



ITC – School of Laws



UNIVERSITY  
OF LONDON

INTERNATIONAL  
PROGRAMMES

AFFILIATE  
CENTRE

*“Law school taught me one thing:  
how to take two situations that are exactly the same  
and show how they are different” Hart Pomerantz*

2017-2018

**ITC SCHOOL OF LAWS**

**Student Handbook**



# ITC School of Laws Singapore

## Student Information Handbook



**ITC School of Laws**  
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## ITC SCHOOL OF LAWS – VISION, MISSION AND CORE VALUES

### Vision

***To be internationally competent, locally sensitive and everywhere excellent***

### Mission

***To continually set new standards in education***

### School Values and culture

***Integrity, Trust and Collegiate spirit***



## HOW TO USE THIS HANDBOOK

### *What is a handbook?*

This Student Information Handbook provides a series of guidelines to facilitate your overall success as a student. It also spells out the binding commitment of ITC School of Laws (herein after referred to as ITC) to support this success.

As a student studying at ITC, you must be familiar with the School's policies, rules and regulations. This handbook supplies this information.

It will also point you to places and people around the school who can help with enquiries about academic and administrative matters, library facilities, loans, fees, school activities, student organisations and more.

### *What a new student needs to know*

1. Academic timetable and examination periods
2. Registration dates and fees payable
3. Important contact details
4. Policies, rules and regulations
5. Attendance requirements
6. Dress codes and discipline matters
7. Available services and where to find them

### *Academic calendar*

An academic calendar detailing the dates of intakes, mock examinations, commencement of revision courses, semester break, public holidays, festive breaks and deadlines for University of London application and registration will be provided at the beginning of the course and is also attached in this student handbook.

### *Timetables*

At the commencement of the course, you will be provided with detailed timetables on lecture and tutorial schedules, which includes the dates and times of the lectures and tutorials. This detailed timetable will be provided on a bimonthly basis. A separate revision timetable would be provided at the commencement of the Intensive Revision Programme.

### *Handbook updates*

The information in this handbook is current at the time of publication. All amendments and updates to this handbook would be conveyed to the students from time to time via e-mail, TEAMIE and posted at the various notice boards on the School's premises.

## WELCOME TO ITC SCHOOL OF LAWS

### *About us*

ITC School of Laws Pte Ltd is a registered school under the Council for Private Education (CPE) (UEN: 199302723G / 30 April 2016 to 29 April 2020) and has a long history of academic excellence with particular emphasis and strength in the University of London International Programmes.

We are proud to be the only Private Law School in Singapore to be awarded the “Affiliate Centre” status from the University of London International Programmes for the Laws programmes. In order to be recognised as an Affiliate Centre, a sustained commitment to developing high standards in respect of teaching, support, administration as well as good results must be demonstrated. This is testament of our dedication to excellence and our commitment to our students.

### *Code of Conduct*

1. ITC has adopted policies and practices to ensure that academic and administrative standards are maintained and improved upon. The School’s Values and Culture and encapsulated in the words Integrity, Trust and Collegiate Spirit is indicative of a strong Code of Conduct that is people-oriented and student-centric. Towards this end, the school has adopted a Code of Conduct which is in accordance with the statutory and regulatory requirements of local regulatory bodies as well as our international partner institutions whose courses we provide at our school.
2. This Code of Conduct is designed to be totally inclusive. It applies to ITC staff in their relationships with all stakeholders including students, parents, external course providers, suppliers amongst other.
3. This code requires that the School and its staff act with professionalism, integrity and in an ethical manner in all its dealings with clients and student members of its community.

## MESSAGE FROM OUR PRINCIPAL AND CHIEF EXECUTIVE OFFICER

### ***Welcome to ITC School of Laws.***

*I am excited and honoured to welcome you to the beginning of a new school year at ITC School of Laws. We at ITC School of Laws are dedicated to a student-centered programme that promotes academic excellence. As staff, we are here to support you, by any means necessary, to ensure you reach your fullest academic potential. We look forward to working with you to provide a high-quality education.*

*The Bachelor of Laws and Certificate of Higher Education in Common Law programmes offered by the University of London International Programmes is world renowned and ITC School of Laws, with its history of excellence in the provision of these programmes, is the best choice for you. Our school is renowned for a history of excellence and a place for learning and growth, where students on all levels are encouraged to learn, to challenge the ordinary and to excel. I am confident that you will find the school a great platform to gain new experiences and scale new heights.*

*You can look forward to immersing yourself in a highly intensive and challenging academic programme that will push you to work beyond your limits. However, I am confident that you have the capacity and ability to meet our expectations and the demands of your teachers and the syllabus.*

*Our success lies in the progressive paradigm of people who make up this remarkable institution. It is our unwavering dedication and philosophy of continuous improvement that have also contributed to our excellent reputation, both locally and internationally. I speak for the entire School when I say that we would be more than happy to help you in any way we can to make your time here a memorable one.*

*Please take some time to peruse the contents of this handbook as it contains information that you will need and find useful as you embark on this programme with us. It contains all the information that you will need and should be aware of as you begin your journey with us here at ITC School of Laws.*

*I look forward to working with you and on behalf of the staff of ITC School of Laws, I would like to welcome you and thank you for being part of the ITC School of Laws family.*

***Ananthi Durai Raj Ratnarajah [Ms]  
Principal & Chief Executive Officer***

## ITC SCHOOL OF LAWS – CODE OF CONDUCT

1. **ITC and its staff** shall at all times act in an ethical manner and with integrity in dealings with all clients and members of the community.
2. **ITC and its staff** will ensure:
  - ✓ All activities of ITC will be carried out honestly, fairly and accurately so as to give value to our clients
  - ✓ The provision of adequate facilities and quality resources in which training programmes are conducted
  - ✓ The employment of qualified staff and maintenance of staff training necessary to deliver programmes on an on-going basis
  - ✓ The accuracy of any marketing and promotional materials
  - ✓ High standards of financial probity
  - ✓ Compliance with an acceptable refund policy
  - ✓ Compliance with current legislation
  - ✓ The maintenance of adequate records and security of all current and archival records
  - ✓ Student access to their records upon request
  - ✓ The maintenance and continual improvement of systems and products
3. **ITC** undertakes to ensure that all employees, agents and representatives are familiar with and agree to comply with this code of conduct.
4. **ITC** shall refrain from associating with any enterprise, which could be regarded as acting in breach of this code of ethics.

## ITC SCHOOL OF LAWS – Contact Details of key personnel

### **Principal & Chief Executive Officer**

Ms Ananthi Durai Raj Ratnarajah

Email: [ananthi@itc2u.com](mailto:ananthi@itc2u.com)

### **Deputy Principal (I) & Human Resource Manager**

Mr Chang Cheok Weng

Email: [chang@itc2u.com](mailto:chang@itc2u.com)

### **Deputy Principal (II), Counsellor & Management Representative**

Mr Subramaniam Thirumeni

Email: [subra\\_t@itc2u.com](mailto:subra_t@itc2u.com)

### **Operations Manager (I)**

Mr Suresh Kumar Raman

Email: [suresh@itc2u.com](mailto:suresh@itc2u.com)

### **Head of Business Development & Compliance**

Mr Vijay Ganesh Supramaniam

Email: [vijay@itc2u.com](mailto:vijay@itc2u.com)

### **Director of Studies, Operations Manager (II)**

Ms Jennifer Mathew

Email: [jennifer@itc2u.com](mailto:jennifer@itc2u.com)

### **Director of Studies, Programme Manager (Acting)**

Ms Nirmala Devi

Email: [nirmala@itc2u.com](mailto:nirmala@itc2u.com)

### **Records Manager**

Ms Anna Casia

Email: [anna\\_casia@itc2u.com](mailto:anna_casia@itc2u.com)

### **Finance Officer**

Ms Kelly Mok

Email: [kelly@itc2u.com](mailto:kelly@itc2u.com)

