

*STUDENT*

*HANDBOOK*

*Immersion Holiday Programme*



## **OUR VISION**

“To Be A Leading Dynamic Vibrant  
School With Aspiring Learners”

## **OUR MISSION**

“To Bring Out The Best In All YPLS  
Students”

## **OUR VALUES**

Yearn For Success

Pursue Excellence

Learn Diligently

Share Aspirations

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## **INTRODUCTION**

Welcome!

This Handbook serves to introduce you to the programmes and inform you of the procedures that you will need to follow –

### **PLEASE READ IT CAREFULLY.**

You will receive information from time to time, updated with various aspects of the programmes and the procedures; this should be read with care and assimilation. This should help to ensure that any problems related to the programmes and its organization are minimised and that you are able to concentrate on your studies and give your best.

If you encounter any problems along the way, you should raise them with the School Management.

## SCHOOL INFORMATION

### Principal/CEO's Welcome Message

Greetings from the Staff & Management of **The YPLS School Of Learning**.

Having served the education industry for more than a decade, I believe in quality education and we are here to deliver it. Offering various levels of the Preparatory Course for Admission into Government School, we strive to help our students achieve their goals that they have set.

At our school, we are committed to provide value-add services as well as genuine advice to all our potential students. In our quest to extend our best, we focus on the importance of the following to meet the learning needs of our students and help them chart their education pathway:

- a conducive & excellent learning environment
- experienced, dedicated and well-qualified teachers
- reliable staff and management

With this, I wish to extend my warmest regards to you and thank you in advance for choosing us in your learning journey!

Yours sincerely  
*Carina Yong*

### School Personnel

Principal / CEO :	Mdm Carina Yong
Academic and Examination Board Members:	Mdm Carina Yong Mr Darryl Chan Ms Alice Ng Ms Lee Pey Tyi
Management Representative:	Mr Dennis Wong
Administration Manager:	Ms Celine Lai
Administrator:	Ms Tee Yee Von

## **1. ABOUT US**

The YPLS School of Learning is a Private Education Institution (PEI) that was built on the proven skills, dedication and commitment of its founders. Led by a team of well-qualified individuals who have many years of experience in the field of education, our courses and value-added services are dedicated specifically to prepare international students who wish to pursue their primary to secondary education in Singapore or to experience its education life-style through our exciting range of Immersion Holiday Programmes.

The YPLS School of Learning differentiates itself through a unique staff culture of teaching commitment and rapport with students and the development of a holistic approach to achieving learning outcomes. Our highly experienced and dedicated team of professionals will definitely ensure that you have made the right choice!

## **2. OUR CULTURE**

"We are a family-oriented school where teachers strive to nurture our students both academically and holistically. We strongly believe in delivering quality services and appreciating the loyalty of our long-serving staff. All staff work steadfastly as a binding team towards delivering our mission whilst striving to realize our vision."

## **3. OUR COMMITMENT**

We uphold that our services and courses are appropriate, practical and relevant through continual improvement. We will adhere to applicable statutory and regulatory requirements without any exception.

## **4. TEACHING STAFF**

All our teachers are CPE registered and have many years of teaching experience. Most of them have also been teaching international students for a good duration. They are familiar with the local syllabus and are constantly updated with the changes.

## 5. SELF – DECLARATION BY PRINCIPAL

The Principal declares the important information:

- Average Student – Teacher ratio : 13:1
- Capacity : 87
- Number of classroom : 7
- \* Recommended class size : 9 to 15
- \* Student redress policies : Student Complaint Resolution Procedure
- Course fees details:
  - Application fee
  - Fees Protection Scheme fee
  - Student Pass Processing fee
  - Student Development fee
  - Medical Insurance
  - Books & Materials fee
  - Tuition
- Number of full-time teachers : 4
- Number of contract teachers : 4

## 6. CLASS SIZE

Room 1 - 13 pax	CMA: Room C - 11 pax
Room 2 - 13 pax	Room M - 12 pax
Room 3 - 16 pax	Room A - 13 pax
Room 4 - 9 pax	

