



**STUDENT  
HANDBOOK**

2026 Edition

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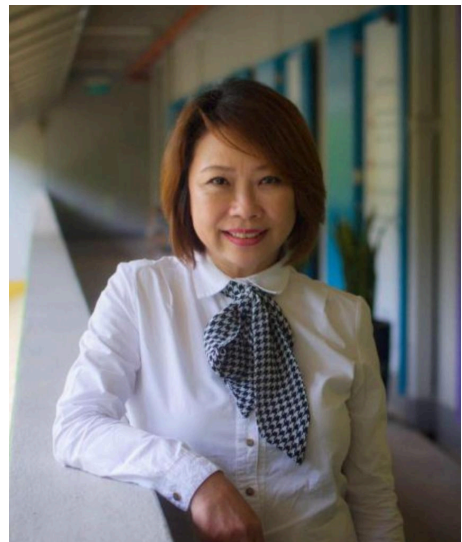
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## 1. Note from Principal

Dear Students,

Welcome to TLS Academy! I am humbled by the honor to be part of the process of grooming you to be leaders of tomorrow. At TLS Academy, we see every student as a gem, being turned over to us to be polished. Every student is created by God as a unique individual, with specific learning styles. This calls for an approach and a program that is designed and geared to meet the learning needs of every individual student. We see potential in every student that comes to us and we endeavor to bring out the very best in him/her. Our staff are trained to identify the sore points, treat them and then strengthen them. Our students eventually become independent learners. They were given fish, but eventually they became fishers. We look forward to partnering with you in bringing you up to be the leader God has planned you to be, to be the head and not the tail, and to be above and not beneath.

Blessings,  
Mrs Esther Chua  
Principal



## 2. Our Vision, Mission and Values

### 2.1. Our Vision

We envision a spirit of excellence in every student, victorious in living and soaring like an eagle.

