

Student/Parent Handbook



INTEGRATED
INTERNATIONAL
SCHOOL

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Welcome Message From Founding Principal



Welcome to the Integrated International School (IIS). Congratulations on having taken the first step to obtain a one-of-a kind, quality education in Singapore! We are happy to welcome you to our multicultural family. We are proud of our boutique school and know that we will be able to make learning an exciting, successful journey for you!

We offer a strong curriculum, caring teachers and a stimulating programme. Whether you're new to our school or returning for another year, we have prepared this handbook for you to refer to if you have any questions about our school's programmes, procedures and community.

Please take some time to familiarise yourself with our school's culture. We hope it will serve as a useful guide in answering questions you may have about the school year.

IIS prides itself on being a contemporary, international school, which places just as much emphasis on our students' academic successes as well as their well-being. Simply put, our students' feelings and strengths matter and are at the heart of our programme. Ensuring a student's well-being at school also means that teachers are flexible in adapting their lesson plans to each, individual student's strengths and learning style. Our multi-cultural teaching staff are well-versed in the art of scaffolding their students' learning and take a collaborative teaching approach in the classroom.

We are pleased that you will be joining our family and everyone is eagerly waiting to have you be part of our community of learners.

Warmest regards,

Dr. Vanessa von Auer
CEO/Founding Principal

About The School

Redefining Success

Founded in 2009 by Dr. Vanessa von Auer, one of Asia's leading child experts, IIS is built on the principle that every child is capable of success that goes beyond one definition. We believe that success spans a wide spectrum of possibilities. We know that no two students are the same, and that no individual child has the same response to learning in every situation.

Our ultimate goal is for all our students to achieve their own highest level of success, whatever their learning style, by working with teachers who will adapt lesson plans to each individual student's strengths or preferred intelligence. Helping your child create their own path to success is what we work towards every single day. We believe that every child deserves a great quality education and the opportunity to be a successful human being. From this belief stems our motto that every child can be successful with the right teaching approach, which may consist of more than just one approach.

Who we are

"Two educational approaches"

One of the most powerful influences on a child's life is their schooling years. In Singapore a lot of emphasis is placed on academic excellence in schools, resulting in an environment in which not every child thrives equally.

At the Integrated International School (IIS) we firmly believe that the traditional 'one size fits all' approach to learning does not suit every child. That is why we offer two teaching approaches, catering to both mainstream students, who benefit from the diverse educational experience and supportive environment here; and mainstream students with individualised needs, who benefit from the additional resources and support available offered in-house. With both approaches running side by side, each student receives the differentiated learning experience they deserve, as well as developing perspective-taking and a greater understanding of their fellow students.

To date, we are one of only two international schools in Singapore catering to both mainstream students as well as students who need a more supportive approach. Our nurturing and developmental way of teaching ensures that all our students are able to excel in their own ways, achieving academic as well as emotional-social excellence.

We Stand Out Because

Among the big jungle of international schools in Singapore there exists a humble school with no less an impact on Singapore's educational arena. We stand out because we "redefine success" for students. This means that we are acutely aware of each individual's multiple intelligences and ways they might prefer to demonstrate their learning. According to Howard Gardner, Ph.D., Professor of Education at Harvard University, the theory of "Multiple Intelligences" goes beyond basic ways of learning. In fact since his original descriptions of the 6 different types of intelligences, it is widely understood that at least 9 intelligences represent children's learning aptitudes. As such our curriculum caters to all types of learners/intelligences (verbal-linguistic, logical-mathematical, spatial-visual, bodily-kinesthetic, musical, interpersonal, intrapersonal, naturalist, existential) by offering intimate classrooms, along with enviable teacher to student ratios and customised lessons to foster individual

as well as collective strengths, creating an integrated atmosphere. In a nutshell, the Integrated International School stands out because:

1. We offer an international education based on the Australian curriculum
2. We do not believe in a “one size fits all learning approach” and thus offer two educational teaching approaches: 1.) mainstream, and 2.) mainstream with individualised education support
3. We believe that in addition to a vigorous academic programme, students require a core socio-emotional curriculum to feel successful in a holistic manner
4. Our Support Department provides easy access to individualised education plans (IEPs) and learning support services (i.e., behavioural and counselling support, speech and language therapy, educational therapy, occupational therapy, social skills training, etc.) in small-group or individual format
5. Our high teacher-student ratio makes our classes flexible to tailor the teaching approach to suit the interests and learning preferences of each student

Location

The Integrated International School is located on Sunset Way, off of Clementi Road. It is accessible from Clementi and Dover MRT, where the “Red Shuttle Tram” can pick up passenger and drop them off at Clementi Arcade for a minimal fee. Bus numbers 52,61,74,74e,75,151,151e,154,154b and 184 also stop at Clementi Bus Stop outside of Sunset Way. From there, it is a 5-10 minute walk to the school.

Registration

The school is registered with the Committee for Private Education (CPE) of Singapore. The registration number is 201012199C and the registration period is from 13 July 2017 to 12 July 2020.

EduTrust

IIS is certified by CPE to be compliant with Edutrust quality assurance scheme. The certificate number is EDU-3-3158 and the validity period is from 26 Feb 2020 to 25 Feb 2021.

The EduTrust Certification Scheme (EduTrust) is a quality assurance scheme administered by CPE for private education institutions in Singapore. It aims to distinguish private schools that are able to consistently maintain a high standard of quality in the overall provision of education services and make continual improvements that lead to positive student outcomes.

