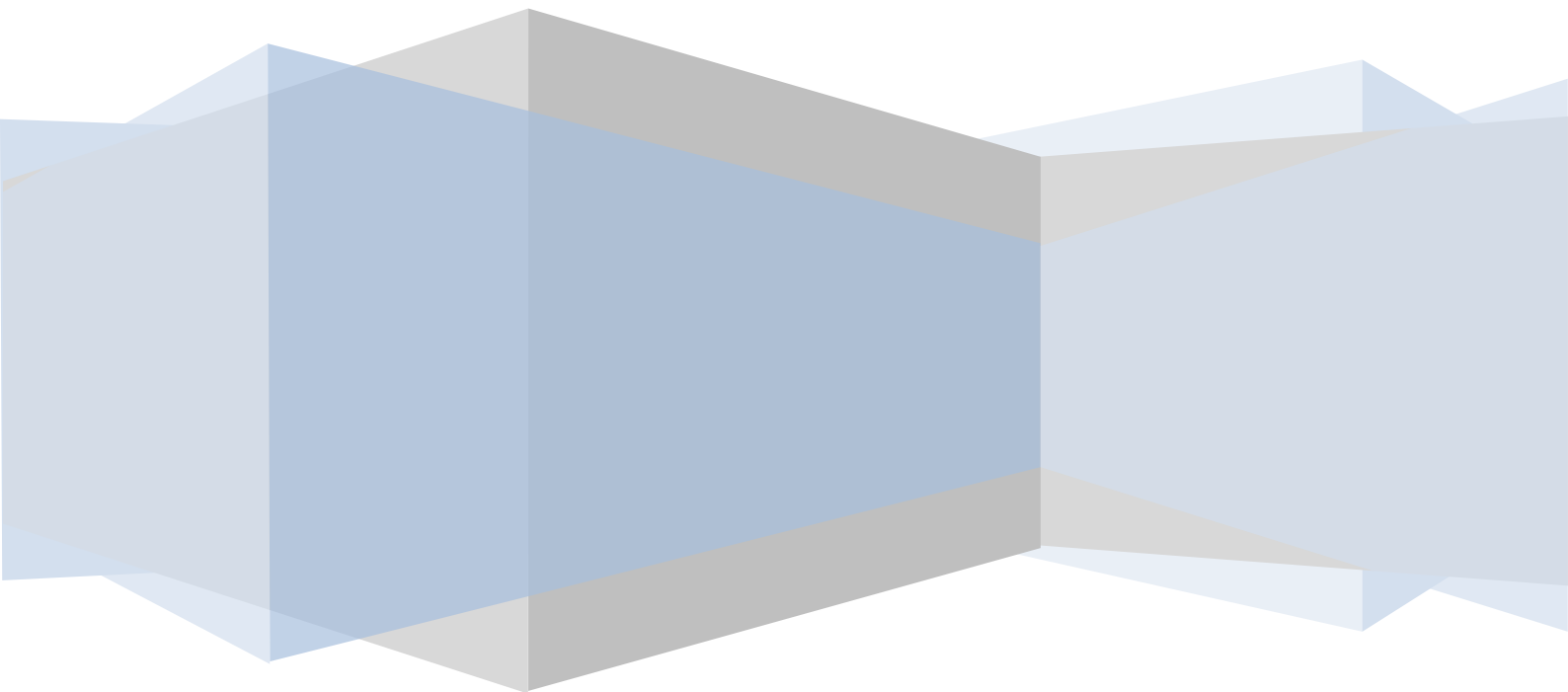


Student Handbook



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Version Control

Version	Effective Date	Tracking of History	Author
5.0	26 Apr 2013	Student Attendance, Rules and Regulations, Code of Conduct, Career Prospects, Progression Opportunities	ELITC
5.1	13 Nov 2013	Course outline and pre-requisites, Office Hour, Route Map, Grading System, Progression Pathway, Complaint System	ELITC
6.0	15 Jan 2014	New CET Framework for Adult Learners, <i>Nitec</i> in Electronics (Computer & Networking), <i>Nitec</i> in Technology – Electronics (Computer & Networking), <i>Nitec</i> in Technology – Electrical Technology (Power & Control), Eligibility to sit for End of Module Examination, Assessment Scheme, Grading System and Example of the computation of GPA (Annex E) Course withdrawal, transfer and refund of fees	ELITC
7.0	5 Jun 2014	Re-classified the headings. Full details of the Academic information not listed but only the Sub-headings. Organisation structure includes the Management Committee and the Academic and Examination Board are included. Orientation Programme, Facilities, Appeal policy, extra class and Information for international students are included.	Lee Chin
8.0	4 Jun 2015	Welcome Message, Organisation Chart of ELITC, Management Committee, Student Support Team Chart, Payment, Escrow account name added, Transfer Policy and Procedures, Refund Policy and Procedures, Appeal Policy, Malpractice, Annex D1, Annex E, Removed Annex F, Footer for flow charts.	Sharon
9.0	3 Dec 2015	Welcome Message, Staff, Organisation Chart of ELITC, Student Support Team Chart, Payment, Annex C2, Annex D2.	Sharon
10.0	23 Sep 2016	Management Committee, Organisation Chart of ELITC, Student Support Team Chart, Policies and Procedures, Annexes C1, D1 & D2	Sharon
11.0	26 Oct 2016	Change of name for Council for Private Education to Committee for Private Education	Sharon
12.0	2 May 2017	Definitions of ELITC's values	Sharon
13.0	17 Nov 2017	Organisation Structure, Fee Protection Scheme, Organisation Chart of ELITC, Flow Chart of Feedback System, Flow Chart of Complaint System, Office Hour	Sharon
14.0	16 Apr 2018	Management Committee, Accommodation, E-learning Services, Contact Information	Sharon
15.0	29 Nov 2018	Organisation Chart of ELITC, Student Support Services, Medical Insurance, Skills Development Fund Training Grant	Sharon
15.1	3 Jun 2019	Organisation Chart of ELITC, Student Support Services, Committee for Private Education (CPE)	Sharon
15.2	4 Nov 2019	Management Committee, Organisation Chart of ELITC, Payment	Sharon
15.3	2 Dec 2019	Welcome Message, Organisation Chart of ELITC, Student Support Services	Sharon
16.0	27 Dec 2020	Organisation Structure of Management Committee, Organisation Chart of ELITC, Student Support Services	Sharon
17.0	18 Jun 2021	Organisation Structure of Management Committee, Updated the flowcharts of Refund Process, Feedback, Complaint and Procedure of Appeal to the latest version	Sharon
18.0	18 Jan 2022	Skills Development Fund Training Grant, Removed Fax no., Medical Insurance	Sharon
18.1	27 Jan 2022	Medical Insurance	Sharon
19.0	4 Oct 2023	Welcome Message, Mission, Vision, Values & Culture, Behavioral Standards (10H), Management Committee, Organisation Chart of ELITC, Facilities, Payment, Feedback, Complaint, Appeal Policy, Rules & Regulations	Sharon
20.0	28 Feb 2024	Management Committee & Academic Board	Sharon
21.0	11 Apr 2024	Updated Behavioral Standards (10H), Management Team updated with a URL link, Updated Refund Policy and Procedures, Removed Annexes B Matching Students to Courses and C1 Admission Procedures and re-numbered the annexes	Sharon

WELCOME MESSAGE

On behalf of the entire ELITC team, I extend a warm welcome to you as you embark on this exciting journey of learning & growth with us. We are delighted to have you as part of our training program.