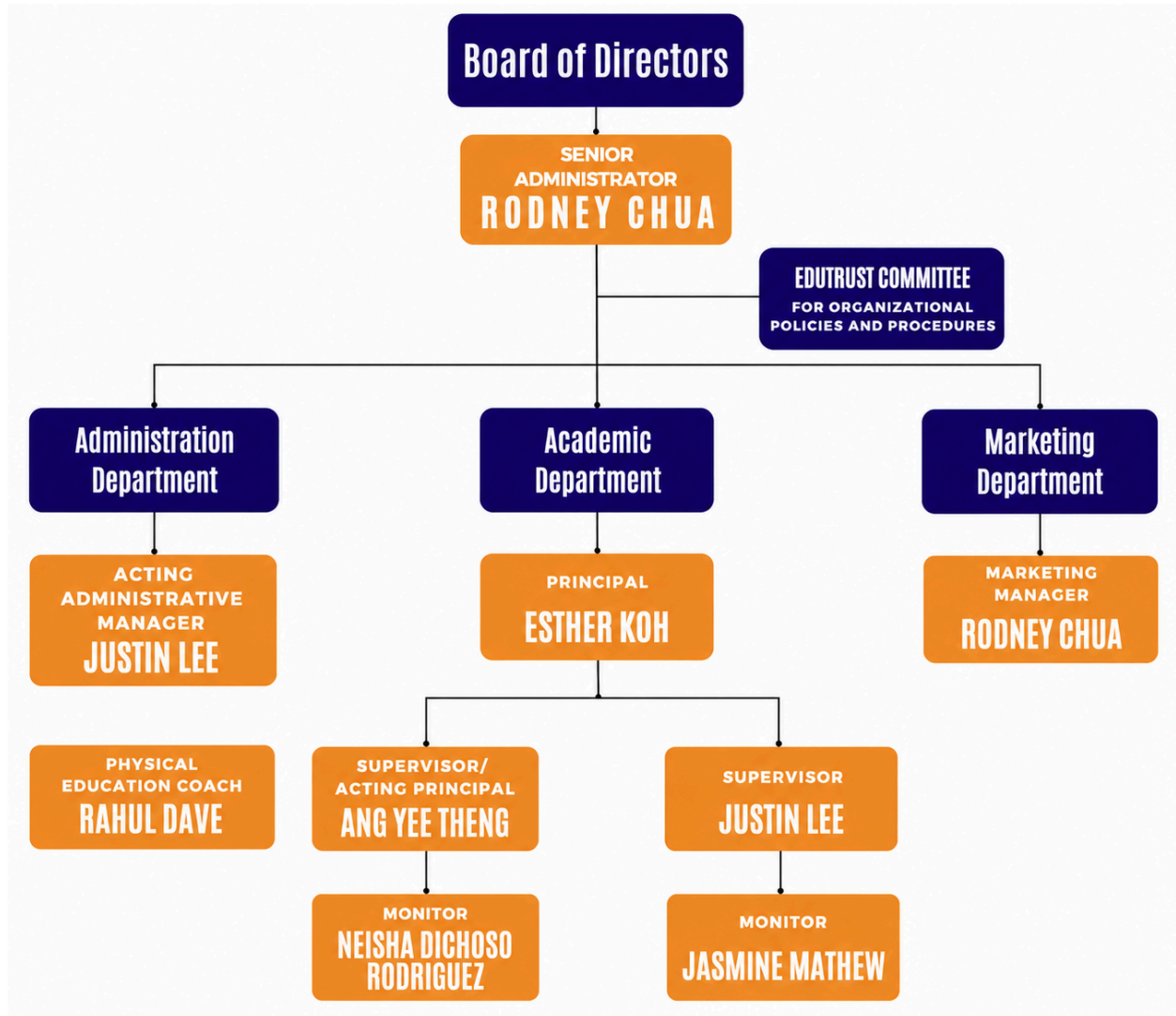
### 2.2. Our Mission

We are committed to a holistic education based on Christian principles, transforming lives and nurturing leaders of tomorrow

### 2.3. Our Values

We aim to instill in every student Excellence, Integrity, Resilience, Compassion and Humility

### 3. Staff Organization Chart



## 4. Code of Conduct

Students are expected to put in reasonable time, attention, and effort to engage in learning, and not to misbehave badly or to engage in wrongful behaviors that go contrary to the objectives for which they have been admitted into TLS Academy. Bad or wrongful behaviors may be subject to disciplinary proceedings.

### DISCIPLINE

One of the most important roles of TLS Academy is to help students develop the characteristics of self-discipline. A person's witness for Christ can be greatly damaged by a lack of self-discipline.

Discipline at TLS includes, but is not limited to, the following:

### **CATEGORY I INFRINGEMENTS INCLUDE, BUT ARE NOT LIMITED TO:**

1. Classroom disruptions
2. Scoring Violation
3. Dress Code violation
4. Eating or drinking in the off-limits area
5. Not returning Homework Assignment slips, disrespect of individuals or authority
6. Use of improper language
7. Improper use of cell phones, electronics, school network facilities etc.
8. Excessive tardiness (more than three occurrences)

The above infractions generally result in teacher/administrative warnings and issuance of demerits. Category I discipline should be

given by the teacher and communicated to parents.

Accumulation of three or more Category I infractions will generally result in Category II discipline.

**CATEGORY II INFRACTIONS INCLUDE, BUT ARE NOT LIMITED TO:**

1. Plagiarism/Cheating
2. Skipping school/absence without permission
3. Vandalism
4. Public display of affection or use of inappropriate language
5. Lying
6. Misuse of social media (blogs — Twitter, content communities — YouTube, social networking sites — Facebook, etc.)

Category II discipline will be given by the Principal and communicated to parents through official communication channels, including Whatsapp. Accumulation of two or more Category II infractions will generally result in Category III discipline.

**CATEGORY III INFRACTIONS INCLUDE BUT ARE NOT LIMITED TO:**

1. Theft
2. Vandalism
3. Fighting
4. Verbal or physical threats (bullying)
5. Gross disrespect to staff or faculty
6. Use or possession of alcohol, tobacco, or non-prescribed drugs
7. Use or possession of drug and tobacco paraphernalia, such as lighters and rolling paper.
8. Use or possession of weapons, such as knives.

Category III discipline will be given by the Principal and/or Administrator, communicated to the parent and may result in detention, parent-teacher conference or on excessive Category III infractions, school suspension, or expulsion may be administered.

There is no refund to the student for the course fees that are consumed during the period of suspension, or for the unutilized course fees in the case of expulsion. The offender may have to pay damages or legal charges.

## 5. Student Attendance

TLS Academy requires a minimum of 90% attendance each month from its international students on ICA's Student Pass.

