



SPATEC ACADEMY
SPATEC 温泉与美学护理学院

Student Handbook



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A. Welcome Message

Dear Students

Welcome and thank you for choosing Spatec Academy!

Here at Spatec, we are committed to providing you with quality education and a conducive place for learning. We have a team of dedicated and established trainers awaiting you to engage with. We believe that you will benefit from the knowledge and skills of our experienced trainers. Spatec Academy also offers classrooms with full modern facilities to equip you with the relevant skills to help you achieve your goal to becoming a well-qualified professional in this industry.

In this handbook, you will find the policies and practices adopted by the academy. With your compliance, together, we would be able to create an efficient and productive system for the benefit of all students.

Thank you for your cooperation.

You will be able to find all the information you need for your course of study in this handbook. Please feel free to approach the management and staff of the academy should you need any further assistance.

Thank you and please enjoy your time here with us. We look forward to helping you prepare yourself for a meaningful and exciting new career.

*Best regards,
Tashi Goh
Founder
Spatec Academy Pte. Ltd.*



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Our Vision

A regional education centre of excellence offering top quality training in the spa and wellness, retail, and lifestyle sectors.

Our Mission

To produce qualified professionals with high standards, well-equipped with the latest knowledge and skills in the global spa, beauty, and wellness industry.

To offer quality training in Spa, beauty, and lifestyle courses.

Our Core Values

Lifelong learning

Industry leader providing quality training education

Fair employment

Excel in Corporate Social Responsibility

Our Culture

Everyone is respected and valued on their own rights

Everyone performs their respective role to their best of their abilities and takes personal responsibility and initiative to see to the satisfactory completion of the tasks on hand

Everyone maintains open and clear communications and minimise misunderstanding and barriers to work achievements

Everyone seeks to support one another, like a family and collectively works towards achieving goals

Everyone is happy to work in Spatec Academy



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B. Our Commitment

We are committed to provide the best learning environment for all students.

- ❖ We are committed to maintain the Student – Teacher ratio:
 - Practical lessons – 20:1
 - Theory lessons – 50:1
- ❖ We are committed to treat every student equally and to take every student request and complain with the upmost importance.
- ❖ We are committed to keep our academic staff abreast with the latest development in the industry; this is done through the constant upgrading of knowledge and skill through training courses for our teachers.
- ❖ We are committed to carry out equipment and facilities checks on a regular basis to ensure that all academy facilities are in good working condition.
- ❖ We are committed to consistently improve the systems and processes of the academy, seeking out areas for improvement from feedback gathered from students and staff alike.
- ❖ We actively seek to improve our curriculum with feedback given by the examination authorities in partnership with the academy and industry expert to provide our student with the best knowledge and skills for their profession.
- ❖ We are committed to constantly review and evaluate our internal processes to achieve Quality Assurance in our programs and producing highly qualified practitioner in the industry.

A handwritten signature in black ink, appearing to read "Soh Gek Hoon", written over a light blue circular stamp.

Soh Gek Hoon
Director
Spatec Academy Pte. Ltd.



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C. Committee for Private Education (CPE) / Private Education Act

All Diploma courses and courses above 50 Training hours offered by Spatec Academy are approved by the Committee of Private Education.

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

Under the Private Education Act, CPE regulates the private education institution through the EduTrust Certification. Under the EduTrust certification, CPE requires private education institutions to demonstrate the following:

1. Sound corporate governance and management of the institution.
2. Active management commitment to the institution to achieve its vision, mission and goals.
3. Sound financial management practices.
4. Provision of timely, accurate and transparent information to students through student contracts and other means on fees payable, refund, withdrawal, transfer, and course information.
5. Proper management and monitoring of external recruitment agents.
6. Quality assurance on courses through active management of academic staffs and activities, conduct of courses and examinations, monitoring of student learning and continuous improvement / review efforts on curriculum.
7. Continuous review and improvements.

The rigorous requirements in EduTrust are aimed to ensure the provision of quality private education to students – local and international through sound management in every aspect and effort in continuous improvements.

For more information on CPE, PEA and EduTrust, please refer to the Committee for Private Education website at <https://www.ssg-wsg.gov.sg/>.



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D. Fee Protection Matters

Fee Protection Scheme

The Fees Protection Scheme (FPS) provides protection for fees paid by all students pursuing a course of education in Singapore. It protects the fees paid by the student in the event that a Private Education Institute (PEI) is unable to continue operations due to insolvency and/or regulatory closure. Furthermore, the FPS protects the student if the PEI fails to pay penalties or to return fees to students arising from judgments made against it by the Singapore Courts.

For more information on the FPS, please refer to CPE at <https://www.ssg-wsg.gov.sg/>. Spatec uses FPS Insurance Scheme by Lonpac Insurance BHD.

Address	300 Beach Road, #17-04/07, The Concourse Singapore 199555
Policy Number	Z/21/BM00/000949
Period of Insurance	03 Nov 2021 to 02 Nov 2022

The following are acceptable modes of payment of the course fees.

- Cheque payment (preferred).
- Cashier order.
- Telegraphic transfer.
- Ibanking
- Nets
- Paynow

Other Fees Payable or Miscellaneous Fees

Other fee payable required during the course of studies may include, but not limited to:

- ITEC Examination Fees.
- Materials Fees (including uniform, carrier bag).
- ITEC examination Late Booking Fees (only if applicable).
- Re-taking Examination Fees (only if applicable).
- Result Appeal/Complaints Fees (only if applicable).
- Replacement of Student ID (only if applicable).
- Re-print of ITEC Certificate Fees (only if applicable).
- Course Fee Late Payment Fees (1%) (only if applicable).
- Medical Insurance Fees (only if applicable).
- Lonpac FPS Insurance Fees (only if applicable).