It is not just an opportunity for you to acquire new skills & knowledge but also a chance to discover your potential. Rest assured that you will be guided and supported by our experienced trainers and mentors who are committed to your success.

Our training programs are designed to be interactive, engaging and tailored to your needs. As you progress through the training, keep in mind that our trainers are there to help you succeed. Your potential is boundless and we will help you unlock it.

Once again, welcome to our training program. We are excited to witness your journey of transformation and success. Together, we will reach new heights and achieve great results.

Best wishes.

Mr Neo Aik Khiong
Managing Director
Electronics Industries Training Centre

MISSION

OUR MISSION:

In order to provide focused and value-added services in line with the manpower development needs of the industry for the rapidly changing technologies. Our mission is:

***Empowering people with skills & knowledge
to embrace the community***

VISION, VALUES & CULTURE

OUR VISION:

To be a responsible leading training solution center beyond electronics industry.

OUR VALUES:

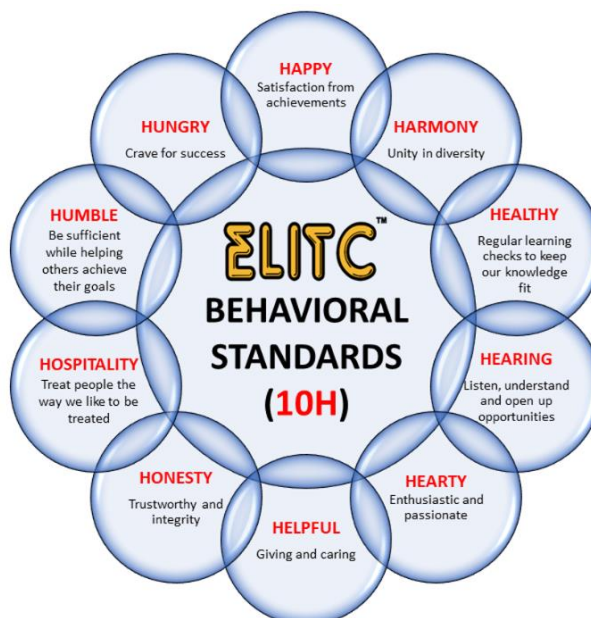
- Excellence** - To work well with colleagues and provide excellent customer service with satisfactory solution and speed.
- Life-long Learning** - To upgrade oneself to remain employable in a changing workplace environment.
- Integrity** - To gain trust of stakeholders through honesty and reliability.
- Teamwork** - To establish mutually beneficial relationship with employees and industry partners.
- Care** - To empathise and provide necessary support for employees and customers for a sustainable future.

OUR CULTURE:

Since the setup of ELITC in 1986, ELITC had, and always will, stand by its Culture:

To Emphasize on **FLEXIBILITY & AGILITY** in our services

BEHAVIORAL STANDARDS (10H)



ABOUT ELITC

Company Background

Electronics Industries Training Centre (ELITC) is registered as Society and is a non-profit, charitable organisation, set up in 1986 by a group of leading electronics multi-national companies in Singapore. Over the years it has grown into a body representing the HRD needs of the electronics and supporting industries.

Workers in the knowledge-based and changing economy require better education and new skills. ELITC works closely with the industry and various government agencies to provide opportunities to upgrade and re-skill some sectors of the manufacturing workforce to meet this structural change. In the years to come, ELITC will continue to make training courses relevant for the needs of the industry.

Organisation Structure

The Management Committee sets policies and directions. Members elected to the Management Committee are representatives from member companies. There are fifteen companies who are the Founder Members. These companies, mostly multi-national corporations, contributed with funds toward the setting up of the Centre during the first five years of operation.

Management Committee

Comprise of Chairman, Honorary Secretary, Treasury and Committee Members.
For details of the Management Committee, refer to ELITC website for details;
[Our Management | ELITC](#)

Academic and Examination Board

The Academic and Examination Board were established by the Management Committee. Both boards have members from the Management Committee and the Top Management / staff of ELITC.

The role of the Academic Board shall not be limited to overseeing existing courses but also include the development of new courses and other academic developments that will further the academic status of the Centre.

The Examination Board is responsible for ensuring that Academic standards are maintained through fair and rigorous assessment procedures. It is charged with the development, implementation and review of all assessment procedures.

For details of the Academic and Examination Board, refer to ELITC website for details:
[Our Management | ELITC](#)

Staff

Reporting to the Management Committee, Academic Board & Examination Board, the Executive Director heads the operation with fulltime administrative and academic staff. In addition to the fulltime academic staff, there is a pool of part-time academic staff drawn from the industry, who are qualified and experienced, and bringing and sharing their knowledge and experience with ELITC.