### **Course Consultant**

Ms Subhashini Kalaikannan

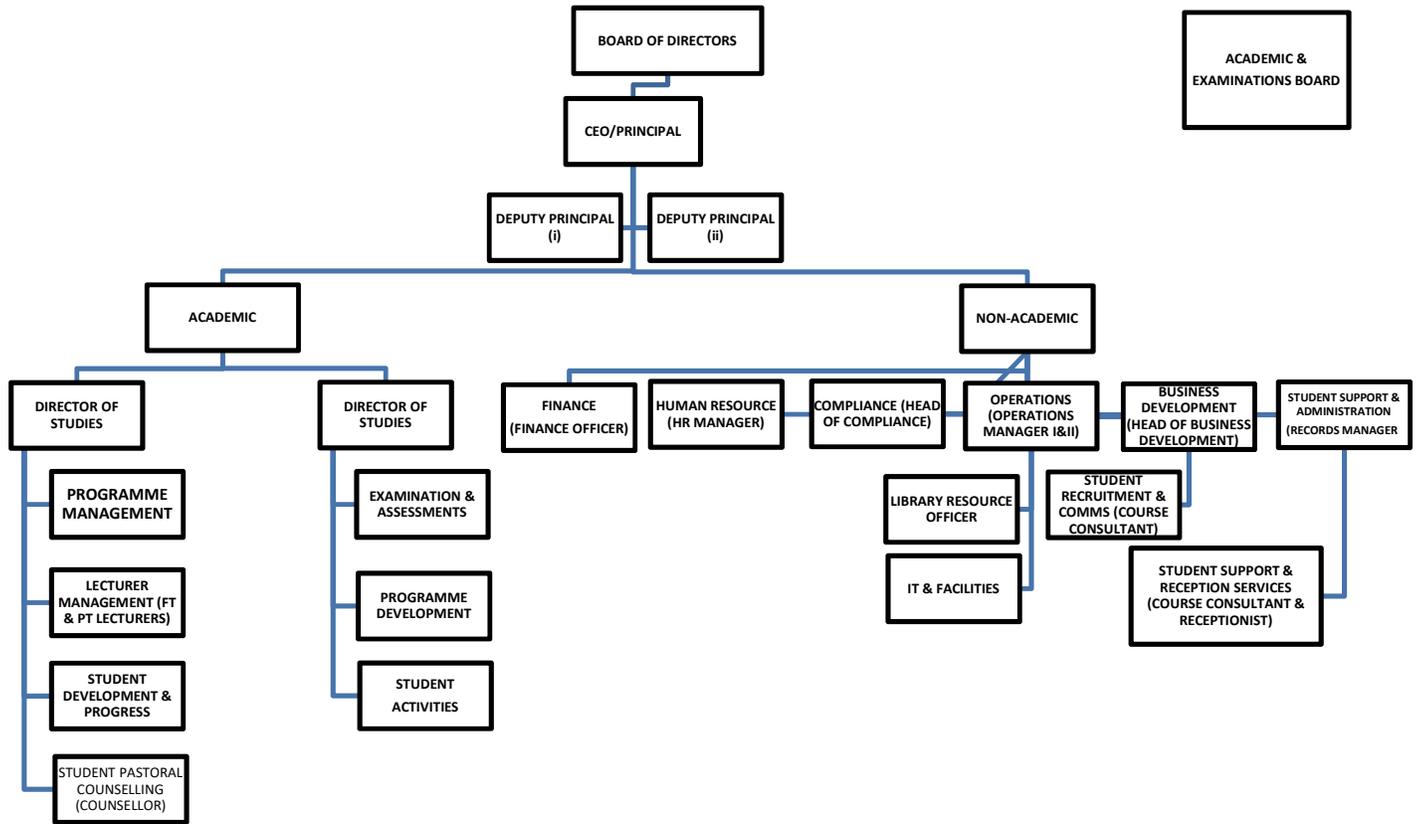
Email: [subhashini@itc2u.com](mailto:subhashini@itc2u.com)

### **Receptionist**

Ms Maria Zaini

Email: [maria@itc2u.com](mailto:maria@itc2u.com)

# ORGANISATIONAL STRUCTURE



MANAGERS: MDM FUN HWEE LENG  
MS. ANANTHI DURAI RAJ  
DR DANNY CHOONG EWE LEONG

MANAGEMENT REPRESENTATIVE: MR SUBRAMANIAM THIRUMENI

ACADEMIC & EXAMINATIONS BOARD MEMBERS: MS. ANANTHI DURAI RAJ  
MR SUBRAMANIAM THIRUMENI  
MR DAVID CHANG CHEOK WENG

**FULL TIME STAFF LISTING (ACADEMIC & NON-ACADEMIC)**

	<b>NAME OF OFFICER</b>	<b>DESIGNATION(s)</b>
1	ANANTHI DURAI RAJ	PRINCIPAL/CEO/LECTURER
2	DAVID CHANG CHEOK WENG	DEPUTY PRINCIPAL(I)/HUMAN RESOURCE MANAGER/LECTURER
3	SUBRAMANIAM THIRUMENI	DEPUTY PRINCIPAL (II)/COUNSELLOR/MANAGEMENT REPRESENTATIVE/LECTURER
4	JENNIFER MATHEW	DIRECTOR OF STUDIES / OPERATIONS MANAGER (II)/LECTURER
5	NIRMALA DEVI GUNASEGRAN	DIRECTOR OF STUDIES / LECTURER/PROGRAMME MANAGER (ACTING)
6	VIJAY GANESH SUPRAMANIAM	HEAD OF BUSINESS DEVELOPMENT & COMPLIANCE/LECTURER
7	SURESH KUMAR RAMAN	OPERATIONS MANAGER (I)/LECTURER
8	JEREMIAH PATRICK	LIBRARY RESOURCE OFFICER /LECTURER
9	ANNA CASIA	RECORDS MANAGER
10	SABRINA SIT	LECTURER
11	KELLY MOK	FINANCE OFFICER
12	SUBHASHINI KALAIKANNAN	COURSE CONSULTANT
13	MARIA ZAINI	RECEPTIONIST

<b>FULL-TIME LECTURING FACULTY</b>	<b>PART-TIME LECTURING FACULTY</b>
ANANTHAI DURAI RAJ	GLENN CHEE
DAVID CHANG CHEOK WENG	JASMINE CHANG
SUBRAMANIAM THIRUMENI	PUNIT OZA
VIJAY GANESH SUPRAMANIAM	THINESH KURUNATHAN
NIRMALA DEVI GUNASEGRAN	JOANNA YAP MEI LING
JENNIFER MATHEW	ZULEYHA MARKAR
SURESH KUMAR RAMAN	
JEREMIAH PATRICK	
SABRINA SIT	

## COLLABORATIVE SUPPORT

University of London

**Professor Stephen Guest**  
Professor of Legal Philosophy  
University College London

**Dr Simon Coldham**  
University of London  
School of Oriental and African Studies

**Professor Dr Wayne Morrison**  
University of London  
University College London

**Ms Vickie Thanapal**  
University of London

**Mr Simon Askey**  
Director  
Laws Programme University of London

## THE UNIVERSITY OF LONDON BACHELOR OF LAWS / CERTIFICATE OF HIGHER EDUCATION IN COMMON LAW

The University of London is one of the leading universities in Europe. Its world class federation of 20 colleges and a number of smaller specialist institutes provide an unrivalled range of education opportunities of outstanding breadth and quality.

The University of London is unique in its size and federal structure. Although in its current form it dates from 1836, for several centuries before this, the University had been a centre of learning for law and medicine. Today the federation includes specialized colleges such as London School of Economics, while others such as University College London and King's College London have multiple faculties.

In 1858 the University established the External System to offer flexible programmes to those who were unable to come to study on their London campus. Students may choose to study full-time or part-time in the external programme. The University maintains robust and effective quality assurance mechanisms for all of its programmes. All graduates, whether they studied on campus or through the External System, are awarded a University of London Degree. Equal standards are maintained, as academics who teach and access college-based students also develop and write the study materials for the External System programme. They set the examination paper, mark the scripts and provide support weekend courses held in London. The principle of equivalency is enshrined in the University's Statutes.

### ***Duration***

6 months to 12 months depending on the intake. ITC has intakes for both full-time and part-time courses. Intakes for the 1<sup>st</sup> year of the LLB / Certificate of Higher Education in Common Law programmes are on a continuing basis, taking place at various times of the year (see below). Intakes for the 2<sup>nd</sup> to 4<sup>th</sup> year of the LLB is only once a year in the month of August / September.

Intakes for First Year:

#### Part-Time

February  
April  
June  
July  
August / September

#### Full-Time

April  
June  
August

University of London examinations are held in the months of May and June annually. RELC Examinations Bureau has been authorised by the University of London as the Overseas Authority in Singapore to conduct its examinations. The University of London exam fees are payable directly to RELC who will then facilitate the May / June UOL exams. For further information, student may visit: <http://www.relc.org.sg/>

It is to be noted that ITC conducts its own mock examinations and assessments from time to time to prepare students for the University of London examinations, the dates for which can be found in the academic calendar.

## ITC SCHOOL OF LAWS – OPERATING HOURS

***ITC operating hours are as follows:***

Mondays – Fridays	: 9.30am to 8.30pm
Saturdays	: 9.30am to 5.00pm
Sundays & Public Holidays	: Closed

***Library operating hours are as follows:***

Monday – Friday	: 9.30am to 8.30pm
Saturday	: 9.30am to 5.00pm
Sundays & Public Holidays	: Closed

***The reception, marketing/course counselling and cashier operating hours are as follows:***

Mondays – Fridays	: 9.30am to 8.00pm
Saturdays	: 9.30am to 5.00pm
Sundays & Public Holidays	: Closed

## KEEPING IN TOUCH

It is critical that we are able to get in touch with you. It is therefore essential that you give us your correct and most current contact details. You should have entered all of these into your student contract when you enrolled with us. Please notify us accordingly should there be any changes.

