

STUDENT

HANDBOOK

Preparatory Course for Admission to
Government Schools

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 our programmes and provide you with useful information that you will need during your course of study and your stay in Singapore.

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 focus on your studies.

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 the goals that they have set.

At The YPLS School of Learning, we are committed to providing 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

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

‘Teaching is not just a job. It is a human service, and it must be thought of as a mission’.

Dr Ralph Tyler

Yours sincerely

Carina Yong

School Personnel

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

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. Established since 2005 as The Young Prodigy Language School and renamed in February 2014 as The YPLS School of Learning, it is 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 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 ensure that you are with the right organisation!

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 well-qualified 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 changes.

5. SELF – DECLARATION BY PRINCIPAL

The principal declares the important information:

- Average Student – Teacher ratio : 13:1
- Capacity : 51
- Number of classrooms : 4
- Recommended class size : 9 to 15

6. CLASS SIZE

Room 1 - 13 pax

Room 2 - 13 pax

Room 3 - 15 pax

Room 4 - 10 pax

7. OFFICE OPERATING HOURS

Monday to Friday : 8:30 am to 5:30 pm

Saturday and 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) 6253 0263

Email : ypls@singnet.com.sg

Website : 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.”

11. DATA PROTECTION STATEMENT

The YPLS School of Learning is committed to protecting the privacy of your personal information. By providing your personal data to us, you are consenting to the collection, use and disclosure.

YPLS manages and administers courses in YPLS, including processing applications for the admission of candidates to YPLS. In order to do this, YPLS will necessarily need to collect, use, disclose and/or process certain personal data or personal information about the individual and where applicable of the individual's parent and/or guardian.

Please refer to the Data Protection Notification Statement.

COURSE INFORMATION

12. 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.

Students will receive a mark of zero (0) for missed examination unless the student presents a medical certificate (MC) or other valid reason in writing.

13. 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

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.

14. CERTIFICATE OF ATTENDANCE

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

The calculation is based on:

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

15. SCHEDULED HOLIDAYS FOR THE YEAR 2023/2024

Intake 1: 03/04/2023 to 22/09/2023		
Date	Days	Description
07/04/2023	Friday	Public Holiday – Good Friday
22/04/2023	Saturday	Public Holiday – Hari Raya Puasa
01/05/2023	Monday	Public Holiday – Labour Day
02/06/2023	Friday	Public Holiday – Vesak Day
29/06/2023	Thursday	Public Holiday – Hari Raya Haji
09/08/2023	Wednesday	Public Holiday – National Day
01/09/2023	Friday	School Holiday – Teacher’s Day
23/09/2023 to 01/10/2023		School Holiday – Term Break

Intake 2: 02/10/2023 to 22/03/2024		
Date	Days	Description
12/11/2023	Sunday	Public Holiday – Deepavali
13/11/2023	Monday	Public Holiday – Deepavali in lieu
25/12/2023	Monday	Public Holiday – Christmas Day
23/12/2023 to 01/01/2024		School Holiday – Year End Break
10/02/2024	Saturday	Public Holiday – Chinese Lunar New Year’s Day
11/02/2024	Sunday	Public Holiday – Chinese Lunar New Year’s 2 nd Day
12/02/2024	Monday	Public Holiday – Chinese Lunar New Year in lieu
23/03/2024 to 31/03/2024		School Holiday – Year End Break

Please note that scheduled dates are subject to change without prior notice.

16. SCHOOL BREAK FOR THE YEAR 2023 / 2024

- 23/09/2023 to 01/10/2023
- 23/12/2023 to 01/01/2024
- 23/03/2024 to 31/03/2024

17. EXAMINATION AND / OR OTHER ASSESSMENT PERIOD

Intake 1: 03/04/2023 to 22/09/2023		
Date	Date	Date
24/04/2023	Monday	Monthly Test
24/05/2023	Wednesday	Monthly Test
26/06/2023	Monday	Monthly Test
26/07/2023	Wednesday	Monthly Test
29/08/2023	Tuesday	Monthly Test
*September / October 2023		AEIS Test

Intake 2: 02/10/2023 to 22/03/2024		
Date	Date	Date
25/10/2023	Wednesday	Monthly Test
22/11/2023	Wednesday	Monthly Test
18/12/2023	Monday	Monthly Test
24/01/2024	Wednesday	Monthly Test
*February 2024		S-AEIS Test
18/03/2024	Monday	Monthly Test

Please note that dates are subject to change.

*Please refer to latest update from the Singapore Ministry of Education

ADMINISTRATIVE INFORMATION

18. STANDARD PEI-STUDENT CONTRACT

It is compulsory for all students to enter the Standard PEI-Student Contract with YPLS at the point of acceptance and enrolment into the school.

19. FEES PROTECTION SCHEME

The Fee Protection Scheme (FPS) serves to protect students' fees in the event a Private Education Institution (PEI) is unable to continue operating due to insolvency, and/or regulatory closure. The Fee Protection Scheme also protects students if PEI fails to pay penalties or return fees to the students arising from judgment made against it by the Singapore courts.

The FPS is compulsory for all local and international students taking courses at PEIs seeking EduTrust certification. FPS applies to all courses with duration of more than one month or 50 hours.

The YPLS School of Learning (YPLS) has in effect adopted the FPS under the Insurance Scheme to replace the FPS under the Escrow scheme, which was discontinued in Dec 2017, using the services of Lonpac Insurance Bhd, one of the service providers for FPS appointed by the Committee for Private Education (CPE) which is part of SkillsFuture Singapore (SSG).

Under the FPS Insurance scheme, YPLS will purchase insurance protection for students to protect their fees as stated under the Standard Student Contract within 7 working days upon receipt of payment of the fees to YPLS.

Students will receive a soft copy of the Certificate of Insurance by email from the operating agent of the insurance provider, and a hardcopy of the Certificate from YPLS upon commencement of the course.

20. COURSE FEES / MISCELLANEOUS FEES

YPLS clearly states Course / Miscellaneous Fees incurred. The fees' breakdowns are prominently displayed in the reception and are clearly defined in the Standard PEI- Student contract, student's receipt and communication materials.

21. ACCURACY OF CHARGING

YPLS is committed to charging accurately. The list of course fees used are clear and legible, reflecting the total amount payable and its breakdown including GST payable. **An official receipt is issued for all payments made.**

The total amount of course fees payable and the details of breakdown are clearly defined in the Standard PEI-Student Contract, payment schedules, student receipt and communication materials.

22. PAYMENT METHODS AND CHANNELS

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

*For All Fees (FPS and Non-FPS Course Fees, Exceptions like Application/Miscellaneous Fees)

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

Bank (Beneficiary) Account Name : The YPLS School of Learning Pte Ltd

Bank (Beneficiary) Account No : 003-901857-6

Beneficiary's Bank Name : DBS Bank Ltd

SWIFT BIC Code: DBSSGSG

Paynow: UEN200500033G

Note:

All fees refer to all monies that are paid to YPLS by the student to be enrolled in YPLS. The following fees are exempted from the FPS, if collected by YPLS:

Course application fee

Prevailing Goods and Services Tax (GST)

Miscellaneous fees

Examination fees collected less than 2 months before examination date.