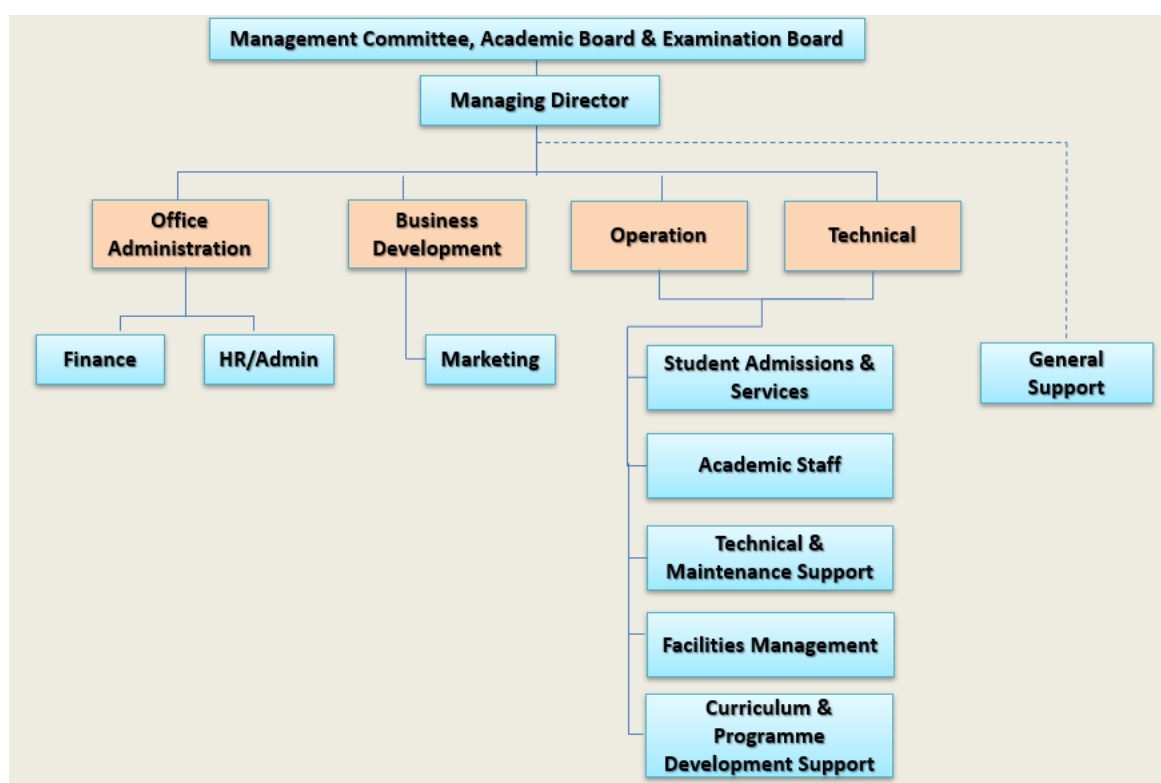
The Management Team of ELITC comprises of the Top Management and Head of Department. Review of operation and strategic planning are conducted by the Team and recommendations of policy nature are then submitted for approval by the Management Committee.

For details of the Management Team of ELITC, refer to ELITC website for details:
[Our Management | ELITC](#)

For the profile of our Academic staff and their deployment, visit our website: www.elitc.com.

Organisation Chart of ELITC

Mr Neo Aik Khiong is officially appointed as our Management Representative (MR) in the implementation of the EduTrust requirements.



Student Support Services

ELITC has Student Support Services comprising of staff appointed by the management to provide assistance & services to the students.

Student Support Team:

1. Ms Joycelyn Lim (Lead)
2. Ms Lim Lee Chin (Counselor)
3. Ms Sharon Sng (Counselor)
4. Ms New Lin Heok (Support)

Orientation Programme

The Orientation Programme is conducted before the commencement of the course. The orientation is a comprehensive programme that provides the students an opportunity to understand how ELITC operates including its one-stop service for the students. For International student, information on the Immigration Rules & Regulations and also relevant Singapore law were also provided to them. These will enable them to adapt to our local environment. The Orientation also covers the academic and administrative information of the course they enrolled.

Student Counseling Services

ELITC provides Counseling service to students to assist them in their academic and personal well-being. ELITC provides counseling services where care counsellor will give emotional support to help the students to cope with mental stress relating to a new environment or course demands. In the event, that in spite of our Counselors intervention, they are not able to resolve the cases that are difficult to handle, the students will be referred to Care Corner Counseling Centre.

Accommodation

ELITC's Student Support Services Department assists its international students to find accommodation while they are studying in ELITC.

If you require any assistance in looking for accommodation, please email us at student.support@elitic.com.

Medical Insurance scheme

ELITC provides medical insurance coverage for all its students. This insurance scheme shall minimally provide for an annual coverage limit of:

- Not less than S\$20, 000 per student;
- At least B2 ward (in government and restructured hospitals);
- 24 hours coverage in Singapore.

E-learning Services

Students enrolling to ELITC's course will be able to access E-learning via ELITC's Learning Management System (LMS). For those who do not own a computing device at home, or have no access to computers can make use of the facilities in ELITC to access their E-learning.

Extra Class

Extra Class is also provided to students who are weak and not able to cope up with their lesson. ELITC is able to provide make-up lessons for a student's absence from class but they have to produce excuse letter with supporting documents, However, ELITC will only allow a student a maximum of 2 make-up lessons for each module.

Facilities

ELITC will provide facilities and /or programmes to enrich the students' educational experiences and develop them holistically so that they become socially responsible people which will include but not limited to:

- Library/ study area
- Computer Room
- WIFI

Skills Development Fund Training Grant

Course Fee Funding

Certifiable Courses approved by SSG * Self-sponsored individuals must be ≥ 21 years old	Self-sponsored / Company Sponsored (Non-SME)		Company Sponsored (SME)	
	Singapore Citizens and Singapore PRs	Singapore Citizens & Age ≥40	Singapore Citizens and Singapore PRs	Singapore Citizens & Age ≥40
	Funding 50% of Course Fees	Funding 70% of Course Fees	Funding 70% of Course Fees	Funding 70% of Course Fees

- In the event of withdrawal of course, payment of the funded course fee has to be paid to ELITC upon course withdrawal.

Centre Policies and Information

Academic Information

The following information will be briefed to students during their Pre-Course Counseling Session.

- Synopsis of the course
- Course entry requirements
- Training schedule
- Training Methodology
- Assessment
- Eligibility to sit for the Assessment
- Appeal Policy
- Progression Pathway
- Career Pathway

A prospectus on the above is also given to the students before they enroll their course. These details are also found in our website: www.elitc.com.

Administrative Information

Course Fees

Kindly visit our website: www.elitc.com for more details on the Course fees & Associate members Subscription.

For Course registration procedure, please refer to Annex B & Annex C1.

Payment

We accept payment by cash, Nets or PayNow.

By PayNow (using UEN)	Pay to ELITC's UEN (S87SS0027A) via internet / mobile banking.
By PayNow (using QR)	<p>Scan ELITC's PayNow QR using mobile banking app from any PayNow participating banks.</p> 

For Course Fees payable, as set out in Schedule B of the PEI-Student Contract, payment made 1 day after the scheduled due date(s) shown in this schedule shall be considered as late. Late payment charge of 1% per month on the outstanding amount will be levied.

Committee for Private Education (CPE)

The Council for Private Education had renamed to the Committee for Private Education (CPE) and forms part of SkillsFuture Singapore (SSG) with effect from 3 Oct 2016. The CPE is appointed by SSG Board to carry out its functions and powers relating to private education under the Private Education Act.

The CPE is supported by a team of dedicated staff from SSG to regulate the sector, provide student services, consumer education and facilitate capability development efforts to uplift standards in the local private education industry.

For further information, please visit the SSG website at www.skillsfuture.gov.sg/pei.

