

Student Handbook

Career Ready and Success Driven

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Welcome Message

Welcome to Raffles Skills Lab International Training Centre (RSI) and congratulations on making the commitment to undertake tertiary or lifelong study.

As a young Private Education Institution (PEI) under 15 years old, we are very proud to have been granted a third-time 4-year Enhanced Registration Framework by the Committee for Private Education (CPE) for 12 years in a row. We are delighted to be able to offer in-demand courses and accessible modes of study according to the diverse profiles of our students.

Our courses are designed with the aspiring career seeker and working professional in mind. You will be able to select the course and mode of study suited to your needs, making it easy to focus or balance your time for learning.

Each course is broken down into modules where you will be introduced to your lecturers and teachers, provided with an overview of what needs to be completed, and guided each step of the way. Topics within each module will be introduced with follow up activities and/or readings, so that you are always working towards an assessment task.

While tertiary or lifelong learning does mean that you are highly expected to be responsible for your own study, it does not mean you are studying alone. You will be able to share your ideas with fellow students in discussions and chats with your lecturers and teachers. You will also have access to all our support services, including study tips and career support. Plus, you can easily contact your Student Success Advisors whenever you need help.

This Student Handbook is a source of reference as you pursue your course at RSI. It covers key policies and procedures as well as information about RSI and support services available to you. It is recommended that you read and understand the information in the Student Handbook at the start of your course. Updates to the handbook's contents may be made from time to time based on prevailing terms and conditions. Ensure that you refer to the latest version of the handbook available on RSI's website when you need to revisit the information.

We are looking forward to your learning journey with us.

Nur Rusydah Ismail
Assistant Director (Academic Head, Planning and Development)

1 Introduction to RSI

1.1 Our vision

RSI's vision is to be recognised for our career ready and success driven graduates.

1.2 Our mission

Our mission is to transform lives and enrich society through education and life-long learning.

1.3 Our values

What we do at RSI, and the way we interact with others, is underpinned by the following four values. All students, staff and associate members are expected to embrace these values in the conduct of their work, study and service to the institution and in their interactions with our partners as well as regulatory agencies and bodies.

- (a) **Respect** – considering the opinions and values of others
- (b) **Integrity** – Being ethical, honest and fair
- (c) **Personal and Professional Excellence** – demonstrating the highest personal and professional standards
- (d) **Inclusiveness** – including all talented and motivated persons with the right to learn regardless of their diverse backgrounds

2 Administrative Matters

2.1 Fee Payment Mode

Payment of fees can be made electronically by PayNow or Interbank Transfer. Please quote the reference number on the invoice when making your payment.

(a) For PayNow to UEN

UEN No.	201020518M
Entity Name	RAFFLES SKILLS LAB INTERNATIONAL TR PTE LTD

(b) For Interbank Transfer

Name of Bank	Oversea-Chinese Banking Corporation Limited
Swift Code	OCBCSGSGXXX
Account No.	689032480001 – SGD
Name of Account	Raffles Skills Lab International Training Centre Pte. Ltd.

2.2 Student Identification Card (SIC)

All students enrolled in academic courses at RSI are required to have a SIC as a form of identification. The SIC must be carried with you at all times within RSI campus.

You will be required to complete the Application for Student Identification Card during enrolment and submit it along with a recent passport-sized photograph of yourself, as directed on the form, before the end of your Orientation Week. Your SIC will be issued to you within your first month of study if your application is in order.

Your card is non-transferable and will no longer be valid upon withdrawal or completion of your course.

2.3 Change of Student Particulars

You are required to update RSI within 7 days of change by emailing to training@rsi.edu.sg in the event that changes are made in your particulars such as your home and mailing addresses, phone number(s), email address(es) or any other crucial particulars and contact information.

Failure to promptly notify changes to your contact information may result in loss or delay of information communication including any update made in your course schedule.

2.4 Module Evaluation

RSI collects feedback in the form of an evaluation conducted at the end of each module for the purpose of maintaining and improving students' study experience. The feedback will evaluate:

- (a) Academic staff performance, i.e. teaching quality
- (b) Adequacy, accessibility and quality of teaching-learning resources and environment
- (c) Assessment methods and frequency
- (d) Physical facilities and infrastructure
- (e) Standard and quality of student support services
- (f) Communication
- (g) Course management support
- (h) Overall student satisfaction

Students are encouraged to provide constructive feedback which will allow RSI to monitor various functions and take necessary actions for improvement. Students' names in the evaluation will be kept confidential.

In addition, you may also submit your feedback anytime during your course of study by emailing to training@rsi.edu.sg or via the enquiry/feedback page on our website, www.rsi.edu.sg.

3 Student Policies for CPE-Registered Courses

3.1 Course Fee Payment Policy

3.1.1 The payable Course Fees are set out in Schedule B and the optional Miscellaneous Fees in Schedule C of the Student Contract.

3.1.2 Fee Protection Scheme (FPS)

Full course fees are due on the first day of Week 1 in the course, and are broken down into instalments as per Schedule B of the Student Contract with the first instalment due on the first day of Week 1 in the course, and subsequent instalments due 30 days after the previous instalment

3.1.3 Payment not received within 7 days from the scheduled due date(s) stated in Schedule B of the Student Contract shall be accompanied by a late payment charge as listed in Schedule C of the Student Contract.