Application fee refers to the fee that the student pays the PEI for the sole purpose of processing the application form submitted so that the PEI can check if the student meets the course admission requirements.

Miscellaneous fee refers to any non-compulsory and non-standard fee which the students will pay only when necessary or applicable, for example, re-exam fee, charges for credit card payment, etc. Such a fee is normally collected on an ad-hoc basis by YPLS when the need arises. These miscellaneous fees need not be protected but they must be reflected clearly in the student contract.

23. STUDENT MEDICAL INSURANCE

The YPLS School of Learning has in place a medical insurance scheme for all its students. This medical insurance scheme shall minimally provide for an annual coverage limit of not less than S\$20,000 per student, at least B2 ward in government and restructured hospitals and 24 hours coverage in Singapore and overseas (if student is involved in school-related activities) throughout the course duration. The school-appointed medical insurance provider is AIA Insurance.

24. 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.

25. SCHOOL ATTENDANCE POLICY

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

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

25.2 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.

25.3 Students who intend to take a 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 it to the school for record purposes.

25.4 From time to time, outdoor activities may be organized during curriculum time. These outings are considered part of the class lessons and attendance is compulsory.

25.5 **Student Absence from school without valid reasons**

Absent Day No (Consecutive)	Actions
1-2	Call guardian/parent/student
	After 2 consecutive days of absence, the First Warning Letter will be issued.
8	Letter of Termination
Irregular attendance	Actions
	After 2 days of Irregular absence for an academic month, the First Warning letter will be issued.
	If attendance falls below 90% of the academic month without any valid reason, the Final Warning Letter will be sent out and the case will then be referred to the ICA. The school will not be held responsible for any actions undertaken by the relevant authorities on the student.

Note : Rules and Regulations from ICA on student's attendance

Students 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 attendance falls below 90%, ICA will also be informed of the student's failure to meet minimum attendance requirement for that month.

26 CODE OF CONDUCT FOR SCHOOL EXAMINATIONS

Please refer to the Student Handbook – Annex 1

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 LATE PAYMENT POLICY

Students are required to meet payment deadlines of their course fees as agreed upon and stated in the Standard PEI- Student Contract. YPLS will impose late payment fee if the payments are not received by the stipulated due dates. Failure to pay course fees and late payment fees will result in YPLS reserving the right to cancel student registration and other student services.

29 REFUND POLICY

29.1 Policy

This policy aims to manage refunds for students under various conditions in a fair and reasonable manner for any payment made. The refund policy encompasses the time frame and conditions for all forms of refunds. The terms and conditions of refund are governed by the YPLS-Student Contract agreed upon and entered into between YPLS and the student. Students must pay their fees due as laid out in the YPLS-Student Contract and by the date(s) stipulated in the YPLS-Student Contract.

The refund policies will apply to all courses with the exception of the Immersion Holiday Programme whose total duration is less than 30 days or 50 hours (refer to 1.8 – IHP Refund Policy).

There will be no refund for deferment of courses request.

29.2 Refund for Withdrawal Due to Non-Delivery of Course

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

- i. It does not commence the Course on the Course Commencement Date.
- ii. It terminates the Course before the Course Commencement Date.
- iii. It does not complete the Course by the Course Completion Date.
- iv. It terminates the Course before the Course Completion Date.
- v. It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A of the Standard Student Contract within any stipulated timeline set by CPE; or
- vi. The Student's Pass application is rejected by Immigration and Checkpoint Authority (ICA).

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

29.3 Refund for Withdrawal Due to Other Reasons

If the Student withdraws from the Course for any reason other than those stated in Clause 1.1 above, YPLS will, within seven (7) working days of receiving the Student's written notice of withdrawal, refund to the Student an amount based on the table below which is similar to Schedule D in the Standard Student Contract.

Refund Table

% of (the aggregate amount of the fees paid under Student Contract)	If Student's written notice of withdrawal is received
100%	("Maximum Refund") More than 30 days before the Course Commencement Date
70%	Before, but not more than 30 days before the Course Commencement Date
50%	After, but not more than 7 days after the Course Commencement Date
0%	More than 7 days after the Course Commencement Date

29.4 Refund during Cooling-Off Period

YPLS will provide the student with a cooling – off period of seven (7) working days after the date that the Student Contract has been signed by both parties.

The student will be refunded the highest percentage (stated in the table under Clause 1.2 and Schedule D in the Standard Student Contract) of the fees already paid if the Student submits a written notice of withdrawal to the PEI within cooling-off period, regardless of whether the Student has started the course or not.

29.5 Deemed Withdrawal

A Student who transfers from the Course to another course within YPLS shall, for the purposes of this Clause 1, be deemed to have withdrawn from the Course and the provisions of Clause 1.2 shall apply save as otherwise agreed between YPLS and the Student.

29.6 Change Of Course

Further to Clause 1.4, a fresh YPLS-Student Contract under this format shall be executed between YPLS and the Student for any change of Course, whether with YPLS or otherwise.