PEI-Student Contract

All students once confirmed have to sign the PEI-Student Contract.

Fee Protection Scheme (FPS)

ELITC hereby undertakes to the students that it has in place a Fee Protection Scheme (the 'FPS') as stipulated by the Committee for Private Education (CPE) by way of an Insurance Facility as required under the EduTrust Certification scheme.

This FPS is to provide full protection to all course fees paid by all local and foreign students of ELITC. Lonpac Insurance Bhd is ELITC's FPS provider.

Policies and Procedures

Course withdrawal, transfer, deferment and refund of fees

All requests for transfer, withdrawal or deferment shall be considered as withdrawal and must be made by completing the form for Application for Withdrawal and Refund.

Withdrawal Policy and Procedures

Student notifies ELITC of his/her intention of withdrawal from course/module by submitting the Application for Withdrawal and Refund form to the Student Support Officer. For Students who are below the age of 18, they must have the approval of the parents/guardians whose signature(s) are to appear on the said form.

- 1) Student has to receive confirmation notice from ELITC to confirm whether his/her withdrawal request from course/module is successful. ELITC shall, within five (5) working days from the date of receipt of request for withdrawal, notify the students in writing of the decision and the arrangement or alternate arrangements to be made by the students.
- 2) Once withdrawal request is successful, the student is required to acknowledge on his/her PEI-Student contract of the withdrawal and surrender his/her student pass (if applicable) to the Student Support Officer.
- 3) Refund of course fees will follow if applicable (see below for Refund Policy and Procedures).

Transfer Policy and Procedures

Transfer to Another Institution

- 1) When a student requests for transfer to another training institute before or after course commencement and the request is officially accepted by ELITC, his/her situation is considered as withdrawal of course.
- 2) For approved withdrawal request, the original PEI-Student Contract must be terminated. In the case of international Full Time Student (IFTS), the Student's Pass must be returned to ICA for cancellation.
- 3) Student's past attendance records shall be issued to the other institution or training centre.

Transfer from One Course/Module to Another

- 1) Student requests for transfer from one course/module to another within ELITC, in writing, prior to the commencement of the course/module or within 7 days after commencement of the course/module.
- 2) Student has to receive notice of approval from ELITC to approve his/her transfer request.
- 3) Student will be advised to pay the differences in fees before ELITC proceeds the transfer of course/module, or if the transfer results in excess fees paid by student, ELITC will refund the excess fees to student according to the Refund Policy of ELITC. The PEI-Student Contract for the previous module/course is terminated and a new PEI-Student Contract will be signed.

For all transfer requests, ELITC shall, within five (5) working days from the date of receipt of request for transfer, notify the students in writing of the decision and the arrangement or alternate arrangements to be made by the students.

Refund Policy and Procedures

The policies below are aligned with the PEI-Student Contract with similar headings in the following sections:

- a) Refund Events
- b) Refund for Withdrawal During the Cooling-Off-period
- c) Refund for Withdrawal Outside the Cooling-Off Period

Refund Events

Our Centre will notify the student in writing within three (3) working days upon knowledge of any of the following: (each a "Refund Event"):

- (i) It does not commence the Course on the Course Commencement Date;
- (ii) It does not complete the Course by the Course Completion Date;
- (iii) It terminates the Course before the Course Commencement Date;
- (iv) Student does not meet entry or matriculation requirements in Schedule A stated in the Student's Contract;
- (v) Student's Student Pass application is rejected by Immigration and Checkpoints Authority (ICA).

Where any of the Refund Events in Points (i) to (iii) above has occurred.

- a) Our Centre to recommend alternative study arrangements to the student in writing within 10 working days of informing the students of the Refund Event.
- b) If the student accepts such alternative study arrangements, our Centre shall set forth such alternative study arrangements in a written contract and this Contract shall automatically terminate on the date that such new written contract comes into effect.
 - If the Contract is terminated pursuant to Point (i) It does not commence the Course on the Course Commencement Date, the Centre shall refund all Course Fees and Miscellaneous Fees paid by the student within seven (7) working days of the termination.
 - If the Contract is terminated pursuant to Point (ii) It does not complete the Course on Commencement Date, or (iii) It terminates the Course before the Course Commencement Date, the Centre shall refund the Course Fees and Miscellaneous Fees in portion to the uncompleted portion or duration of the Course, whichever is higher, to the student within seven (7) working days of the termination.
- c) If our Centre cannot recommend alternative study arrangement within the time stipulated in Point (a) above, or such arrangement are not accepted by the student. Student may forthwith terminate their Student Contract by way of a written notice to us. If the Contract is terminated pursuant to Point (i) It does not commence the Course on the Course Commencement Date our Centre shall refund all Course Fees and Miscellaneous Fees paid by the student within seven (7) working days of the termination.
- d) Where any of the Refund event in Point (iv) Student does not meet the course entry or matriculation requirements in Schedule A and Point (v) Student's Student Pass application is rejected by Immigration and Checkpoints Authority (ICA) has occurred, our Centre shall forthwith terminate the Student Contract by way of a written notice to the student. Our Centre shall refund all Course Fees and Miscellaneous Fees paid by the student within seven (7) working days of the termination.

Refund for Withdrawal During the Cooling-Off Period

If the student withdraws from the Course at any time within the Cooling-off Period by way of a written notice to our Centre. Our Centre shall return all Course Fees and Miscellaneous Fees paid by the student within seven (7) working days of the receipt of the written notice.

Refund for Withdrawal Outside the Cooling-Off Period

Student may terminate the contract at any time before course completion date by providing a written notice to our Centre. Upon receipt of such notice, our Centre shall within seven (7) working days, refund to the student such amount (if any) as determined accordance with the Refund Policy Schedule below:

Refund Policy Schedule

% of [the aggregate amount of the fees paid under Course Fees and Miscellaneous Fees]	If Student's written notice of withdrawal is received
100% refund of Total Course Fees	("Maximum Refund") More than [14] days before the Course Commencement Date
50% refund of Total Course Fees	Before, but not more than [14] days before the Course Commencement Date.
No refund	On or after the Course Commencement Date

Feedback

ELITC welcomes feedback from students as such feedback will help us to improve the learning environment, service excellence and more efficient administration. Students can provide feedback through the following channels:

- a) By phone call;
- b) By letter;
- c) By email;
- d) In person, by meeting face-to-face;
- e) Suggestion box located at reception counter (Using Feedback Form)
- f) Whistleblowing Channels via ELITC website

(Refer to Annex C1 for the procedures)

Complaint

Students who have any grievance or complaints are encouraged to provide details of their complaints through the following channels:

- a) By phone call;
- b) By letter;
- c) By email;
- d) In person, by meeting face-to-face;
- e) Suggestion box located at reception counter (Using Feedback Form)
- f) Whistleblowing Channels via ELITC website

(Refer to Annex C2 for the procedures)

We hope that we are able to resolve all complains amicably. In the event the issue is not resolved, the case will be referred to CPE Student Services centre or Singapore Mediation Centre or Singapore Institute of Arbitrators.