## 7. OFFICE OPERATING HOURS

Monday to Friday	9:00 am to 6:00 pm
Saturday	9:00 am to 1:00 pm
Sunday	Closed

## 8. SCHOOL LOCATION AND CONTACT

Address : 500 HDB Hub, Toa Payoh Lorong 6, #04-40/41  
Singapore 310500

Contact No : (65) 6253 2393, Fax No: (65) 62530263

Email : [ypls@singnet.com.sg](mailto:ypls@singnet.com.sg)

Website : [www.ypls.com](http://www.ypls.com)



## 9. GETTING TO SCHOOL

By MRT – Toa Payoh Station

By Bus - 8, 26, 28, 31, 73, 88, 90, 139, 141, 142, 143, 145, 155, 157, 159, 163,  
231W/G, 232, 235, 238

## 10. CONFIDENTIALITY OF STUDENT DATA

"YPLS is committed to maintaining the confidentiality of the student's personal information and undertakes not to divulge any of the student's personal information to any third party without the prior written consent of the student **subject to** the obligation of YPLS to disclose to any Singapore government authority any information relating to the student in compliance with the law and/or to the organisation conferring/awarding the qualification."

## COURSE INFORMATION

### 11. COURSE ASSESSMENT

Mode of assessment is to be determined by written tests (100%). We provide monthly progress reports to monitor our student's academic progress. Parents of our students will be notified of their performance regularly through their local guardians and/or relatives. Progress reports to be issued within 7 working days after the monthly test.

Missed examination will be received a mark of zero (0) unless the student presents a medical certificate (MC) or other valid reason in writing.

### 12. MARKING AND GRADING SCHEME

The marking and grading scheme for the monthly tests are as follows:

80-100	A
70-79	B
60-69	C
50-59	D
31-49	E
0-30	U

Benchmark for monthly test is 50%, criteria for remedial and re-tests

Students who have obtained Grade E or U in the monthly test will be required to attend the compulsory remedial sessions, following which they will be required to sit for a re-test.

### 13. CERTIFICATE OF ATTENDANCE

A certificate of attendance will awarded upon completion of the course based on a minimum of 90% attendance of scheduled course duration.

The calculation based on:

$$\frac{\text{Total monthly attendance}}{\text{Total schedule course duration}} \times 100\%$$

#### 14. SCHEDULED HOLIDAYS FOR THE YEAR 2016/2017

Date	Days	Description
21/05/2016	Saturday	Public Holiday – Vesak Day
06/07/2016	Wednesday	Public Holiday – Hari Raya Puasa
09/08/2016	Tuesday	Public Holiday – National Day
02/09/2016	Friday	School Holiday – Teacher Day
12/09/2016	Monday	Public Holiday – Hari Raya Haji
29/10/2016	Saturday	Public Holiday – Deepavali
25/12/2016	Sunday*	Public Holiday – Christmas Day
26/12/2016	Monday	Public Holiday – Christmas Day
01/01/2017	Sunday*	Public Holiday – New Year Day
02/01/2017	Monday	Public Holiday – New Year Day
29/01/2017	Sunday*	Public Holiday – Chinese Lunar New Year
30/01/2017	Monday	Public Holiday – Chinese Lunar New Year

Please note that dates and schedules may be subject to change without prior notice.

\* The following Monday will be a public holiday

#### 15. SCHOOL BREAK FOR THE YEAR 2016 / 2017

\* 24/12/2016 to 02/01/2017 (1 week)

#### 16. EXAMINATION AND / OR OTHER ASSESSMENT PERIOD

Date	Days	Description
22/06/2016	Wednesday	Monthly Test
27/07/2016	Wednesday	Monthly Test
24/08/2016	Wednesday	Monthly Test
28/09/2016	Wednesday	Monthly Test
26/10/2016	Wednesday	Monthly Test
23/11/2016	Wednesday	Monthly Test
21/12/2016	Wednesday	Monthly Test
25/01/2017	Wednesday	Monthly Test
29/03/2017	Wednesday	Monthly Test

Please note that dates are subject to change.

## **ADMINISTRATIVE INFORMATION**

### **17. SCHOOL CURRICULUM**

Our integrated curriculum is exciting, challenging and has been carefully planned and structured for 7 to 16 year old students (international and returning Singaporeans) who wish to pursue their primary and secondary education in Singapore. We cover subjects that are tested in the AEIS entrance examination ie English and Mathematics.