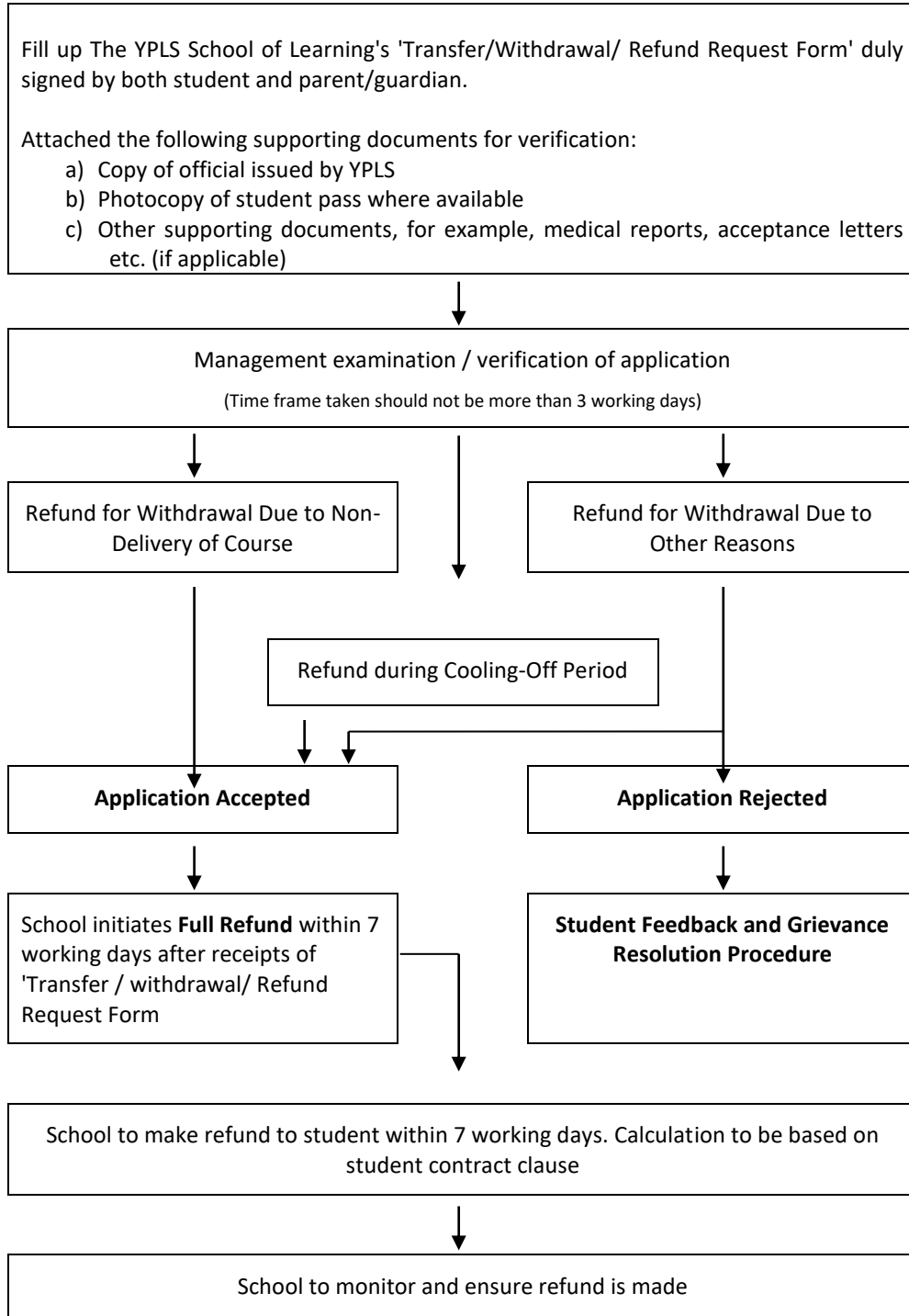
29.7 Non-Refundable Fees

Application Fees are non-refundable.

29.8 GST Refund

Any refund amount will be inclusive of GST already paid.

29.9 Refund Procedure



30 TRANSFER / WITHDRAWAL POLICY

30.1 Policy

- A Student who transfers from one course to another within YPLS shall be deemed to have withdrawn from the course and the provisions of withdrawal due to other reasons clause shall apply save as otherwise agreed between YPLS and student. This transfer type is defined as **student course transfer**.

A request to a change or move from one YPLS course to another by an existing student of YPLS will be deemed as a student transfer request.

Unconsumed fees of the existing course (if any) may be refunded and used to pay for the respective new course.

An internal course transfer fee will be charged upon successful request.

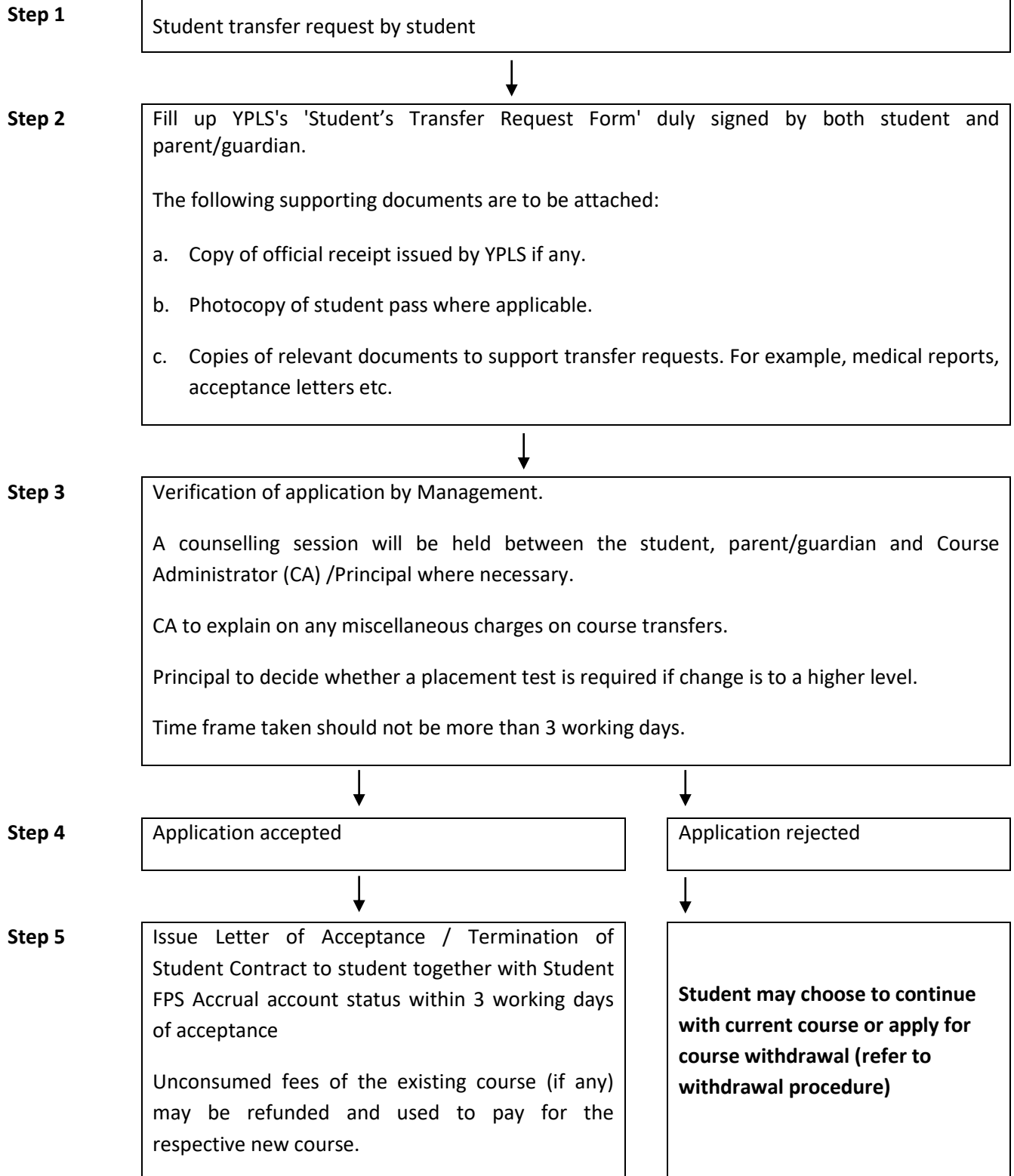
- A Student who withdraws from YPLS under the provisions of withdrawal due to non-delivery of course, withdrawal due to other reasons and withdrawal during “Cooling Off” period clauses is defined as **student course withdrawal**. This means that the student contract is terminated, and the student is no longer a student of YPLS.

A request to move or to enrol with another school shall be deemed to have withdrawn from YPLS and the provisions of withdrawal due to other reasons clause shall apply and is deemed as a student withdrawal request.