Appeal Policy

Any student dissatisfied with any assessment results because they feel the result is unfair and incorrect, may lodge an appeal.

Students could do so by filling an Appeal Form. The Appeal Form can be obtained from the Admin office. The results of moderation/appeal, which will be handled by the Top Management (TM) and the Technical HOD, will be submitted to the Examination Board for its decision and the decision of its Board shall be final.

For appeal process conducted by the management of ELITC, the Top Management (TM) may waive the \$20 on a case-by-case basis.

(Refer to Annex D for the procedures)

Malpractice

The following instructions on Dishonesty will apply:

- A candidate is guilty of dishonesty if he/she cheats or attempts to cheat during the examination.
- Candidates found guilty of dishonesty will be graded 'Fail' and/or may face disciplinary action.
- For physical/in-person examination, if student was caught red handed on the spot during the examination by the invigilator or any examiner, the student will be asked to leave the examination / assessment room immediately and will be allowed to complete the paper in a separate room. Disciplinary action, where necessary, will be taken after the investigation is completed.

Examples of malpractice may include:

- Misuse of examination or assessment material
- Bringing unauthorized material into the examination room
- Obtaining or passing on examination/assessment related information through taking or passing notes
- Copying from another candidate
- Disruptive behaviour during examination
- Impersonation – pretending to be someone else
- Breaching security of examination/assessment materials
- Failing to follow instructions provided by an invigilator
- Undermining the integrity of the examination/assessment
- Plagiarism – Submitting someone else's work as your own. Copying large pieces of text from a source without citing that source. Taking passages from multiple sources, piecing them together and submitting in the work as your own.

Accuracy of Information

Please inform our Student Support Officer of any changes to your personal data.

Student Confidentiality Statement

ELITC is committed to comply with the Personal Data Protection Act in maintaining the confidentiality of every student's personal information and undertakes not to divulge any of the student's personal information to any third party without the prior written consent of the student, unless requested by government authorities.

Student Attendance

For international students, according to the Immigration Act (Chapter 133), Regulation 21-Security Bond, they must attend a minimum of 90% of scheduled course (subject) hours or not be absent from the course for a consecutive 7 days. As for local students, the minimum attendance requirement is 80%.

If a student is unable to attend school due to illness or unforeseen circumstances, ELITC must be informed. For medical reasons, ELITC accepts medical certificate from a registered medical practitioner, on condition that the medical certificate must reflect the date that the student was absent. For any other reasons, a student has to produce an excuse letter with supporting documents.

Employment

Full-time students are strictly not allowed to engage in any form of employment, whether paid or unpaid, or in any business, profession or occupation in Singapore during the validity of the Student's Pass unless with the consent in writing from the Controller of Immigration. Violators will be prosecuted by law.

Rules and Regulations

Electronics Industries Training Centre is concerned with providing quality education, along with imparting special attention to the moral, intellectual and social upbringing of its trainees. It is vital that you follow the rules and regulations stated below:

Do's	Don'ts
<ul style="list-style-type: none"> • Sign in & out where applicable. • Be Punctual for the class. • Book equipment in advance before use. • Inform duty staff of any missing or faulty items. • Sign out any equipment / manual which you need to borrow. • Return all tools and equipment to their original location after use. • Take care of own personal items at all times. The Centre will not hold responsible for any loss of personal items. 	<ul style="list-style-type: none"> • Use handphone in the classroom, OFF it or switch it to silent mode. • Talk loudly and disturb the other classes. • Change the setting of computer or install any unauthorized software • Violate any copyright laws. • Pass computer password to others or play computer games. • Dismantle or relocate equipment without prior permission from staff. • Visit porno sites/bring porno materials into a lab. • Smoke, fight, play, eat, drink, or vandalising Centre's property. • Bring offensive weapons (e.g. guns, knives, dangerous sprays), alcohol, illegal drugs. • No audio/video/photography recording is allowed

Students found to have infringed any stipulated rules and regulations will not be allowed to use any of the facility in the training room.

Safety Guidelines in the Training Rooms

- Skirts, Bermudas, three-quarter pants & sleeveless top of any kind are not allowed.
- Wear proper shoes.
- Carry out instructions properly & report any unsafe conditions.
- Use correct tools and equipment.
- Use only those tools you are authorized to use.
- Don't leave tools on the floor, or where they can fall on people.
- Remove rings, watches & bracelets if operating machines.
- Long hair should be neatly tied & bundled up or wearing a cap if operating machines.
- Wear safety goggles/ safety glasses at all times while working on machines.
- Do not operate a machine unless its operation is fully understood.
- Stop machine completely, before making any adjustment or measurement.
- Never attempt to stop any rotating spindle of any machine with your hand.
- Do not allow any machine to run unattended.
- Only one student is allowed to operate a machine at any one time.
- Do not horseplay or distract others.
- Approach duty staff when handling hazardous chemical substances.
- Always ensure that hazardous substances are handled using proper equipment.
- Obey all safety rules & signs.
- Keep workplace clean & tidy at all times.

Code of Conduct

- Students are expected to remain courteous and congenial at all times. They must continuously demonstrate consideration for others.
- Respect and regard for others are essential. Bullying, either physical or verbal and any other kinds of intimidation tactics will be dealt with severely. Abusive and racist language will not be tolerated under any circumstances.
- Students must be present for all lessons unless excused by a licensed medical practitioner or have a valid reason.
- International students must attain at least 90% attendance to be eligible to sit for the examinations and must not be absent from classes for 3 consecutive days without valid reasons, or else their Student's Passes will be cancelled and they must leave Singapore immediately.
- Local students must attain at least 80% attendance to be eligible to sit for the examinations.
- Should a student miss lessons for any reason, it is his/her own responsibility to catch up with the missed work.
- Students must be punctual for the class.
- Students must be in neat and tidy attire. Singlet, shorts, sandals and slippers (with toes exposed) are not allowed.
- Students must show respect to Centre property. Defacing Centre property and littering are strictly forbidden. Any marking, destroying or tampering with Centre property will result in disciplinary action and heavy fines.
- Students should take pride in all the course work and assignments they do. They should complete all assignments and assessments and always endeavor to meet their deadlines.
- Littering and misuse of Centre property is prohibited.
- Students must follow all the laws of Singapore and must not be convicted for any offence at any Court of law in Singapore during his/her studies in Singapore.