For other students (e.g. PR) who do not require a student pass, the school requires a 75% attendance for the student to be eligible to get the certificate upon completion of the course.

A student on medical leave is required to furnish a medical certificate.

TLS Academy mandates that all students and their parents/guardians adhere to the following procedures regarding absenteeism:

- a. For planned absences, a Letter of Absence (LOA) must be submitted via the official **FRM-024 Application for Leave of Absence Form** *at least one (1) day* prior to the date of absence.
- b. In the case of emergencies, the LOA must still be submitted via the same form on the same day of absence to be considered valid.
- c. For medical-related absences, a Medical Certificate (MC) must be submitted *within one (1) working day* after returning to school.

d. Any submission made late or not at all will be classified as an “Unexcused Absence”, unless otherwise justified by exceptional circumstances.

e. These records will be monitored monthly by the Administrative Team. Repeated unexcused absences will trigger appropriate intervention measures, including formal written warnings.

f. All submission timestamps, documents, and follow-up actions are digitally recorded in a centralized Google Sheet for internal review and EduTrust audit readiness under Criterion 4.6.1.

A student who is absent from class for seven (07) consecutive days without valid reasons will be deemed to have withdrawn from the course. Students who are unable to come for lessons are expected to apply for a leave either on the same day or at least one day in advance, using the **FRM-024 Application for Leave of Absence Form**.

## 6. Dress Code

Students may be sent home for improper dress. The student may return to school once the violation has been corrected. All students are required to be appropriately dressed and groomed for school attendance and for attendance at school activities. (field trips, conventions, etc.) The administration is authorized to determine the suitability of student grooming within the expressed word and intent of this policy.

In order to implement the administration's interpretation of this policy, the following guidelines are to be used:

1. Girls should not wear halter tops, spaghetti straps, tank tops, or tops that are too low or expose bare midriffs. Sleeveless shirts must be at least three fingers wide.
2. Blouses with openings down the front, back, or side laced with string are not acceptable.
3. Improperly fitting clothes or clothes with distracting phrases, pictures, or advertisements of alcoholic beverages, drugs, tobacco, etc. are not allowed. Any items with obscene writing, questionable advertising, or that promote an ungodly lifestyle will not be permitted.
4. Tank tops and muscle shirts are not to be worn by girls or boys unless other shirts are worn over or under them.
5. No see-through blouses or shirts are allowed, regardless of what garments are under them.
6. All clothing should cover the knees and not be any shorter.
7. No pants can be worn with holes, cuts, or tears in them.
8. Boys should not wear earrings.
9. No undergarments should be exposed.
10. No piercings allowed, other than earrings.
11. No house shoes, slippers, or pajama pants shall be worn at any time. Only closed shoes are accepted.
12. No hats, scarves, bandannas, or sweatbands are to be worn on the head at school.
13. Fingernails should be kept neat and unpainted.

## 7. Classroom Procedures

### 7.1. Opening Exercise

The objective of Opening Exercise is to excite the students into purposeful Christ-centered activity for the day. Therefore it must be short and focused, 15 minutes in duration.

#### Components Of Opening Exercise

- Song (Mondays)
- Pledges (Mondays)
- Nugget
  - ❖ Explains truth
  - ❖ Addresses issues by parable
  - ❖ Encourages the weak or weary
  - ❖ Stirs conviction
  - ❖ Brings peace
- Prayer
- Congratulations slips (Tuesdays)
- Notices /Birthdays

## 7.2. PACE Procedures

1. Write your name on the front cover of each PACE that has been issued.
2. Read page 1 of the PACE to a supervisor and make sure to get their initial.
3. When you come to a score strip follow the scoring instructions.
4. Work through the PACE until you reach the Checkup. Review the previous pages and complete the Checkup including scoring. Ask for a quiz and Supervisor's signature before working on the Checkup.
5. Continue working through the PACE until you reach the Self-Test. At this point, review the whole PACE. Concentrate on main headings and Checkups. When you are ready, put up your supervisor flag to ask the Supervisor's permission to complete the Self-Test.