- All transfer and withdrawal application/request will require a Transfer/Withdrawal Request Form to be duly completed and signed by the Student and Parent/Guardian. This is to state consent and verification by parent / guardian for students below the age of 21.
- All transfer and withdrawal application/request will be processed in accordance with the procedures stated below:
- The time frame taken to accept/approve or reject the request shall not take more than 3 working days.
- A transfer/withdrawal request will be approved on the following conditions:
 - a. A student has been offered a place to study in a government school in Singapore.
 - b. A student is proven to be medically unfit to continue the course by a certified medical practitioner.
 - c. due to non-delivery of course
 - d. withdrawal during “Cooling Off” period.
- Approval based on reasons as otherwise stated will be subject to YPLS discretion.
- Where applicable, the conditions for refunds will be subject to the Refund Policy stated.

- Under the student transfer definition, for a student who requests for course transfer within YPLS to a higher course level, a placement test is required to be conducted unless decided otherwise by the principal.
- A course transfer fee will be charged upon approval of student transfer request as indicated in the course fees options schedule.
- The student transfer request under Preparatory Courses will be processed within 4 weeks to affect the course transfer, subject to the ICA approval
- The student transfer request from IHP programmes to Preparatory Courses will be processed under the Preparatory Course Admission procedures.
- Where applicable, YPLS shall submit to ICA via ICA Solar + System of the cancellation of student pass with stated reason/s within 7 days of cessation/termination of contract /course date upon transfer/withdrawal approval.
- Where applicable, YPLS will monitor and inform student via email or post on status of cancellation of student pass within 3 working days after cancellation. If cancellation is approved, student will receive a copy of Notification of Cancellation of Student's Pass. The cancelled Student Pass will be collected and returned to ICA within 7 days.
- Under the student transfer definition, any unconsumed fees will be transferred to the new course, subject to:
 - The duration of the new course is the same as the existing course.
 - The course fees of the new course is the same as the existing course
- In the event where request is rejected, the student may choose to continue with current course or withdraw from it. For withdrawal, refer to course Withdrawal Procedures.
- If refund is applicable, the standard school refund policy shall apply unless otherwise agreed between YPLS and the student.

a. Student Transfer Application Procedure



Step 6

Student to proceed with new course application.

- a. Issue Letter of Offer for new course
- b. Issue a new Standard Student Contract for student and Parent /Guardian verification and signature

All documents must be returned duly signed within 3 working days of issuance. CA to facilitate completion of formalities.

Submission to ICA via ICA Solar + System of cancellation of student pass with stated reason/s within 3 days of cessation/termination of contract /course date.

Step 7

↓

To check on ICA Solar + System within 3 working days on status of cancellation of student pass and to inform student of status via email or post. If cancellation is approved, to print out Notification of Cancellation of Student's Pass.

Step 8

↓

Submission to ICA via ICA Solar + System for application of new student pass. Under transfer cases, IPA is expected within 14 days

Step 9

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Cancel the existing COI and repurchase a new COI from FPS Insurance Provider (LonPac Insurance) upon receipt of signed copies within 3 working days.

Step 10

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Upon completion of formalities, student commence classes

b. Withdrawal Application Procedure

Step 1

Student Withdrawal Request by Student



Step 2

Fill up YPLS's 'Student's Withdrawal Request Form' duly signed by student and parent/guardian.

The following supporting documents are to be attached:

- a. Copy of official receipt issued by YPLS if any.
- b. Photocopy of student pass
- c. Copies of relevant documents to support reasons. For example, medical reports, acceptance letters etc.



Step 3

Verification of application by Management.

Refer to Student Contract clauses for withdrawals.

Assess and decide on validity of reasons stated in the form.

A counselling session will be held between the student and CA /Principal where necessary.

Time frame taken should not be more than 3 working days.



Step 4

Application accepted



Step 5

Refer to applicable Refund policy/ procedures and to check on Student FPS Accrual account status for fees balance with effect from specific dates in the case of courses under Fees Protection.

Step 6

Issue YPLS Letter of Acceptance / Termination of Student Contract to student with regards to withdrawal application with refund status within 3 working days of acceptance

If not eligible for refund, refer to the YPLS Letter of Acceptance / Termination of Student Contract for the attach Notice Of Student Withdrawal Letter to Escrow Bank for student and Parent /Guardian verification and signature

Submission to ICA via ICA Solar + System of cancellation of student pass with stated reason/s within 3 days of cessation/termination of contract /course date.

Attachment letters must be returned duly signed within 3 working days of receipt of acceptance letter. CA to facilitate for completion of formalities



Step 7

To check on ICA Solar + System within 3 working days on status of cancellation of student pass and to inform student of status via email or post. If cancellation is approved, to print out Notification of Cancellation of Student's Pass.



Step 8

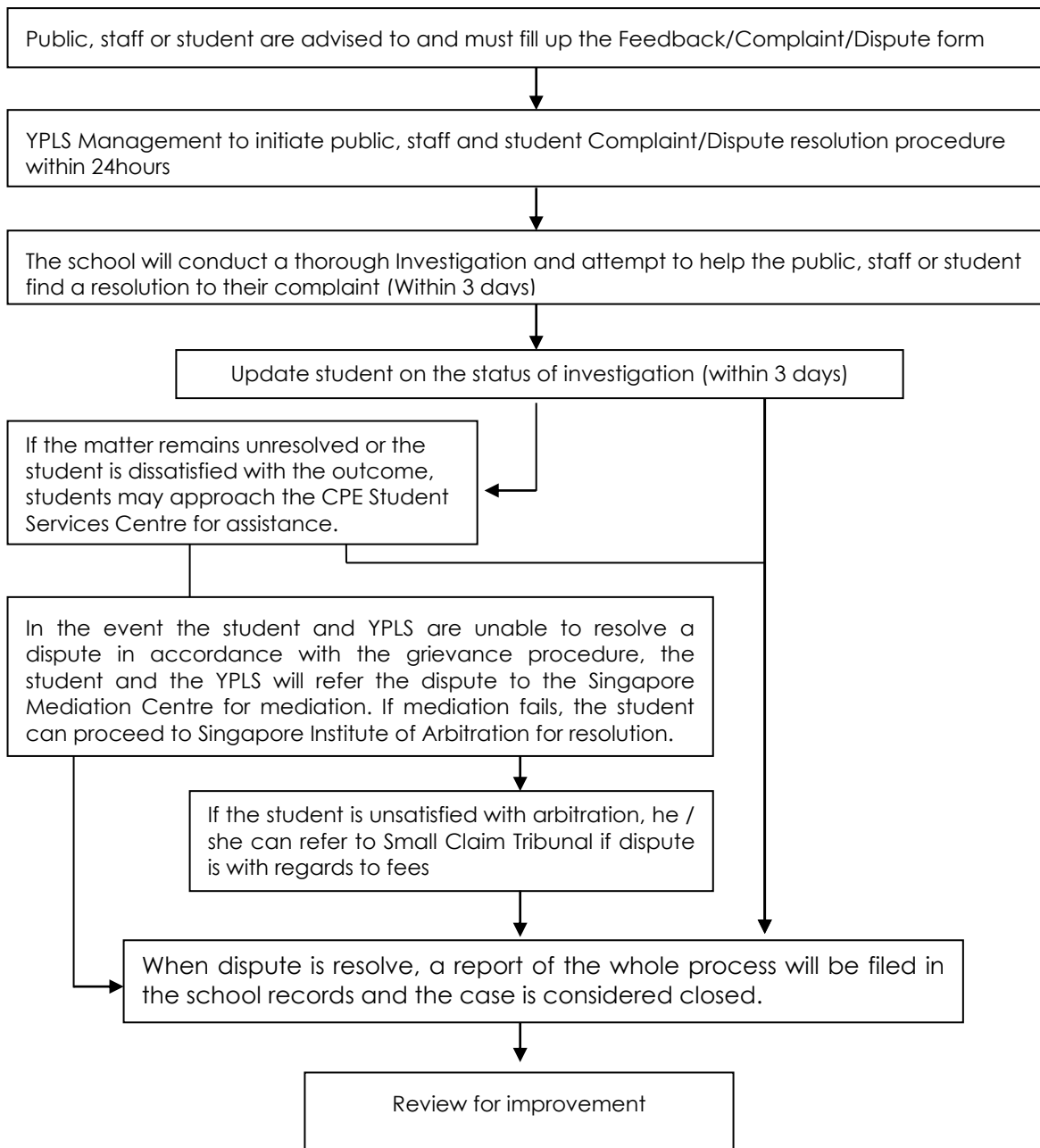
Cancel the existing COI from FPS Insurance Provider (LonPac Insurance) upon receipt of signed copies within 3 working days.