3.1.4 To avoid a 'Discontinued' status in your enrolment, payment of outstanding fees must be made immediately. Your enrolment status and module/course completion will be impacted by your late payment after 2 email reminders until all outstanding fees are fully paid. The first reminder will be issued 7 days and second reminder 10 days after your payment is due.

3.2 Course Withdrawal/Transfer/Deferment Policy

3.2.1 Definitions for Withdrawal, Transfer and Deferment

Withdrawal – This policy applies when you discontinue your study and cease to be our student. This also applies if you change the study mode of the course from full-time to part-time or vice versa.

Automatic Withdrawal – You are deemed to have withdrawn from the course, if you fail to do ALL of the following:

- (a) Attend the classes, as evidenced by tapping for attendance, in a term or study period
- (b) Attempt any assessment items in a term or study period
- (c) Make any required payments within 30 days after the payment due date
- (d) Respond in writing to the email and/or letter sent by registered post to advise on your intention of continuing studies within 14 days after the date of the email/registered post.

Transfer – This policy applies when you change the course of your study but remain as our student.

Deferment – This policy applies when you delay or postpone the course (or module) and remain as our student.

3.2.2 Platforms to communicate withdrawal/transfer/deferment policy

Course withdrawal, transfer and deferment policies shall be clearly communicated to you via our website, www.rsi.edu.sg , and the Student Handbook and explained to you, as a prospective or existing student.

For withdrawal and deferment cases, you will need to clear all your outstanding fees (course fees, re-sit, re-module fees and miscellaneous fees), where applicable. Administrative fees apply for transfers and deferments. These can be found in the Miscellaneous Fee table in the Student Contract and on our website.

3.2.3 Processing Timeline for Course Withdrawal/Transfer/Deferment

If you wish to withdraw, transfer or defer, you may inform us in writing via email at training@rsi.edu.sg . Ensure that you attach your completed Application for Course Withdrawal/Transfer/Deferment/Refund with supporting documentations as required. Your verbal notice is not acceptable.

We will require up to 2 weeks from the point of your application for withdrawal/transfer/deferment to process your request.

We will inform you in writing via email and official letter within 3 working days from the date the outcome is available and follow up with the necessary arrangements.

During the process, you must continue with your current course, where applicable, and stay in contact with us. Failure to do so will be deemed as automatic withdrawal from the respective course.

3.2.4 Conditions for Granting a Course Transfer or Deferment Application

The following are conditions for which a transfer and deferment application will be granted.

- (a) Transfer
 - (i) Course transfers will only be allowed if you fulfil all requirements for the intended course
 - (ii) Your transfer from the current course to another course shall be considered as having withdrawn from the current course and refund policy shall apply as per the Student Contract
 - (iii) Unconsumed fees that are approved for a refund will be transferred to the new course. You will need to pay the remaining balance of the course fees for the new course
 - (iv) You may be eligible to apply for module exemption if you wish to transfer to another course with Recognition of Prior Learning within RSI. See Academic Policy
 - (v) Once your new course commences, you will not be able to receive any further exemption unless approved by RSI
 - (vi) Any transfer request must be submitted before the respective unit/module commences. Submissions after unit/module start date will apply to the next unit/module instead of the current one
 - (vii) When transferred to the new course, the tenure remains, i.e. maximum period to complete course is according to the original course start date

(b) Deferment

- (i) You are permitted to defer your study based on the following grounds:
- Poor academic performance as advised by the Academic Board
 - Illness supported by a medical certificate from a state-registered clinic/hospital
 - Compassionate or compelling circumstances beyond your control such as bereavement, declared natural disaster, bankruptcy or overseas work commitment
- (ii) The requests of deferment are not granted automatically unless approved. Approval of deferment does not guarantee the relevant course/unit/module(s) to be run upon your return
- (iii) The maximum deferment period for our courses is 6 months. You may apply for an extension if deferment of more than 6 months is needed, and are able to complete your study within the course tenure, subject to our approval. Failing to report back to us after the deferment period shall be deemed as Automatic Withdrawal

3.2.5 New Contract Signing or Issuing Addendum to Existing Contract upon Approved Course Deferment or Transfer Request

The signing of a new Student Contract is part of the process upon approval of a course deferment or transfer request. You will sign a new contract when the transfer and resumption request has been approved. Fees for the new course will apply. For deferment cases, you will only sign a new contract when you report back to resume studies and are subject to the course fees of the new intake.

3.2.6 Obtaining Parent's/Legal Guardian's Written Consent if under 18 Years of Age

If you are under 18 years of age, you must obtain your parent's/legal guardian's written consent via email or their signatures appended on the Student Contract and all relevant forms.

3.3 Refund Policy

3.3.1 Platforms to Communicate Refund Policy

The refund policy shall be clearly communicated to you via our website, www.rsi.edu.sg, and the Student Handbook and explained to you, as a prospective or existing student, as part of our Pre-Course Counselling process during your Orientation Week. You will also be made aware that you are required to abide by the refund policy clearly specified on the Course Enrolment and Student Contract.