The required contact details are:

1. Home address
2. Home telephone number, work telephone number, personal mobile number and
3. Email address (most frequently used)
4. Students should also provide the School with contact details of their parents or guardians to facilitate communication in the event of an emergency

**Communicating change of details**

Should any of these details change, please obtain an Administrative Assistance Form from the reception, complete the ‘change of personal details’ section and return it to the Student Relations Officers. You may also email the changes to us and we will inform you when the necessary changes have been made. You may email changes to [anna\\_casia@itc2u.com](mailto:anna_casia@itc2u.com).

**Communicating absence from class**

Attendance is compulsory. In the event that you are unable to attend classes, please send us an email with the reason along with supporting documents to [anna\\_casia@itc2u.com](mailto:anna_casia@itc2u.com) and [nirmala@itc2u.com](mailto:nirmala@itc2u.com).

### **Mode of communication**

The main mode of communication between the school and the student will be via email and TEAMIE. This may be followed by a telephone call or SMS, where necessary, depending on the level of importance. There will also be notices placed on the notice boards around campus.

### **Facebook**

Due to the mass usage of social media today, important notices and information for School's events and activities will also be posted on the ITC Facebook page. All students should 'LIKE' the ITC Facebook page to receive notifications of events. [www.facebook.com/ITCSchooloflaws](http://www.facebook.com/ITCSchooloflaws)

### **TEAMIE**

TEAMIE, the ITC student portal and virtual learning environment is updated with lecture notes and additional study materials. Students are able receive notifications when there is an update to TEAMIE. The private message function allows students and lecturers to connect with each other on this platform. We have now moved towards an online-based learning environment where all resources such as chapter packs, cases etc. will be shared in the respective folders. Upon registration with ITC, students will be provided with their username and password within three to five working days from the date which they sign the contract. The resources published will be available for download at their own convenience. **TEAMIE** is also available for download in mobile phones and supports both android and apple. To download, go to the play-store or app-store and download "**TEAMIE**". For further information, please contact Ms Subhashini at [subhashini@itc2u.com](mailto:subhashini@itc2u.com).

The following information can be found on TEAMIE:

- Lesson Plan
- UOL Programme Regulations
- Timetable
- Information regarding Fee Protection Scheme
- Ad-hoc announcements
- Academic materials (lecture notes, lecture slides, past year questions and answers etc)
- Student handbook
- Withdrawal/refund/deferment procedures
- Information on student support
- Pastoral care framework
- Grievance procedure
- Generic copy of insurance policy
- Orientation slides
- Other information regarding the school and programme

## **SELECTION AND ADMISSION PROCEDURE – ITC School of Laws**

Before commencing your enrolment make sure you meet any pre-requisites for the course or qualification you have selected. Information about the pre-requisites is contained in the brochures for the respective courses. You may also obtain such information from the course consultants.

### **Selection Process**

Upon satisfying Course admission requirements or obtaining confirmation from the University, the Records Manager shall forward the application to either the Principal, Deputy Principal or Director of Studies for formal approval. The Principal, Deputy Principal or the Director of Studies shall vet all accompanying documents. Where approved, the Principal, Deputy Principal or the Director of Studies shall indicate a sign of approval. Thereafter a Letter of Offer signed by either the Principal, Deputy Principal or the Director of Studies is given to the student. Acceptance of the Offer by the student is by execution of the Student Contract as well as the accompanying documents.

### **Student Admission Process**

- i) Admission of Students is carried out entirely by the full-time staff of ITC and no part-time recruitment agents or other external agents are involved in this process.
- ii) The Student Admissions Process is communicated by the Course Consultant, Records Manager and/or authorized staff at the time that the student submits the Course Application Form.
- iii) The Student's application result is communicated to the student by giving him/her a Letter of Offer before the admissions processes are carried out. The Letter of Offer stipulates the following:
  - The course commencement date
  - That the acceptance to the offer can be made by executing the Student Contract and accompanying documents
  - That the Student Contract must be executed prior to the Course Commencement Date
  - That a staff member will brief the student on the Terms of the Student Contract
  - That the initial instalment payment is to be made on the date that the Student Contract is executed, and
  - That the student shall furnish any other outstanding documents that may be necessary for record-keeping purposes
- iv) If the student wishes to continue with the admissions process, the Course Consultant shall reiterate to the student the following:
  - Course Information and Entry requirements
  - Payment schedule and total chargeable fees
  - Fee Protection Insurance Scheme & Medical Insurance
  - Refund Policies & Statutory Cooling Off period of 7 days

- Transfer and Withdrawal Policy and Procedure
- Governing Law and Dispute Resolution
- Confidentiality of information
- Miscellaneous items pertaining to the contract if applicable
  - Guardian details to be given for students below the age of 18
  - That the Student is required to report any change in guardianship to the school immediately
  - Signing a new contract when a deferment request is approved
  - Ensuring each contract is valid only for admission to one course
- v) After the Course Consultant has briefed the student on the student contract, the student acknowledges on the Course Counselling Checklist
- vi) Students will also sign the Advisory Note Form 12 required under the Private Education Regulations to confirm that they have ascertained for themselves the relevant background information about the school.
- vii) Once the student confirms and is agreeable on the details furnished in the student contract is correct, the student must:
  - Check personal particulars and contact details
  - Students below 18 years of age require parent / guardian to sign the contract
  - The guardian should be a Singaporean Citizen/Singapore Permanent Resident above 18 years old
  - Initial every page of the contract
  - Sign both original copies of the contract before making payment
  - Keep a copy of signed contract
- viii) Where applicable, minor amendments to the student contract (i.e. typo error) will be struck across and initialed by both student and the respective ITC Staff who are authorised to sign the contract. (Authorised staff are: the Principal, Deputy Principal, Director of Studies)
- ix) In the event of a course intake which has already commenced, ITC shall not enroll the student, unless:
  - There is a written acknowledgement and agreement from the student via the Acknowledgement of Late Commencement Form FRM-015 or his parent or guardian, to be enrolled for a course that has already commenced.

## ENROLMENT PROCEDURE – University of London

### **Bachelor of Laws: APPLICATION (deadline: 1<sup>st</sup> October 2017)**

#### **Direct online application**

1. The application is to be done online. The following documents are necessary to proceed with the application:
  - Your Academic qualifications and transcripts must be certified as true copies. For this purpose, please bring the original documents and photocopies to ITC and we will certify it for.
  - Photocopy evidence of your Full name and Date of Birth (NRIC / passport). This too must be certified by us.

2. To make the application, go to [www.itc2u.com/admissions/](http://www.itc2u.com/admissions/), where you will find the link to the UOL online registration. All the procedures will be found there.
3. Application Fee – online payment of **£88** by credit card (visa / master) or offline payment: bank draft payable to University of London or Western Union remittance (details will be found in the application procedures) (Please note that **NO OTHER MODE OF PAYMENT** is accepted and that **NO PAYMENT** is to be made to ITC for this purpose).
4. After the online application is done, you will be required to upload the certified documents on the given link / website by University of London.

### **Bachelor of Laws: REGISTRATION (deadline: 1<sup>st</sup> November 2017)**

Student accepts the offer and using the username and password provided by the University of London, completes the registration procedure on-line and pays the initial registration fee of **£450**. (This fee can be paid online or offline.) Students will also have to pay module fee of **£140** (per subject).

### **Certificate of Higher Education in Common Law: REGISTRATION (deadline 1<sup>st</sup> November 2017)**

1. Registration forms can be obtained from the reception and are to be returned to Records Manager.
2. The application will be done entirely online. The school will do the first part (pre-registration) and subsequently the University of London will send you an email for you to complete the registration process. (Please ensure that the correct email address is given.)
3. Registration Fee - online payment by credit card (visa / master) or offline payment: bank draft payable to University of London or Western Union remittance (details will be found in the application procedures) (Please note that **NO OTHER MODE OF PAYMENT** is accepted and that **NO PAYMENT** is to be made to ITC for this purpose).
4. Students will also have to pay module fee of **£140** (per subject)

### **Examination** (Registration period: 1<sup>st</sup> and 2<sup>nd</sup> week of January 2018\*)

Candidates will be required to download their **Personalized Examination Entry Form (PEEF)** from their UOL Student VLE Portal. The PEEF will contain the candidates' personal details as well as their subject entries as indicated at the point of payment of initial/continuing registration fee. If they are unable to download their PEEF, or if there are discrepancies, please email [uolia.support@london.ac.uk](mailto:uolia.support@london.ac.uk) for assistance. Payment of examination fees (Payable directly to RELC).

*\*Subject to confirmation in December 2017.*

## REFUND POLICIES (as found in the Student Contract)

The Refund Policy of ITC is stipulated in the Student Contract. The relevant situations covered involve instances where the School fails to run the course, where the student withdraws from the course and where the statutory cooling-off period applies.

### **Refund of Course Fees due to Non-Delivery of Course by ITC**

ITC 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 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.

### **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 PEI-Student contract**, ITC 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.