31 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.

31.1 Student Feedback and Grievance Resolution Procedure

(Complaint/Dispute Resolution Process Should Not Exceed 21 Days)



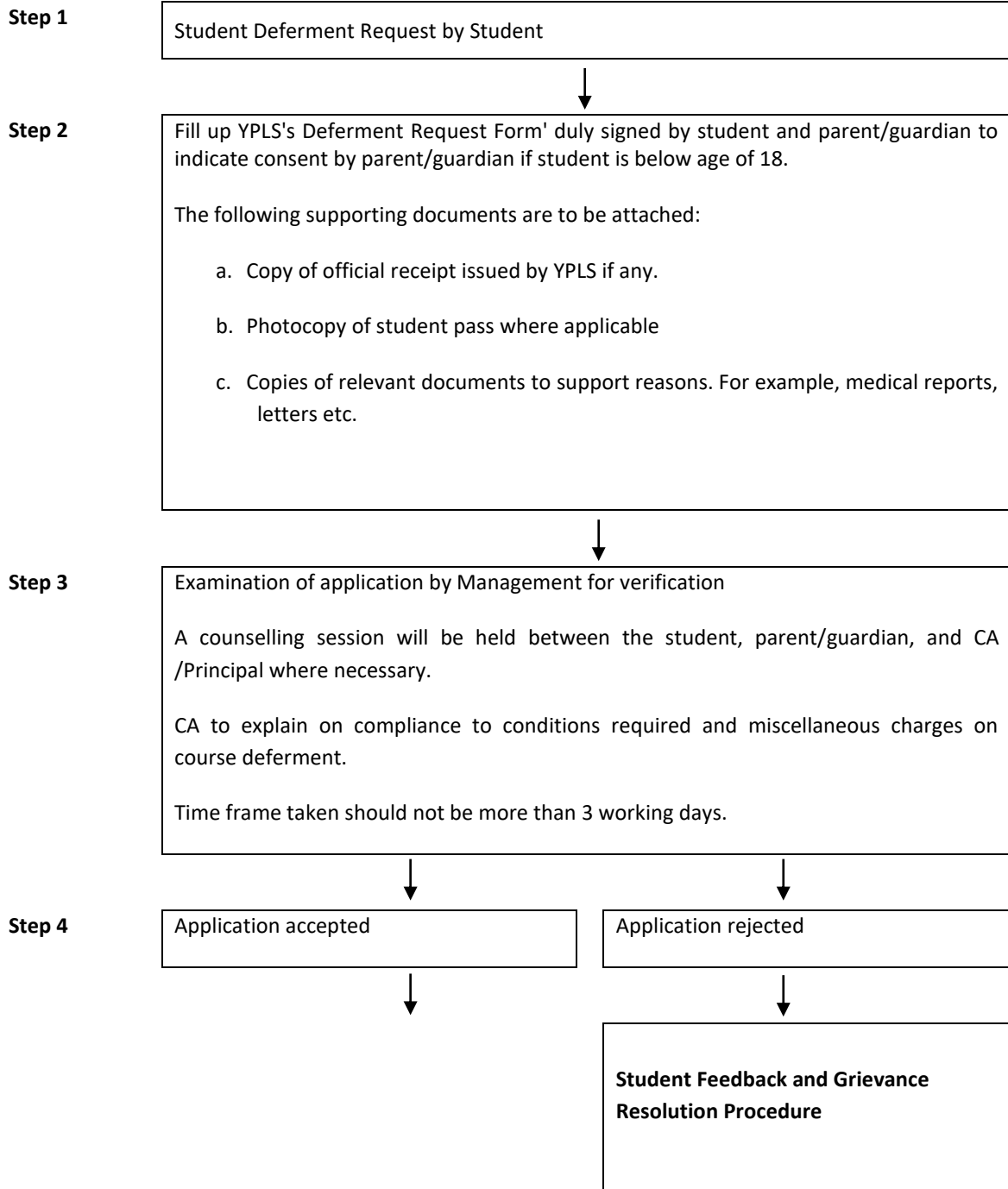
32 COURSE DEFERMENT POLICY

A student who requests to delay or postpone his course of study before the commencement of course from YPLS shall be deemed to have deferred the course. Such an action will be defined as student course deferment.

YPLS will only approve deferment of courses based on the following conditions: -

- i. the existing student contract will have to be terminated and a new student contract have to be signed stating the new commencement date
- ii. Any student pass that was issued by ICA will have to be cancelled and a new student pass will have to be resubmitted for approval by ICA based on the new contract.
- iii. the period for deferment shall not exceed more than 6 months
- iv. the approved course deferred must remain the same for the new student contract
- v. the age eligibility requirements must be met as required in the approved deferred course.
- vi. a course deferment fee will be charged upon approval as indicated in the course fees options schedule.

A student can otherwise revert to the option of requesting a course withdrawal.



Step 5

For Deferment of Course under Fees Protection Scheme

Issue Letter of Acceptance / Termination of Student Contract to student with regards to Student Deferment Application with Student FPS Accrual account status within 3 working days of acceptance

- a. Attach Letter of Offer on new course
- b. Attach a new Standard Student Contract for student and Parent /Guardian verification and signature

Attachment documents must be returned duly signed within 3 working days of receipt of acceptance letter. CA to facilitate for completion of formalities.