3.3.2 Refund Request Procedure

Should you wish to request for a refund of your course fees, you may do so via email at training@rsi.edu.sg. Ensure that you attach your completed Application for Course Withdrawal/Transfer/Deferment/Refund to support your request. Refunds can only be processed upon clearing any previous bank transfer(s).

The outcome of your refund request will be communicated to you via a reply to your email within 7 working days of your request. Should your request be rejected, we will inform you of the outcome in writing. Should your request be approved, you will be informed of the outcome and computation of the refund amount in writing. Your refund will be processed via bank transfer within 14 working days from the last correspondence.

Upon completion of your refund, you will be notified via email and your acknowledgement is required on the receipt of the refund.

3.3.3 Refund for Withdrawal Due to Non-Delivery of Course

You will be notified within 3 working days should we:

- (a) not be able to commence the course on its commencement date
- (b) need to terminate the course before its commencement date
- (c) not be able to complete the course by its completion date
- (d) need to terminate the course before its completion date
- (e) have yet to ensure that you meet the course entry or matriculation requirement as set by RSI stated in Schedule A within any stipulated timeline set by CPE

You will 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 you decide to withdraw, within 7 working days of the above notice.

3.3.4 Refund for Withdrawal Due to Other Reasons

Should you withdraw from the Course for any reason other than those stated above, we will, within 7 working days of receiving your written notice of withdrawal via an Application for Course Withdrawal/Transfer/Deferment/Refund with complete documentations as required, refund to you an amount based on the table in Schedule D of the Student Contract.

3.3.5 Refund during Cooling-Off Period

We will provide you with a cooling-off period of 7 working days after the date that the contract has been signed by both parties. You will be refunded the highest percentage (stated in Schedule D) of the fees already paid if you submit a written notice of withdrawal via an Application for Course Withdrawal/Transfer/Deferment/Refund within the cooling-off period, regardless of whether you have started the programme or not.

3.3.6 Refund Amount

% of [the amount of fees paid under Schedules B and C]	If written notice of withdrawal is received
100%	More than 30 days before the Course Commencement date
50%	Before, but not more than 30 days before the Programme Commencement date
25%	Before, but not more than 14 days before the Programme Commencement date
10%	Before, but not more than 7 days before the Programme Commencement date

0%	On or after the Programme Commencement date
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The above conditions are clearly stated in the Student Contract and via other relevant communication platforms of RSI.

3.3.7 Non-Refundable Fees

Registration Fee is non-refundable under any circumstances. This refers to the fee that you pay to us for the sole purpose of processing the enrolment form submitted, so that we can check if you meet the programme admission requirements.

3.4 Academic Policy

3.4.1 Module Exemption Policy

Submit an Application for Module Exemption along with scanned copies of your prior certificates and transcripts clearly stating module duration, objectives and content via training@rsi.edu.sg for the Academic Board's review at least 30 days prior to the start of the module.

3.4.2 Attendance Policy

The policy for attendance-taking and monitoring is fundamental to successful learning. For this reason, we take a serious view of truancy. The minimum module attendance to be attained is 75% for domestic students. Failure to meet the required attendance will result in disciplinary action and/or bar you from sitting for your examinations.

If you are company-sponsored, your absence will be reported to your employer.

You will receive your course schedule prior to course commencement, where all your lesson dates and time will be clearly stated. The attendance policy and procedures are communicated to you during Orientation Week and reiterated via email.

We will conduct regular visits to your class to monitor and remind you on the importance of attending lessons punctually and regularly.

(a) Attendance-Signing and Leave of Absence

You are required to sign on your class's attendance record in the presence of your teacher, the first signing within 15 minutes from the start of class and the second at the end of class. You will be considered late if you do not sign within the first 15 minutes of class. Similarly, you will be considered as having left early if you do not sign at the end of class. It is the responsibility of students to seek prior special approval from RSI on unavoidable late-coming or early release based on valid reason, so as not to be marked absent for the lesson. Lecturers and teachers will promptly report students who are frequently late, leaving early or absent from lessons.

If you are absent from class due to valid reason stated below, you are required to submit your supporting document valid for the day of absence via email to

training@rsi.edu.sg within 24 hours of your absence. Late submission will be reviewed on a case by case basis.

- (i) Medical reason certified by state-registered General Practitioners
- (ii) Demise of immediate family members
- (iii) Work commitment with a company letter provided and signed by immediate supervisor or human resource department
- (iv) Reservist with official documents
- (v) Scheduled travel with copy of e-ticket

While RSI may approve your leave of absence, you are highly recommended to check if you meet the minimum attendance requirements for your module.

(b) Attendance-Monitoring

For each lesson that you are absent, you will receive an email notification of your current attendance standing with a reminder of your minimum attendance requirement. However, if your attendance falls below 75% for the module, the procedures in the table below apply.