Singapore law is known for being strict. Therefore, it pays to understand the special features of the law, and what are the definite no-no's over here. If any student is being caught for breaking Singapore law, ELITC will immediately suspend/expel the student.

Information for International Students

Important Notes to Student Pass (STP) Holders

The Immigration & Checkpoints Authority (ICA) required International Students to take note of the following terms and conditions of Student's Pass (STP)

1. You are required to produce your STP and passport to the Immigration Officer at the checkpoint each time you leave Singapore and return.
2. Under regulation 8(5) (e) of the Immigration Regulations made under the Immigration Act (Cap.133), you are required to surrender the card when the STP issued to you is cancelled or has expired, and when a new card is issued to you.
3. Under Regulation 8(5)(f) of the Immigration Regulations, should you intend to leave Singapore and only return after the expiry of the STP issued to you, you are required to surrender this card to the immigration Officer at the checkpoint at the time of your departure.
4. While in Singapore, you are required to furnish the STP Card for inspection to an Immigration Officer or police officer within reasonable time when so requested.
5. You should take good care of the STP card and prevent loss through negligence. If the STP card is lost or stolen, you are required to make a police report immediately and report to ICA within 7 days to apply for a replacement STP. Issuance and /or replacement fees shall apply. If you recover the possession of your lost STP card after reporting such loss to ICA, you are required to surrender the recovered STP to ICA for cancellation within 7 days from the date of recovery of the card.
6. Under the regulation 8(5)(b), you shall notify ICA if there is any change in the place of residence within 14 days of the change. You shall report a change of address online through school or local sponsor via e-update of address.
7. The STP is issued to you based on the information via your application which you have truthfully declared. To be so or for which you had consented for a proxy to submit on your behalf and are fully aware of the information so provided by your authorized proxy. You are required to notify ICA for any change in your passport particulars.
8. You shall comply with the provisions of the immigration Act and any regulation made under the Act, or any statutory modification or reenactment in force in Singapore during your stay.
9. You shall not engage in any activity, criminal or otherwise, which is inconsistent with the purpose for which the STP has been issued.
10. You shall not take part in any political or other related activities during their stay in Singapore
11. You shall not contravene any laws or any statutory modification or re-enactment in force in Singapore during your stay.

12. You shall not smoke, administer to yourself, consume or be in any way engaged in the trafficking of any controlled drug as defined in the Misuse of Drug Act or any written law in force relating to the control of dangerous or harmful drugs.
13. You shall abide by the conditions specified in regulations 14(1A) of the Immigration regulations, where applicable. You must not engage in any form of paid employment or in any business, profession or occupation in Singapore during the validity of your STP unless you have a valid work pass issued under the Employment of Foreign Manpower Act (Cap.91A).
14. You understand that if the Controller of Immigration is satisfied that you or any member of your family breached the Terms & conditions mentioned above, or becomes an undesirable or prohibited immigrant, he will cancel your STP and leave immigration passes of the members of your family, and you may be required to leave Singapore within 24 hours of such cancellation.
15. **You are required to attend class regularly. If you fail to attend classes for a continuous period of 7 days your STP is liable to be cancelled with effect from the 8th day. The letter of cancellation will be sent to your place of residence as registered with ICA. Remaining in Singapore unlawfully after the cancellation of your STP is an offence under section 15 of the Immigration Act and you would be liable for prosecution.**
16. You understand that your STP will be cancelled by the Controller of Immigration if you fail to remain or cease to be retained as a student in your educational institution.
17. This STP is issued to you on the condition that the Terms & conditions mentioned above are complied with. Under regulation 40(2) of the Immigration Regulations, any person who without reasonable cause contravenes or fails to comply with any condition imposed in respect of or any direction endorsed on any pass or permit shall be guilty of an offence and shall be liable on conviction to a fine not exceeding \$1,000 or to imprisonment for a term not exceeding 6 months or to both.

Contact Information

Administrative office

Blk 5000 Ang Mo Kio Ave 5 #02-08 Techplace II, Singapore 569870

Office Hour

- Monday to Friday: 8.30am to 5.30pm
- Walk-in Registration – Monday to Friday: 9am to 5pm
- Saturday, Sunday and public holiday: closed

Contacts

- Tel: 6483 2535
- Email: elitic@singnet.com.sg (For General Enquiry)
emarketing@elitic.com (For Courses Enquiry)
infosupport@elitic.com (For E-learning Support)
student.support@elitic.com (For Student Support Services)
- Website: www.elitic.com

In case of emergency, please call our Student Support Services Department at the above contact telephone numbers.

How to find us?

You can reach us by the following bus services:

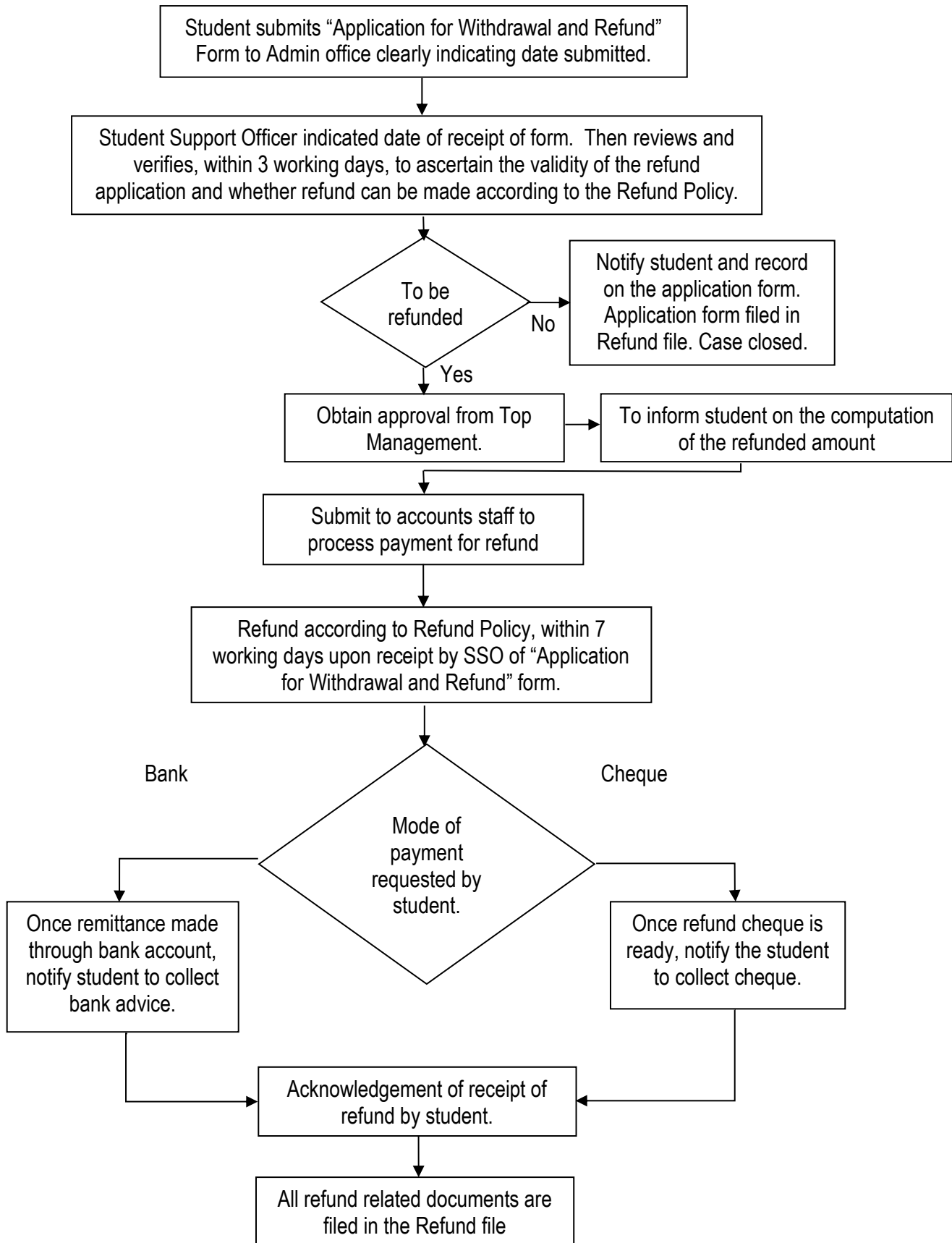
- No. 72 from Yio Chu Kang MRT station
- No. 50, 88, 159, 268 from Ang Mo Kio MRT station