% of Course Fee Paid by Student	Date of receipt of Student's Notice of Withdrawal
<b>80%</b>	<b>More than 14 days before the Course Commencement Date</b>
<b>70%</b>	<b>Before, but not more than 14 days before the Course Commencement Date</b>
<b>50%</b>	<b>After, but not more than 7 days after the Course Commencement Date</b>
<b>0%</b>	<b>More than 7 days after the Course Commencement Date</b>

No refund is made for students withdrawing from the Course more than 7 days after the Course Commencement Date. Any balance unpaid fee under the Student Contract for the remainder of the duration of the Course shall become payable for students withdrawing from the Course more than 7 days after Course Commencement.

### **Refund During Cooling-Off Period:**

ITC 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 (as required under the Private Education Act.)

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

### **Refund for other purposes**

Students may opt for deferment of particular subjects to the following academic year and as such, payment of fees already collected in relation to those subjects for the prevailing month's installment may be refunded to the student on a case by case basis.

Any other refund request that may be decided on a case by case basis at the absolute discretion of ITC shall be also subject to the fulfillment of the formalities.

The procedure for a refund for the above are as follows:

- The student gives a written letter/email or an in-person request to the Course Consultant or Records Manager requesting a refund with the reasons.
- Once approval is given by the Principal, the percentage of refund is calculated accordingly and the student is informed of the breakdown by the Records Manager.
- The Finance Officer will process the refund within 7 days from the date the refund request was formally made by the student.
- The student signs on the payment voucher, where applicable, confirming receipt of the refund amount. Where circumstances arise involving special requests by the student (e.g. request to deposit directly into student's bank account), the Finance Officer shall assess the request and keep appropriate evidence of the request and inform the student accordingly.
- If the student is on the FPS insurance scheme, the Finance Officer will write to inform the insurance company of the student's withdrawal within 3 working days.

## **FEE PROTECTION SCHEME (FPS)**

ITC presently collects the Course Fees on an Installment basis. ITC ensures purchases and cancellation of Fee Protection Scheme (FPS) Insurance are done in a prompt and timely manner i.e. within the same day as the receipt of payment of fees and where e-banking is concerned within 3 days after the money is credited into ITC's bank account. This Insurance currently protects the individual installments paid by the students.

### **Fee Collection Cap**

Each instalment collected by the School shall not exceed the fee collection cap calculated according to the following formula:

Total Course Fees Payable set out in Student Contract x 2  
Number of months of the Course duration

At present, ITC collects 2 months' installment (the 'cap' referred above) at the start of the Course and all subsequent instalments amount to 1 month's fee. 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 return fees to the students arising from judgment made against it by the Singapore courts. The fees protected are referred to in the Student Contract as Course Fees. The Registration Fee and the Miscellaneous Fees in the Student Contract are not covered by the insurance.

ITC has adopted the Fee Protection Scheme Insurance from the following insurer:

**Etiqua Insurance Berhad**

Main No: (65) 6336 0477

Fax No: (65) 6339 2109

Website: [www.etiqua.com.sg](http://www.etiqua.com.sg)

For more info about Fee Protection Scheme (FPS) and protection status for existing students, please proceed to the CPE website: <https://www.cpe.gov.sg/for-peis/protection-of-course-fees>

## MEDICAL INSURANCE

ITC Ltd has purchased medical insurance coverage from Etiqa Insurance. Whilst all students are required to be covered by the medical insurance, exemption can be given for Singaporeans/PR and non-student pass international students who are already covered by their own medical insurance plan. Evidence of the students' personal coverage is needed for our record purposes and the School seeks the cooperation of all students in providing such evidence where they do not wish to be covered by the Medical Insurance obtained by ITC.

A sum of S\$50 is payable by each student as premium for coverage over a 1 year period.

The medical insurance purchased by ITC Ltd has a maximum coverage of S\$20,000 and will include the following:

1. Hospital & Surgical Expenses
2. Medical coverage (Government & Restructured Hospitals – B2 Ward)
  - ✓ Hospital & Surgical Expenses / Emergency Accident Outpatient Expenses / Day Surgery
  - ✓ Pre-Hospital Expenses up to 90 days
  - ✓ Post-Hospital Expenses up to 90 days
  - ✓ 24 hours coverage in Singapore and overseas if student is involved in school-related activities up to maximum 90 days
3. Personal accident (24 hours coverage of S\$3000 each within Singapore only)
  - ✓ Death
  - ✓ Permanent Disability

4. Insurers have excluded liability of the following:

- ✓ Pre-existing illness and/or disability
- ✓ Self-inflicted injury
- ✓ Injury or illness due to consumption of illegal drugs

A copy of the generic policy cover is displayed at the notice board and TEAMIE.

## TRANSFER / WITHDRAWAL / DEFERMENT POLICY

The following procedure and rules apply to all students who choose to transfer / withdraw / deferment from their course of study with ITC:

- “Transfer” means a student changes the course of study but remains as a student of ITC. For an approved transfer request, the original student contract must be terminated and a new contract must be signed.
- “Withdrawal” means the student contract is terminated and the student is no longer a student of ITC.
- “Deferment” means that the student suspends his/her course of study for a period of time and undertakes to resume his/her studies in a stipulated subsequent academic year in accordance with the Undertaking by Student Form FRM 021
- If the student is below 18 years of age, the parent or guardian’s approval for the transfer / withdrawal / deferment will be required.
- The table below summarises the key circumstances of the transfer, withdrawal and deferment of a student and its corresponding policies.

	<b>Transfer</b>	<b>Withdrawal</b>	<b>Deferment</b>
Circumstances in which request will be granted	A (new) course is being offered and has vacancies.	Principal or Deputy Principal or Director of Studies to interview first	Principal or Deputy Principal or Director of Studies to interview first
Status of student pass	Cancel existing and apply a new student pass for student	Cancel the existing student pass.	Cancel the existing student pass and apply for a new student pass at the subsequent academic year
Condition for refund	As per refund policy	As per refund policy	As per refund policy
Time frame for processing	7 days	7 days	7 days

ITC will handle the transfer/withdrawal/deferment of STP-international students as follows:

- Where an international student withdraws from the course, the school would login to the ICA system to cancel the student pass. When the student pass is cancelled, the student would have 30 days to remain in Singapore.
- Where an international student transfers to another course, the school would have to apply for a new student pass. Students who are transferring to another course are reminded that the application for new pass is subject to regulatory approvals by the Immigrations and Checkpoint authority and if no approvals are given, the student would have to return home within 30 days of an application being rejected (unless otherwise stated).
- Where an international student defers from the course, ITC would login to the ICA system to cancel the student pass. When the student pass is cancelled, the student would have 30 days to remain in Singapore. ITC would re-apply for a student pass at the subsequent year when the student resumes the course of study, subject to the approval of ICA.

ITC has procedures which are aligned with the transfer/withdrawal/deferment policy to execute any transfer/withdrawal/deferment application. The procedures include, inter alia, the following:

- Receiving request for transfer / withdrawal in the prescribed Request Form or receiving the request for deferment in the Undertaking by Student Form.
- Assessing the request for transfer/withdrawal/ deferment.
- Issuing a formal letter or email or where applicable communicating in person to the student to either reject the application or to effect the transfer/withdrawal/deferment within 7 days of the student's request for transfer/withdrawal/deferment.
- For students below the age of 18, ITC must seek approval from the student's parents/guardian before approving the application.
- Where applicable, to immediately inform ICA of any change in the student's status that may affect the student pass issued (e.g. cancellation of student's pass for withdrawal case, transfer to a course with a shorter duration, deferment case).
- Terminating existing student contract and signing new student contract (for transfer and deferment of course).
- Where applicable, ITC will coordinate with FPS service provider (i.e. Etiqa Insurance) for any refund. Such refunds should be given back to the students within the stipulated period.
- Issuing past attendance records to students who are enrolling in another course in another PEI, etc.

### **Processing of Withdrawal from Course:**

Student gives written notice of his / her intention to withdraw using the Request Form

- The Request Form is handed to the Records Manager who would be the first point of contact with the student to discuss further on the specific reasons of the student's intention to withdraw.
- If the student still wishes to proceed to withdraw, the Records Manager shall escalate the matter to the Principal who would speak with the student to ascertain a firm outcome.

- If the student wishes to change his/her mind and resume the course of study, he/she shall cross out the Request Form and acknowledge in writing on the crossed out the Request Form to suspend the process of withdrawal.
- The decision-making process shall not exceed 7 working days from the time of the receipt of a completed Request Form.
- If the outcome of the discussion is to proceed on for withdrawal, the matter will be passed on to the Records Manager for processing. This shall be done within 7 working days from the time of the Approval of request for withdrawal.
- The Records Manager, liaising with the other relevant departments, shall take charge of the various withdrawal matters including:
  - Informing the student of the withdrawal via email, a letter, or in person to student
  - termination of the contract
  - refunding the student (if applicable)
  - informing the Management Representative to liaise with ICA for the cancellation of the student pass (if applicable)
  - informing the FPS provider and co-ordinating the refund of FPS fees (if applicable)
  - issuing the attendance record (if applicable)
  - taking charge of all necessary filing and updates the withdrawal records within 3 working days of settling a withdrawal request
  - withdrawal records are kept in the student file so that it is easily retrievable for audit purposes.

