should they find them on the students during the examinations.
- 3.11 Students are warned that they may be stopped from proceeding further in the practical examination / test if, in the opinion of the Presiding Invigilator, they continue to adopt an unsafe or dangerous method of operation, which may result in injury to themselves and surrounding persons or cause damage to machine or equipment.

- 3.12 Students will be liable for any damages to machines, tools and equipment that are caused due to their negligence.
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4 LEAVING THE EXAMINATION CENTRE

- 4.1 Students will not be allowed to leave the examination room during the first thirty minutes of the examination as well as the last fifteen minutes of the examination.
- 4.2 A student who has left the examination room will not be permitted to re-enter under any circumstances.
- 4.3 A student may request the presiding invigilator's permission to leave the examination centre for personal reasons. However, he / she must be accompanied by another invigilator or a person authorised by the presiding invigilator, otherwise he / she will not be re-admitted into the examination centre.
- 4.4 A student who has completed his / her examination is required to leave his / her examination scripts on the table and is not allowed to remove any paper, when leaving the examination centre.
- 4.5 Students are not allowed to loiter outside the examination centre. Marks will be deducted from the examination papers they sat for if the students are caught loitering outside the examination room.

5 ABSENCE FROM EXAMINATION

- 5.1 A student who is on medical leave during an examination may be allowed to sit for an re-examination at the next referral examination period if approved by the Head of Department. Absence from a progress test must be supported by a medical certificate issued by a registered medical practitioner. The medical certificate must have a minimum coverage of three consecutive days on one medical certificate.
- 5.2 A student who absents himself / herself from an examination (or part of it) will forfeit his / her right to sit for the main examination paper. At the discretion of the respective Head of Department, students with a valid medical certificate of 3 or more days and / or hospitalisation leave may be permitted to sit for a part or the whole examination at no cost in the next earliest possible date. The student will be required to fill out the "Absent from Examination" Form and have it approved by their respective Head of Departments.
- 5.3 If a student is absent from the examination without valid reason, he / she would be deemed as having failed the examination.
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6 APPEAL FOR REVIEW / REMARKING OF EXAMINATION PAPERS

- 6.1 Students are allowed to appeal to have their test paper / examination script re-marked / reviewed if they have reasons to believe that their results in a particular paper should have been better.

The re-marking / reviewing process will be carried out by the Head of Department concerned and an independent trainer. The outcome of this process will be given to the requestor within 4 weeks. The decision of the Head of Department and independent trainer of the review/remarking of the test paper / examination script is final.

Requests for re-marking / reviewing of scripts must be written and submitted to the Resource Planning & Assessment Department. As the marks may have been moderated, SHATEC reserves the right to reinstate to the original marks and update the results in the transcript accordingly.

- 6.2 6.2 Appeals for re-marking and review must be made within two weeks from the date of release of the results. Students are required to complete the Academic Appeals Form and pay the fee of S\$50.00 (subjected to prevailing GST). This form can be obtained from the Resource Planning & Assessment Department.

Late appeals will not be entertained unless the student was:

- away from Singapore; or
- hospitalised or on medical leave; or
- on full-time National Service / NS-men Training.

Documentary evidence is required if late appeal is to be considered under these circumstances.

7 REFERRAL EXAMINATIONS

- 7.1 A student who did not pass a subject in the main examination is required to take a referral examination. **For subjects failed in the main examination, the student must register for these subjects and re-sit them in the next referral examination of the following term.**
- 7.2 The highest result between the one obtained from the main examination and referral examination will be the official result of the subject taken in the referral examination. The passing grade for a theory subject is a “C” grade and for a practical subject, it is a “B” grade. The maximum grade for referral examination is “C” for a theory subject and “B” for a practical subject (unless otherwise stated in the Criteria of Award).

- 7.3 The student may sit for a referral examination for a subject that he / she has attained a fail grade in.
- 7.4 The theory referral examination schedule will be made available on the Resource Planning & Assessment Department notice board on level 3 during week 10. It is the responsibility of the student to check their theory referral examination schedule, except for practical referral examinations, which are held based on the availability of resources such as the individual stove kitchen.
- 7.5 The prevailing referral examination fees are as follows (subjected to prevailing GST) :

Theory referral:	S\$100.00/assessment
Practical referral :	S\$200.00/assessment

Tutorial/Practical Practice Sessions

For students who are identified by trainers to be in need of extra practice for their examinations (or re-examinations), they will be required to pay a fee for the use additional training hours and/or use of the facilities.

The fees chargeable are as follows (subjected to prevailing GST):

Tutorials (2-hour block)	S\$200.00 (S\$100.00 per additional hour)
Computer Lab / Mock -Up Guestroom Based Practical Practice (2-hour block)	S\$25.00 (S\$15.00 per additional hour)
Kitchen Practical Practice (4-hour block)	S\$50.00 (exclude ingredients) (S\$15.00 per additional hour)

*Fees are subjected to change

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- 7.6 A student may opt to go for tutorial sessions conducted by the trainer before taking the referral examinations.
 - 7.7 If a student is absent from referral examination without a valid reason, he / she would be deemed as failed and all monies paid will be forfeited for that particular subject.