(Refer Annex A for Route Map)

Annex A - Route Map

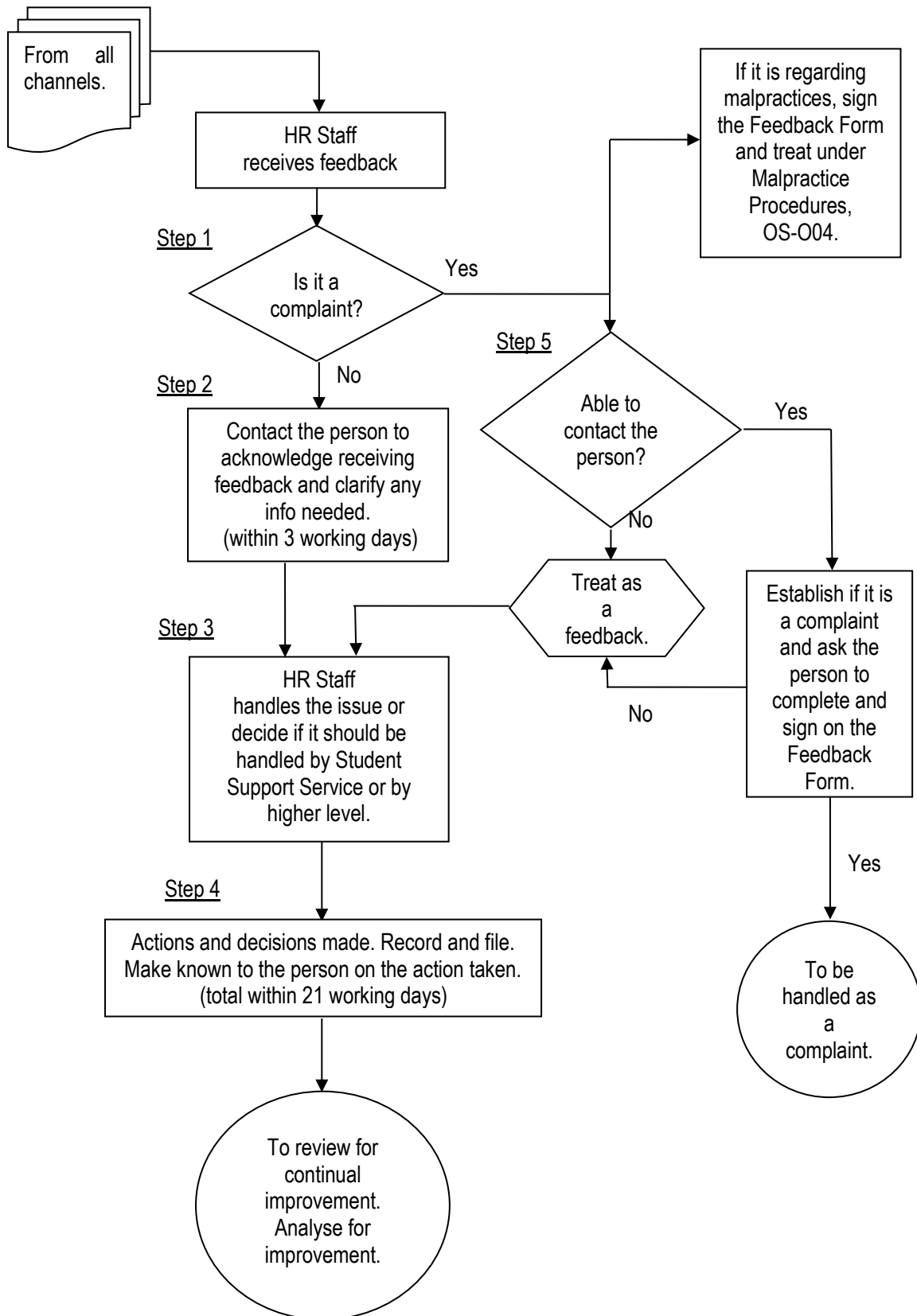


Annex B – Refund Process



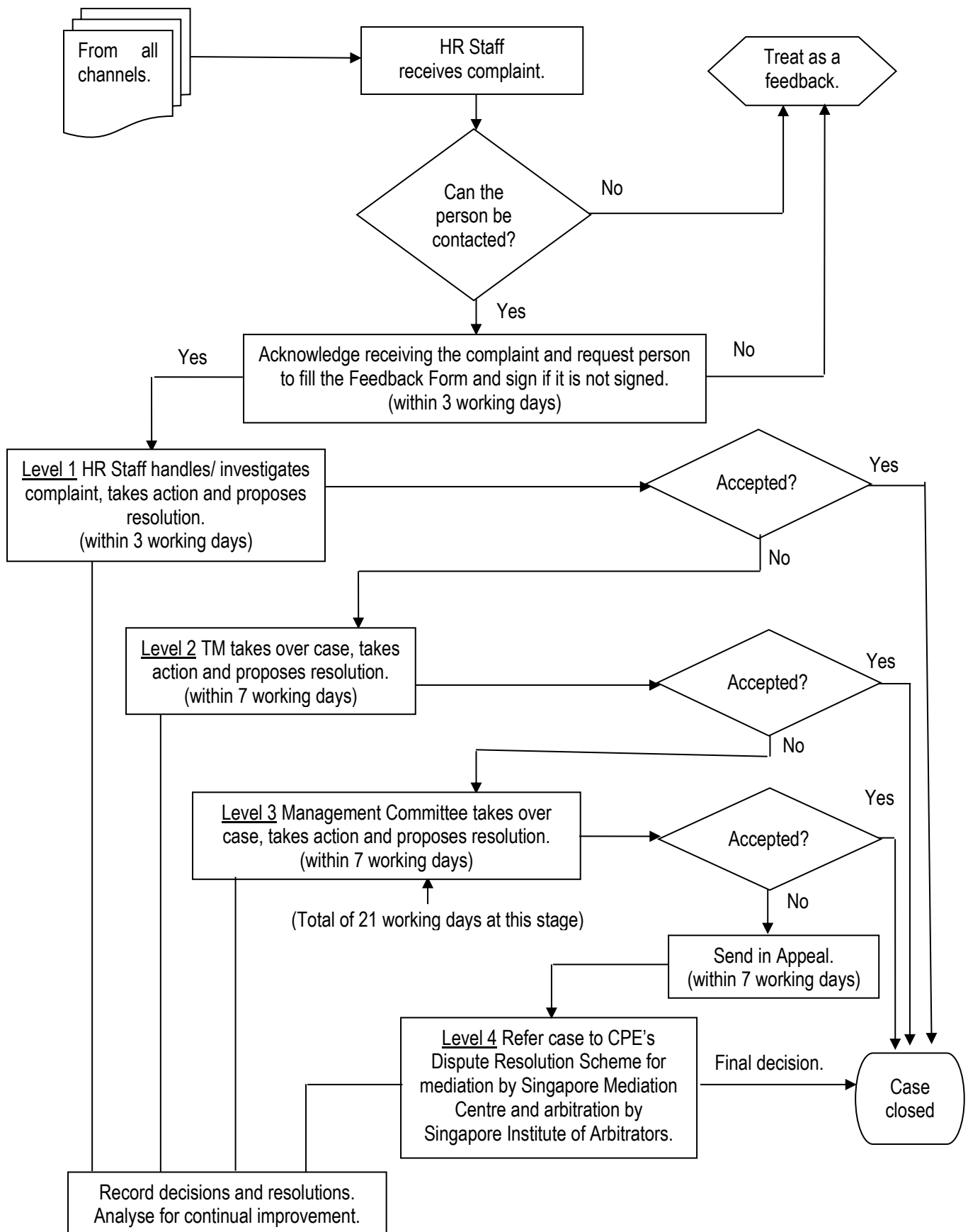
Flowchart of OS-O11 (v10.0)

Annex C1 – Feedback System



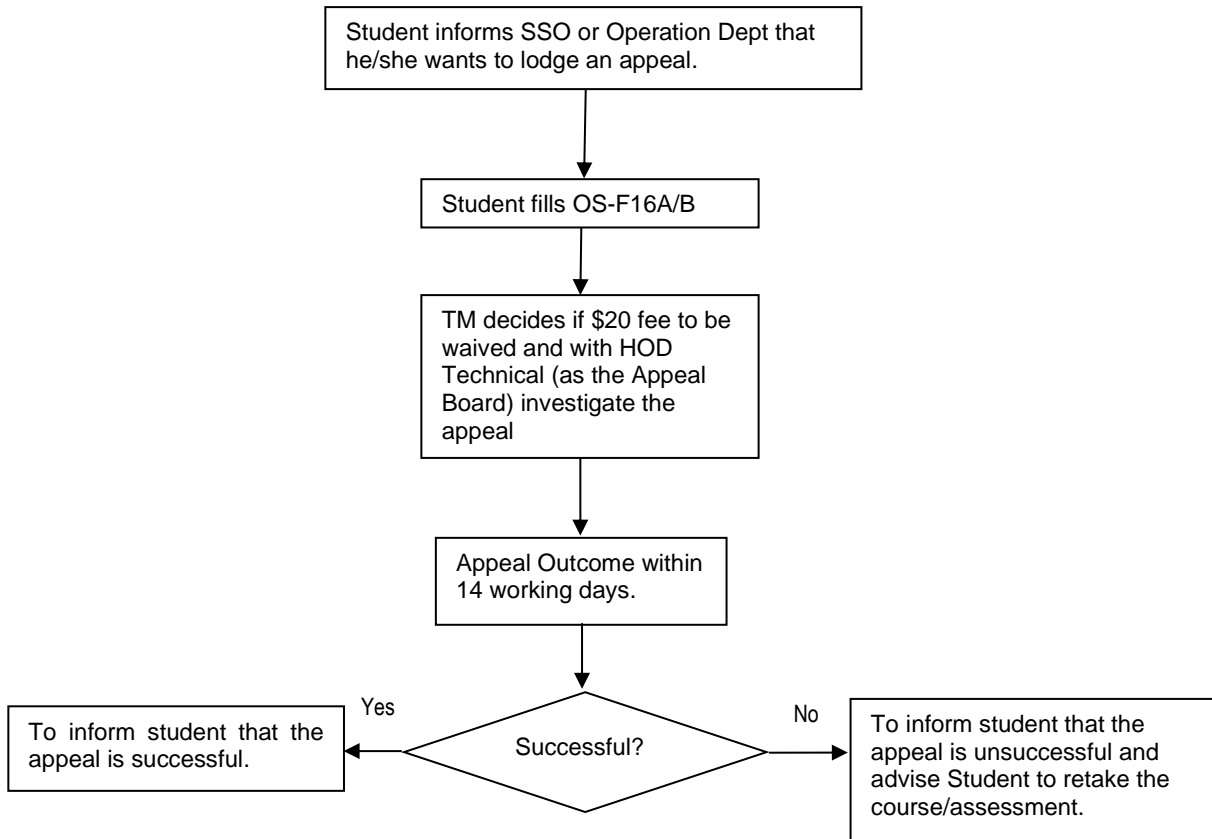
Flowchart of AF-O17 (v12.0)

Annex C2 – Complaint System



Flowchart of AF-O17 (v12.0)

Annex D - Procedure of Appeal



Flowchart of OS-O18 (v12.0)

Notes



Blk 5000, Ang Mo Kio Ave 5, #02-08 TECHplace II, Singapore 569870

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