Descriptor of low attendance with or without valid supporting document	Description	Procedures
First timer	Student's module attendance falls below 75% for the first time	Counselling and written warning, student may be granted makeup hours on a case by case basis
Second timer	Student's module attendance falls below 75% for the second time	Counselling, disciplinary proceedings and final written warning, student may be required to repeat the entire module with fee penalties
Multiple timer	Student's module attendance falls below 75% for the third time and beyond	Academic review (may involve parents/guardians for students under 18 years of age), student's enrolment status may be suspended or terminated with fee penalties

RSI takes into consideration student's overall academic performance, personal circumstances, warnings issued and record of misconduct, if any, in the case of disciplinary, suspension or termination of enrolment status resulting from attendance-monitoring.

3.4.2 Academic Misconduct and Penalties

RSI takes a serious view of occurrences of academic misconduct which include any form of dishonesty committed by a student in assessment beyond cheating during examinations.

Academic misconduct for which students are subject to disciplinary action includes:

- (a) Plagiarism – submitting someone else’s work without giving due credit to or referencing the source of information
- (b) Self-plagiarism – wholly submitting the same assignment for the same or different module
- (c) Collusion – collaborating written assignments unless explicitly permitted by RSI

Academic misconduct will remain permanent on a student’s record. If you are charged with academic misconduct, the procedures in the table below apply.

Descriptor of academic misconduct	Procedures
First timer	Counselling and written warning, student may be granted a chance to redo the assignment
Second timer	Counselling, disciplinary proceedings and final written warning, student may be required to repeat the entire module with fee penalties
Multiple timer	Academic review (may involve parents/guardians for students under 18 years of age), student’s enrolment status may be suspended or terminated with fee penalties

See Appeals if you wish to have your proceeding(s) or outcome(s) reviewed, subject to the discretion of the Academic Board.

3.4.3 Assessment Policy

- (a) Our assessment procedures are based on sound assessment principles of validity, reliability and fairness to ensure the integrity of each assessment you undertake
- (b) Each module in your course consists of several modes of assessment with varied and relatively gradual weightings. You will be informed of your upcoming module’s assessment schedules, requirements, criteria for grading and award of marks during the Orientation Week
- (c) To pass the module, you will need to achieve a minimum 50% mark from your all assessment scores combined in the module
- (d) Assessments are marked and moderated on 2 levels before results are released within 1 week from the assessment submission deadline
- (e) Late submission will incur a 5% penalty per day of your assessment weighting deducted from your assessment score. For example, if your assessment is worth 50 marks, for each day it is late, you will be penalised (5/100 x 50 =) 2.5 marks.

See Appeals if you have valid reasons as stated in 3.4.2(a)(i)-(v) to defer/retake your assessment or have your results reviewed, subject to the discretion of the Examinations Board.

3.5 Dispute and Grievance Resolution Policy

A dispute or grievance may arise from academic, administrative, customer service or any other related aspect of a student’s study experience at RSI.

In the event of a dispute or grievance, students may email to training@rsi.edu.sg . RSI ensures that all feedback is acknowledged within 24 hours of lodgement and aims to resolve within 7 working days.

CPE may be contacted should the student and RSI be unable to resolve the dispute or grievance amicably.

3.6 Bad Financial Standing Policy

Bad Financial Standing (BFS) is imposed should you who have outstanding fees or charge. When it occurs, BFS is automatically applied to your Student Record and you will not be able to attend classes/examinations. You will have discontinued access to your Learning Management System (LMS), virtual learning platforms and other online or physical services, and be refused eligibility for graduation and provision of results/academic transcript.

If you discontinue your unit/module enrolment and/or unit/module re-enrolment, your re-admission will be refused until the outstanding balance, including late charges, have been paid in full. We may terminate your enrolment during the teaching period, on the grounds that you have not paid the outstanding balance of fees or charges. Your enrolment shall be reinstated if payment of the total outstanding fees and charges due is received in full.

3.7 Confidentiality Policy

RSI treats all information provided by students, lecturers and teachers with the strictest confidentiality and in accordance with the RSI Privacy Policy below.

At RSI, we understand that your privacy is important and we endeavour to protect your personal information.

3.7.1 Purpose of Privacy Policy

This Privacy Policy is designed to assist you, the customer, in understanding how we may collect, use, disclose or otherwise process personal information you provide to us in accordance with the Personal Data Protection Act (“PDPA”), and in making informed decisions when you are using our website or any other means through which you disclose your personal data to us. Our policy applies to personal data in our possession or under our control, including personal data in the possession of organisations which we have engaged to collect, use, disclose or process personal data for our purposes.

As used in this Policy:

“customer” means an individual who

- (a) has contacted us through any means to find out more about any products or services we provide, or
- (b) may, or has, entered into a contract with us for the supply of any products or services by us; and

“personal data” means data, whether true or not, about a customer who can be identified:

- (a) from that data; or

- (b) from that data and other information to which we have or are likely to have access. Depending on the nature of your interaction with us, some examples of personal data which we may collect from you include your name and contact information such as your address, email address or telephone number, nationality, gender, date of birth, marital status, photographs and other audio-visual information (such as CCTV recordings), employment information and financial information such as credit card numbers, debit card numbers or bank account information.