**DO NOT DO A CHECKUP OR SELF-TEST WITHOUT A SUPERVISOR'S INITIAL.**

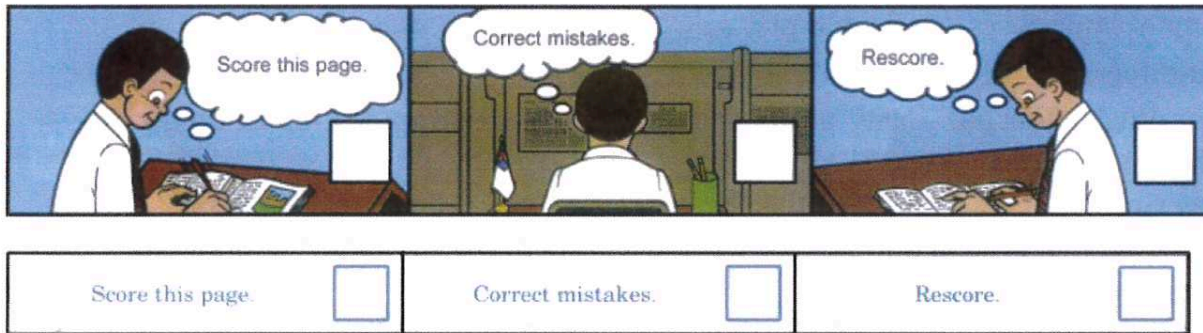
6. When you have an initial, do the Self-Test in your office. When you have finished, put up your flag to score the Self-Test. While you are at the Scoring Station, work out your score and write the percentage (%) in the blank provided (My Score) using a red pen. Do the totaling by subtraction.
7. Now review the Self-Test giving special attention to any questions you got wrong. Make sure the memory verse for the

PACE is memorized. When you are ready, put up your flag and submit the PACE for a PACE Test.

8. You will take your test at the Testing Table the day after. Take your pencil, eraser, and ruler with you. No bags, pencil cases, PACE , or handphones are allowed on the Testing Table. Any form of cheating will lead to disqualification from the exam, automatic detention, and the incident will be reported to the Principal for further review and action.
9. When you have finished the PACE Test, carefully check all the questions, and then put up your hand. The Supervisor will collect your test and give you permission to return to your office.

### 7.3. Scoring Your Work

- Anytime you see a score strip like the two samples shown below, you will need to score the work you have completed before the score strip.



- Raise your national flag and get permission to score your work. Take only your PACE or Activity Pac to the scoring station. Do not take your pencil; use the red pen at the scoring station.
- Follow scoring procedures to score the activities in the section before the score strip. When an answer does not match the Score Key, place a RED X beside the number or letter of the activity in question. If you think your answer is correct but it does not match the Score Key, mark it with a RED X and continue scoring until all work in the section has been scored.

<p><b>Bible Reading</b></p> <p>X 44. Students should begin each day doing one or more pages in a _____ PACE while the supervisor and monitor perform tasks such as _____, passing out _____ and new _____, or preparing for the day's _____.</p>
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- When you have completed scoring all activities, you should put a red in the first box of the score strip, replace the red pen and Score Key; then return to your office.

Score pages 11-12. <input checked="" type="checkbox"/>	Correct mistakes. <input type="checkbox"/>	Rescore. <input type="checkbox"/>
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- Find the correct answer in the text and replace the incorrect answer with the correct answer. If you think your answer is correct, raise your Christian flag and discuss your answer with your supervisor.
- When correcting a Checkup or Self-Test, remember to "CROSS REFERENCE" unless you have earned the exception by having E privilege.
- Once all incorrect answers have been corrected, use your pencil to place an X in the 2nd box of the score strip, and raise your national flag for permission to rescore.

Score pages 11-12. <input checked="" type="checkbox"/>	Correct mistakes. <input checked="" type="checkbox"/>	Rescore. <input type="checkbox"/>
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- Take only your PACE or Activity Pac to the scoring station. Do not take your pencil; use the **red pen** at the scoring station.
- If the new answer is correct, place a **RED CIRCLE** around the **RED X** and proceed to the next **RED X**.

<p><b>Bible Reading</b></p> <p><input checked="" type="checkbox"/> 44. Students should begin each day doing one or more pages in a _____ PACE while the supervisor and monitor perform tasks such as _____, passing out _____ and new _____, or preparing for the day's _____.</p>
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- Once all the corrected answers match the Score Key and all red X are circled, place a red X in the 3rd box.