Mission Vision and Values

Vision Statement

The Vision of Integrated International School is to provide a tailored mainstream educational experience with an international perspective, in an open and supportive environment, for students of all learning styles and intelligences.

Mission Statement

The Mission of Integrated International School is to change the way success is defined in Singapore. We will achieve this by offering the support and resources for each student at IIS to reach their full potential as well-rounded and fulfilled individuals.

Our Core Values

Our organisational values are kindness and respect, redefining success, and community.

Kindness & Respect

Redefining Success

Community

Our Culture

We strive towards cultivating a warm, supportive, close-knit community which encourages harmony, care, collaboration, creativity, professionalism and cultural sensitivity in all areas of interaction.

Academic & Examination Boards

Academic Board

Academic Board is the prime academic decision-making body of the school. It is responsible for overseeing the development of academic activities of the school, formulating and reviewing policies, guidelines and procedures in relation to academic matters in order to maintain the highest standards of teaching. Its primary duties are:

1. Developing the policies and procedures to ensure academic quality and rigour such as:
 - a) Ensuring that the content and duration of the modules or subjects, as well as the entry and graduation requirements of the course are appropriate; and
 - b) Approving the deployment of teachers based on the requirements stipulated by the Committee for Private Education
2. Facilitating the private education institution to implement and comply with the policies and procedures developed; and
3. Reviewing, at least once a year, the academic policies and procedures

Examination Board

Examination Board is responsible for the development of examination and assessment procedures, such as developing and facilitating the implementation of procedures to:

- Ensure the security of examination scripts and answer scripts;
- Ensure the proper conduct of examinations and assessments;
- Define and ensure the proper discharge of duties and responsibilities of invigilators and markers;
- Conduct moderation of examination and assessment marks; and
- Handle appeals from students with regard to examination or assessment matters.

The school's Academic & Examination Board members are listed on our website at <https://www.iis.edu.sg/disclosure>.

Our Facilities

The school has 11 classrooms, each equipped with whiteboards, desks and chairs. In addition, air-conditioners have been installed to provide greater comfort and create a conducive environment for learning. The floor area and capacity of each classroom is as given below.

Classroom #	Floor Area (sqm)	Maximum Capacity
4	9.91	6
11	19.03	12
12	19.11	12
13	19.10	12
14	19.10	12
15	24.41	16
16	19.25	12
17	19.25	12
19	18.56	12
21	22.47	14
22	36.88	24

The Integrated International School fosters community use and is conveniently located among playgrounds, parks and sports facilities (such as a basketball court and badminton court). Our outdoor spaces are only a 5-minute walk away from our premise! Additionally, we have our own outdoor recreational area (ORA) where students enjoy daily outdoor learning experiences.

Student Support Services

The School's Student Support Services include a number of services for all students. Services provided include:

Student Orientation Programme

The school provides an orientation programme for new students, to help them to know the school and its services and operations better. The orientation will cover many areas such as fee matters, fee protection system, school policies, procedures and rules, attendance requirements, leave application, etc.

Behavioural Therapy & Modification Techniques

Our teachers, psychologists and therapists implement a spectrum of behaviourally, empirically sound approaches rather than to use just one set approach. This tailored approach results in individualised, positive and effective relationships between students and specialists, which makes the intervention journey effective. Some of the behavioural approaches (which may include disciplinary measures) used include but are not exclusive of:

- Naturalistic Applied Behavioural Analysis
- Floor Time (for younger students)
- TEAACH
- Cognitive Behavioural Therapy
- Management of Actual or Potential Aggression (MAPA)
- Sensory breaks

Counselling

Offering students both basic individual and group counselling, our counselling services focus on helping students discuss anything that is on their mind. Counselling sessions assist them in identifying emotions and provide them with tools to cope with their individual stressors, to develop self-awareness and mindfulness skills, as well as problem-solving skills. Our counsellors use an integrative approach and thus use a range of therapeutic modalities, some of which include but are not exclusive of:

- Cognitive Behavioural Therapy
- Expressive Therapies (i.e., art therapy, psycho-drama, etc.)
- Solution-Focused Brief Therapy

For complicated cases and situations, students will be referred to respective professional counsellors in external agencies.

Social Skills Training

A significant portion of a child's life is about being social, learning to interact spontaneously with peers and to acquire complex social know-how as they mature. All of these experiences in school lead children to become socially competent and self-assured adults. Grooming such skills are therefore pivotal to a child's development. Our social skills groups are open to students who could benefit from enhancement of their social skills. Some of the topics covered in such groups include but are not exclusive of: self-awareness & self-esteem, verbal & non-verbal behaviour, identifying emotions, collaborative teamwork, social conduct specific to developmental level, etc.

Teacher-Parent Meeting

The school organises Teacher-Parent meetings to provide parents and/or guardians with feedback on students' performances in school.

Occupational Therapy (OT)

OT takes into account each child's sensory needs and physical/motor skills. OT is used to help children strengthen movement patterns or fine motor skills, muscle tone, body-form-spatial perception, motor planning skills, play skills and processing sensory information. Additionally, OT helps with self-regulation to improve attention and impulsivity.