3.7.2 What information do we collect?

We generally do not collect your personal data unless:

- (a) it is provided to us voluntarily by you directly or via a third party who has been duly authorised by you to disclose your personal data to us (your “authorised representative”) after
 - (i) you (or your authorised representative) have been notified of the purposes for which the data is collected, and
 - (ii) you (or your authorised representative) have provided written consent to the collection and usage of your personal data for those purposes, or
- (b) collection and use of personal data without consent is permitted or required by the PDPA or other laws. We shall seek your consent before collecting any additional personal data and before using your personal data for a purpose which has not been notified to you (except where permitted or authorised by law).

When you visit our website, you may be providing us with the following information:

- (c) personal data you voluntarily choose to disclose to us, e.g., your name, mailing and email addresses and telephone number which you provide to us;
- (d) personal data of your parents or legal guardian in the case that you are currently under 18 years of age and have obtained consent from your parents or legal guardian to do so; and
- (e) website use information collected on an aggregate basis as you and others browse our website

3.7.3 What do we use your personal information for?

The personal information we collect from you may be used in one of the following ways:

- (a) To perform obligations in the course of or in connection with our provision of the products and/or services requested by you, in particular, to ensure that your academic progression proceeds smoothly
- (b) To verify your identity
- (c) To respond to, handle, and process queries, requests, applications, complaints, and feedback from you
- (d) To manage your relationship with us including but not limited to sending a graduate employment survey to graduates of programmes delivered by RSI
- (e) To process payment or credit transactions

- (f) To send you marketing information about our products or services (and those of our sponsors/partners) including notifying you of our marketing events, initiatives and promotions, lucky draws, membership and rewards schemes and other promotions
- (g) Any other purposes for which you have provided the information
- (h) To improve on our website
- (i) To transmit to any unaffiliated third parties including our third party service providers and agents, and relevant governmental and/or regulatory authorities, whether in Singapore or abroad, for the aforementioned purposes; and
- (j) Any other incidental business purposes related to or in connection with the above, which may at times include, but not be limited to: academic programme management and quality review; audit requirements; regulatory reporting; law enforcement or investigation; subpoena or other legal directive; other specific requests from official government or statutory bodies.

The purposes listed in the above clauses may continue to apply even in situations where your relationship with us (for example, pursuant to a contract) has been terminated or altered in any way, for a reasonable period thereafter (including, where applicable, a period to enable us to enforce our rights under any contract with you).

3.7.4 Will your personal information be passed on to any third parties?

We may disclose your personal data:

- (a) where such disclosure is required for performing obligations in the course of or in connection with our provision of the products or services requested by you; or
- (b) to third party service providers, agents and other organisations we have engaged to perform any of the functions listed above for us.

We do not sell, trade or rent your personal data to others.

3.7.5 Will you be able to withdraw your consent earlier provided to us?

Yes. The consent that you provide for the collection, use and disclosure of your personal data will remain valid until such time it is being withdrawn by you in writing. You may withdraw consent and request us to stop using and/or disclosing your personal data for any or all of the purposes listed above by submitting your request in writing or via email to our Data Protection Officer at the contact details provided below.

Upon receipt of your written request to withdraw your consent, we may require reasonable time (depending on the complexity of the request and its impact on our relationship with you) for your request to be processed and for us to notify you of the consequences of us acceding to the same, including any legal consequences which may affect your rights and liabilities to us. In general, we shall seek to process your request within 10 working days of receiving it.

Whilst we respect your decision to withdraw your consent, please note that depending on the nature and scope of your request, we may not be in a position to continue providing our products or services to you and we shall, in such circumstances, notify you before completing the processing of your request. Should you decide to cancel your withdrawal of consent, please inform us in writing in the manner described above.

Please note that withdrawing consent does not affect our right to continue to collect, use and disclose personal data where such collection, use and disclose without consent is permitted or required under applicable laws.

3.7.6 Can you access, update, correct your personal data which we hold about you?

Yes, you may do so.

If you wish to make

- (a) an access request for access to a copy of the personal data which we hold about you or information about the ways in which we use or disclose your personal data, or
- (b) a correction request to correct or update any of your personal data which we hold about you, you may submit your request in writing or via email to our Data Protection Officer at the contact details provided below.

Please note that a reasonable fee may be charged for an access request. If so, we will inform you of the fee before processing your request.

We will respond to your request as soon as reasonably possible. Should we not be able to respond to your request within 30 days after receiving your request, we will inform you in writing within 30 days of the time by which we will be able to respond to your request. If we are unable to provide you with any personal data or to make a correction requested by you, we shall generally inform you of the reasons why we are unable to do so (except where we are not required to do so under the PDPA).

3.7.7 How do we protect your personal data?

The security of your personal information is our utmost priority. To safeguard your personal data from unauthorised access, collection, use, disclosure, copying, modification, disposal or similar risks, we have introduced appropriate administrative, physical and technical measures such as up-to-date antivirus protection, encryption and the use of privacy filters to secure all storage and transmission of personal data by us, and disclosing personal data both internally and to our authorised third party service providers and agents only on a need-to-know basis.

You should be aware, however, that no method of transmission over the Internet or method of electronic storage is completely secure. While security cannot be guaranteed, we strive to protect the security of your information and are constantly reviewing and enhancing our information security measures.