Score pages 11-12.	<input type="checkbox"/>	Correct mistakes.	<input type="checkbox"/>	Rescore.	<input type="checkbox"/>
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- When you have scored and rescored all completed work up to a score strip and marked the score strip appropriately (see other side for instructions on score strips), you may proceed to the next section.

Note: ALL Checkups and Self Tests must have a score in at the top of the page or in the space provided. Even if no space is provided, a score must be placed somewhere near the top of the page.

#### Cross Referencing:

To cross-reference a missed question on a Checkup or Self-Test, find the correct answer in the text and underline the entire statement in pencil. Place the missed question number by the beginning of the underlined text; then place the page number of the underlined text to the left of the missed question.

## 7.4. Use Of Flags and Pens

The purpose of putting up a flag is for you to summon the help of your Supervisor or monitor. You should not turn around and wait for help, or try to attract their attention in another way.

The Monitor Flag - The National Flag - is used for practical requests or permissions.

The Supervisor Flag - The Christian Flag - is used for academic needs or personal issues.

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### USE OF RED PEN

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When you score your work:

- Put your flag up
- When answered, put your flag down
- Leave pencil in office
- Chair in
- Score in red pen at the Score Station
- Leave red pen at the Score Station
- Return to your office



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### USE OF GREEN PEN

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Ask the Supervisor:

- To sign any changes on the Goal Card
- To sign before each Checkup quiz
- To sign before beginning the Self Test
- To sign if you have 3 or more wrong answers on a page



## 7.5. Use Of Goal Card

- Write in blue pen: name, term and week, date, goal.
- Diagonal line through finished goals.
- Changes to be signed in green by a supervisor.
- Keep tidy and clearly legible.
  - Diagonal line across empty boxes
    - o which are not needed for the day.
    - o which are not needed once the PACE is complete.
- Fill in total box first thing in the morning.
- To complete the card boxes
  - o write page numbers or letters of the PACE a for the Self Test, write ST.
  - o for the PACE Test, write PT .
- Write the next day's goals when you cross off a goal.
- No Self Tests or CheckUps at home.
  - All pages must exist on the card (do not forget any numbers or letters).
- All pages must appear in sequence.

**EXAMPLE**

Monday—Start of PACE time

	Wisdom	5 Laws	Reading Programs	Parents	Organization	Leadership	Faith Planning	Administration	Total Pages
M	A - ST								
Tu									
W									

Monday—End of PACE time (after Homework and Goal Check)

	Wisdom	5 Laws	Reading Programs	Parents	Organization	Leadership	Faith Planning	Administration	Total Pages
M	<del>A - ST</del>	1 - 10	/	/	/	/	/	/	
Tu	PT	11 - ST	1 - 15						
W	/								

Tuesday—Start of PACE time (after Goal Check)

	Wisdom	5 Laws	Reading Programs	Parents	Organization	Leadership	Faith Planning	Administration	Total Pages
M	<del>A - ST</del>	<del>1 - 10</del>	/	/	/	/	/	/	21
Tu	PT	11 - ST	1 - 15						
W	/								

## TOTAL PAGES

It is helpful to know the total pages per PACE,

- To fill in your total box for the previous day on the Goal Card, after homework is complete and before goal check in the morning.
- To see an overview of the PACE pages you will need to complete this week.

Example:

PACE	Pages	Self-Test	PACE Test	Total
Math	43	2	2	47
English	40	2	3	45
Word Building	37	3	3	43
Social Studies	39	2	2	43
New Testament	29	2	2	33
Literature	38	2	2	42

## HOMEWORK

You will need to ask for a homework slip to finish incomplete goals. You will complete this at home and score your work in the morning. Please be prompt in scoring your homework first thing in the morning before goal check. You may not complete Checkups and Self Tests for homework!

\*In the event that a student does not complete their homework, the student will no longer be allowed to do their homework at home. They will need to stay back to complete their homework.

## 7.6. Goal Check

### In the afternoon

1. Update your Goal Card completely
  - o Cross off completed goals
  - o Ask for signature for changes
  - o Write in tomorrow's goals where you can
  
2. Fill in your homework slip:
  - Name
  - Date
  - Subject / Pages - NO Self-Test for homework.
  
3. Be ready to say, clearly, your homework to the monitor.

### In the morning

1. Once your homework is scored, make sure to cross off your goal.
  
2. Write in the goals that were left out.
  
3. Make sure the total pages have been filled out.

Show the monitor your homework slip and goal card during the goal check

## 7.7. Privilege System

Every school using the ACE School of Tomorrow program runs the Privilege System. By fulfilling certain responsibilities, students can earn special privileges, which help them learn more effectively and rapidly. You can earn Special Privilege by fulfilling the following requirements:

### “C” PRIVILEGE

Responsibilities:

- Passing 2 PACE Test  
Maintain academic balance.
- Scripture memory passage quoted properly
- No detention
- Write a report based on a topic of your choice.