### **18. ADMISSION CRITERIA**

Students are required to take a placement test. They will be placed at a suitable level based on the outcome of their results with consideration of their age and highest level of education. They may be placed in a suitable ongoing class of our PREPARATORY COURSE FOR ADMISSION TO GOVERNMENT SCHOOLS, subject to available vacancy, or in a separate new class.

### **19. TARGET STUDENTS**

We accept students between 7 and 16 years of age.

### **20. ORIENTATION**

Orientation Programme is usually conducted during the first two weeks of the course.

### **21. LETTER OF OFFER AND LETTER OF ACCEPTANCE WITH TERMS AND CONDITIONS**

For the Immersion Holiday Programme whose total duration is less than 30 days or 50 hours, a YPLS letter of offer stating the terms and conditions in the admission and enrolment of a student into YPLS and a letter of acceptance of the stated terms and conditions by the student and the parent or guardian will constitute a student contract and a binding agreement.

It is compulsory for all students to sign the Letter of Offer and Letter of Acceptance with YPLS at the point of acceptance and enrolment into the School. Each Letter of Acceptance has a unique number.

For Immersion Holiday Programme (IHP) whose total duration is more than 30 days or 50 hours, the standard PEI-Student Contract will be applied.

## **22. COURSE FEES / MISCELLANEOUS FEES**

YPLS clearly states Course / Miscellaneous Fees incurred. The fees' breakdown are prominently displayed in the reception and are clearly defined in the Letter of Offer and communication materials.

## **23. ACCURACY OF CHARGING**

YPLS is committed to charging accurately. List of course fees used are clear and legible, reflecting the total amount payable and its breakdown including GST payable.

## **24. PAYMENT METHODS AND CHANNELS**

The student may make his / her student fees payment by the following methods:

### **\*For All Fees (Students Escrow Account)**

SGD Crossed Cheque / DBS iBanking / DBS & POSB ATM / Cash at any DBS Branch / Telegraphic Transfer to:

Bank Account Name : YPLS Sch of Learning PL STFA (Escrow)  
Bank Account No : 003-901877-0  
Bank Name : DBS Bank

### **\*For Application/Miscellaneous Fees (Exceptions) and Non-FPS Course Fees**

Cash / SGD Crossed Cheque / Telegraphic Transfer payment to:

Bank Account Name : The YPLS School of Learning Pte Ltd  
Bank Account No : 003-901857-6  
Bank Name : DBS Bank

## **25. STUDENT FEEDBACK**

Students are required to complete regular feedback forms handed out by the School Administration for purposes of evaluating the study environment and teaching standards. The reports will be reviewed by the Management and appropriate action/s will be taken to uphold, maintain or improve on the standards based on the feedbacks.

You are most welcome to give us your feedback at any time and the feedback forms are available at a designated point. All feedback information will be kept strictly private and confidential.

## 26. SCHOOL ATTENDANCE POLICY

26.1 Student's **monthly attendance** is calculated based on

$$\frac{\text{Total number of lessons attended by the student}}{\text{Total no of lesson required to attend by the student}} \times 100\%$$

26.2 If the student is unable to attend any class due to illness, a Medical Certificate (MC) is required to show proof of absence from the doctor. The MC is to be submitted to the school when the student returns to school.

26.3 Students who intend to take leave of absence from school must duly complete the Request for Leave of Absence form from the School and obtain formal approval from the School before any travel arrangements are confirmed. Students are to make a photocopy of the travel arrangement (air ticket) and submit to the school for recording purposes.

26.4 From time to time, activities may be organized that take place outside of the classroom. These outings are considered part of the class lessons and attendance is compulsory.

26.5 Students must attend a minimum of 90% of scheduled course (subject) hours or not be absent from the course for consecutive of seven (7) days. This is the strict requirement set by the Immigration and Checkpoints Authority, Singapore (ICA).

### **Note :**

#### **Rules and Regulations from ICA on student's attendance**

Student must attend a minimum of 90% of scheduled course (subject) hours or not be absent from the course for consecutively seven (7) days.

If student pass holder's attendances fall below 90%, ICA will also be informed of the student's failure to meet minimum attendance requirement for that month.