Payment modes for the above fees include cash (in Singapore currency) and cheque. A receipt bearing the date of the receipt of payment will be issued for the amount paid



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E. Fees & Payment Matters

Modes of payment

- a. **Course Fees** – payment of the course fee is to be made by telegraphic transfer, cashier order or cheque in Singapore dollars only. Breakdown of course fees are stated in the Standard Student Contract. A receipt will be issued for the amount paid. Spatec Academy is GST registered.
- b. **Miscellaneous Fees** – payment of the non-course fees and additional fees are to Spatec Academy at the reception in the form of cash, paynow, Nets, Ibanking or cheque in Singapore dollars only. A receipt will be issued for the amount paid.

Spatec Academy clearly states all fees incurred. The breakdown of fees is clearly shown in the Standard Student Contract, Fee schedule, Payment Vouchers and communication materials.

Spatec Academy does not collect course fee deposit from its students.

Issue of Receipts

For all payments made by the students to Spatec Academy, the Academy issues a receipt to the student stipulating the amount paid, the date of payment, and the purpose of such payment (with proper breakdown of the payment amount, where applicable).



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F. Refund Policy

Spatec Academy's refund policy is as follows.

A. Refund for Withdrawal Due to Non-Delivery of Course

Spatec Academy 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 student contract) within any stipulated timeline set by CPE; or
- (vi) The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

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

B. Refund for Withdrawal Due to Other Reasons

If the Student withdraws from the Course for any reason other than those stated in Clause 2.1 of the standard student contract version 3.1, Spatec Academy will, within seven (7) working days of receiving the student's written notice of withdrawal, refund to the student an amount based on the table in Schedule D of that contract.

The said Schedule D reads as follows:

% of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received:
80%	more than [30] days before the Course Commencement Date
50%	before, but not more than [30] days before the Course Commencement Date
25%	after, but not more than [2] days after the Course Commencement Date
0%	more than [2] days after the Course Commencement Date



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C. Refund During Cooling-Off Period

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

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

D. Conditions for cancellation of course and Refund

The Academy reserves the right to cancel a course if the number of students taking the course is below a viable number and running the course would not make economic sense. The Academy will inform students of the cancellation of course not less than three (3) working days before the course commencement. In such a case, the application fee will also be refunded within seven (7) working days after the announcement of cancellation of course.

E. Non-Refundable Fees

The following are non-refundable:

- a. Application Fee. However, in the circumstance where Spatec Academy has decided not to commence a course, the application fee will be refunded within seven (7) working days after the student is notified, unless the student takes up alternative study arrangements with Spatec Academy.
- b. Miscellaneous Fees paid to the school. However, a refund will be made in a 'Refund for Withdrawal Due to Non-Delivery of Course' scenario due to the Spatec Academy's non-performance of its contractual obligations or if the student pass application is rejected by ICA.
- c. Third parties charges e.g. Bank charge, ICA Student Pass application fee.
- d. No refund of any fee if the student has committed an offence and is expelled by Spatec Academy after due process of investigation by a Disciplinary Committee set up by the Administrative Head.

The time taken by Spatec Academy to process refund requests shall not be more than 7 working days from the student's withdrawal/refund request for the issuing of refund.

Details of the refund policy are also available on Spatec Academy's website and in the student contract.

Computation of the refund amount

The refund procedure is described below. For CPE registered courses, the student is informed on the computation of the refund amount as he or she acknowledges the receipt of the refund cheque. For courses involving SkillsFuture Credit, the refund amount is checked by SkillsFuture Singapore.



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G. Refund Procedure

Spatec Academy’s refund procedure is described in its website.

Refund procedure for CPE-registered courses

Step 1: Student

Students initiate the refund procedure commonly by emailing their withdrawal request to Spatec Academy or submitting AA-005 Student Withdrawal Form. FA-010 Refund Form is also completed by international students, who submit it to Administrative Head via the Customer Service Executives.

Step 2: Administrative Head

Administrative Head confirms the withdrawal and reviews the refund request to determine the eligibility of the refund request in accordance with the refund policy.

Step 3: Finance Executive

If eligible, the Finance Executive calculates the refund amount and executes the refund.

A student may have paid for the course fee from different sources of funds

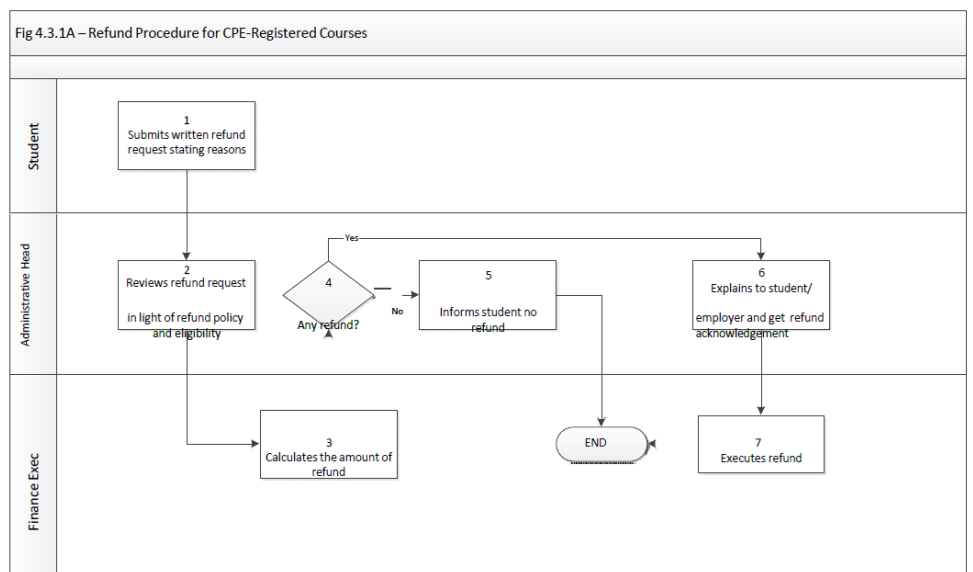
- a. Cash sources (savings or employer’s sponsorship)
- b. Training Grant from SkillsFuture Singapore
- c. His SkillsFuture Credit account

The refund procedure takes into account the different possible funding sources.