Speech Language Therapy (SLT)

SLTs typically assess and help improve speech, language and oral/feeding/swallowing skills. Treatment areas can include articulation and sound production, language and reciprocal conversation development, as well as strengthening of muscles around the mouth and jaw to improve oral-motor skills.

Tuition Referral Services

Upon request from students or parents/guardians, the School can provide tuition referral services for students who need more assistance in their subjects. The tutors may be teachers of the school and/or other external teachers who have been vetted by the School.

Exam Registration and Results Checking

For all external exams, the school will help the students to register for their examinations. Due notification will be given. The school may also assist in retrieving the examination results for the students.

Students Pass Application

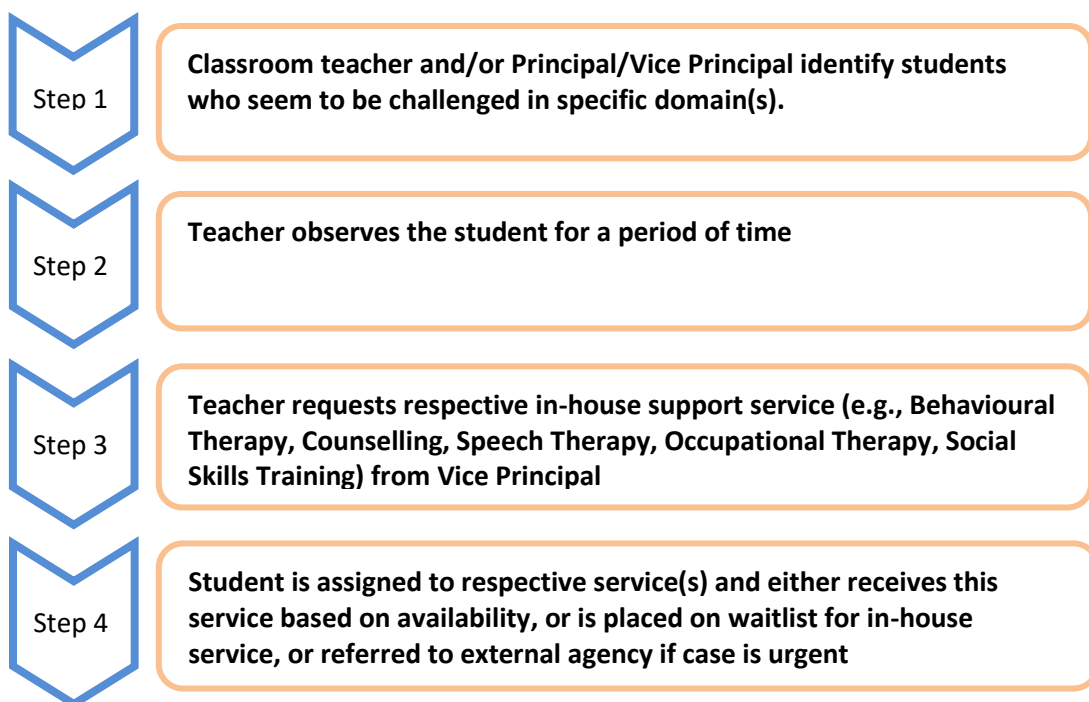
Foreign students can apply for Student Pass to study in IIS since IIS has attained Edutrust Certification in February 2020. Please refer to the ICA website at <https://www.ica.gov.sg/visitor/studentpass/peo> for student pass application procedure.

Procedure for access to Support Services

In-House Support services include the following:

- Counselling
- Naturalistic Applied Behaviour Therapy (Naturalistic ABA)
- Speech Therapy
- Occupational Therapy

Students who need support services may approach the school via the steps below:



School Activities

The Integrated International School organises periodic field trips and excursions to various places in Singapore to provide a holistic education to students.

Excursions and Field trips

The school may organise excursions, field trips or other events to provide students with a more holistic education experience by cultivating social responsibility in them via community involvement projects/activities. These are conducted once per term and dates are listed on the school's academic calendar. Details regarding the trip will be shared with families prior to the event via our School Newsletter/email.

In addition, the school also organises varied "Community Days" each term. These events are open to all teachers, students, parents / guardians and aim to foster a close-knit community.

Extra - Curricular Activities (ECA)

The school organises a wide range of ECA activities to foster and augment character building, social interaction, healthy recreation, self-discipline, self-confidence, perseverance, optimism, honesty, steadfastness, and other leadership qualities in our students.

Singapore Ministry of Education

(SkillsFuture Singapore)

For any educational related services pertaining to your education in private institutes, you can visit the Committee for Private Education.

1 Marina Boulevard
#18-01 One Marina Boulevard
Singapore 018989

Tel: (+65) 6785 5785

Feedback: <https://portal.ssg-wsg.gov.sg/feedback>

Website: www.ssg.gov.sg/cpe/pei.html

Opening Hours

Mon - Fri	8.30am - 5.30pm
Sat, Sun and Public Holidays	Closed

Fees & Fee Protection Scheme

Fees

Please visit IIS website for fees payable.

Fee Protection Scheme (FPS)

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

EduTrust-certified private education institutions are required to adopt the Fee Protection Scheme to provide proper protection to the course fees paid by their students. Course fees exclude the application fee and miscellaneous fees.

Fee Protection Under the Insurance Scheme

For fee protection for students of CPE registered courses, the Integrated International School uses the FPS Insurance Scheme with Lonpac Insurance Bhd. You may ask for a copy of this Certificate from the school's Admin Officer, or visit our website to view the certificate.