Submission to ICA via ICA Solar + System of cancellation of student pass with stated reason/s within 3 days of cessation/termination of contract /course date.

For Deferment of Course under IHP Programmes less than 30 days

Issue Letter of Acceptance / Termination of Letter of Offer and Acceptance to student with regards to Student Deferment Application status within 3 working days of acceptance.



Step 6

To check on ICA Solar + System within 3 working days on status of cancellation of student pass and to inform student of status via email or post. If cancellation is approved, print out Notification of Cancellation of Student's Pass.

Step 7

Submission to ICA via ICA Solar + System for application of new student pass.



Step 8

For Deferment of Course under Fees Protection Scheme

Cancel the existing COI and repurchase a new COI from FPS Insurance Provider (LonPac Insurance) upon receipt of signed copies within 3 working days.



Step 9

Upon completion of formalities, student commences classes

33 STUDENTS DISCIPLINE

The school takes the stance of dispensing the ‘soft approach’ to dealing with students with disciplinary issues for it believes that any behavioral 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.

34 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.

35 SCHOOL RULES AND REGULATIONS

All students are to take note of the following and ensure that you understand the rules and regulations mentioned.

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 the parent/guardian of students.
- iii. Must dress up smartly and appropriately – no short skirt or shorts for girls.
- iv. Prohibited from dyeing their hair, painting their nails or applying any make-up.
- v. Discouraged from wearing jewelry to school. Male students are disallowed to wear ear-studs and/or earrings.
- vi. Prohibited from smoking in school and in the vicinity. Students aged 18 years and below are prohibited from smoking by law.
- vii. 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. Must always inform the school of any changes in address and telephone number both local and home country.
- ix. Must not engage in any form of activities that may contravene the conditions (including those stated in the student's pass application form and/or In-Principle Approval letter) in which a student's pass is issued such as any drug related activities.
 - x. Are not allowed to remain in Singapore after the expiry of the Student's Pass and the school will inform ICA of his/ her means and date of departure.
 - xi. Are not to be retained as a student in any other school/s or course/s other than indicated in the student's pass.
 - xii. Must surrender the student's pass for cancellation within seven (7) days from the date of cessation or termination of his/ her studies or course/s.
 - xiii. 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 student's pass unless you have the consent in writing of the Controller of Immigration. Violators will be prosecuted by law.

Learning Attitude and Classroom Conduct.

- i. Be punctual and attentive during lessons.
- ii. Always keep classrooms and desks clean and tidy.
- iii. No consumption of food but only plain water is allowed in the classrooms.
- iv. All handphones or other electronic devices must be switched off during lessons.
- v. Seek permission from the teacher if you need to leave the class for a valid reason.
- vi. 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.
6. Students are required to attend classes regularly. If he/she fails to attend classes for a continuous period of 7 days, his/her Student's Pass is liable to be cancelled with effect from the 8th day. The letter of cancellation will be sent to student's place of residence as registered with ICA. Remaining in Singapore unlawfully after cancellation of his/her Student's Pass is an offence under Section 15 of the Immigration Act and he /she would be liable for prosecution.

OTHER USEFUL INFORMATION

36 STUDENT SUPPORT SERVICES

36.1 Administrative Support

Students who require help on student matters are strongly encouraged to consult our Administration Staff at the reception counter who will refer them to the appropriate staff for assistance.

We provide the following support services:

1. Pre-Course Counselling
2. Advice and recommendations for accommodation
3. Guardianship/Agent Matters
4. Government School Entrance Test Services
5. Immigration Matters
6. Disputes and Grievances
7. Other Student Related Matters

36.2 Student Welfare Services

- a) School Outings
- b) Festive celebrations and special occasions
- c) Award presentations
- d) Disputes and grievances
- e) Others including orientation.

36.3 Course Counselling Support

We assist students who need further counselling and information on existing or future courses in their education journey.

The following outlines the Course Counselling process:

- a. Students can approach and enquire from the Administrative Staff for further information on existing courses and possible future courses or educational pathway if in doubt.
- b. Appropriate personnel will then assist you on the course and concerned pathways.
- c. Students are then encouraged to provide feedback for the services rendered by filling up the feedback form.

36.4 Pastoral Counselling Support

Our school has pastoral counseling 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	Pastoral Counselling	Action/Form of notification
1	YES	Counselling and Advice Form (ACAD/FM 09A)
2	YES	Counselling and Advice Form (ACAD/FM 09A)
3	NO	Refer to external professional counsellors

1. Students are entitled to counselling and advisory services by the appropriate teachers and administrative 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

37 BRIEFING ON STUDENT HANDBOOK

The briefing on the Handbook is very important as it serves to introduce you to the programmes and to inform you of the procedures and rules that you will need to follow in the School.

38 BRIEFING ON COURSE

The students will be briefed on the course goals and objectives and the targeted external exams which they are being prepared for. They will also be provided with the class timetable, targeted remedial/supplementary lessons and assessment tests dates.

Course Guideline

The course aims to meet the needs of international students seeking entry into local government school. We offer courses for all target levels from Primary 2 to Secondary 3. Upon completion of the course, students will be familiar with the different requirements of the various examinations and be ready to sit for any school entrance examinations such as the CEQ*, AEIS and S-AEIS tests.

We focus on the two main subjects that are being tested ie English Language and Mathematics. For English, we cover the essential components which include reading comprehension, writing, speaking and listening skills as well as grammar and vocabulary. As for Mathematics, we cover the essential reasoning skills, numerical calculations, algebraic manipulations, data analysis, measurement, spatial visualisation, use of mathematical tools and estimation.

*Cambridge English Qualification A2 Key for Schools and B2 Preliminary for Schools

39 ADMISSIONS EXERCISE FOR INTERNATIONAL STUDENTS (AEIS)

WHAT IS AEIS?

The Admissions Exercise for International Students (AEIS) is a centralised admissions exercise conducted by the Ministry of Education around September / October each year for new international students who wish to join our mainstream primary and secondary schools in January of the following year.

International students who are unable to make it for AEIS and / or are unsuccessful in previous AEIS attempts can take part in the Supplementary Admissions Exercise for International Students (S-AEIS) around February of the ensuing year.

With effect from 2023 admissions, MOE requirements for AEIS/S-AEIS test eligibility at **PRIMARY LEVELS** will require students to take the relevant Cambridge English Qualifications (CEQ) test run by Cambridge Assessment English (CAE) and meet or exceed the required scores before they can register for the AEIS-Primary Mathematics test. This replaces the English test conducted in previous AEIS exercises at Primary levels.

The **AEIS SECONDARY LEVELS** consist of a centralised test on English and Mathematics that will assess the applicants' English literacy, numeracy, and reasoning abilities. Admission is not guaranteed and is subject to the applicant's performance in the test. If successful, placement will depend on available vacancies and the applicant's declared residential area in Singapore.