Refunds are completed within 7 working days from the student’s withdrawal / refund request for international students where Singapore Government grants are not involved. Where Government grants are involved, all refunds are made within 7 working days after the approval of the withdrawal by SkillsFuture Singapore.

Cash refund

If eligible, eligible refund requests would be processed and completed within 7 working days:
Upon approval, student is to sign and acknowledge the receipt of the refund cheque



Training Grant

Where Government grants are involved, all refunds are made within 7 working days after the approval of the withdrawal by SkillsFuture Singapore.

Refund procedure for SkillsFuture Credit

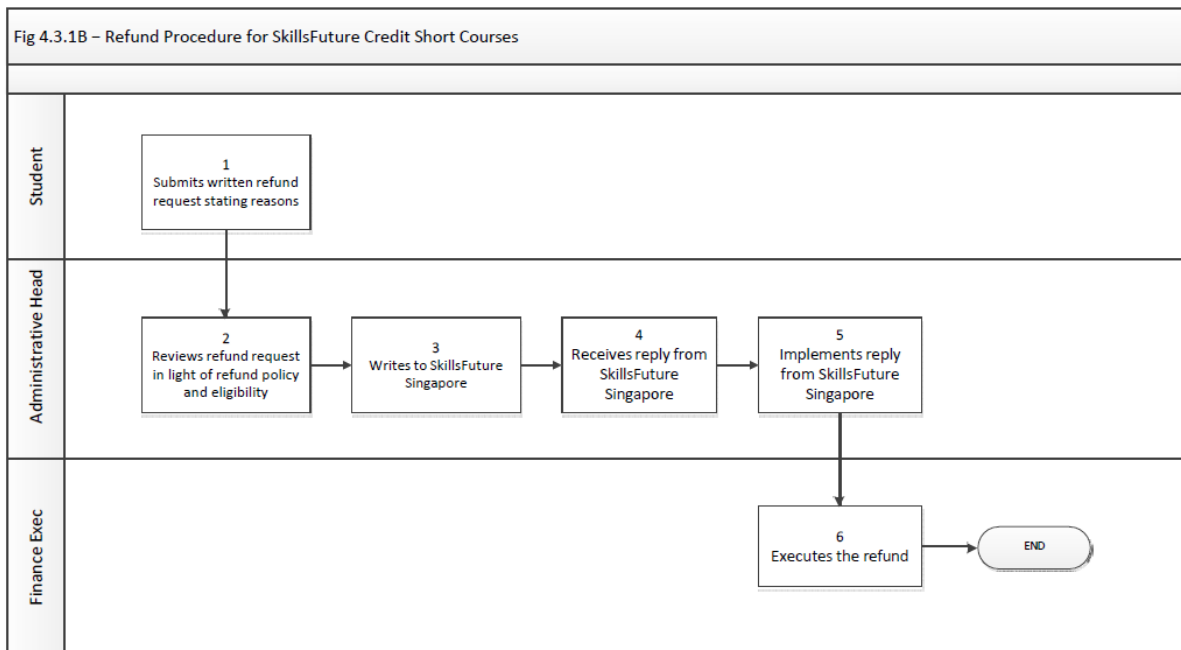
Step 1: Student

If the student's SkillsFuture Credit has been utilised, the application for refund may be done either by the student or by Spatec Academy. If it has not been done by the student himself, Admin and Operations Executive will write in to SkillsFuture Singapore through its Feedback portal after the cancellation of the Training Grant to inform on the SkillsFuture Credit refund to be made.

Step 2: Administrative Head

On receipt of the reply from SkillsFuture Singapore giving the form (in Excel format) to be completed, Admin and Operations Executive works with Accounts Executive on the following

- Obtains the Administrative Head's approval for refund
- Completes the SkillsFuture Credit Refund form (in Excel format)
- Issues the cheque for payment
- Emails the refund form and scanned copy of cheque to SkillsFuture Singapore
- Posts the cheque and printout of the form to SkillsFuture Singapore
- Files the records.



H. Withdrawal Policy

Withdrawal refers to the termination of the student's status with Spatec Academy and the corresponding termination in the student contract. The school allows students to withdraw from a course in accordance with its refund policy.

The immediate withdrawal request may be effected in the following cases, but not limited to:

- Initiated by student
- Student's transfer to another PEI
- Crises local to the student such as onset of severe illnesses and family and personal circumstances
- Crises outside the control of the student such as pandemics, natural disasters, worldwide crisis such as economic/banking crisis
- Scheduled course did not commence with a corresponding rescheduling
- Misbehavior, misconduct and any form of misappropriation that warrants for a termination by the academy and thereafter the withdrawal from the academy

Students are informed about the implications of the status of the student pass if an international student withdraw from the school. The Academy would login to the ICA system to cancel the student pass. If a student is unable to obtain a new student pass from the other school, he would only have 30 days to remain in Singapore.

For withdrawals, the service target is to complete the withdrawal process (including assessing and replying to student's request, change of status of student's pass, refund made) within 4 weeks of the student's request.

I. Withdrawal Procedure

Step 1: Student

All students seeking for withdrawal must submit the completed AA-005 Student Withdrawal Form to Academic Affairs Manager either by hand, post, fax and through email correspondence. Academic Affairs Manager acknowledges the receipt of the course withdrawal request within 3 days of receipt via email.