## **27 EMERGENCY**

In the event of an emergency YPLS will try to contact the parents or guardian of the student. It is important that all communication channels with the parents or guardians be accurate and updated regularly. **It will be the responsibility of the student to inform and update the school administration of any changes.**

## **SCHOOL POLICIES**

### **28 IHP REFUND POLICIES**

(for total course duration less than 30 days or 50 hrs)

#### **a) Notification and Arrangement**

YPLS shall inform the Student immediately within three (3) working days if

- i. It fails, for any reason, to commence the Course on the Course Commencement Date;
- ii. It terminates the Course, for any reason, prior to the Course Commencement Date;
- iii. It fails, for any reason, to complete the Course by the Course Completion Date;
- iv. It terminates the Course, for any reason, prior to Course Completion Date; or

#### **b) Withdrawal for Cause**

The Student shall be entitled to immediately withdraw from the Course by giving written notice to YPLS of his/her intention to do so if YPLS is in breach of any of its obligations under the terms and conditions as stated in the Letter of Offer or fails to perform its obligation(s) under the circumstances in Clause a (i) to (iv).

#### **c) Refunds for Withdrawal For Cause**

For circumstances under Clause a, YPLS shall, within seven (7) working days after notifying the Student, refund to the Student:

- The entire amount of the Course Fees; and
- The Miscellaneous Fees

YPLS shall also, as soon as practicable after receiving the Student's notice of withdrawal under Clause b (and in any event no later than seven (7) working days after receiving such notice) refund to the Student the amounts stated in this Clause c.

#### **d) Refunds for Withdrawal Without Cause**

Where the Student withdraws from the Course for any reason other than those set out in Clause b, YPLS shall, as soon as practicable after receiving the Student's written notice of withdrawal (and in any event no more than seven (7) working days after receiving such notice) refund to the Student the following sums

<b>% of (the aggregate amount of the fees paid under Letter of Offer and Letter of Agreement)</b>	<b>If Student's written notice of withdrawal is received</b>
<b>100%</b>	("Maximum Refund") More than 30 days before the Course Commencement Date
<b>70%</b>	Before, but not more than 30 days before the Course Commencement Date
<b>50%</b>	After, but not more than 3 days after the Course Commencement Date
<b>0%</b>	More than 3 days after the Course Commencement Date

#### **e) Cooling Off Period**

YPLS shall not provide any cooling off period under the Immersion Holiday Programme whose total duration is less than 30 days or 50 hours