The AEIS/S-AEIS Secondary tests will remain with no changes in format

International students seeking admission to our mainstream schools in Singapore should note that English is the medium of instruction and are strongly encouraged to prepare before sitting for the AEIS test. They should be familiar with the English and Mathematics syllabi of the level preceding the one they are applying for.

WHO IS ELIGIBLE FOR AEIS?

International students [non-Singapore Citizens (SC) or non-Singapore Permanent Residents (SPR)] who do not have a place in our mainstream schools and who wish to seek admission to Primary 2–5 and Secondary 1–3 levels in January of the following academic year are eligible to take part in the AEIS.

Admission Criteria

Students will be admitted based on age criteria and education requirement, please refer to 'Age Criteria and Education Requirement for Admission' section.

INFORMATION ON AEIS CENTRALISED TEST

English Primary Level

From the 2022 AEIS, the Ministry of Education (MOE) no longer offers English test for international students seeking admission into our primary schools. Student must take the relevant Cambridge English Qualifications (CEQ) test run by Cambridge Assessment English (CAE) before they register for the AEIS-Primary Mathematics test.

The Cambridge English test must be taken within 12 months before the month of submission of their AEIS test application. Students must meet or exceed the required Cambridge English Scale (CES) score (listed below) in the CEQ test according to their respective age.

Age	CEQ Test to sit for	Required CES score	AEIS test to apply for	Content tested
7 to 7+ years old	A2 Key for Schools	100 and above	Pri 2 Math	Pri 1 Maths
8 to 8+ years old	A2 Key for Schools	120 and above	Pri 3 Math	Pri 2 Maths
9 to 9+ years old	A2 Key for Schools	130 and above	Pri 4 Math	Pri 3 Maths
10 to 10+ years old	B1 Preliminary for Schools	140 and above	Pri 5 Math	Pri 4 Maths
11 to 11+ years old	B1 Preliminary for Schools	140 and above	Pri 5 Math	Pri 4 Maths
12 to 12+ years old	B1 Preliminary for Schools	140 and above	Pri 5 Math	Pri 4 Maths

A2 Key for Schools exam format

A2 Key for Schools comprise three papers developed to test your English skills.

The formats below are the same for both the paper-based and computer-based exams.

Paper	Content	Marks (% of total)	Purpose
Reading and Writing (1 hour)	7 parts/ 32 questions	50%	Shows you can understand simple written information such as signs, brochures, newspapers, and magazines.
Listening (30 minutes, including 6 minutes' transfer time)	5 parts/ 25 questions	25%	Requires you to be able to understand announcements and other spoken material when people speak reasonably slowly.
Speaking (8–10 minutes per pair of candidates; 13-15 minutes per group of three)	2 parts	25%	Shows you can take part in a conversation by answering and asking simple questions. Your speaking test will be conducted face to face with one or two other candidates and two examiners. One of the examiners talks to you and the other examiner listens. This makes your test more realistic and more reliable.

B1 Preliminary for Schools exam format

B1 Preliminary for Schools is made up of four papers developed to test students' English skills. You can see exactly what's in each paper below.

The formats below are the same for both the paper-based and computer-based exams.

Paper	Content	Marks (% of total)	Purpose
Reading (45 minutes)	6 parts/ 32 questions	25%	Shows you can read and understand the main points from signs, newspapers and magazines.
Writing (45 minutes)	2 parts/ 2 questions	25%	Shows you can use vocabulary and structure correctly.
Listening (30 minutes, including 6 minutes' transfer time)	4 parts/ 25 questions	25%	You have to be able to follow and understand a range of spoken materials including announcements and discussions about everyday life.
Speaking (10-12 minutes per pair of candidates; 15-17 minutes per group of three)	4 parts	25%	Shows how good your spoken English is as you take part in conversation by asking/answering questions and talking, for example, about your likes and dislikes. Your Speaking test will be face to face with one or two other candidates and two examiners. One of the examiners talks to you and the other examiner listens. This makes your test more realistic and more reliable.

AEIS TEST FORMAT

PRIMARY 2/3 MATHEMATICS

The AEIS Primary 2/3 Mathematics test comprises two parts. Applicants will be given 25 minutes to complete Part 1 and 40 minutes to complete Part 2. The use of a calculator is not allowed.

Section	Format	Number of Items
Part 1	Multiple-choice questions	29 items
Part 2	Short-answer questions	17 items

For short-answer questions, applicants will have to show the method of solution (working steps) clearly and write the answer in the space provided.

PRIMARY 4/5 MATHEMATICS

The AEIS Primary 4/5 Mathematics test comprises two parts. Applicants will be given 35 minutes to complete Part 1, and 50 minutes to complete Part 2. The use of a calculator is not allowed.

Section	Format	Number of Items
Part 1	Multiple-choice questions	30 items
Part 2	Short-answer questions	8 items
	Open-ended questions	6 items

For short-answer questions, applicants will have to show the method of solution (working steps) clearly and write the answer in the space provided.

Open-ended questions generally require longer and/or more complex method of solution as compared to short-answer questions. For open-ended questions, applicants will have to show the method of solution (working steps) clearly and write the answer in the space provided.

SECONDARY ENGLISH

The AEIS Secondary English test comprises two parts. Applicants will be given 2 hours and 10 minutes to complete Part 1 and Part 2. The paper is taken in a single sitting.

Section	Format
Part 1	Writing

Two topics are set for Sec 1, and four topics are set for Sec 2 and Sec 3.

Applicants choose one topic and write a composition on it.

Applicants sitting for Sec 1 will write 200 - 300 words.

Applicants sitting for Sec 2 will write 250 - 350 words.

Applicants sitting for Sec 3 will write 300 - 400 words.

Part 2 Comprehension and language use

50 compulsory multiple-choice questions

Comprehension (based on two passages) - 15 items

Comprehension cloze (based on two passages) - 15 items

Vocabulary - 10 items

Grammar - 10 items

SECONDARY MATHEMATICS

The AEIS Secondary Mathematics test comprises two parts. Applicants will be given 30 minutes to complete Part 1, and 1 hour and 45 minutes to complete Part 2. The use of calculators is not allowed.

Section	Format	Number of Items
Part 1	Multiple-choice questions	34 items
Part 2	Short-answer questions	20 items
	Open-ended questions	10 to 15 items


For short-answer questions, applicants will have to show the method of solution (working steps) clearly and write the answer in the space provided.

Open-ended questions generally require longer and / or more complex method of solution as compared to short-answer questions. For open-ended questions, applicants will have to show the method of solution (working steps) clearly and write the answer in the space provided.

The AEIS centralised test for each level comprise English and Mathematics and will assess the applicants' English literacy, numeracy and reasoning ability.

USE OF OPTICAL ANSWER SHEET (OAS)

For multiple-choice questions, applicants are required to use a pencil to shade the answers on the Optical Answer Sheet (OAS). The OAS will be issued to applicants together with the test papers.