Step 2: Administrative Head

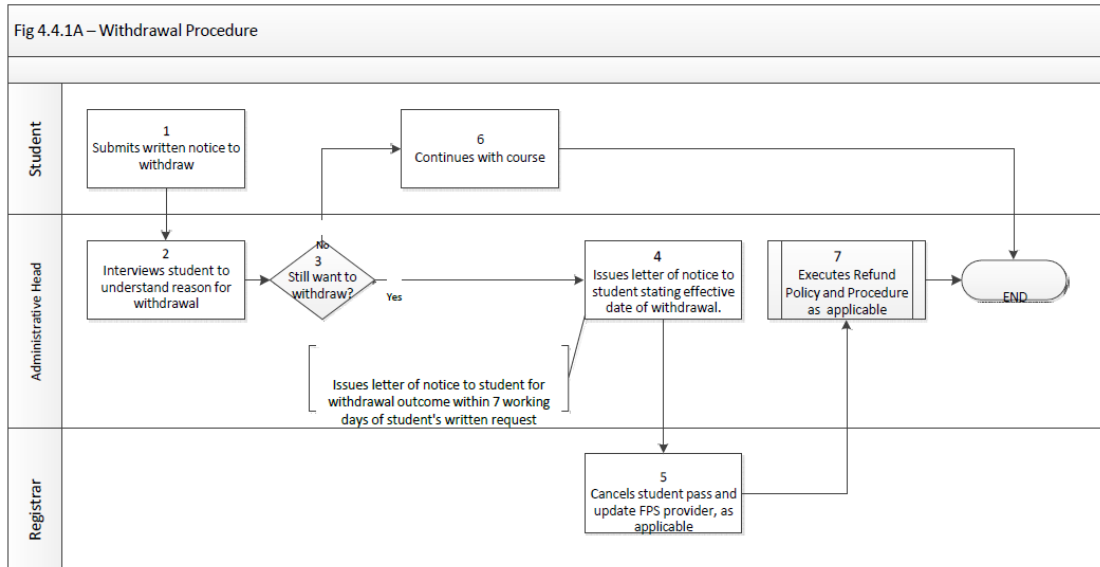
Administrative Head will interview student to understand reason for withdrawal. If the student still maintains his decision to withdraw, Administrative Head issues a letter of notice to student, indicating effective date of withdrawal.

Step 3: Registrar

Registrar is to effect the termination of the student pass with ICA, if applicable. Registrar will update the FPS provider when a student transfers course or withdraw from course of study.

Step 4: Administrative Head

Administrative Head will ensure the execution of the refund procedure in accordance to the refund policy, as applicable, within 7 working days after the approval of the withdrawal.



J. Transfer Policy

Transfer refers to the student's change in the course of study within Spatec Academy. The Academy allows students to transfer from a course X to another course Y within the Academy, subject to payment of any applicable transfer fee. This is treated as a withdrawal from course X (refund policy will apply) and a re-enrolment with the school into course Y. The school may at its discretion give the re-enrolled student a discount on the course fee for Y. The discount may be up to the un-used portion of the course fee for X.

A student is allowed to apply for Course Transfer, subject to the following conditions:

- Submits a course transfer request in writing with reasons for transfer clearly indicated
- Fully satisfy the required entry requirements for the course to which the student wants to transfer to
- Considerations of the student which may include the academic ability, progress, conduct, aptitude and attendance records
- Any outstanding financial and administrative matters are resolved

For transfers, the service target is to assess and reply to the student's transfer request within 7 working days and to complete the transfer process within 4 weeks.



K. Transfer Procedure

Step 1: Student

All students seeking for course transfer request in writing to Spatec Academy by hand, post, fax and through email correspondence. The request is given to Academic Affairs Manager who acknowledges the receipt of the course withdrawal request within 3 days of receipt via email.

Step 2: Academic Head

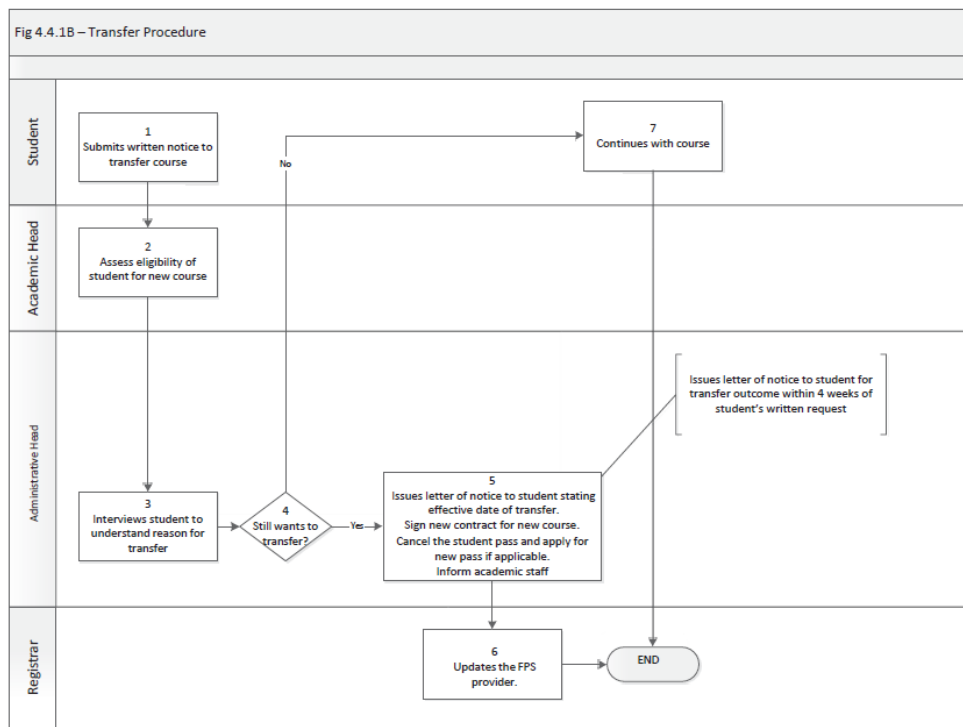
Assess eligibility of student for new course.

Step 3: Administrative Head

Interviews the student concerned to understand reason for transfer. If the student still maintains his decision to transfer, Administrative Head issues a letter of notice to student, indicating effective date of transfer. Administrative Head ensures that a new contract is signed for the new course. If applicable, the student pass for the old course is terminated and a new student pass applied for. Where necessary, the Academic Head and relevant academic staff are informed.

Step 4: Registrar

Update FPS provider and the student register accordingly.