Payment Methods

Payments can be made to the Integrated International School in cash, cheque, cashier's order or transfers via banking options. All course fees paid will be covered under FPS insurance within 7 days in accordance with the EduTrust requirements set by the Committee for Private Education (CPE).

Bank Details

- Bank Account Name: Integrated International School Pte Ltd
- Bank Name: OCBC
- Account Number: 517-508941-001
- Swift Code: OCBCSGSG

Non-Payment of School Fee

School fee not paid within 30 days after payment due date is considered late. The concerned student is suspended from class at this point until all fees, including the late payment fee, are paid in full. If the required fees are not paid within 2 (two) weeks from this point, the Student Contract will be cancelled and become null and void. There will be no refund of all fees paid.

If the student would like to continue to study in IIS, the Student Selection and Admission process will apply with payment of all the required fees.

Student Contract

Policy

1. Every student of the school studying in a course which is more than two [2] months in duration, shall be bound by a Student Contract till the end of the course
2. The Student Contract is mandatory for every student studying in IIS.
3. Before signing the Student Contract, an Advisory Note shall be given to the student or the Guardian (if the student is below eighteen [18] years old). The Advisory Note outlines the main items to look out for within the Contract.
4. The staff in charge of compiling the Student Contract is obligated to respond to any queries of the students' or guardians' pertaining to the Contract details.
5. The student Contract should contain the following information accurately
 - Course Name and Modules, Duration or Contact hours including Exams and Holidays
 - Refund Policy
 - Course Withdrawal / Course Transfer
 - Dispute Resolution Methods Available
 - Fee type, Total Fee Payable and Payment Schedule
 - Course Commencement and End Date
 - Fee Protection Scheme Detail
 - Policies on academic and disciplinary matters
6. The Student Contract serves as a legal documented proof for disputes related to claims from the School.

Course Completion Criteria

Graduation Criteria

For all courses, student must meet the minimum attendance requirements allocated by the school in order to graduate from the course. Graduates may move on to a new course or module of a higher level. For graduation criteria of individual course, please refer to the website. A student who fails a course is required to retake the course.

Dismissal

A student shall be dismissed from the course if he/she:

- fails to settle all payments due to the Integrated International School by the due date;
- has committed serious act(s) of misconduct
- does not seem to be benefitting from attending the course behaviourally or academically
- fails to maintain the minimum attendance requirement as per ICA regulation for student on Student Pass.

The Management Team or Academic/Examination Board in its place may, in its absolute discretion, alter or waive any or all of the conditions stated above when determining a student's dismissal from the Integrated International School.

Course Assessments

Communication of Assessments and Assessment Methods

The teacher informs the student or parent at least one week in advance of the assessment date during the course.

Frequency of assessment is continual. The methods of assessment may include:

- on-line or class discussion;
- project work (individual or group);
- research work;
- debate or public speaking;
- presentation (individual/group);
- daily assignments (written or oral);
- continual class tests or quizzes;
- practical tests (where applicable);

Criteria for Grading and Awards

To pass a module for Enrichment Programs, students must attain a D on the Achievement Level. Grade 1 to Grade 10 students must achieve a minimum score of 20% in order to pass a module. Students are also informed that for the courses where the award is made by IIS, they will need to meet the conditions as stipulated below to pass the course. Students who sign up for courses that are examined externally are informed of the requirements to be achieved in those courses.

Mainstream Approach

A student in the Mainstream Approach for Enrichment Programs or Grade 1 to Grade 10 level, must pass two Academic Modules and two Non-Academic Module in order to achieve a pass in the course taken.

Courses	Academic Modules	Non-Academic Modules	Number of Modules required to pass course
Enrichment Programs	English Mathematics	Creative Arts	2 Academic Modules and 1 Non-Academic Modules
Grade 1 to 10	English Mathematics Science	Topic of Inquiry Creative Arts PDHPE	2 Academic Modules and 2 Non-Academic Modules

Support Approach

A student in the Support Approach for Enrichment Programs or Grade 1 to Grade 10 level, must pass one Academic Module and one Non-Academic Module in order to achieve a pass in the course taken.

Courses	Academic Modules	Non-Academic Modules	Number of Modules required to pass course
Enrichment Programs	English Mathematics	Creative Arts	1 Academic Module and 1 Non-Academic Module
Grade 1 to 10	English Mathematics Science	Topic of Inquiry Creative Arts PDHPE	1 Academic Module and 1 Non-Academic Module

The following grading scheme is used for Enrichment Programs:

Achievement Levels	
S	Student demonstrates secure and independent skills
D	Student demonstrates developing skills with support
NC	Student demonstrates no concept of the required skills
TEA	Too early to assess achievement
N/A	Student could not be marked due to significant missed days (e.g. late entry to the school term or absences)

The following grading scheme is used for each module for Grade 1 to Grade 10:

Grade	Percentage Range
A	≥ 80
B	60 - 79
C	40 - 59
D	20 - 39
E	0 - 19

The final grade for each student at the end of the academic year is the average of the 4 term's results achieved by the student.

Student who joins the school after course commencement, their final grade will be the average of all the assessments that the student has taken.