Benefits:

- Be out of your office for Learning Center needs without raising a flag.  
(Examples: scoring, getting a pencil, using the restroom, etc.)  
Note: This does not include talking to Supervisors. You must still raise your flag to talk with a staff member.
- Have an additional five minutes on break

## 7.8. Merits And Demerits

Every school and many home schools operate a system of merits and demerits. You will be given a demerit for breaking any of the Classroom or PACE procedure rules found in the "Most Common Demerits" sheet. If you earn three or more demerits in one day, you will be given detention.

When you work hard, you will get merits. You will get 10 merits for getting a score of 100%. You will also get merits for learning the Bible Memory Verse, which will also help you towards earning privilege. The Supervisor may also give merits for effort "above and beyond the call of duty" and for helping with daily duties.

\*Merits received are non-transferrable and not exchangeable

### AUTOMATIC DETENTION

- Carelessly arriving late for appointed times
- Working on any part of the Self-Test without first obtaining initials
- Cheating on PACE work or PACE Test.

## MOST COMMON DEMERITS

### Flag:

- o wrong flag or no flag
- Scoring errors:
  - o no 'X'
  - o 'X' not circled
  - o page number not circled
  - o score strip error or skipped
- Missing Signatures:
  - o before a Checkup and Self Test
  - o on Goal Card changes
  - o on a page with more than 3 mistakes
- Chair out
- Red pen in office
- Pencil at Score Station
- Score key in office!
- Out of seat without permission (except on privilege)
- Talking
- Laughing out loud
- Lateness
- Goals:
  - o not set or set incorrectly
  - o not crossed off
- Homework incomplete
- Leaving the score key open/ not put away
- Scoring without permission (except on privilege)
- Food and drink in office
- Untidy office or Goal Card

## MERIT OPPORTUNITIES

One of the positive incentives is the use of merits to reinforce and reward positive behavior. See the list below for the accomplishments that will earn merits. The Supervisor may also give merits for effort "above and beyond" the call of duty.

No.	Accomplishment	Merits Earned
1	Bible Memory - Week Before - First Week - Second Week - Third Week - Fourth Week	100 50 20 10 5
2	Passing a PACE test with a score of 100% Passing a PACE test	50 10
3	Character	20
4	Games and Quizzes	10
5	Green Dots (Pages per week have to tally with the goal contract) - 5 dots - 4 dots - 3 dots - 2 dots - 1 dot	50 40 30 20 10

## 8. Fee Protection Scheme (FPS)

The FPS serves to protect the international and local students' total school fees in the event the school is unable to continue operations due to insolvency, and/or regulatory closure. In addition, the FPS also protects the students if the school fails to pay penalties or return fees to the students arising from judgments made against it by the Singapore courts.

TLS adopts FPS in the form of insurance facility and the insurance cover will be purchased from Lonpac Insurance. The protected total course fees comprise the following:

- a. School Fee
- b. Course Material fee

## 9. Student Support Services

TLS Academy provides a variety of student support services to meet the needs of the students studying in Singapore. These include:

- a. Accommodation advice
- b. Student orientation programme.
- c. Medical insurance coverage for the entire course duration for all full-time students including Singaporean / PR students.
- d. A tuition support system and an individual study plan based on each student's learning needs
- e. Pastoral counselling and mental well-being
- f. close collaboration with parent/legal guardian

Basic pastoral counselling, if needed, is provided by the teachers in the first instance. Should a professionally trained counsellor be needed, the school may refer the student to PsyCare Consultants or other counsellors of the student's choice.

Please contact the school office for all your student's needs.

## 10. Policies And Procedures on Refund /Transfer/Withdrawal/Deferment/Dispute

### Refund for Withdrawal Due to Non-Delivery of Course

1. TLS 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 Completion Date;
  - (iii) It does not complete the Course by the Course Completion Date;
  - (iv) The student does not meet the course entry or matriculation requirements as stated in Schedule A; or
  - (v) The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).
  