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L. Deferment Policy

The Academy considers requests from students for course deferment on compassionate grounds where there is a good reason deemed acceptable to the school. Acceptable reasons may include:

- family members who are very sick or dying where the student's presence at home is required
- traumatic family circumstances (e.g. death of a parent in an accident) where the family needs to be together to support each other
- sickness or poor health where the student needs to have an extended period of rest

For deferment requests, the service target is to assess and reply to the student's deferment request within 2 weeks of the student's request.

The policy of the school is not to allow course extensions where a student is given an extended period to complete a course that other students in the same course would not normally be given. Where there are special considerations, exceptions may be made on a case to case basis.

M. Deferment Procedure

Step 1: Student

To request for a course deferment, students are required to write to Spatec Academy giving the reason for their request and providing relevant documents (if available).

Step 2: Administrative Head

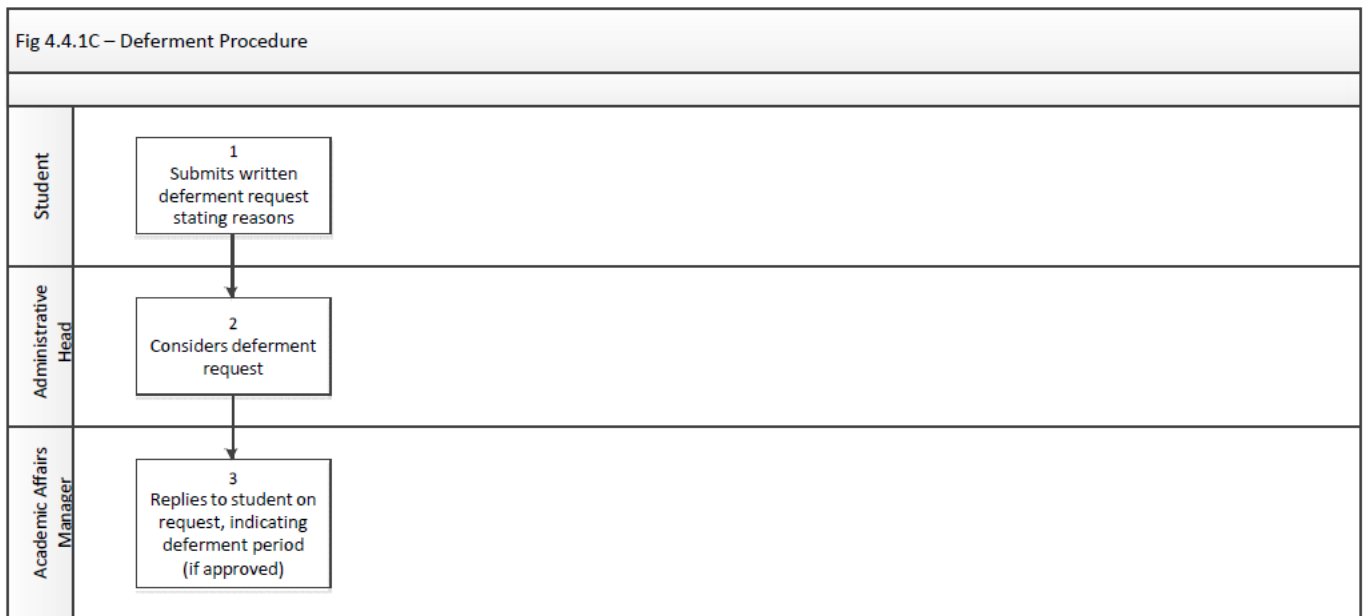
The Administrative Head will consider the deferment request and may consult with his Academic Head or other relevant staff as appropriate.

Step 3: Academic Affairs Manager

Academic Affairs Manager will then reply to the student on whether the request has been approved, and if so, indicating the deferment period.

Where a deferment is allowed,

- all supervisory processes are suspended. The student does not undertake any academic work and is considered to be 'inactive'
- no course fees will be charged during the deferment period.
- the length of time of the deferment is not included in the time period for completion of the program and any deadlines will be adjusted accordingly.





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N. Examination Matters

General Examination Information

Examinations are being conducted at the end of the course. Students who are successful at the examinations will be awarded the ITEC Diploma. The examination format will consist of both written examination and practical examinations. ITEC Examiners will be present during the examinations.

In addition to the ITEC examination, Spatec Academy also conducts the in-house examination, a mock simulation examination that aims to better prepare the students for the ITEC Examination. All students are encouraged to pass the in-house examination before proceeding to the ITEC examination.

Examination Notice will be both announced in class and put up on the notice boards. Students are expected to keep themselves updated on the examination schedules, requirements and the rules to comply.

Passing Criteria for Diploma Examinations

Spatec Academy categorizes course marks according to the standard grading scale as follows:

Grading Scale for Theory papers:

Pass Grade: 60-74%

Credit Grade: 75-89%

Distinction Grade: 90-100%

Pass Grade for Anatomy and Physiology Theory paper: 50%

Pass Grade for Practical: 60%

All students must satisfy the following conditions before being awarded the expected academic award upon completion of their course:

(a) Fulfilled course requirements for graduation;

For example, ITEC students must pass all of their case study, practical and theory examinations.

(b) Achieved at least 90% per month of attendance (for STP students) or 75% per month of attendance (for non-STP students).

Examinations Rules and Requirements

Students will be informed of specific requirements for ITEC examinations during classes, and information will be displayed on the student notice board.

- Students who will be taking ITEC Theory examinations have to reach the exam venue 15 minutes before the start of the examinations.
- Students who will be taking ITEC Practical examinations have to reach the exam venue 1 hour before the start of the examinations.



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- Information on the rules and regulations of the ITEC examinations will be provided to the students. Students are encouraged to understand and abide to the rules and regulations.
- Students must submit both soft and hard copies of their Case Studies upon completion of their ITEC courses. After ITEC examinations, hard copies of the Case Studies will be returned to students whereas soft copies will be retained by the Academy.
- Students must ensure the models to be brought in for the ITEC practical examinations should meet the following requirements:
 - Models have to wear shorts
 - Models are not suffering from any skin problems and/or injuries such as open wounds.
 - Models should not be an existing or past ITEC student
 - Models must not wear any jewellerys and/or watches during examinations.