A student must provide the Resource Planning & Assessment Department, with the necessary documentation within 10 working days' notice from the time the results are released, if they cannot attend their referral examination. This deferment has to be approved by the Head of Department by filling out the "Absent from Examination" Form. **Students cannot defer any referral examinations they have registered for, unless they have a medical certificate of three days or more that has been approved by the Head of Department.**

8 BARRING OF STUDENTS FROM EXAMINATIONS

- 8.1 A student who has been barred from an examination will be served notice in writing at least one day before the examination. The student would be deemed as having failed the examination and will be required to sign up and take a referral examination for the one he / she is barred.
- 8.2 A student who has been barred from the examination due to outstanding fees must make full payment of the amount outstanding before he / she is permitted to take a re-examination examination.
- 8.3 A student who has been barred from the examination due to poor attendance in a practical subject must undertake make-up classes for all lessons missed, before he / she is permitted to take a referral examination.

- 8.3 A student who has been barred from the examination due to poor attendance in a practical subject must undertake make-up classes for all lessons missed, before he / she is permitted to take a referral examination.
- 8.4 For a student to be unbarred from an examination, he / she will be required to get an unbarring form from the Resource Planning & Assessment Department for each subject he / she has been barred from and have it approved by the Head of Department, in order to be unbarred from any examination.
- 8.5 Students who fail to meet minimum attendance requirements in any subject may be barred from taking examinations associated with the subject. He / She will be required to register for referral exams at the prevailing fees.

Students who have valid reasons for absences may appeal formally with the Resource Planning and Assessment Department for waiver of the fees applicable for the referral exams during registration.

9 ISSUING OF RESULT RECORDS AND TRANSCRIPTS

- 9.1 Final results for the assessments taken for each subject will be released to students in Week 6 of the following term. Result records will be issued to non-graduating students. Academic transcripts are released with the student's certificate on graduation.
- 9.2 It is the responsibility of the students to check their referral examination results, which will be available after week 7 by contacting rpa@shatec.sg. The Resource Planning & Assessment Department will not inform students of their results and cannot accept students' requests over the telephone.

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- 9.3 It is the responsibility of the student to check the information in their result records / academic transcripts. Students are to inform the Resource Planning & Assessment Department of any discrepancies within two weeks of the issuance of the result record / transcript by email at rpa@shatec.sg, failing which the information would be deemed as correct.
- 9.4 Students may request for additional copies of their transcripts through the Resource Planning & Assessment Department. SHATEC will respond to the request within 5 working days. Each additional transcript costs S\$5.00 (subjected to prevailing GST), fee includes postage to a local address. The cost for each transcript to be sent to an overseas address is S\$10.00 (subjected to prevailing GST). For overseas addresses, transcripts will be sent via airmail. It is the responsibility of the student to check if the transcript has reached the intended addressee. SHATEC will not be responsible in the event that the transcript is lost in the mail.
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10 ATTESTATION LETTERS AND COURSE SYNOPSES

- 10.1 Students (and graduates) who wish to obtain an Attestation Letter verifying their course duration and completion status may do so by putting in a request with the Student Administration Department. Students may also request for a copy of the course synopsis in the same manner.
- 10.2 Students should bear in mind that the Attestation Letter will only reflect course completion status based on the last set of results as at the date of request. Students are strongly encouraged to submit request for Attestation Letters upon release of final results, which include all aspects of the course criteria applicable such as practicum fulfillment, reflection journal completion (where applicable).
- 10.3 The processing time for issuance of each Attestation Letter is 2 working days for all standard requests with a non-refundable administrative fee of

S\$5.00 (subjected to prevailing GST) per copy. Non-standard cases which involve retrieval of archival files will require additional lead time to be advised on a case by case basis. Application will only be accepted when receipt of payment is produced along with submission of request.

- 10.4 The processing time for issuance of each copy of course synopsis is 3 working days with a non-refundable administrative fee of S\$10.00 (subjected to prevailing GST) per copy. Similarly, application will only be accepted when receipt of payment is produced along with submission of request.
- 10.5 Students should indicate clearly mode of collection at the point of request. Additional costs based on prevailing rates for postage fee will be applicable for mailing requests. SHATEC will not be responsible in the event of loss or damage to the document(s).
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11 CRITERIA FOR THE AWARD OF CERTIFICATES / DIPLOMAS

- 11.1 All full time students will be issued a copy of the Criteria of Award for their programme within the first week of course commencement.
- 11.2 Only students who meet the criteria for their course of study will be conferred the appropriate Certificate / Diploma. Students will be notified of the criteria of award at the beginning of their course of studies.
- 11.3 Certificates / Diplomas will be awarded to students, who have successfully completed all graduation requirements of the course, during the annual graduation ceremony. Prior to the graduation event, students may request for a Letter of Attestation on their course completion from the Student Administration Department.

All examination and assessment enquiries are to be made to Resource Planning & Assessment Department via email at rpa@shatec.sg.

SHATEC

THE INTERNATIONAL HOTEL & TOURISM SCHOOL
(SINGAPORE)

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Information in the handbook is accurate at the date of print, please log on to www.shatec.sg for latest updates [where applicable].