#### **f) Deemed Withdrawal**

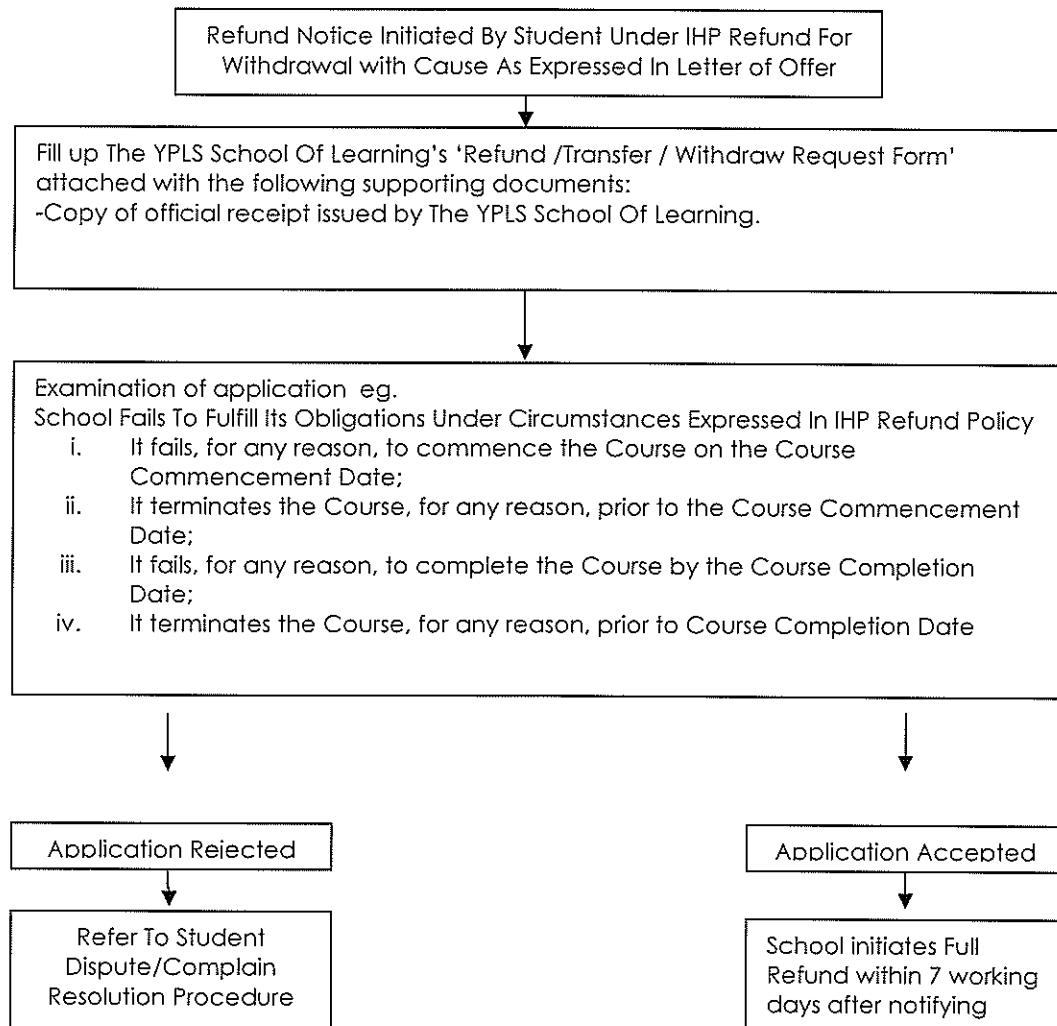
A Student who transfers from the Course to another course with YPLS shall be deemed to have withdrawn from the Course and the provisions of Clause d shall apply save as otherwise agreed between YPLS and the Student.

#### **g) Change Of Course**

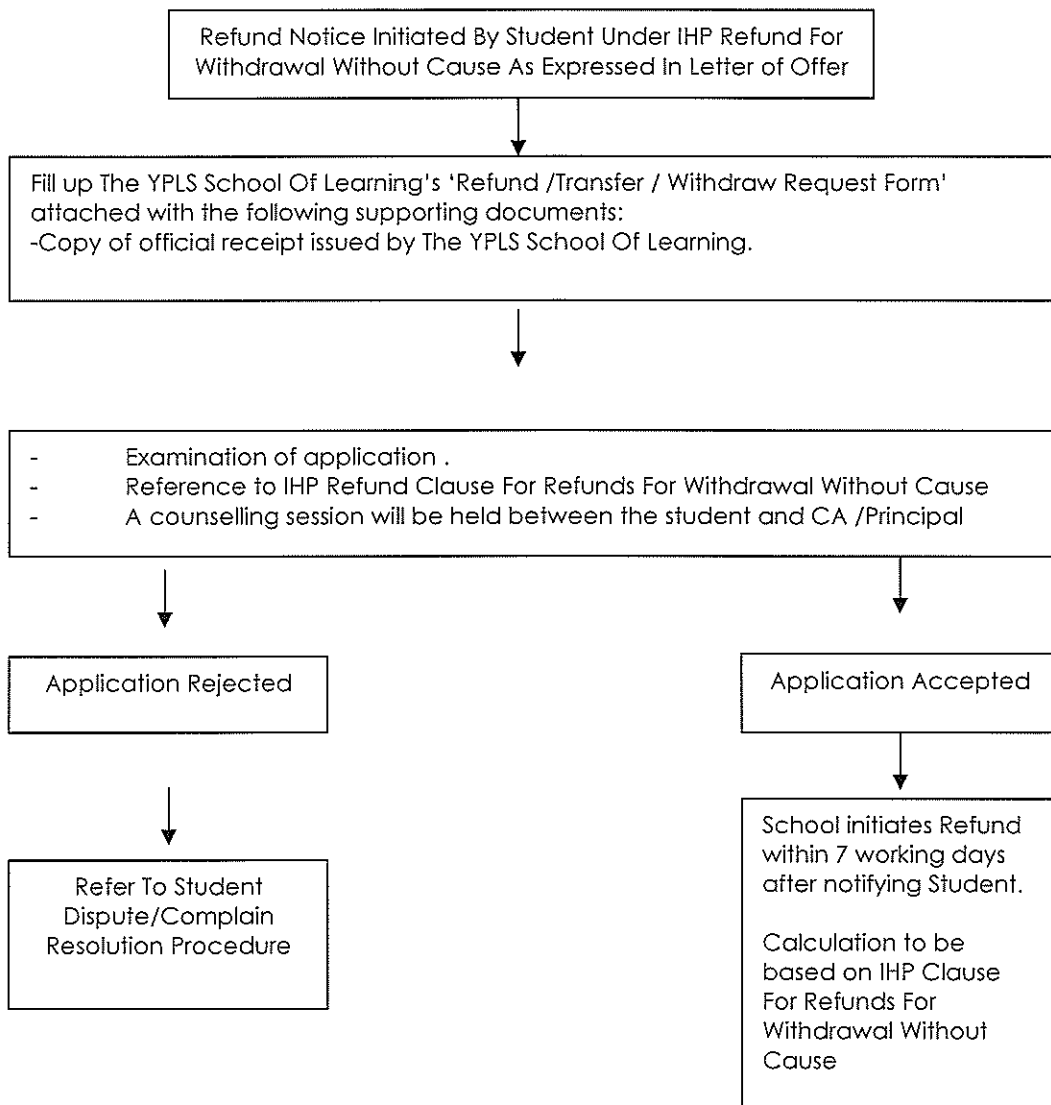
Further to Clause f, a fresh Contract shall be executed between YPLS and the Student for any change of Course, whether with YPLS or otherwise.