Responsibility of the Student to Comply with Examination Requirements

All students MUST fully comply with examination rules and regulations. This may be as simple as being required to answer in pencil and not with a pen because this is what the Examination Board requires. Students who do not comply or who are late may not be able to take the examination and it MAY NOT BE POSSIBLE to re-arrange an examination date. This means that students who do not comply with the rules and regulations will fail the examination. In such circumstances, there is no refund of course or examination fees.

Examination Results and Appeals

ITEC Examination

Student may submit an appeal for the results of the ITEC examination. All appeal must be submitted within 30 working days of receiving the statement of results. Late appeals will not be entertained. Appeals must be made on prescribed forms with payment of a deposit of \$110.00. The students will be notified of the outcome of the appeal within 14 working days after submitting the appeal. Students will be informed in writing of the decision of Examination Committee on the appeal. The decision of the examination Committee for the appeal is final.

In-House Examination (Spatec Academy)

The course teacher will release results of the in-house examinations to the students. Appeals about the results of an examination should be submitted within 7 working days from releasing the results. No payment is required for appeals for In-House Examination. The Academy will release the Appeal results 14 working days to the student. Retaking of the test may be arranged for the students.



Student Appeal Procedure

Step 1: Student

Each student is allowed to submit a maximum of one appeal for the final result. Students who wishes to appeal his results submits Student Appeal Form with supporting evidence attached to the Registrar.

Mitigating circumstances such as the following, but not limited to, will be taken into considerations:

- Ill-health – physical or mental
- Severe financial hardship i.e. over and above that experienced by all students
- Emotional/personal difficulties – e.g. bereavement
- Disabled Students i.e. where the student's disability comes to light for the first time at assessment
- Unavoidable absence from the Academy

Student has to submit the Appeal Form with supporting documents and pay the appeal fee.

Step 2: External Exam Body

For external examinations, the external examining body determines the appeal outcome.

Step 3: Academic Head

For in-house (Internal) exams, AH collates all Student Appeal Forms and submits them to the Examination Board (EB).

Step 4: Examination Board

EB shall convene to review student appeals. EB may review the course performance, past work done and the examination script and interview the students before arriving at decisions.

Decides on the outcome of appeal and submit the outcome of the appeal to Administrative Head.

Step 5: Administrative Head

Will inform student accordingly of the outcome of appeal. Spatec Academy releases the appeal results within 4 weeks from the official date of release of the exam results.

Retaking of Examinations

A student who has failed an examination may apply for a retake by paying the examination fees. Academic Head will inform the student seeking for retake the next earliest available examination date.

O. Student Obligations

1. Attire

- ALL students are required to wear Spatec Academy uniform at all times while inside the Academy premises. Prescribed uniforms are as follows:
 - White T-shirt with Spatec logo
 - Full-length pants or slacks. Can be black or dark blue ONLY. Jersey material (yoga) pants are acceptable.
- Students who are not wearing the prescribed uniform will not be allowed into class as all students are identified by the Academy uniform (T-shirt).
- Wearing of Academy uniform over your own shirt is not acceptable.
- No jeans or shorts are allowed.
- Shoes
 - Shoes are not allowed inside the classroom and office. Please put your shoes in the shoe rack.
 - This is a Health & Safety requirement and MUST be observed at all times. The Spatec Academy reserves the right to take action if this rule is not observed. Your attention is drawn to the Warning Notices posted by entrances.
 - Indoor shoes are necessary inside the massage rooms and should be in black/dark blue and with rubber soles.

2. Attendance

- All Students are encouraged to attend all classes.
- For local students, it is a requirement that you would have to have an attendance of at least 75% to qualify for the examination.
- For international students, the monthly attendance is expected to be at least 90%. The name of students who failed to achieve this level will be reported to ICA and the Student Pass of these students may be cancelled as a result.
- Students must sign their names properly on the attendance sheet.
 - Students must be responsible for the signature they sign. Signatures must be consistent throughout the attendance and must be similar to the signature signed on the Standard Student Contract.
 - Signing of attendance for others is not allowed.
 - Sign only on the actual date of the class – do not sign for future or past dates
 - Make sure that the date signed is correct
- Students must use the name as stated in their NRIC/FIN/Passport/Working Pass for the registration form submitted to the Academy.
- Students who are not able to attend class due to sickness must inform the teacher. Student must submit a valid Medical Certificate (MC) to validate the absence.



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- Students who need to travel overseas due to an emergency must submit a letter of absence to the teacher stating the number of days absent and the reason for the absence BEFORE the TRAVELLING TAKES PLACE. If the Student wishes to extend his/her leave, he/she must inform the academy immediately. Student Leave Application Form has to be filled up by the student and submitted to the teacher.
- Make-up lessons are only given for sick or compassionate leave. In all cases, a Student who needs to attend make-up class must first check with the Academy administrator on the availability of an alternative.
- The academy will contact students who are absent two (2) days or more in a row without informing the Academy through phone and in writing to check on their absences. If the student remains un-contactable after numerous attempts or have been absent for more than 50% of the course, the academy may opt to revoke and terminate their student contract. International students holding an official Student pass will be reported to the ICA. This may result in the revoking of the Student pass issued to the student.

3. ID Tags

- Student pass/ID Tags must be worn at all times while inside the Academy premises, especially during training session.

4. Appearance and Hygiene

- Students should keep a neat & tidy appearance. Students are expected to observe hygiene at all times.
- Students are advised to wash their feet before coming to class.
- Students are not allowed to wear any jewellery and/or watches.
- Students should cut their nails before coming to class.
- For the females student –
 - Long hair is to be bundled up. Long fringe covering face or part of face is not allowed.
 - No colour nail polish.
 - Use light make up.

5. Proper Decorum

- Mobile phones must be turned OFF or switched to silent mode during class/training hours. Checking of messages and calls may only be carried out during tea and lunch break.
- Students are expected to behave appropriately. Running & shouting inside the Academy and office premises is not permitted.
- Students are not allowed to sit in any class that is not part of their enrolled course of study.
- Not spitting is allowed.