3.7.8 How long do we retain your personal data?

We may retain your personal data for as long as it is necessary to fulfil the purpose for which it was collected, or as required or permitted by applicable laws.

We will cease to retain your personal data, or remove the means by which the data can be associated with you, as soon as it is reasonable to assume that such retention no longer serves the purpose for which the personal data was collected, and is no longer necessary for legal or business purposes.

3.7.9 What else should you know about data protection?

We generally rely on personal data provided by you (or your authorised representative). In order to ensure that your personal data is current, complete and accurate, please update us if there are changes to your personal data by informing our Data Protection Officer in writing or via email at the contact details provided below. We do not assume responsibility for the publication of the information due to errors during transmission or due to unauthorised access by third parties.

3.7.10 Transfers of Personal Data Outside of Singapore

We generally do not transfer your personal data to countries outside of Singapore. However, if we do so, typically in cases where provision of the products and/or services requested by you requires us to do so, we will obtain your consent for the transfer to be made and we will take steps to ensure that your personal data continues to receive a standard of protection that is at least comparable to that provided under the PDPA.

3.7.11 Cookies

We collect information about the pages you view, and the links you click, including advertisements, through common internet technologies such as cookies and web beacons, and your IP-address, which is a number that is automatically assigned to your computer when you use the Internet.

3.7.12 Who to contact?

You may contact our Data Protection Officer if you have any enquiries or feedback on our personal data protection policies and procedures, or if you wish to make any request, in the following manner:

Data Protection Officer
Ms Nur Rusydah Ismail
Email address: rusydah@rsi.edu.sg
Contact number: 6392 5072

3.7.13 Effect of Notice and Changes to Notice

This Notice applies in conjunction with any other notices, contractual clauses and consent clauses that apply in relation to the collection, use and disclosure of your personal data by us.

We may revise this Notice from time to time without any prior notice. You may determine if any such revision has taken place by referring to the date on which this Notice was last updated. Your continued use of our services constitutes your acknowledgement and acceptance of such changes.

3.8 Acceptable Information Technology (IT) Use Policy

3.8.1 Student Responsibility

The use of RSI IT resources has been made available for the purpose of supporting teaching, learning, research, professional development and administration within RSI. Use of RSI IT resources is not a privilege, not a right. Everyone is to ensure that RSI's IT resources are availed responsibly, professionally, ethically and lawfully. Violations of this policy can result in immediate withdrawal or suspension of IT resource privileges and disciplinary action may be taken in accordance with relevant RSI policies and procedures. If a criminal offence has been committed, RSI reserves the right to advise law enforcement agencies.

RSI reserves the right to amend any stipulation of this policy in whole or in part at any time it deems fit.

3.8.2 Use of RSI IT System and Equipment

- (a) This refers to equipment in class and other areas that students and/or lecturers and teachers commonly access
- (b) Do not attempt to change system settings on equipment provided by RSI
- (c) Do not install any additional software unless directed to do so in the context of coursework or exams
- (d) Do not use RSI equipment to engage in illegal activity
- (e) Do not steal, misappropriate, vandalise, or cause any other intentional loss or damage any RSI IT equipment

3.8.3 Use of Non-RSI IT System and Equipment

- (a) Personal IT equipment, such as smart phones, tablets, portable storage devices and laptops owned by students should not be left unattended
- (b) Personal IT equipment should be kept up to date with the latest anti-malware protection, system patches and so forth
- (c) The IT helpdesk does not provide support to personal computer systems

3.8.4 Use of RSI's Internet Service

- (a) Do not use the Internet service for any unlawful purpose
- (b) Do not transmit any material to the Internet that is in violation of Singapore's laws and regulations. This includes but is not limited to threatening or obscene material or material protected by intellectual property rights or trade secrets
- (c) Understand that any commercial transactions for purchases over the internet are carried out at student's own risk. RSI will not be held accountable for any failed commercial transactions or any complication arising out of any commercial transactions
- (d) Exercise caution when downloading information and files from the internet to safeguard against both malicious code and inappropriate material
- (e) Do not access or download materials from the internet which are inappropriate, offensive, illegal, or which jeopardize security
- (f) Do not use instant messaging for any unlawful purpose

3.8.5 Use of RSI's Network and Server

- (a) Do not use the campus network – including WiFi – to gain unauthorized access to any other computer systems, nor to gain access to information that you are not authorised to know, read, or possess
- (b) Do not perform network scanning of any devices (e.g. computer systems, servers, network switches, etc) in the network
- (c) Do not attempt to establish a network connection to other students' computer systems without the prior approval of the student(s) concerned
- (d) Do not use the campus network – including WiFi – to engage in any other illegal and/or malicious cyber
- (e) Do not use or install pirated software on RSI's IT network
- (f) Licensed software, third-party services and subscriptions must be used in the context of their intended purpose. Limitations associated with such software and services must not be overridden
- (g) Access to “dark web” sites are strictly prohibited

3.8.6 Malware Prevention

- (a) Do not intentionally introduce computer viruses, worms, Trojan horses or any other malware into any computer or the network. Do not deliberately try to cause damage or degradation of performance to RSI IT resources in any way
- (b) If you are connected to the campus network and your device is found or suspected to be infected, it must be disconnected immediately

4 Student Support Services

4.1 Preparing for Study

Many students may be returning to study after a long absence while others may have never experienced tertiary learning. It is essential that you use the time before your study commences to familiarise yourself with your course structure, module requirements and assessment tools.