## 28.1 IHP Refund Procedure Under Refund For Withdrawal with Cause



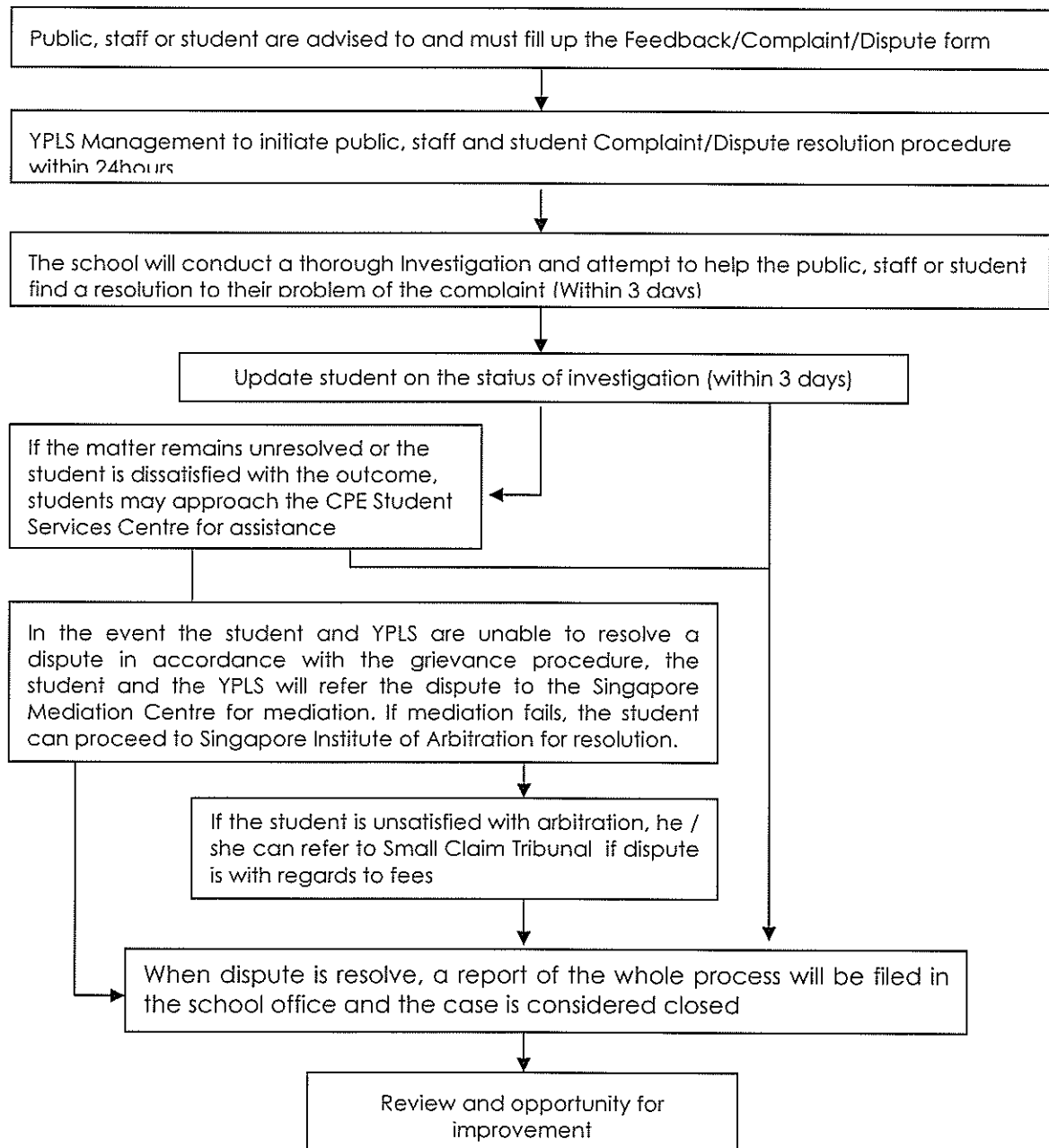
## 28.2 IHP Refund Procedure Under Refund For Withdrawal Without Cause