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- Student who allows another student/staff to massage in a method not taught by the Academy may do so at their own risk.
- As there are other businesses located on the same level as the Academy, students are not allowed to loiter outside the classroom and in the hallways. Models are not allowed to go to the toilet wearing only towels.
- No smoking is allowed in the academy and in the toilets.

6. Personal Belongings

- Students are advised to be responsible for their own property.
- Students should put their materials in a NYLON BAG.
- Students are to tie the tag (provided by Academy with student's name and course information stated) with their Nylon Bag.
- Students must bring their own materials for massage use i.e. tissue, oil, cotton, dustbin, hand sanitizer, small bowl, measuring glass, and towels. Put nametags in all your materials.
- Students are advised to wash their towels regularly.
- Students must clean the trolleys every day after use.

7. Facilities & Premises

Facilities available and programmes are arranged occasionally to enrich the students' educational experiences.

- Annual student gathering.
- Library and study areas are available.
- Books and other Academy materials are for use inside the Academy premises only.
- During tea breaks, students may help themselves to light refreshments such as tea in the food and beverage corner.
- The Academy premises should not be used for other purposes other than the specified training.
- Washrooms
- Wireless Internet connection is available on request.

8. Other Important Reminders

- No food & drinks are allowed inside the classroom.
- No video taking is allowed by the students at any time during class sessions (theory/practical). Only authorised Academy staff/teachers are allowed to take video.
- No photography of any teaching materials/visual aids/teaching notes is allowed.
- Photographs and videos taken by an authorised Academy staff/teacher inside the school premises will be used solely for the marketing and teaching materials.

P. Suspension / Expulsion

If a student is suspected of committing an offence, the Administrative Head may set up a Disciplinary Committee to investigate the matter and to recommend appropriate disciplinary measures. These measures may include the following:

- Counselling.
- Issuance of warning letters.
- Confiscation of items.
- Reduction of marks or being given zero marks for an assessment.
- Suspension.
- Cancellation of student pass and repatriation to home country.

The offender may also have to pay for damages, liabilities, or legal charges.

The Academy may decide to suspend the student in the following situations:

- Possession / consumption of prohibited product or drugs.
- Vandalism.
- Forgery or cheating / cheating in test and / or examinations.
- Physical or verbal abuse.
- Misconduct related to abuse or misuse of Academy furniture or equipment.

There is no refund to the student for the course fees that are consumed during the period of suspension.

The Academy may decide to expel the student in the following situations:

- Stealing.
- Fighting, hooliganism and extortion.
- Absent without valid reason for more than 7 consecutive days.
- Willful defiance of the Academy's rules and regulations, after having received warning letter(s).
- Serious infringements of the laws of Singapore.

There is no refund of the course fees, whether consumed or un-consumed, if a student is expelled.

Q. Relevant Laws in Singapore

All prospective students are advised on adapting to life in Singapore, accommodation and cost of living, as well as relevant Singapore laws especially those relating to ICA and Ministry of Manpower:

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

R. Student Support Services

Student Support Programme	Student Support Facilities
<ul style="list-style-type: none"> • Student Orientation Services • Student Handbook • Pre-course counselling • Medical Insurance Coverage • Career counselling / guidance • Student Feedback / Survey 	<ul style="list-style-type: none"> • Library • Study Area • Accommodation information for International Students



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Pre-admission Pre-course counselling covers the following aspects:

- Pre-course information, course lists and course outlines will be provided. Course lists and course outlines are easily accessible for prospective students.
- Appropriate guidance and advice on the suitability of the courses available will be provided for prospective students.
- Spatec Academy regularly evaluates and reviews on the pre-course consultation and advice services for continual improvement on our standards of services.
- The Academy works closely with guardians of students, 16 years of age or younger.
- Career guidance programmes will be arranged to assist students to further their education.
- Internal and external grievance and dispute resolution procedures.

Admission services

Standard Student Contract

The Spatec Academy-Student contract is an important legal agreement between the Spatec Academy and you.

Prospective students should fully understand the Standard Student Contract before starting a course or programme. You should seek professional advice if needed and should not hesitate to ask for clarification from the Admissions staff.

ALL students on CPE registered courses must have a Standard Student Contract with Spatec Academy before starting a course or programme. A draft copy of the Standard Student Contract is available on request.

An Advisory Note has to be signed by the Student to acknowledge that he/she understands and agrees to the terms and conditions set out by Spatec Academy.



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Student Orientation Services

Student Orientation will be held on/prior to Course Commencement Date. This allows the newly enrolled students to integrate into the new learning environment. Students will also be informed about the Rules and Regulations in Spatec Academy. The Registrar or designated staff who welcomes the new students and conducts the Student Orientation Programme on the first day of course covers the following aspects - distribute Orientation Form, Student Welcome Kit, class schedule, name tags, uniform and other materials to the students.

- Spatec's Vision, Mission and Core Values
- Spatec's administrative and academic staff
- Student's Obligations
- Brief coverage on FPS, refund policy, transfer/withdrawal policies, ICA regulations and requirements and any other obligatory CPE specific information.
- Pre-course counselling
- Facilities Tour in academy
- Living in Singapore – local culture, way of life, legal compliance, transportation methods, lodging and lifestyle related matters (for International Students only)
- Introduce the Student Handbook and where to download from the academy website
- Career opportunities
- Feedback System / avenues for pastoral counselling, grievance handling, seeking redress etc.

Academic Head may also meet the new students to inform them of the following:

- Introduction to course
- Introduction to the Awarding body – e.g. ITEC
- Schedules, class format etc.
- Student's Obligations
- Information on Examination
- Criteria for graduation

List of up-to-date student support services is communicated through Student Handbook and Website to students.

Pastoral Counselling

Spatec Academy provides emotional support for students to assist them in coping with mental stress relating to their new environment and course demands.

Student Helpdesk/Helpline

Students can approach our course administrators for assistance.