Where a student has withdrawn without informing ITC through any written request through the Request Form, the school will treat this as an absence-for-an-extended-period case.

### **Processing of Transfer to Another Course:**

- Student gives written notice of his intention to withdraw using Request Form.
- The Request Form is handed to the Course Consultant who would be the first point of contact with the student to discuss further on the specific reasons of the student's intention to transfer to another course at ITC.
- The Course Consultant will:
  - check that the student satisfies the Entry Requirements/Pre-requisite of the requested course. (A query with the University may be logged where necessary).
  - discuss with student the reasons for him/her wanting to transfer, and for foreign students, explain to the student the implications on his/her student pass, etc. ITC will have to apply to cancel the current student pass and apply for a new student pass for the new course. Students are specifically informed that the approval of the student pass based on a transfer of course is subject to the sole discretion of ICA.
  - inform the student that a new application and registration fee is payable upon submission of the form and the application and registration fees is non-refundable.
  - inform the student that refunds (if any) are subject to prevailing refund policies and procedures.
- If the student maintains his/her intention to transfer to the new course after the discussion, the Course Consultant shall pass the case to the Records Manager for further processing.
- The Records Manager will obtain the admission approvals from the Principal, Deputy Principal or Director of Studies before proceeding to process the transfer.

- The Records Manager, liaising with the other relevant departments, shall take charge of the various transfer matters including:
  - Informing the student of the transfer via email, a letter, or in person
  - termination of the existing contract and signing of the new contract
  - informing the FPS provider of the transfer
  - transferring the student's account to the new course (refund amount in accordance with refund policy)
  - Local students will be notified of the outcome of the transfer 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).
  - taking charge of all necessary filing and updates of the transfer records within 3 working days of settling a transfer request
  - ensuring that transfer records are kept in the student file so that it is easily retrievable for audit purposes.

### **Processing of Deferment of the Course:**

- Student gives written notice of his intention to defer by executing the Undertaking by Student Form.
- The Student Form is handed to the Records Manager who would be the first point of contact with the student to discuss further on the specific reasons of the student's intention to defer.
- If the student still wishes to proceed to defer, the Records Manager shall escalate the matter to the Principal who would speak with the student to ascertain a firm outcome.
- If the student wishes to change his/her mind and resume the course of study, he/she shall cross out the Student Form and acknowledge in writing on the crossed out the Student Form to suspend the process of deferment.
- The decision-making process shall not exceed 7 working days from the time of the receipt of a completed Student Form.
- If the outcome of the discussion is to proceed on for deferment, the matter will be passed on to the Records Manager for processing. This shall be done within 7 working days from the time of the Approval of request for deferment.
- The Records Manager, liaising with the other relevant departments, shall take charge of the various deferment matters including:
  - Informing the student of the deferment via email, a letter, or in person to student
  - termination of the contract
  - refunding the student (if applicable)
  - informing the Management Representative to liaise with ICA for the cancellation of the student pass (if applicable)
  - informing the FPS provider and coordinating the refund of FPS fees (if applicable)
  - issuing the attendance record (if applicable)
  - taking charge of all necessary filing and updates the deferment records within 3 working days of settling a deferment request
  - deferment records are kept in the student file so that it is easily retrievable for audit purposes.

## STUDENT SUPPORT SERVICES

### 1. Orientation Programme

All studies are preceded and initiated by an Orientation Programme, the contents of which are informational. Information such as course structures, timetables and nature of assessment are discussed in detail. Related matters concerning your learning needs, student support services and technical help, are also presented. Key email contacts will be highlighted for students to know who they can reach out to for various matters.

Students will be introduced to the vision, mission and core values of the school and how the school's operations and activities are all designed to inculcate the same. They will also be encouraged to take an active part in student activities that are organised by the school together with the Student Council.

The Orientation Programme also addresses the student's rights and responsibilities, including policies and procedures effecting refunds and grievances. The essentials of the programme have been summarised in this Student Handbook. In a nutshell, students will have an overview of ITC, what we do and what is expected of an ITC student.

ITC's Student Orientation Session covers detailed information about the following:

- Welcome Address
- Student Handbook – key information such as Academic Staff, Fee Protection Scheme, Refund Policy, Transfer policy, Withdrawal Policy, Usage of School facilities, Attendance Requirement, Expulsion/Suspension, Grievance and Dispute Resolution, Medical Insurance Coverage and Claims Process
- Details that students should take note about CPE
- Classes – Lectures & Tutorials
- Administrative Support
- Academic Support
- Online Registration with University of London
- Materials from University of London
- Exam Registration
- Intensive Revision Course
- How to study Law
- Course Progression and Career Guidance
- Course Deferment
- Classification of Degree
- Obtaining a Qualifying Law Degree
- Student Activities
- \* Where applicable ITC shall incorporate into the Orientation Programme for STP Holders, information on assistance to international students to help them to adapt to the local environment or seek other support services. For example, general or specialist health services (physiological, dental, mental), drug/alcohol abuse education, problem gambling, sexuality education, advice or services on accommodation options for international students.

ITC also informs students during orientation about course deferment / extension on compassionate grounds where there is a good reason deemed acceptable to the school.

The following may be acceptable reasons:

- sickness or poor health where the student needs to have an extended period of rest
- overseas posting for work/business.

## 2. Student Support

ITC has facilities and/or programmes to enrich the students' educational experiences and develop them holistically so that they become socially responsible people. Such activities would include Moot Competitions, Court Visits, Career Forums, Skills Centric Forums, Social Outreach Activities, Sports & Recreational Activities.

The school provides a variety of student support services to meet the needs of the students. These include:

- a. Student orientation programme by ITC staff.
- b. Medical insurance coverage for hospitalization and related medical treatment for the entire course duration for full-time students. (Exemption for Singaporean/PR students if they are already covered by their own medical insurance plan.)
- c. Student Assistance Support System (SASSY) for students who request for personal academic assistance from lecturers.
- d. Library facilities, lounge and study areas.
- e. Learning Management System via Teamie.
- f. Moot competition
- g. Court visits
- h. Career Forums
- i. Skills Centric Forums
- j. Student Council Activities
- k. Sports & Recreational Activities

## 3. Holistic Learning

ITC's commitment to provide professional, personalised and holistic care for students is achieved through involving the students in activities outside the formal curriculum. These include:

- a. **Moot competitions** – The Annual Moot competition is compulsory for all full-time students and optional for part-time students on the Bachelor of Laws and Certificate of Higher Education in Common Law programmes. This competition is intended to encourage the development of debating and presentation skills tailor-made to the argumentative presentation of legal issues which would be essential to a student's character building in preparation for the work environment.
- b. **Court visits** – Encouraged purely on a voluntary basis, students are given an opportunity to make a visit to the High Court, Court of Appeal or State Courts to witness trials or Appellate hearings.

- c. **Community engagement** - ITC aims to organise at least one community outreach activity every year in the form of games and entertainment activities for old folks' homes, disabled kids or orphanages
- d. **Student council activities** – The ITC student council manages social activities for the student body in the School. These social activities are inclusive but not limited to organising Career Forums, Skills Based Forums and student gatherings.

Academic integrity is the foundation of an academic community and each student is individually responsible for sustaining such integrity. Toward that end students shall:

- ✓ Submit only their own work
- ✓ Not copy another student's paper
- ✓ Not use or consult unauthorised materials during an examination
- ✓ Not pass off the work of another student as their own
- ✓ Not be engaged in any form of collusion with another student during an examination
- ✓ Not falsely swear or bear untrue witness
- ✓ Not provide others with appropriated information or materials
- ✓ Not represent oneself as another student and sit in his/her exam place
- ✓ Not furnish false or misleading information to University officials and ITC staff
- ✓ Not make any later claims about degrees or grades, which are not true
- ✓ Not be involved in cheating or fraud of any kind

## **PAYMENT OF FEES / STUDENT CARD**

### **1. Student Identification Card**

All ITC students will be issued a Student Identification Card. The Student Identification Card also acts as your Library Card and must be produced to access library facilities and content. Students are required to display their Student Identification Card at all times while on School premises.

### **2. Payment of fees**

Students are to pay the course fees, in monthly installments, promptly at the Cashier by the 7<sup>th</sup> of every month, following the monthly payment structure that has been agreed on, at the time of the signing of the student contract.

### **3. Late payment of fees**

There will be a late payment charge of S\$10 per week after a grace period of seven days.

### **4. School fees can be paid in the following methods:**

- ✓ Cash
- ✓ Cheque (All cheques must be made payable to ITC)
- ✓ Credit card (Visa / MasterCard only)
- ✓ NETS
- ✓ Bank Transfer

## RULES AND REGULATIONS

1. **Dress Code**: The objective of the Dress Code is to maintain a positive image in line with the School's image and reputation as a Premier Private Law School in Singapore. Therefore students are prohibited from wearing inappropriate clothing and/or accessories.
2. **Attendance**: By enrolling in a course, a student tacitly accepts the responsibility of participating in the classroom educational experience. Actual physical presence (with any resulting verbal interaction between the lecturer/tutor and student) can be as necessary to understanding the course's subject matter as completing homework assignments. ITC has a tamper-proof and stringent students' attendance monitoring system. The attendance monitoring system includes the following:
  - ITC sets minimum attendance requirement for course completion. This is clearly communicated to the students at the start of the course.
  - Class timetable is given to students in advance through email and posted on notice board and TEAMIE.