## 29 STUDENT GRIEVANCE

YPLS, in its continual efforts to improve its courses, delivery, administration and service quality, will make every effort to address and resolve any complaints, grievances or disputes sympathetically, fairly, promptly and confidentially. Any actions taken which are of public interest will be published where appropriate and applicable

### 29.1 Student Feedback And Grievance Resolution Procedure (Complaint/Dispute Resolution Process Should Not Exceed 21 Days)



### 30 STUDENTS DISCIPLINARY

The school takes the stance of dispensing the 'soft-approach' to dealing with students with disciplinary issues for it believes that any behavioural misconduct can be the result of emotional or mental stress. Therefore, the school will provide pastoral counselling to find out the real cause of the poor conduct before taking any formal action against the concerned student.

However, the student may face suspension or expulsion from the school, depending on the degree of seriousness of the offence. Any formal notification or action taken against the student concerned is subject to the Principal's or Management's discretion.

The final decision will be made by the Management after observation of the due disciplinary process.

The following table outlines the disciplinary process:

Occurrence of offence	Pastoral Counselling	Disciplinary Action/Form of notification
1	YES	Verbal Warning and/or Counselling and Advice Form
2	YES	Verbal Warning and/or Counselling and Advice Form
3	NO	Notification or *
4	NO	Formal Warning or *
5	NO	*Suspension or Expulsion

\* denotes the issuance of suspension or expulsion depends on the degree of seriousness of the offence, and the final decision is made by the Management after observation of the due disciplinary process.

## **31 SUSPENSION AND EXPULSION POLICY**

YPLS shall not hesitate to suspend or expel any students who flout the school disciplinary observations, rules and regulations.

A student facing expulsion will not be eligible for any fees refund

The final decision will be made by management after observation of the due disciplinary process

## **32 SCHOOL RULES AND REGULATIONS**

All students are to take note of the following rules and regulations:

### **31.1 General**

- i. Must attend school daily and punctually. A 90% attendance must be achieved in order to maintain a student pass (Immigration's requirement)
- ii. Absence from school or school functions is to be covered with a medical certification or a letter with a valid reason from guardian of students.
- iii. Must dress up smartly and appropriately – no skimpy dressing for girls
- iv. Are prohibited from dyeing their hair.
- v. Are not encouraged to wear jewellery to school. Male students disallowed to wear ear-studs and/or earrings.
- vi. Are not allowed to smoke in the school and in the vicinity. Students aged 18 years and below are prohibited from smoking by law.
- vii. Are advised not to be involved in a fight which can directly or indirectly inflict harm or injury to another party. It is a serious offence which can result in suspension or expulsion from school and subsequently cancellation of student pass depending on the severity of the case.
- viii. Are not allowed to enter the staff room without permission.
- ix. Must not make any noise outside the classroom. No running around the school premises. Should one encounter any problem outside the classroom, please contact our school administrator for assistance.
- x. Must inform the school of any changes in address and telephone number both local and home country at all times.
- xi. Are not allowed to remain in Singapore after the expiry of the Social Visit Pass