Orientation Week will commence one week before your module start date. This is a great opportunity to get comfortable with your learning platform.

The orientation covers the following:

- (a) Introduction to RSI
- (b) Student contract and fee protection scheme
- (c) Important policies, regulations and procedures
- (d) Feedback and grievance process
- (e) Important information relating to your course
- (f) Academic matters which include general study skills, avoiding plagiarism, tackling assignments and handling exams

4.2 Academic Support

Students are encouraged to communicate with lecturers and teachers about academic matters via email. Lecturers and teachers will reply within 3 working days.

Students are to note the following when using academic support via email:

- (a) Students are advised to email their queries to lecturers and teachers, copying training@rsi.edu.sg. The lecturer will respond within 3 working days. In case of any delay in the lecturer's response, please inform your Student Success Advisor
- (b) RSI will not be responsible for any non-response by a lecturer if a student does not copy their email to training@rsi.edu.sg
- (c) RSI will also not be responsible for any transaction done for any matter arising due to inaccuracy, error or omission of any transmitted/received information through email

4.3 Website

RSI website, www.rsi.edu.sg, is a valuable source for the latest news, updates and important announcements. The website is updated on a regular basis with current information.

4.4 Social Media

You are encouraged to follow us for trivia and updates on Facebook and Instagram at "rsitraining".

4.5 Notice Board

Important announcements are also posted on our Notice Board for your reference.

4.6 Key Contacts

In addition to the academic and student networks you will develop once you commence your course of study, you will also have access to your very own Student Success Advisor who will provide you with useful resources, dedicated guidance and motivation throughout your study journey.

If you have any query or feedback, please get in touch with us at 6392 5072.

4.7 Student Guidance and Counselling Services

RSI supports students with diverse study needs such as those who face adjustment issues, study stress, medical conditions or temporary disabilities. Confidential interventions are facilitated by our professional staff in individual and group sessions, where relevant, through which students will gain practical and positive emotional and behavioural skills to overcome their challenges.

If you are in need of guidance and counselling services, please email training@rsi.edu.sg or call 6392 5072 to make an appointment or obtain further information.

4.8 Tips for Study Success

In the beginning, it may take some trial and error to find the best study method that works for you. Perhaps you will learn more effectively if you break up your study into bite-sized chunks rather than long blocks. Also, try to schedule your study during times that are best for your brain, whether that is early in the morning or in the evening.

- (a) Prepare and plan ahead – planning ahead is a must especially during busy weeks
- (b) Tell your friends and family – inform your friends and family of your commitment to study
- (c) Take time out when you need it – having downtime when you are balancing many commitments is important because it can help you stay focused when you are studying
- (d) Reach out to your Student Success Advisor – your dedicated Student Success Advisor is with you from the start and can help you with everything from study advice to setting a schedule of key dates, if you ever have a question or concern

5 Campus Facilities

5.1 Classrooms

RSI has a total of 4 classrooms. Each classroom is equipped with a flat screen TV projection and whiteboard.

Each classroom ideally accommodates 16 students in cluster-style seating.

Due to the prevailing safe management measures of Covid-19, the allowable seating in each classroom is capped at 8 students.

5.2 Hall

Our high-ceiling hall has a surround sound system, large scale projection and whiteboard.

The hall accommodates up to 40 students in cluster-style seating.

Due to the prevailing safe management measures of Covid-19, the allowable seating in our hall is capped at 20 students.

5.3 Library

Our library is equipped with a flat screen TV projection, a lounge area for students and useful resources for reference.

6 Student Code of Conduct

Students are expected to uphold the Code of Conduct at all times.

6.1 Integrity

We place being ethical above all else because doing things right is the only path to long-term growth. Our ethics and integrity must be irreproachable.

- (a) Observe and uphold the laws of Singapore as well as the various policies and regulations of RSI at all times. RSI's policies and regulations are published in our Student Handbook
- (b) Observe the laws of the host country and the policies and regulations of the respective academic partner if you participate in education trips. Students on internships should adhere to the employer's employment policies and standards of conduct
- (c) Protect the academic standards and reputation of RSI. Similarly, respect your reputation and academic integrity. Be honest and transparent in your conduct and behaviour at all times. This extends beyond your personal conduct into details like being honest with your class attendance and communal conduct, which can include reporting incidents of suspected cheating or dishonesty of any form, encompassing academic misbehaviour like plagiarism to inappropriate behaviour like gambling and fighting
- (d) If you wish, on your own accord, to show your appreciation to lecturers, teachers or staff, please keep to small gifts. Gifts should not be extravagant or given with the intention of exchanging it for any information related to yourself, lecturers, teachers, staff or students

6.2 Knowledge

We always strive to learn more and to use that knowledge to the benefit of our students, colleagues, employees and community.