### **Full-time students**

- Attendance will be taken by the respective teacher in class at the beginning of each class. The teacher shall mark (/) on the attendance sheet to indicate that the student is present.
- If student enters the class after 15 minutes – he/she will be considered late. The lecturer shall mark (L) on the attendance sheet to indicate that the student is late.
- If student enters the class after half the lesson is over (E.g: more than 45 minutes into a one and half hour class), student will be marked as absent (X) for that day.
- Lecturers will also be taking attendance at the end of the class (this is to ensure that students remain in class for the duration of the lesson)
- Students must submit medical certificate or other justifications via email or hard copy for the college's records. Students may pass the documents personally to the receptionist or may email to the Records Manager. The receptionist will then pass the MC to the Records Manager who will then file the MC into the student file. All MC's will be recorded by the receptionist for the month and will be verified by Programme Manager.
- Monthly attendance report will be sent to students and parents/guardian.
- Attendance records are accurate, up-to-date and kept until the students graduate.
- Students who are absent for more than 3 times without any valid reasons in a month will be issued a warning letter by the Director of Studies upon receiving the information from the Programme Manager. If there were to be no improvement in the student's attendance, the student will be requested to attend counselling session with the Director of Studies / Programme Manager.

### **Part-time students**

- Part-time students are encouraged to attend classes regularly and comply with the attendance requirements. ITC does however take into consideration of part-time students work and family commitments and other matters they need to attend to. Attendance report will be emailed to part-time students with inconsistent attendance as a reminder on the attendance requirement every quarterly.

3. **Attendance requirement for CertHE(Common Law) & LLB:** A student must satisfy an attendance requirement of 75% (for non-student pass holders).
4. **Students who have failed to attend a class:** are required to produce a letter explaining their absence. This must be supported by evidence. All such letters shall be filed in the student file and form part of the School's records on the student. Repeated absenteeism without a valid excuse will result in disciplinary action.
5. **Punctuality:** students are to be punctual for all lectures, tutorials and special project classes. In the event of unavoidable delay, please enter the classroom as unobstructively as possible.
6. **Talking in class:** Please keep all conversation to a minimum while class is in progress. Any conversation should be limited to discussions with the lecturer / tutor only.
7. **Mobile phones:** These devices should be turned off or set to silent. You must refrain from sending or messaging or chatting on any social network during class. Students found breaching these rules may find their gadgets confiscated. Repeat offenders may face disciplinary action.
8. **Computers and Recording Equipment:** Students may use laptops as a means of taking down notes or to access TEAMIE. Laptops should not be used for any other purpose other than taking class notes during class. Students may use portable recording equipment to record lectures and tutorials.
9. **Reading in class:** Please refrain from reading anything other than the class material while the class is in progress.
10. **Eating and drinking in class:** Only mineral water is allowed in the classrooms. Eating is **STRICTLY PROHIBITED** in the classrooms and library.
11. **Assignments:** All written assignments set must be attempted and handed in on time. Failure to submit assignments may result in disciplinary action.
12. **Smoking:** Smoking is **STRICTLY PROHIBITED** anywhere in ITC. Students found smoking on School premises will face disciplinary action and the School will not hesitate to refer them to the relevant authorities.
13. **Students are to treat the School staff with respect and courtesy:** Should any incident be reported; the School reserves the right to investigate the matter and take appropriate action.

## FACILITIES

### Library

The Library contains law reports, statutes, periodicals, books and reference works and there are study places for you to work individually. The Library is equipped with wireless internet access for students to work on their own laptops or smart devices.

### *Library Rules and Regulations*

#### *Conduct*

1. Users must have their student card with them when using the library.
2. Silence is to be observed at all times in the library.
3. Smoking is **STRICTLY PROHIBITED** in the library.
4. Consumption of food and drinks are not permitted in the library.
5. Students are to turn their mobile phone and smart devices **OFF** or to **SILENT** while at the library.
6. Upon leaving the library, users are required to produce, if necessary, for inspection all books and items taken out of the library.
7. Reservation of seat is **NOT PERMITTED**. The library resource officer may remove books and other articles left for any length of time on chairs and tables.
8. Students are to treat the library environment with respect and courtesy. Should any incident be reported, the School reserves the right to investigate the matter and take appropriate action.

#### *Personal Property of Students*

ITC will not be held responsible for the loss and/or misplaced personal items left in the library by students.

#### *Library Facilities*

1. The library bookshelves are kept locked at all times; however, students can approach the Library Resource Officer, Receptionist or Course Consultant for assistance to unlock the library bookshelves during library hours for purposes of taking out a library book for reference usage in the library.
2. Students are allowed to borrow books from the library. **ONLY** books in the “Borrowing Section” are allowed to be borrowed. **ALL** other books from the library bookshelves are only for reference purposes for usage within the library and **MUST** be returned by the end of the same day.
3. For reference books: students must leave their identification cards with the Library Resource Officer when reference books are taken out of the shelves. These cards will be returned to the student when the book is returned.
4. Borrowing of books: Students must present their Student Identification Card to the Library Resource Officer for purposes of borrowing books from of the library.
5. Students are allowed to borrow a maximum of two (2) books for a maximum period of one (1) week. Students can renew this on the same terms and conditions for another week after which the books are to be returned to the library, subject to the book not being in demand or reserved by another student.
6. Delay charges of S\$1 per book is payable for each day of delay in returning the library book.
7. ITC has the right to withhold library facilities for any infringement of these rules.

### *Care of books and other library material*

1. Students are responsible for all books and other library materials taken out in their name and good care must be taken of them. Annotation and marking of library materials is prohibited.
2. Lost or damaged material should be reported at once. Students will be asked to pay S\$100 per book for lost books and S\$50 per book for damaged books, as appropriate.
3. It is an offence to remove or to attempt to remove a book or any other publication or any part thereof including magazines, prospectuses, and newspapers from the ITC Library.
4. Appropriate action will be taken against any student caught or found attempting to deface or vandalise any material belonging to the School.
5. Student who are found to have vandalized any library property will be reported to the Management of ITC and appropriate action will be taken.

The management reserves the right to amend the Library Rules and Regulations as and when necessary and/or appropriate.

### **Student Lounges**

Student Lounges are located at the lift lobbies of the 3<sup>rd</sup> and 4<sup>th</sup> floors and are equipped with wireless internet access and a vending machine on the third floor for the convenience of students who wish to rest or relax before continuing with their studies. Eating and drinking is permitted at the student lounges.

### **Rules and regulations**

1. Students are at all times to maintain decent behaviour in the student lounges.
2. Courtesy is to be maintained between students at all times.
3. The Management has the authority to maintain good order in the student lounges and will request a student to leave the premises if he/she is found to be violating any of the rules.

### **Computer terminals**

Computer terminals can be found at the lift lobby on the 2<sup>nd</sup> floor of ITC and it is for use by students for research purposes. Students should not use the computers terminals for personal use, especially as there might be other students waiting to use the same terminal for research. Students are advised to use their personal laptops and gadgets for this purpose.

## **COMPLAINT & GRIEVANCE PROCEDURES**

ITC recognises that differences, complaints and grievances can arise from time to time and therefore has a fair and equitable process for dealing with grievances and complaints. This ensures that all grievances are dealt with fairly and equitably as the resolution of grievances and complaints is in the best interest of all parties concerned.

The following process shall be observed:

1. ITC accepts feedback/complaints in hard copy (letter) or soft copy (e.g. email) from the public, staff or students. All feedback/complaint is directed to the Principal, Deputy Principals and/or Directors of Studies.

Upon receipt of the feedback/complaint, the Principal will direct the relevant Department Head or staff member to look into the matter and report back with an explanation or appropriate information.

2. The person submitting the feedback/complaint shall be given an acknowledgement of the complaint within 3 days by the Principal, Deputy Principal, Director of Studies and/or staff who is directed to look into the complaint. The staff shall log in the Feedback in the Feedback & Grievance Resolution Form.
3. The issue raised in the feedback/complaint shall be resolved within 14 days. Such resolution may involve a decision to rectify the situation or to explain to the person submitting the feedback/complaint why rectification is not necessary, feasible or otherwise inappropriate.
4. Where necessary, the Principal may discuss the feedback/complaint with the Management Team to decide on appropriate steps to be taken. Once the Principal or the Management Team have arrived at a decision, a response shall be provided to the person providing the feedback/complaint as stated above. Where appropriate, the Management Team may direct a staff member to carry out relevant remedial steps within 21 days of the receipt of the feedback/complaint.
5. Feedback/complaints received may be used for the purposes of the internal review process.