- xii. Are strictly not allowed to engage in any form of employment, whether paid or unpaid, or in any business, profession or occupation in Singapore during the validity of your social visit. Violators will be prosecuted by law.
- xiii. We shall not hesitate to terminate any students who flout any of the regulation of the school.

### **31.2 Behavior and Classroom Conduct.**

- i. Be punctual and attentive during lessons.
- ii. Keep classrooms and desks clean and tidy at all times.
- iii. No consumption of food but only plain water is allowed in the classrooms.
- iv. All handphones or other electronic gadgets must be switched off whilst in class.
- v. Seek permission from the teacher if you need to leave the class for a valid reason.
- vi. Leave the classroom during recess and switch off air-conditioner and lights.
- vii. Must complete homework and bring the necessary books daily.

#### **Note :**

#### **Rules And Regulations From ICA**

1. Students must not engage in any form of activities that may contravene the conditions including those stated in the student's pass application form and In-Principle Approval letter in which a student's pass is issued, such as illegal employment.
2. Students are not allowed to work while holding a student pass in Singapore. These include working part-time jobs; freelance offers and/ or temporary jobs.
3. Students are not allowed to remain in Singapore after the expiry of the student pass and the School will inform ICA of his/ her means and date of departure. Students are not to be retained as a student in any other school/s or course/s other than indicated in the Student's Pass.
4. Students must surrender the student pass for cancellation within seven (7) days' from the date of cessation or termination of his/ her studies or course/s.
5. Students are responsible for informing the School about the student pass expiry date and must ensure that they obtain the necessary forms for the renewal of their student passes at least 2 weeks in advance.

## OTHER USEFUL INFORMATION

### 33 STUDENT SUPPORT SERVICES

Students who need or require help on student matters are strongly encouraged to consult our Administration Staff at the reception counter where you will be led to the appropriate person for assistance.

We provide support services for the following:

1. Course counselling	4. Government Entrance Test Services
2. Advice and recommendations for accommodation	5. Immigration Matters
	6. Disputes and Grievances
3. Guardianship/Agent Matters	7. Others

#### Student Welfare Services

a) School Outings	d) Immigration Matters
b) Award presentations	e) Disputes and Grievances
c) Festive celebrations and special occasions	f) Others including Student orientation

### 34 PASTORAL COUNSELLING

Our school has pastoral counselling to provide emotional support for students to help them cope with mental stress relating to a new environment or course demands. There are programmes for creating a culture and climate of care, trust and friendliness that encourage student attendance.

The following table outlines the Pastoral Counselling process:

Occurrence of offence	Pastoral Counselling	Action/Form of notification
1	YES	Counselling and Advice Form (ACAD/FM 09)
2	YES	Counselling and Advice Form (ACAD/FM 09)
3	NO	Refer to external professional counsellors

1. Students are entitled to counseling and advisory services by the appropriate teachers and administration staff.
2. For counseling assistance when in crisis especially after school hours, students may contact Samaritans of Singapore (SOS) at their helpline number @ 1800-2214444

To: The YPLS School Of Learning

## STUDENT'S UNDERTAKING

1. I hereby acknowledged that I have received a copy of the Student's Handbook
2. I have read and fully understood the contents, rules, terms and conditions as stated within the Handbook
3. I shall comply fully with the requirements as stated.
4. I shall take the responsibility for the consequences should I fail to adhere to the terms and conditions as stated within this Handbook.
5. I allow / do not allow The YPLS School Of Learning Pte Ltd to use my photos for all forms of publication for the school.

Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Nationality: \_\_\_\_\_

Signature of Student: \_\_\_\_\_

Date: \_\_\_\_\_



NOTES