The assessment scheme for modules (other than Creative Arts and PDHPE) in courses offered by IIS is as follows:

Continual Assessments (Tests/Quizzes/Projects/Presentations/Practical Experiments)	80%
Class Participation	10%
Homework	10%

The assessment scheme for Creative Arts and PDHPE in courses offered by IIS is as follows:

Skills-based performance	25%
Team participation	25%
Class participation	25%
Personal conduct	25%

The Project and Homework component may have sub-components if deemed appropriate by the teacher. These multiple assessments help teaching staff to establish more reliably the abilities, competencies, and learning outcomes of students. The teacher collates the assessment results and makes recommendation to the Academic/Examination Board to promote the student to the next level or retain the student. The Academic/Examination Board decides and approves to promote or retain the student.

The criteria for awards:

- Student must pass the course and
- Achieve a minimum of 80% attendance (non-Student Pass student) or 90% attendance (Student Pass student) and
- All fees must be paid in full

Communication of Assessment Results

IIS informs students or their parents of their assessment results through an email to their private email address, unless the student or parent has indicated that other means are preferred.

IIS releases final assessment results after the necessary processing in the beginning of the new academic year. For the NAPLAN assessments, the exam results may be received 4 to 5 months after the last exam paper.

Appeal Policy and Procedure

Students who have not passed their modules may submit an appeal for review of results using Results Appeal Form through the Office Manager giving their reasons. This appeal must be submitted within 7 working days from the release of final assessment results, together with payment of the required fee.

The appeal is reviewed and decided by the Examination Board of IIS.
IIS releases the appeal results within 4 weeks from the official date of release of the final assessment results.

Transfer & Withdrawal Policy and Procedure

Transfer and Withdrawal Policies

IIS allows students to withdraw from a course in accordance with its refund policy.

IIS allows students to transfer from a course X to another course Y within IIS with payment of a transfer fee. This is treated as a withdrawal from course X (refund policy will apply) and a re-enrolment with IIS into course Y. IIS 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 transfer to another private education institution is regarded as a withdrawal from IIS.

If the student is below 18 years of age, the parent or guardian's approval for the transfer / withdrawal will be required.

A request to transfer to another course can be accepted if the student meets the admission requirements for the course he wants to transfer to, and there are available places in that course.

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.

For withdrawals, the service target is to complete the process (including assessing and replying to student's request, change of status of student's pass, refund made) within 7 working days. The period for refund excludes the publicised school holiday periods when the school is closed and staff are away.

Implications of the status of the student pass if international students transfer or withdraw from IIS:

- if the international student withdraws from IIS, IIS would login to the ICA system to cancel the student pass. When cancelled the student would have 30 days to remain in Singapore.
- if the international student transfers to another course, IIS would have to apply for a new student pass. They are warned that should ICA reject the application for new pass the international student would have to return home.

Withdrawal Procedure

The procedure for withdrawal is as follows:

- (a) The student gives notice of his intention to withdraw using Withdrawal Request Form by submitting it to the Office Manager. Withdrawal Request Form requires the signature of the parent/legal guardian if student is under 18 years of age.
- (b) Office Manager will obtain the Principal's approval for the withdrawal and for the refund to be made, which the student/parent/guardian will acknowledge.
- (c) The Office Manager attends to the various withdrawal matters including
 - Issuance of a letter to student effecting the withdrawal
 - Cancellation of the student pass
 - Informing the FPS provider
 - Refund to the student if applicable

- Issuing the past attendance records to students that are enrolling in another course in another PEI

Where a student has withdrawn without informing IIS through any written request (signed hardcopy withdrawal form or the student's email request), IIS will treat this as an absence-for-an-extended-period case. After a continuous 7-day absence from class, the student name will be reported to Immigration and Checkpoints Authority (ICA), the student pass cancelled, and the FPS provider informed.

Transfer Procedure

The procedure for transfer is as follows:

- (a) IIS determines and advises student that it is beneficial for the student to transfer to another course. The student then gives written notice of his intention to transfer course using Transfer Request Form. Transfer Request Form requires the signature of the parent/legal guardian if student is under 18 years of age.
- (b) The Education Consultant will
 - explain to the student the implications for his student pass, etc. IIS must cancel the current student pass and apply for a new student pass for the new course. Students should not hold IIS liable should the student's pass application not be approved by the Singapore ICA.
 - inform the student that a new application and registration fee is payable upon submission of the form and the fee is non-refundable.
 - inform the student that he can be charged for all modules consumed.
- (c) Office Manager attends to or oversees the various transfer matters including
 - issuance of a letter to student replying to the transfer request
 - signing of the new contract
 - cancellation of the existing student pass and application for a new pass
 - calculate un-used fee for the initial course to be discounted from course fee for the new course
 - refund fees of initial course if applicable
 - informing the FPS provider within 3 working days and updating FPS File 1 data
- (d) Local students will be notified of the outcome within 7 working days from the receipt of the transfer request. International students will be notified of the outcome of student's pass application within 4 to 6 weeks from the receipt of the transfer request (this may vary and depends on ICA processing period).

In the unlikely event that a student has to transfer from Course A to Course B within IIS because Course A is to be phased out, a similar procedure is followed, as follows:

- (a) IIS meets the students and explains to them the reasons for phasing out Course A, and the options open to the student. The Principal follows up with a written letter to the affected students and their parents and/or guardians.
- (b) IIS obtains written confirmation from each student (or the parent or guardian, if the student is below 18 years) as to his agreement to take up course B.