2. Where any of the Refund Events in Clause 3.1(i) to (v) above has occurred:
  - (a) The school shall use reasonable efforts to make alternative study arrangements for the Student and shall propose such alternative study arrangements in writing to the Contracting Party, within ten (10) working days of informing the Contracting Party of the Refund Event.
  - (b) If the Contracting Party accepts such alternative study arrangements, the school shall set forth such alternative study arrangements in a written contract and the current contract shall automatically terminate on the date that such new written contract comes into effect.
  - (c) If the school does not propose alternative study arrangements to the Contracting Party within the time stipulated in Clause 3.2(i) above, or the Contracting Party does not accept such alternative study arrangements, the Contracting Party may forthwith terminate the contract by way of a written notice to the school.

3. Where any of the Refund Events in Clauses 3.1(iv) to (v) has occurred, the school shall forthwith terminate the contract by way of a written notice to the Contracting Party.
4. If the contract is terminated pursuant to Clause 3.2(b) read with Clause 3.1(i), the school shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
5. If the contract is terminated pursuant to Clause 3.2(b) read with either Clause 3.1(ii) or Clause 3.1(iii), the school shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.
6. If the contract is terminated pursuant to Clause 3.3 or Clause 3.2(c) read with Clause 3.1(i), the school shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
7. If the contract is terminated pursuant to Clause 3.2(c) read with either Clause 3.1(ii) or Clause 3.1(iii), the school shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.

### Refund During Cooling-Off Period

8. TLS 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.
9. If the student terminates the Contract at any time within the Cooling-Off Period by way of a written notice to the school, the school shall return all Course Fees and Miscellaneous Fees paid

to it within seven (7) working days of the receipt of the written notice.

Refund for Withdrawal outside the Cooling-Off Period

- 10. If the student withdraws from the Course at any time before the Course Completion date, 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.
- 11. 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:
90	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 7 days after the Course Commencement Date
0	more than 7 days after the Course Commencement Date

Non-refundable Fees

- 12. The following are non-refundable:
  - a. Registration Fee. However, in the circumstance where TLS Academy has decided not to commence a course, the

Registration fee will be refunded within seven (7) working days after the student is notified, unless the student takes up alternative study arrangements with TLS Academy.

- b. Miscellaneous Fees paid to TLS Academy. However, a refund will be made for the scenarios in a 'Refund for Withdrawal Due to Non-Delivery of Course' and 'Refund for Withdrawal During the Cooling-Off period'.
  - c. Third party charges e.g. Bank charge, ICA Student Pass application fee and Issuing Fee.
  - d. No refund of any fee if the student has committed an offence and is expelled by TLS Academy after due process of investigation by a Disciplinary Committee set up by the Senior Administrator.
13. The time taken by TLS 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.

### Refund Procedure

14. TLS Academy's refund procedure covers the following commonly occurring situations:
- (a) School's non-performance
  - (b) Immigration and Checkpoints Authority does not approve the student pass
  - (c) Student changes his mind during the 7 days cooling off period
  - (d) Student's withdrawal
15. The procedure for student-initiated refund (due to Student's withdrawal / change of mind during 7 days cooling period, etc) is as follows:
- (a) The student submits FRM-022 Withdrawal Request Form or gives a written letter to TLS Academy requesting a refund with the reasons.
  - (b) The counter staff give this letter to the Admin Manager for processing.
  - (c) Admin 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.

- (d) Admin Manager presents the case to Principal for approval.
  - (e) Admin Manager informs the insurance company of the student's withdrawal and refunds the money directly to students. Where possible (e.g. refunds in cash) the student signs an acknowledgement form confirming receipt of his money.
16. The procedure for a school-initiated refund (due to TLS Academy not performing / ICA not approving the student pass, etc) is as follows:
- (a) The Senior Administrator/ Management Team decides not to run the course.
  - (b) Upon receipt of written confirmation that the course will not run or that the student pass application has not been successful, Admin Manager calculates the amount of refund due to the students and obtains approval from Principal to give the refund.
  - (c) Admin Manager writes to inform the insurance company of the student's withdrawal and refunds the money directly to students. Where possible (e.g. refunds in cash) the student signs an acknowledgement form confirming receipt of his money.