- (a) Be open and free to express your views and opinions on campus. While doing so, bear in mind the need to act within acceptable standards of behaviour and the laws of the country
- (b) Maintain harmony among the multi-ethnic and multi-religious community on campus. Be respectful towards the customs and beliefs of others
- (c) Respect intellectual property rights, and use IT resources and the campus Wi-Fi network responsibly. Reference can be made to our Academic Misconduct Policy in the Student Handbook
- (d) Dress well as a show of respect for others. Skimpy, revealing clothes printed with vulgar or offensive words or pictures, singlets and slippers should be avoided

6.3 Support

We provide a supportive environment for our students, staff members and community. Everything we do is designed to support our students' success.

- (a) Respect the rights of all on campus and create a positive learning and social environment for all
- (b) Treat others with dignity and respect regardless of their age, gender, race, religion and nationality. Students should not engage in hate speech or conduct that violates another's dignity or create an environment that is hostile, degrading or offensive for another person. This includes unwanted sexual advances, offensive body language, speech or gestures, and any other forms of harassment
- (c) Treat RSI lecturers, teachers and staff with respect and decorum at all times as they are doing their best to create a conducive learning environment for all. Observe classroom etiquette and be considerate with the use of electronic gadgets and consumption of food/drinks on campus
- (d) Respect the health and safety of others. This includes:
 - (i) Not being a threat of any kind to another person
 - (ii) Not possessing any weapon or object that can cause harm to others
 - (iii) Not using or supplying prohibited substances
 - (iv) No smoking, consumption of alcohol or vaping on campus
 - (v) You are not allowed to bring any companion to attend class with you or ask anyone to attend class on your behalf. Any such person will be asked to leave the classroom immediately and appropriate action will be taken against you
 - (vi) Be identifiable with your face uncovered and have your RSI student card or personal identification documents with you at all times
- (e) The same standards that apply to face-to-face behaviour also apply to online behaviour. Irresponsible use of digital and social media on or off campus may have a significant detrimental effect on the interest, welfare or reputation of RSI or other members on campus. Be mindful that what you post online can be copied freely and can continue to exist even after the original item has been removed. Be respectful and responsible before posting anything online

6.4 Opportunity

We continually look for new and better ways to create opportunities for our students, employees and communities. This is fundamental to our mission: We build futures one success story at a time.

- (a) Respect the rights of all on campus so that there is opportunity for success for all
- (b) Work together with the staff and students on campus to take good care of the learning infrastructure in place. This includes not vandalising, littering or doing anything that will cause damage to any property. Observe proper access and conduct with the physical and online learning infrastructure available on campus

- (c) Make maximum use of the learning facilities and platforms on campus. Keep yourself updated and participate in learning activities and events organised
- (d) Participate in the various student activities organised for a holistic learning experience

6.5 Results

We succeed when our students succeed. We gauge our success by how well our students meet their measurable goals.

- (a) Attend all scheduled classes to maximise learning
- (b) Complete all homework and assignments, and ask questions when unsure
- (c) Complete all student formalities including financial matters, access to course materials and submission of documents on a timely basis so that you can focus on learning when your classes begin
- (d) Attempt all tests, assessments and examinations and learn from your mistakes. Speak with your lecturers and teachers for further understanding and clarification where necessary

6.6 Violation of the Student Code of Conduct

Possible consequences resulting from a violation of the Student Code of Conduct could include:

- (a) Verbal warning
- (b) Written warning
- (c) Fine or restitution
- (d) Searching of locker or personal belongings
- (e) Grade penalties (for academic misconduct)
- (f) Disciplinary probation
- (g) Withdrawal of privileges
- (h) Suspension, indefinite suspension and expulsion
- (i) Where it is believed that the student has committed a criminal offence, RSI may refer the matter to the police and the student may be suspended while pending the outcome of police enquiries. Any disciplinary action related to alleged criminal offences will be based on reasonable belief

6.7 Appeals

Should the case arise that the student is not satisfied with the decision made, he/she may do the following:

- (a) Academic-Related Offences and Matters

For academic-related offences and matters, submit a written appeal via an Application for Appeal of Academic/Non-Academic Misconduct/Violation Review to training@rsi.edu.sg and copying the Academic Head at rusydah@rsi.edu.sg within 7 working days of receiving notification of disciplinary action. The matter will be handled by the Appeals Committee

(b) Non-Academic-Related Offences and Matters

For non-academic offences and matters, submit a written appeal via an Application for Appeal of Academic/Non-Academic Misconduct/Violation Review to training@rsi.edu.sg within 7 working days of receiving notification of disciplinary action. The student will be notified of the decision of the appropriate authority in 14 working days from the date of submission or first hearing, whichever is later

(c) Assessment Matters

Application for Appeal to Defer Assessment must be submitted to training@rsi.edu.sg at least 7 days prior to the scheduled assessment and Application for Appeal to Review Assessment Results/Retake Assessment within 7 days from the release of combined module results at the end of the module respectively.

Administrative fees apply for deferment and retaking of assessment(s).

Appeals are holistically analysed by the Academic and Examinations Boards and outcomes are final. Should your appeal be unsuccessful, you will be required to repeat the module with additional fees incurred.