- (c) Where the student (or the parent or guardian, if the student is below 18 years) does not wish to take up course B, the Principal will meet up with the student / parent / guardian to consider alternatives. If no satisfactory alternative is agreed upon, IIS will propose that the matter be resolved through the CPE Student Services Centre, using the Dispute Resolution Scheme of the Committee for Private Education. This dispute resolution scheme may involve the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) as the mediation centres.
- (d) Where the student has agreed to take up Course B, the Office Manager will attend to or oversee the various transfer matters including
- signing of the new contract or of an addendum making the agreed changes to the existing contract, as appropriate. The new contract or the addendum will indicate the fees applicable from then on, taking into consideration any un-used fee for course A to be discounted from the fee for Course B
 - cancellation of the existing student pass and application for a new pass
 - informing the FPS provider within 3 working days

Deferment Policy

The school's policy is not to allow for deferment when a student has joined IIS. A student who wants to defer will need to withdraw from the school and the school's withdrawal policy will apply.

Refund Policy and Procedure

Refund Policy

The school follows the terms and conditions for refunds as specified in CPE's standard student contract version 3.1. It is the school's policy that the time taken to process the refund meets EduTrust requirements and does not exceed 7 working days. The period of refund excludes the publicised school holiday periods when the school is closed and staff are away.

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

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

1. It does not start off the Course on the Course Commencement Date;
2. It concludes the Course before the Course Commencement Date;
3. It does not complete the Course by the Course Completion Date;
4. It concludes the Course before the Course Completion Date;
5. 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 contract) within any stipulated timeline set by CPE; or
6. 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. The period for refund excludes the publicised school holiday periods when the school is closed and staff are away.

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, the School 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 period for refund excludes the publicised school holiday periods when the school is closed and staff are away.

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:
60	more than 30 days before the Course Commencement Date
0	before, but not more than 30 days before the Course Commencement Date
0	after, but not more than 7 days after the Course Commencement Date
0	more than 7 days after the Course Commencement Date

C. Cooling-Off Period

The PEI 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 the PEI 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 school reserves the right to cancel a course if the number of students is four or lesser, in which case, the refund policy above applies. The school 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. The period for refund excludes the publicised school holiday periods when the school is closed and staff are away.

E. Non-Refundable Fees

The following are non-refundable

- a. Application Fee. However, in the circumstance where the school 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 the school. The period for refund excludes the publicised school holiday periods when the school is closed and staff are away.
- b. Miscellaneous Fees paid to the school. However, a refund will be made in a 'withdrawal for non-delivery course scenario due to the school's non-performance of its contractual obligations or if the student pass application is rejected by ICA.

- c. Third parties charges e.g. banker's guarantee, AEIS registration fee.
- d. No refund of any fee if the student has committed an offence and is expelled by the school after due process of investigation by a Disciplinary Committee set up by the Principal.

Refund Procedure

A. Conditions

The school's refund procedure covers the following commonly transpiring situations when they are approved.

1. School's non-performance
2. ICA not approving the student pass
3. Student changes his/her mind during the 7-day cooling off period
4. Student's withdrawal
5. Course deferment
6. Course Transfer

B. Procedures

The procedure for student-initiated refund (due to Student's withdrawal / change of mind during 7-day cooling period, etc) is as follows:

1. The student fills-up and submits the Withdrawal Request Form to the school requesting a refund with the reasons.
2. The Office Manager processes this form.
3. Office Manager looks into the student's eligibility for a refund. She calculates the amount of refund and talks to the student showing the breakdown of the refund. The student then signs an acknowledgement form.
4. Office Manager presents the case to Principal for approval.
5. After the Principal has approved, the Office Manager informs the insurance provider of the student's withdrawal by updating the relevant particulars in the insurer's website. The refund is made directly to the student. Where possible (e.g. refund in cash) the student signs an acknowledgement confirming the receipt of his money.

The procedure for a school-initiated refund (due to the school not performing / ICA not approving the student pass, etc) is as follows:

1. The Principal / Management Team decide not to run the course.
2. Upon confirmation that the course will not run or that the student pass application has not been successful, Office Manager calculates the amount of refund due to the students and obtains approval from Principal to give the refund.

3. Office Manager informs the insurance provider of the student's change of status by updating the relevant particulars in the insurer's website. Where possible (e.g. refund in cash) the student signs an acknowledgement confirming the receipt of his money.

Dispute Resolution Policy

On disputes, it is the school's policy to try to reach a fair and amicable solution (that is, a solution is found to address the grievance that is fair and acceptable to both parties, the student and the school).

The aggrieved party, the student, must submit the grievance in writing to the school.

Principal will assign the relevant staff to establish the facts of the case and complete the necessary investigation within 7 working days.

The assigned staff will decide whether the complaint/grievance is justified, and if so, offer a solution to the student.