Name _____ Subject _____ Index Number: _____	OPTICAL ANSWER SHEET																											
<div style="text-align: center; font-weight: bold; font-size: 1.2em;">IS0918S10001</div>  <p>INSTRUCTIONS</p> <ul style="list-style-type: none"> Use ONLY a pencil (e.g. 2B) to shade your answer. Shade only ONE answer for each question. Shade the bubble completely. Use only a soft eraser to erase any error or stray mark completely. Do not make any stray mark on this sheet. Do not fold or staple this sheet. 	<div style="text-align: center; font-weight: bold; font-size: 0.8em;"> VERIFICATION OF PERSONAL PARTICULARS (FOR CANDIDATE'S USE ONLY) </div> <ul style="list-style-type: none"> Check that your printed particulars are correct. Write your name above the line if your particulars are correct. Otherwise, inform the invigilator. <hr style="width: 50%; margin: 10px auto;"/> <div style="text-align: center; font-size: 0.8em;">Candidate's Name</div>																											
<p>EXAMPLE OF SHADING If you think '2' is the correct answer to Question 1, shade the bubble as follows:</p> <p>1 ① ● ③ ④</p>																												
<table style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 33%;">1 ① ② ③ ④</td><td style="width: 33%;">19 ① ② ③ ④</td><td style="width: 33%;">37 ① ② ③ ④</td></tr> <tr><td>2 ① ② ③ ④</td><td>20 ① ② ③ ④</td><td>38 ① ② ③ ④</td></tr> <tr><td>3 ① ② ③ ④</td><td>21 ① ② ③ ④</td><td>39 ① ② ③ ④</td></tr> <tr><td>4 ① ② ③ ④</td><td>22 ① ② ③ ④</td><td>40 ① ② ③ ④</td></tr> <tr><td>5 ① ② ③ ④</td><td>23 ① ② ③ ④</td><td>41 ① ② ③ ④</td></tr> <tr><td>6 ① ② ③ ④</td><td>24 ① ② ③ ④</td><td>42 ① ② ③ ④</td></tr> <tr><td>7 ① ② ③ ④</td><td>25 ① ② ③ ④</td><td>43 ① ② ③ ④</td></tr> <tr><td>8 ① ② ③ ④</td><td>26 ① ② ③ ④</td><td>44 ① ② ③ ④</td></tr> <tr><td>9 ① ② ③ ④</td><td>27 ① ② ③ ④</td><td>45 ① ② ③ ④</td></tr> </table>	1 ① ② ③ ④	19 ① ② ③ ④	37 ① ② ③ ④	2 ① ② ③ ④	20 ① ② ③ ④	38 ① ② ③ ④	3 ① ② ③ ④	21 ① ② ③ ④	39 ① ② ③ ④	4 ① ② ③ ④	22 ① ② ③ ④	40 ① ② ③ ④	5 ① ② ③ ④	23 ① ② ③ ④	41 ① ② ③ ④	6 ① ② ③ ④	24 ① ② ③ ④	42 ① ② ③ ④	7 ① ② ③ ④	25 ① ② ③ ④	43 ① ② ③ ④	8 ① ② ③ ④	26 ① ② ③ ④	44 ① ② ③ ④	9 ① ② ③ ④	27 ① ② ③ ④	45 ① ② ③ ④	
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9 ① ② ③ ④	27 ① ② ③ ④	45 ① ② ③ ④																										

40 BANKING FACILITIES

You can open an account with a local or international bank. Local banks include DBS (POSB), UOB or OCBC. International banks include Citibank, Bank of China, Bank of India, or HSBC.

Opening a bank account has different requirements for different banks. Students will need to provide a passport and student pass card for identification.

Other than banks, you can also change your foreign currencies with licensed money changers. Their outlets are usually located within shopping malls and commercial centres.

41 POSTAL FACILITIES

Singapore Post opens Monday to Friday, 8:30am to 5:00p and until 1:00pm on Saturday. All outlets are closed on Sunday and Public Holidays.

You may post and send parcel post at all outlets conveniently located throughout the island.

42 TELECOMMUNICATION

There are 3 major telecommunications companies in Singapore – SingTel, MobileOne and Starhub. They offer telecommunication services at competitive prices and include local and international phone services, mobile phone and internet access

Customer Services Hotline - SingTel: 1626 www.singtel.com.sg

Customer Services Hotline - MobileOne: 1627 www.m1.com.sg

Customer Services Hotline - Starhub: 1633 www.starhub.com

43 PUBLIC LIBRARIES

You can borrow a book, a magazine, a video, or a CD ROM from any of the libraries. You must register for membership at the customer service counter at the public libraries.

Documents required for the membership registration:

1. Passport
2. Student Pass
3. Registration fees: S\$10.59
4. Annual Membership fees: S\$43.20

44 HEALTH SERVICES

Under situations which do not require hospitalisation and surgical, if students do not feel well and need medical attention, there are four modes to seek help:

1. Visit a polyclinic
2. Visit a private clinic
3. Admit to the Accident and Emergency Section (A&E) if you have an emergency.
4. Dial 995 if you need an ambulance urgently otherwise dial 1777.

45 SAFETY AND SECURITY

Police Posts / Stations

If you need immediate police assistance, dial 999. The police will answer your call within 10 seconds and will arrive within 15 minutes for urgent incidents and within 30 minutes for non – urgent ones. Alternatively, you can go to the nearest Police Station or Neighbourhood Police Centre to seek assistance or make a report.

Visit www.spf.gov.sg (Singapore Police Force) for more information and full listing of Police Station and Posts.

Singapore has very strict laws. It has the death penalty for drug trafficking or unauthorized drug consumption and other capital crimes. Firearms and drugs are strictly prohibited.

To protect the welfare of the public, fines are imposed if you are caught committing the following offences:

1. Littering and smoking in public service vehicles, museums, libraries, lifts, theatres, cinemas, air- conditioned restaurants, supermarkets, departmental stores, and government offices are prohibited.
2. Buying and selling of chewing gum
3. Working illegally
4. Jaywalking
5. Spitting
6. Vandalism

YPLS students are strongly advised to avoid talking to strangers outside the school premises and in public areas such as restrooms or toilets during official lesson breaks or toilet breaks. For their own safety, all students must refrain from playing on public escalators.

YPLS students are also advised to carry a form of identification whilst in public places.

46 TRANSPORTATION

Getting around in Singapore is easy. We have one of the most efficient, affordable and user-friendly transport systems in the world. You will enjoy the seamless, integrated world class transport system consisting of buses, the mass Rapid Transit (MRT), the Light Rapid Transit (LRT) and Taxis.

- Fares may be paid in cash or by EZlink card, which can be used on the MRT / LRT and buses.
- Bus and MRT routes as well as fares can be found in the TransitLink Guide, which is sold at newsagents or bookshops.

47 FOOD AND BEVERAGE

Within the vicinity of The YPLS School of Learning, you will find coffee shops and foodcourts selling a wide range of cooked food. A meal will cost around S\$4 to S\$8. Most outlets operate between 7am to 11pm. You may also find more international restaurants/cafes and fast-food outlets around the school location. You can expect to pay more for a meal at these places.