## **DISPUTE RESOLUTION PROCEDURE**

1. On disputes with students, ITC's stance is to try and 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 ITC).
2. The aggrieved party, the student, must submit the grievance in writing to the school. Such grievance is addressed to the Principal and may be emailed to the Principal, Deputy Principal and/or Director of Studies.
3. Within 3 days of the receipt of the student's grievance, the Principal shall direct an investigation, appoint a staff member for this purpose and inform the student of the same. The Principal, Deputy Principal, Director of Studies and/or the appointed staff member will acknowledge the receipt of such complaint to the student within 3 days of the grievance. The appointed staff shall log in the Grievance in the Feedback & Grievance Resolution Form.
4. Such investigation shall be concluded and its results in outline be provided to the student within 7 days of the receipt of the grievance.
5. If the student is dissatisfied with the outcome of the investigation, the student shall be given an opportunity to make oral representations to the Top Management within 7 days of receiving the decision. The student shall formally document his/her grievance and shall be permitted to bring one witness in support (if needed).
6. Within 7 days of the student's oral representation to the Top Management, the decision of the Top Management shall be communicated to the student.
7. If the student still finds ITC's decision unacceptable, then the student shall be reminded of their right to have the matter resolved through the Student Services Centre or the CPE. The dispute resolution may, where appropriate, involve the Singapore Mediation Centre or the Singapore Institute of Arbitrators. This is in accordance with the stipulated dispute resolution mechanism in the Student Contract.

8. The Feedback & Complaints procedures as well as the Dispute Resolution Process are communicated to the students during their orientation and the details of the procedures are stipulated in the Student Handbook.

## STUDENT COUNSELLING SERVICES & SUPPORT

ITC caters to diverse student learning needs and aims to identify and respond to the wide range of learning needs of all students. Students are encouraged to express their views or concerns at all stages of their learning experience, starting from the initial enrolment and orientation stage.

ITC is committed to providing students requiring additional support with advice or assistance during their course of study. To achieve this and to ensure the delivery of quality education, ITC provides the following:

- 1. Student Assistance Support System (SASSY)** to improve and extend training outcomes. Students should contact their TUTOR in the first instance. Additional support and services include:
  - ✓ Education and Career Counselling
  - ✓ One to One or small group assistance
- 2. Personal Counselling.** ITC provides pastoral counselling services for all its students. Pastoral care is centred around the physical, mental, emotional and social aspects of the student. Pastoral Support provided by ITC includes:
  - Providing emotional support for students to help them cope with mental stress relating to a new environment or course demands.
  - Implementing programmes (i.e. icebreaking activities, community engagement activities, sports and recreational activities, amongst others) to create a culture and climate of care, trust and friendliness that encourage student comradeship, attendance and involvement.

A student may approach any ITC member staff for pastoral support or an ITC member staff may notice that a student may require pastoral support. In such case, the student:

- Shall be assessed by the respective staff (i.e. lecturer) to ascertain the seriousness of the student's situation and refer the person to the appointed Pastoral Counsellor to provide the necessary assistance as best as possible.
- Where the situation is still unresolved, the student shall be referred to an external Professional Counsellor. The referral to an external Professional Counsellor will be done within the same day so that a suitable appointment can be fixed.
- For students below the age of 18, parents or guardians will be notified by ITC's Pastoral Counsellor of the necessity for an external Professional Counsellor.
- Where required, notes made in the Counselling Form shall be considered professional information for use by the external Professional Counsellor in counselling (subject to confidentiality clauses). This Form shall be filed in the Pastoral Counselling File and kept by ITC's Pastoral Counsellor.

- ITC shall closely follow-up with the student and/or parents/guardians and where applicable, the Professional Counsellor on the recovery/developments with the student.

ITC ensures that Pastoral Counsellors attending to the student within ITC have appropriate experience for initial counselling and that external Professional Counsellors are trained and suitably qualified to counsel a student.

## ASSESSMENTS

### Assessment modes

- a. Summative Assessment (UOL Exams): The examination papers are prepared and marked by the University. The exams are in May/June and re-sit papers are held in October. ITC has no control over the examination process as the University maintains the integrity of the exams through an independent examination centre, namely RELC.
- b. Formative Assessment (Mock Exams): This is to evaluate students' performance during the term and at the end of the term. This would allow the lecturers to assess if learning outcomes have been achieved. Students are encouraged sit for the test. Students who are not prepared to be assessed are encouraged to attempt the questions from the test as assignment. The questions for all the mock exams are set primarily based on the past year exam questions (subject to criterion 5.6.2). The Exam Board shall ensure that assessment papers set for formative assessments are different over a period of 2 consecutive academic years. Approved Mock Exam Questions are filed in the Examinations File.
- c. Formative Assessment (others): This is an informal assessment conducted by lecturers which is part of the process for the Student Learning Monitoring System as per OM 5.4.1 (D). This will allow the lecturers to gauge the students' academic development and to assess if learning outcomes have been achieved. ITC conducts formative assessment in the following ways:
  - Regular assignments are given to students for the purpose of formative assessment to monitor progress in learning development.
  - Flip the classroom – this is a **reversal of traditional teaching** where students gain first exposure to new material outside of class, usually via reading or lecture videos, and then class time is used to do the harder work of assimilating that knowledge through strategies such as problem-solving, discussion or debates. At the end of the lesson, the Lecturer provides feedback to the students as a means to monitor the students' learning and development.
  - Project Work – This is intended to ensure that students develop research skills where they are required to access judgments, journal articles and other legal resources and display a clear understanding of in-depth legal principles through collaborative discussion and oral presentation of the researched

materials. Students are provided feedback during the Project Work and marks are awarded for the projects.

- Self-assessment questions – short questions given to students at the end of the lectures to test students on their understanding of the subject matter. This will assist students to identify their weak areas.

## GRADING STANDARDS

### *University of London Graded Examinations*

The annual examinations, usually held in the months of May and June, are set and assessed by the University of London examinations board. The examinations are invigilated by RELC Singapore and the scripts are sent to London for marking. Results are typically expected to be released in the month of August.

### *Mock Examinations*

ITC facilitates mock examinations to better prepare our students for the University of London examinations. They are facilitated by the School's internal Examinations Board. This is to evaluate students' performance during the term and at the end of the term. This would allow the lecturers to assess if learning outcomes have been achieved. Students are encouraged sit for the test. Students who are not prepared to be assessed are encouraged to attempt the questions from the test as assignment. The questions for all the mock exams are set primarily based on the past year exam questions. It should be noted that the Mock Exams results are not considered by the University of London in awarding the final grade.

The Academic calendar has the dates for all mock exams conducted at ITC.

### *Grading Standards and Equivalents*

GRADE	GRADE POINT EQUIVALENTS	STANDARDS
<b>A</b>	<b>70%</b>	<b>First Class Division</b>
<b>B+</b>	<b>60% - 69%</b>	<b>Second Upper Division</b>
<b>B-</b>	<b>50%- 59%</b>	<b>Second Lower Division</b>
<b>C</b>	<b>40% - 49%</b>	<b>Third Class Division</b>
<b>Fail</b>	<b>Below 40%</b>	<b>Fail</b>

### **First Class Honours (70% +)**

A first-class answer has a thoughtful structure and follows a clear argument displaying personal reflection informed by wider reading, and an excellent grasp of detail (as evidenced by the choice of relevant examples which are integrated into the answer's structure). First class answers are ones that are exceptionally good for an undergraduate and which demonstrate several (though

not necessarily all) of the following criteria in addition to the qualities expected of an upper second class answer:

- A thorough understanding of the relevant principles and concepts.
- An extensive range and consistent accuracy of information and knowledge.
- Fluent argument demonstrating independent thinking or critical insight.
- Evidence of study outside the prescribed range of the programme.
- Outstanding presentation, structure and standard of written communication.

**Problem questions:**

(In addition to the above)

- Awareness and understanding of more subtle and complex aspects of the question and/or the ability to consider the issues in the broader context of the discipline.
- Identification and application of the legal rules and the case law to the facts in question will be both accurate and insightful.
- A conclusion that accurately and persuasively provides specific advice on, or analysis of, the legal position of the relevant party/ies.

**Second Class Honours (Upper Division) (60 – 69%)**

An upper second class answer shows a good understanding of the subject, supported by examples which are demonstrably well understood and which are presented in a coherent and logical fashion. The answer should be well presented and structured and display very good analytical ability. Upper second class answers will demonstrate most or all of the following:

- A good understanding of the relevant principles and concepts.
- Wide and accurate range of information and knowledge deployed.
- Clear argument which may demonstrate a degree of independent thinking or critical insight.
- Good quality of presentation, structure and standard of written communication.

**Problem questions:**

(In addition to the above)

- Clear and well-reasoned application of the principles and concepts to the facts in questions (e.g. the candidate has demonstrated that s/he can both distinguish cases on their facts and argue by analogy).
- A conclusion that provides comprehensive and accurate advice on, or analysis of, the legal position of the party/ies.