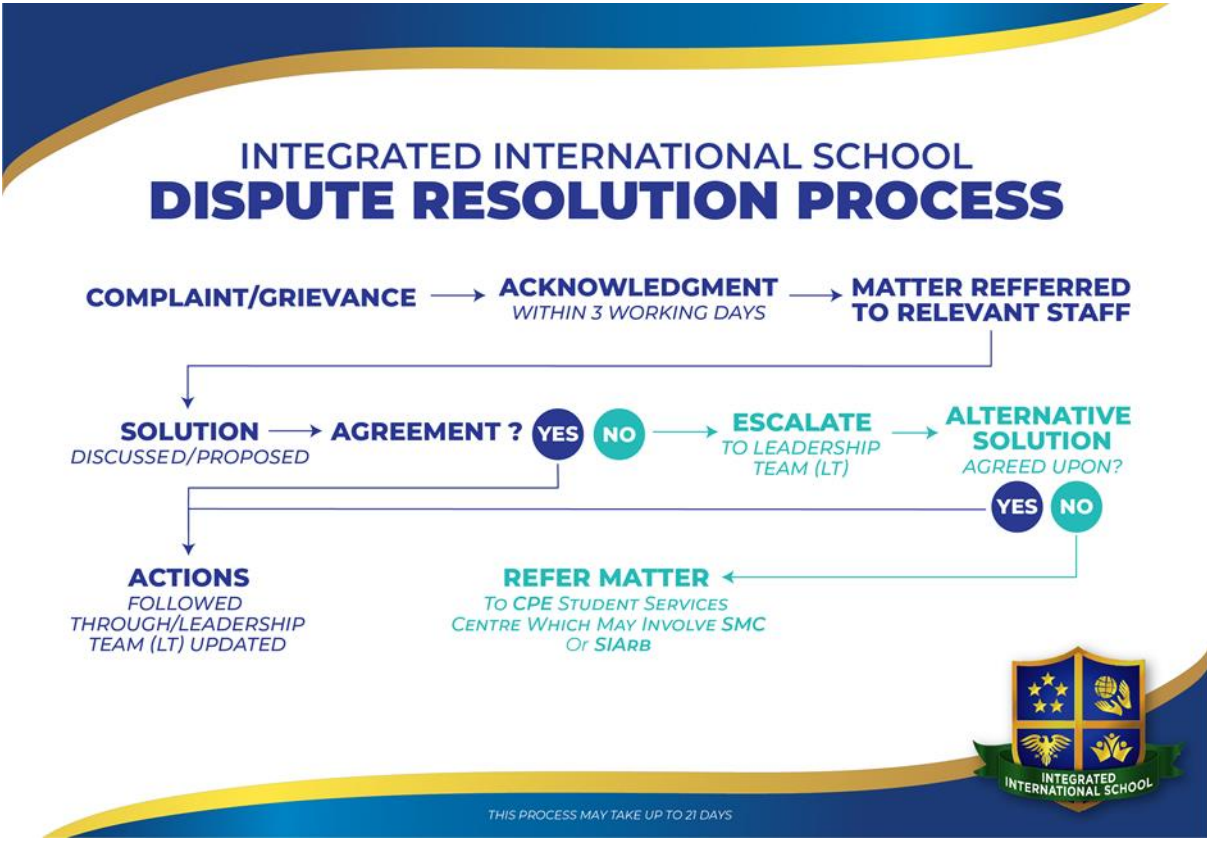
If the student accepts the solution, no further action will be pursued except to record and file the grievance and solution.

If the student declines the solution, the grievance will be referred to the Principal who will review the case and offer a second solution. All these proceedings would be completed within 21 days and complainants are kept informed of the status.

If the student still refuses to accept the second alternative, the school will propose that the matter be resolved through the Dispute Resolution Scheme of the Committee for Private Education. This can be found at <https://www.cpe.gov.sg/student-services/dispute-resolution>

The Grievance Procedure is shown in the next page.

Dispute Resolution Procedure



Complaints

The school empowers its staff to handle complaints and feedback to ensure any concerns are addressed professionally and effectively.

The school accepts feedback / complaints in hard copy (e.g. letter of complaint) or soft copy (e.g. email) from the public, staff or students.

Upon receipt of the feedback / complaint, an assigned officer will look into the complaint and discuss an appropriate solution with the student/complainant.

If a solution is not found, the complaint is escalated to the Top Management (Principal) to look into the matter.

The school gives an acknowledgement or initial response to the feedback / complaint within 3 days of receipt.

The school targets to resolve matters within 21 working days.

Student Discipline

Disciplinary Committee

If a student is suspected of committing an offence, the Principal 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 (reduced to 0) or be ungraded for an assessment
- Suspension
- Expulsion
- Cancellation of student pass and repatriation to home country.

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

Suspension

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

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

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

Expulsion

The school 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
- Wilful defiance of the School'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.

Dress Code for Students

Type	Male	Female
Hair	<ul style="list-style-type: none"> • Neat • Natural hair colour and no loud colours 	<ul style="list-style-type: none"> • Neat • Natural hair colour and no loud colours
Top (for students with Uniform)	<ul style="list-style-type: none"> • Uniform must be worn at all times (except for “mufti days”) • Uniform should be neat and well-kept (not torn, missing buttons, etc.) 	<ul style="list-style-type: none"> • Uniform must be worn at all times (except for “mufti days”) • Uniform should be neat and well-kept (not torn, missing buttons, etc.)
Bottom	<ul style="list-style-type: none"> • IIS uniform pants/shorts • Not Torn or Worn out Pants 	<ul style="list-style-type: none"> • IIS uniform pants, shorts, skirts • Skirts worn should not be 3 fingers above the knee • No hipsters and skin fit bottoms
Footwear	<ul style="list-style-type: none"> • Closed toes shoes • No Slippers 	<ul style="list-style-type: none"> • Closed toes shoes • No Slippers

Attendance

Attendance Requirements

All Student Pass Holders are required to maintain a record of 90% and above for each month. The school shall make a report to ICA if the monthly attendance percentage falls below 90%. Failure to achieve a minimum attendance of 90% each month may lead to cancellation of Student Pass or non-approval of an application to renew Student Pass.