Students may refer to CPE website <https://www.ssg-wsg.gov.sg/> for more information.

Feedback and Complaints

Here in the academy, we take student feedback and complaints very seriously. We value your feedback and opinions.

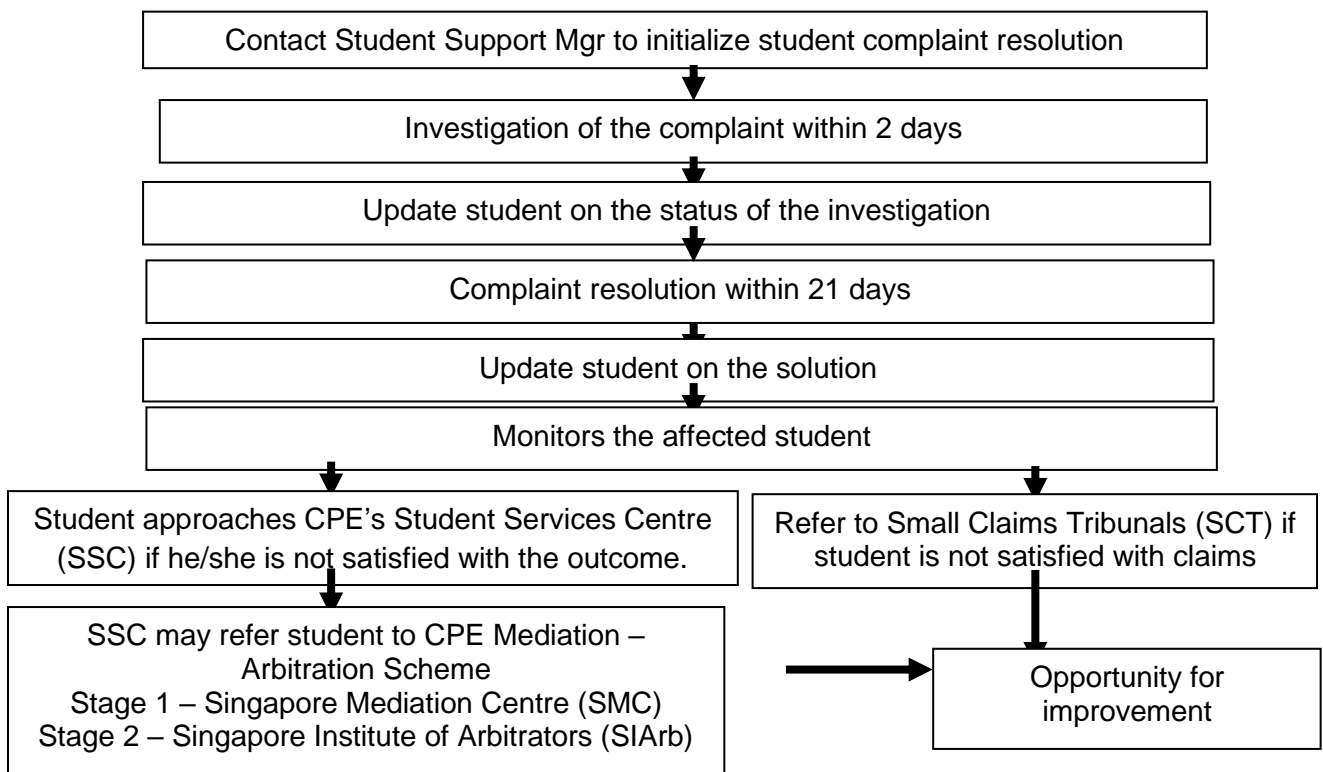
Verbal

Students are encouraged to provide comments and feedback in writing. If grievance is minor, please inform a member of the teaching staff or the Student Support Manager, who will advise you accordingly.

Written

Written complaints may be made by letter, email or by completing a Feedback Form, which can be collected from reception. The Academy will respond to written complaints within 21 working days. Please follow the procedures on the form and provide clear details so that the nature of your complaint can be clearly understood. The form also has information provides on alternative courses of action if we are not able to resolve your complaint or you remain dissatisfied.

Student Complaint Resolution Procedure





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Accidents and Emergencies

First Aid

We have a first aid box available in case of any emergencies. Please approach our staff for assistance.

Fire

Escape routes are clearly displayed, and you will be advised of what to do during your orientation. Please follow the instructions of our staff and move in a quick and orderly manner. A roll-call of students and staff will be taken at the Assembly Point. Please do not attempt to re-enter the building until you are told it is safe to do so.

From time to time, fire drills will be conducted. Please treat every drill seriously even though it is for practice as it is essential that everyone aware of what to do.

S. Learning Support and Student Welfare

Spatec Academy wants you to succeed. Should you require any academic assistance or if there are any other issues that may affect your learning here at the academy, please let your teacher know so that the appropriate help can be rendered.

Spatec Academy provides advice on courses and post-graduation career opportunities. Please contact your teachers or the Student Support Team for an appointment if you need any assistance.

Spatec Academy does not provide student accommodation. However, information regarding accommodation can be found at the Singapore Tourist Promotion Board website at <https://www.stb.gov.sg/>.

T. Confidentiality Policy

Spatec Academy is committed to maintaining the confidentiality of our students' personal information. No such information is to be divulged to any third party without the prior written consent of the Student. Students' particulars are kept solely for the purposes of course submission and examination registration requirements.

Student databases are password protected and all particulars are secured in locked office. Only authorized personnel can access these files.



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U. General Contact

Students can contact Spatec Academy in the following ways:

Mail: 10 Jalan Besar #16-03 Sim Lim Tower, Singapore 208787

Tel No: (+65) 6343-0040

Fax No: (+65) 6291-6068

Email: enquiry@spatec.edu.sg

Website: www.spatec.edu.sg

Key Staffs at Spatec to serve your needs.

Name	Designation
Ms. Tashi Goh	Founder/Marketing Head
Mr. Calvin Choo	Administrative Head / Management Representative (MR)
Ms. Michaela Manucom	Academic Affairs Manager / HR Manager