**Second Class Honours (Lower Division) (50 – 59%)**

A lower second class answer is one which is a substantially correct answer that demonstrates most or all of the following:

- A sound knowledge and understanding of the relevant principles and concepts.
- A standard but largely accurate range of information deployed.
- May rely more on knowledge than on argument or analysis.
- Satisfactory quality of presentation, structure and standard of written communication.

**Problem questions:**

(In addition to the above)

- Evidence of ability to apply relevant principles and concepts to address the facts in question.
- A conclusion that provides clear and competent advice on, or analysis of, the legal position of the party/ies.

**Third Class Honours (40- 49%)**

An answer that shows an adequate level of knowledge and understanding of the subject matter that meets the minimum requirements necessary to communicate intelligently on the topic and demonstrates some or all of the following:

- An adequate knowledge and understanding of the basic principles and concepts.
- Adequate argument with some evidence of analytical and evaluative skills.
- Adequate quality of presentation, structure and standard of written communication.

**Problem questions:**

(In addition to the above)

Limited evidence of problem solving skills (e.g. the answer is descriptive only but demonstrates an adequate knowledge of basic principles and concepts relevant to the question).

**Fail (0-39%)**

Fails to meet the minimum requirements of the assessment criteria. Such answers typically contain some or all of the following:

- Inadequate knowledge of principles and concepts.
- Little or no evidence of ability to construct coherent arguments.
- Little or no evidence of analytical and evaluative skills.
- Little or no evidence of having read key texts and materials.
- Rudimentary quality of presentation, structure and standard of written communication.

**Problem questions:**

In addition to the above a fail answer to a problem question is one that demonstrates:

- Little or no evidence of problem solving skills (e.g. the answer is descriptive only and contains significant errors or omissions).

## STUDENT ACTIVITIES

Student Activities complements the academic student life, nurturing and supporting student life through life-enhancing workshops and club meetings, providing an outlet to relax with friends or play some sport. Campus life is not just about studying but meeting others and having fun.

**Introductory Icebreaker Games**

Students arrive on campus knowing very few other students. In fact, some of them arrive knowing no one. Even after students have been on campus for a while, they work in class and socialize with new groups. These introductory icebreaker games for college students not only introduce members of the group, but also let them acquire some information about each other.

### **Student Council**

Students with a strong desire to serve others should consider joining the Student Council, which works to ensure that students' interests are always well represented and it's a great way to gain experience in civic responsibility. Some of the activities organized by students in past:

- Volunteering Services (distributing goodie bags for senior citizens, visiting old folks home, volunteering at legal conferences etc.)
- Sports related activities
- Attending legal conferences

### **Moot Competition**

A Moot Trial Competition or Mooting as it is commonly referred to, is where law students are given a fictional set of facts and are required to present the best possible case for the parties they are representing. This is intended to simulate the courtroom experience and to cultivate advocacy skills among the students in general. ITC has a long tradition of mooting and this can be seen in the organising of the Moot Competition on a yearly basis. While it is compulsory for all full-time students, part-time students are also encouraged to participate.

### **Annual Student Party / Gathering**

ITC has the tradition of organizing annual student party in the month of June / July for its students.

## **STUDENT PRIVACY**

ITC recognises every student's right to privacy.

### ***Our Privacy Policy***

All student data collected from the student, data pertaining to student performance, exam results, assignments and assignment marks, and any other data derived from the student that is capable of identifying the student is treated as confidential information.

All confidential data is retained for the internal use of the school only. Consent shall be sought from students for the release of such information to any external party. Information that is requested for by a government agency in the exercise of its statutory powers may be released to the said agency.

Information that is requested by prospective employers of students or by employment agents for the purpose of verifying qualifications or student status shall not be provided unless the student has given a written consent to ITC. The Management Representative shall verify that such consent has been given before releasing any information.

We collect and store your enrolment details and your progress reports. We use this information to monitor your progress, measure our performance and/or also to let you know about any future products and services.

Any other disclosure of student data to the general public or release of information to any third parties (for instance for the purpose of advertising or promotion) shall be undertaken only upon the consent of the student whose personal data is intended to be used. Consent shall be given

by the student in a hard copy letter or via an email permitting the school to use such data. Access to student data is restricted to the Principal, the Records Manager and the Finance Officer. The data stored in the computerized Student Management System is password protected and is only accessed by the Records Manager and the Finance Officer.

## GENERAL INFORMATION

### *Record keeping*

On enrolment, your details are entered onto a centralised database, this information includes information about yourself and the modules you intend to complete. The results of your completed activities and assessment tasks will be continually maintained in ITC database should you require this information in the future.

### **Copyright and intellectual property**

All information provided to you is copyright protected. You cannot reproduce and pass along to any other party the information provided to you by ITC.

Under the terms and conditions of your enrolment agreement:

1. You can print and produce the information we supply to you for your use only as part of your enrolled course of study/qualification.
2. You must treat all technical and other information provided to you by ITC as copyright and commercial-In-confidence or as otherwise classified and cannot disclose this information to any other party without the prior consent of ITC.
3. You agree to take appropriate measures to safeguard this information.
4. You agree that information you supply to us will not infringe or breach the Intellectual Property or copyright rights of any other third party.

Under these same intellectual property terms and conditions ITC agrees to:

1. Respect, value and protect the information you provide to us including your personal details and the completed activities and assessment you provide as part of your course of study / qualification.
2. We will not pass along to any third party information you provide to us.

## STUDENT FEEDBACK AND QUALITY IMPROVEMENT

ITC accepts feedback/complaints in hard copy (letter) or soft copy (e.g. email) from the public, staff or students. All feedback/complaint is directed to the Principal, Deputy Principals, and/or Directors of Studies. Upon receipt of the feedback/complaint, the Principal will direct the relevant Department Head or staff member to look into the matter and report back with an explanation or appropriate information.

The person submitting the feedback/complaint shall be given an acknowledgement of the complaint within 3 days by the Principal, Deputy Principal, Director of Studies and/or staff who is directed to look into the complaint.

The issue raised in the feedback/complaint shall be resolved within 14 days. Such resolution may involve a decision to rectify the situation or to explain to the person submitting the feedback/complaint why rectification is not necessary, feasible or otherwise inappropriate.

To gather further feedback from students, ITC do conduct lecturer and school surveys during the academic year.

**ACADEMIC CALENDAR 2017 / 2018**  
**BACHELOR OF LAWS /**  
**CERTIFICATE OF HIGHER EDUCATION IN COMMON LAW**

Event		Dates	Remarks
<b>REGISTRATION DEADLINE</b>	<b>PART-TIME INTAKES</b>	01 March 2017	February Intake (LLB Yr 1 / CertHE Common Law)
		08 April 2017	April Intake (LLB Yr 1 / CertHE Common Law)
		10 June 2017	June Intake (LLB Yr 1 / CertHE Common Law)
		15 July 2017	July Intake (LLB Yr 1 / CertHE Common Law)
		19 August 2017	August Intake (LLB All Levels / CertHE Common Law)
		23 September 2017	September Intake (LLB Yr 1 / CertHE Common Law)
	<b>FULL-TIME INTAKES</b>	08 April 2017	April Intake (LLB Yr 1 / CertHE Common Law)
		10 June 2017	June Intake (LLB Yr 1 / CertHE Common Law)
		19 August 2017	August Intake (LLB All Levels / CertHE Common Law)
<b>COURSE COMPLETION DATE</b>		23 February 2018	All Intakes
<b>APPLICATION &amp; REGISTRATION DEADLINES (UOL)</b>		01 October 2017	Application Handling Fee: Bachelor of Laws (LLB)
		01 November 2017	Registration Fee: CertHE Common Law
		01 November 2017	Registration Fee: Bachelor of Laws (LLB)

Event		Dates	Remarks
<b>B R E A K S</b>	<b>SEMESTER BREAKS</b>	27 May 2017 – 11 June 2017	February Intake
		12 June 2017 – 25 June 2017	April FT Intake only
		02 September 2017 – 10 September 2017	Feb PT, April PT & FT, June PT & FT Intakes
	<b>HARI RAYA PUASA</b>	22 June 2017 – 27 June 2017	All Intakes
	<b>DEEPAVALI</b>	16 October 2017 – 20 October 2017	All Intakes
	<b>YEAR END</b>	17 December 2017 – 01 January 2018	All Intakes
	<b>CHINESE NEW YEAR</b>	13 February 2018 – 18 February 2018	All Intakes
<b>MOCK EXAMINATIONS</b>	11 July 2017 – 14 July 2017	February Intake	
	19 September 2017 – 22 September 2017	Feb PT, April PT & FT, June PT & FT Intakes	
	11 December 2017 – 15 December 2017	All Intakes	
	19 February 2018 – 23 February 2018	All Intakes	
<b>INTENSIVE REVISION COURSE</b>	24 February 2018 – 29 April 2018	All Intakes	
<b>UNIVERSITY OF LONDON EXAMINATIONS</b>	May & June 2018 (actual date to be advised by UOL in January 2018)	All Intakes	

Please note that the above dates are tentative only and is subject to change.