Non-Student Pass Holders are required to maintain a record of 80% and above.

A student who is absent from class for seven consecutive days without valid reasons will be deemed to have withdrawn from the course. If the school has been unable to contact the student, the school may make a police report and cancel the Student Pass.

Absence Without Reason

This refers to students who are:

1. Absent from school without prior approval or consent from the school authorities.
2. Late for school for more than 60 minutes.

Absence with Valid Reason

Medical Leave

Students who fall ill and are unable to attend classes will have to inform the school by phone before the class commences to apply for in-principle approved medical leave. Upon their recovery, students will have to produce the medical certificate by any licensed medical practitioners for the days of their absence. In the event that the number of days on the medical certificate is less than the number of days the student is absent, the difference will be marked as absent without valid reason.

Personal Leave

Students may apply for leave to attend important personal matters that cannot be re-schedule to after-school hours, such as trips to ICA, medical check-ups, etc. All leave of this nature are to be applied 24 hours in advance and require approval from the Principal or member of the Management Team.

Hometown Leave

International students whose home country is outside Singapore may apply for Hometown Leave to attend to family matters. Hometown Leave is subjected to the approval of the Principal and has to be applied 14 days in advance. The Form Teacher has to ensure that the course material and course

assignments are given to the student in advance for the student's period of absent. All Hometown Leave will have to be submitted along with a photocopy of their air ticket for approval.

School fees

For all forms of leave, there will be no replacement lessons or refund of course fees for students.

Applying for Leave

1. Student completes the Student Leave Form obtainable from the Front Counter, and submits to the Admin Officer.
2. For students below eighteen [18] years old; parent/guardian's approval is sought by the school upon application of leave.
3. Principal reviews the leave application and approves or disallows the application based on the reasons given. One factor that is considered would be the attendance record of the student.
4. In evaluating leave applications, Principal is inclined to disapprove applications or scrutinises closely the reasons given when the student
 - has taken more than 14 days of Medical Leave over the duration of the course.
 - applies to take, in a month of studies, more than 2 days of personal leave to attend to personal matters.
 - applies for Hometown Leave where the no. of days applied for is more than 2 times the duration of the course in months, or the period exceeds 15 days.
5. The student will be informed of the outcome of the leave application.
6. Student's Form teacher shall be notified of any approved leave. The Office Manager shall record the approved leave in the attendance sheet and the database.
7. The Principal's decision is final for all student leave applications.

Miscellaneous Medical Conditions Of Students

If a student is discovered to have a medical condition that is infectious or contagious, the Management of the school will use its discretion to send the student home immediately. An example of such a condition is when a student is found to host lice.

The concerned student is not allowed to return to the school until he/she is certified free from the condition and fit to return to school by a registered doctor. A letter from the doctor is required to be submitted to the school before the school can consider to allow the student to resume class.

The school's Management will have the discretion on deciding whether to allow the concerned student to return to the school as the Management has the responsibility to maintain a healthy and safe school environment.

Disclaimer Statement

The editors at the Integrated International School ensure accuracy and reliability of the data contained in these pages as far as possible. The school makes no guarantee or promise, expressed or implied, regarding the accuracy of content of the pages served by this service.

Any inaccuracy found in this Handbook will be brought to the attention of the Integrated International School and will be attended to and amended immediately.

The school reserves the right to alter any information in this Handbook in relation to procedures, fees and regulations and to discontinue or vary courses and services at any time without notice.

The school accepts no liability for any loss a person suffers if that person has directly or indirectly relied only on information published within this Handbook.

Acknowledgement Form

I, _____, have received and read a copy of the Integrated International School's Student Handbook which outlines the policies, practices, benefits and expectations of the school, as well as my responsibilities as a student.

I have familiarised myself with the contents of this handbook. With my signature below, I acknowledge, understand, accept and agree to comply with the information contained in this Student Handbook provided to me by the Integrated International School. I understand this handbook is not intended to cover every situation which may arise during my studies, but is simply a general guide to the policies, practices, benefits and expectations of the Integrated International School.

I understand that the Integrated International School's Student Handbook is not a PEI-Student Contract and should not be deemed as such.

Student/ Guardian Signature & Date

Witnessing Staff Signature & Date

Name of Student/ Guardian

Name of Staff

REVISION HISTORY

Changes made	Date of revision	Approved by
Original Issue	29 Oct 2018	CEO
Reviewed the Course Assessment. Changes were made to the Criteria for Grading and Award. Reviewed the Student Support Services. Changes were made to the Behavioural Therapy & Modification Techniques	6 Dec 2018	CEO
Change classroom numbers in the section "Our Facilities"	3 Dec 2019	CEO
Added section on Non-Payment of School Fee. Updated section on Criteria for Grading and Awards. Added section on Miscellaneous Medical Conditions of Students	17 Mar 2020	CEO
Added information of EduTrust attainment and validity to the section About The School. Updated information on CPE in the section Singapore Ministry of Education	28 May 2020	CEO
Updated for Vision and Mission statements	4 Jun 2020	CEO



Thank You