### Transfer and Withdrawal Policies and Procedures

1. TLS Academy's curriculum allows students to do a mix of units across different grades for different subjects in the same year. This flexibility removes the need for the student to transfer to another course to match his ability or interest. Because of this flexibility already inbuilt into the curriculum, students are not allowed to transfer courses within TLS Academy.
2. The maximum processing time for transfer, deferment, and withdrawal requests shall not exceed four (4) weeks from the date of the student's written request to the date of informing the student of the outcome in writing.

3. TLS Academy allows students to withdraw from a course in accordance with its refund policy.
4. A transfer to another private education institution is regarded as a withdrawal from TLS Academy.
5. If the student is below 18 years of age, the parent or guardian's approval for the withdrawal will be required.
6. The procedure for withdrawal is as follows:
  - (a) When the student gives written notice of his intention to withdraw using FRM-022 Withdrawal Request Form, the Admin Manager or the Education Consultant will talk to the student to find out why he wants to withdraw. FRM-022 requires the signature of the parent/legal guardian if student is under 18 years of age.
  - (b) If student does not change his intention, the Admin Manager or the Education Consultant will inform Senior Administrator, who will interview the student to understand his situation and to administer the end course survey (if necessary)
  - (c) The Senior Administrator then passes the case to the Admin Manager with instructions, if any, for processing.
  - (d) The Admin Manager, working with the other managers, 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 within 3 working days
    - refunding the student
    - issuing the past attendance records to students that are enrolling in another course in another PEI
    - issuing the past attendance records to students that are enrolling in another course in another PEI
7. Where a student has withdrawn without informing TLS Academy through any written request (signed hardcopy withdrawal form or the student's email request), TLS Academy will treat this as an absence-for-an-extended-period case. After a continuous 7-day absence from class, the student's name will be reported to

Immigration and Checkpoints Authority (ICA), the student pass cancelled, and the FPS provider informed.

### Deferment Policy & Procedure

8. Students are informed during orientation that TLS Academy considers requests from students for course deferment on compassionate grounds.
9. There must be a good reason deemed acceptable to TLS Academy, and the course must be on-going such that by the time the student returns at the end of the deferment period, he is still able to study all the required modules and successfully complete the requirements for graduation. 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
10. For deferment requests, the service target is to assess and reply to the student's deferment request within 7 working days.
11. To request for a course deferment, students are required to write to TLS Academy giving the reason for their request and providing relevant documents (if available).
12. If the student is under 18 years of age, the Admin Manager or the Education Consultant will contact the parent / legal guardian and seek confirmation of the request for deferment. The Admin Manager or the Education Consultant records the exchange and confirmation given, and requests the parent/legal guardian to give written confirmation via email where appropriate.

13. The Senior Administrator will consider the deferment request and may consult with his Academic Manager or other relevant staff as appropriate.
14. Any deferment granted would ordinarily be up to a maximum of one year. If necessary and upon a fresh request, the deferment may be further extended.
15. Admin Manager will give a written reply to the student (which may be via email) on whether the deferment request has been accepted, and if so, indicating the deferment period. This reply will include an addendum to the existing contract which the student (or his parent/guardian if the student is below 18) will be requested to sign and return to TLS Academy.
16. 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.
17. 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.

### Dispute Resolution Policy and Procedure

1. On disputes, it is TLS Academy's policy is 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 TLS Academy).
2. The aggrieved party, the student, must submit the grievance in writing to TLS Academy.

3. Senior Administrator will assign the relevant manager to establish the facts of the case. The designated manager gives an acknowledgement or initial response to the aggrieved party within 3 days. He completes the necessary investigation within 7 working days.
4. The manager will decide whether the complaint/grievance is justified, and if so, offer a solution to the student.
5. If the student accepts the solution, no further action will be pursued except to record and file the grievance and solution.
6. If the student declines the solution, the grievance will be referred to the Senior Administrator who will review the case and offer a second solution. All these proceedings would be completed within 14 days and complainants are kept informed of the status.
7. If the student still refuses to accept the second solution and before the maximum of 21 days, TLS Academy will propose that the matter be resolved through SkillsFuture Singapore (SSG), using the Private Education Mediation-Arbitration Scheme, which is described on the SSG website. This dispute resolution scheme involves the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) as the mediation centres.

