

Student Handbook

School Contact Information & Office Opening Hours

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Opening hours: Mondays to Fridays 8.00am - 6.00pm

We are closed on Sundays, public holidays, New Year's Eve, Chinese New Year's Eve and Christmas Eve.

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1 About Us

Zhicheng Private School is founded to meet the growing demand of foreign students seeking an effective bilingual education in Singapore. We are managed by a group of professionals who have vast experience in the Singapore education field.

Our Preparatory Courses are tailored to the Singapore syllabus and are very examination focused. Throughout the course, we will equip you with the skills that are necessary to face the schools' entrance examinations. We will cover the essential subjects required by the AEIS/S-AEIS and the Singapore-Cambridge GCE (O Level) Examinations.

We hope you will enjoy your stay here with us and we wish you all the best in your learning journey.

2 School Organisational Chart

Refer to **School Website** and **School Notice Board**.

3 Our Vision

To be a school community that demonstrates respect for self and others, perseveres in the pursuit of excellence, and enables students to fulfil their academic aspirations.

4 Our Mission

Our mission is to create an environment that nurtures respect for self and others, fosters innovation in education, and motivates students to succeed academically.

5 Our Values

- Respect for Self and Others
- Perseverance
- Pursuit of Excellence

6 Our Culture of Respect and Collaboration

In Zhicheng Private School, we aspire to cultivate an environment where staff and students collaborate as members of a school community. This requires mutual respect among individuals who are happy with themselves and are able to work with others in a manner that facilitates team bonding and synergy.

7 Student Code of Conduct 学生行为守则

I respect myself and others 自尊自爱，相互尊重

- I speak, act, and dress appropriately. 言行举止文明、穿着得体。
- I am well-mannered / polite. 有素养，懂礼貌。
- I follow instructions and rules. 遵守各项规章制度。
- I am punctual. 不迟到早退。
- I am considerate of others' feelings and needs. 尊重他人的感受及需要，与人为善。
- I listen thoughtfully when others are speaking. 恭谦礼让，倾听他人的发言。
- I show appreciation for the efforts and contributions of others. 肯定及尊重他人的努力及成就。
- I manage my time well. 合理安排作息时间。
- I exercise regularly. 坚持锻炼。
- I get enough rest. 劳逸结合，保证充足的睡眠时间。

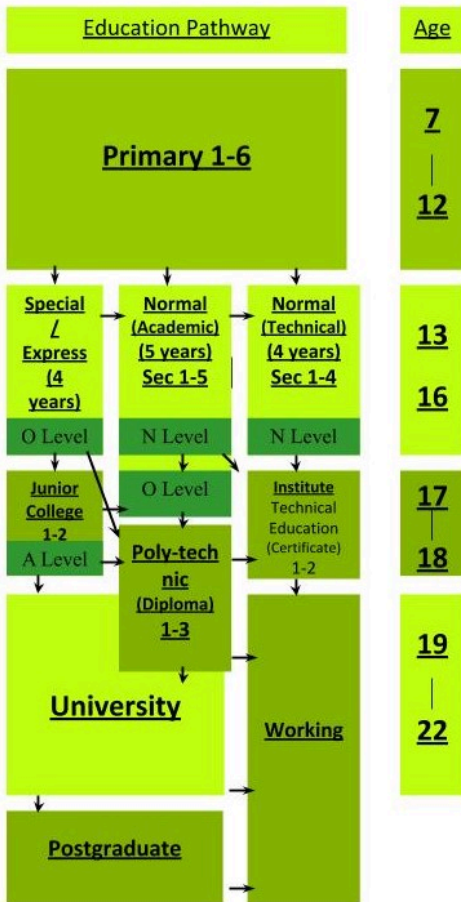
I give my best effort in class 勤奋学习，全力以赴

- I do my best to speak in English at all times. 在校用英文交流。
- I pay attention and take notes. 上课专心听讲，认真做好笔记。
- I ask questions when I need to. 不懂提问，提问前需举手获得老师的同意。
- I participate actively. 积极回答老师的提问，积极参加课堂的讨论。
- I take pride in my work. 我为自己的作业感到自豪。
- I do my work carefully and neatly. 认真完成作业。
- I file my work properly. 作业整齐，分类明确。
- I prepare myself for my lessons. 认真预习。
- I prepare my homework and supplies. 课前准备充分，安静等待老师上课。
- I am keen to learn, sometimes beyond what is taught in class. 热爱学习，勇于探索。
- I ask for more work when I need to. 自主学习，勤于思考，主动要求作业。

I am a good member of my school community 热爱学校，遵守公德

- I take pride in my school. 以学校为荣，爱惜学校的名誉。
- I have a positive attitude. 态度积极。
- I help others. 乐于助人。
- I encourage others to do their best. 善于鼓励。
- I am considerate and kind. 真诚待人，理解宽容。
- I keep the school, my class, and my work area, clean. 热爱卫生，保持教室、校区整洁。
- I share my materials and equipment as needed. 资源共享。
- I wait for my turn. 遵守秩序。

8 The Singapore Education System



Key Features

- a. Bilingual education system
- b. Ability-driven
- c. Transfers across streams cater to late bloomers
- d. Majority of schools government owned
- e. Centralized teacher training

9 **Service Commitment**

Zhicheng Private School undertakes to use best efforts to assist the Student to achieve the course objectives in the courses that he/she is enrolled in.

This includes, without limitations, the following:

- Providing the Student with properly equipped classrooms in conformance to the recommendations of CPE¹;
- Providing teachers who are NIE/TTC certified, or with relevant teaching experience and who are registered with CPE;
- Ensuring that lessons are taught in accordance with the subject syllabuses;
- Ensuring course assignments are completed, corrected and discussed on a timely basis;
- Ensuring lessons start and end on time;
- Ensuring that class attendance and discipline is properly maintained; and
- Doing all such things as may be necessary to ensure that learning objectives are met.

10 **Student Support Services**

A comprehensive list of student support services provided by the School is found in Annex A of this Handbook.

11 **Standard Student Contract**

The student has to enter into the Standard Student Contract prior to the commencement of the Course. Please inform any school staff immediately if you have started your Course without signing the Standard Student Contract.

12 **Fee Protection Scheme (FPS)**

Zhicheng Private School declares that we have in place a Fee Protection Scheme Group Insurance (FPS-G), as stipulated by CPE, with **Liberty Insurance**. FPS-G protects students' fees (excluding application fees, miscellaneous fees and GST) in the event that a PEI is unable to continue operating due to insolvency, and/or closure, as well as if a PEI is unable to pay a judgement sum due to a student. Fee protection commences from the fee payment date and covers the course duration the fee is paid for or till the course end date.

¹The Committee for Private Education (CPE) is part of SkillsFuture Singapore (SSG).

13 **Medical Insurance**

Comprehensive medical insurance coverage is provided by a school-appointed insurer. This will cover hospitalization and related medical treatment throughout the course duration. Details of the coverage are available on our School Website, the School Notice Board and a copy is also given to students during Orientation. The cost of the premium has been included within the course fee.

Students who are already covered by their own medical insurance plan may inform the school and will be given the option to opt out of this medical insurance scheme.

14 **Payment of Course and Other Fees**

All fees are to be paid into Zhicheng Private School's Operating Account given below:

Bank Account Name:	Zhicheng Private School Pte Ltd
Bank Account No.:	003-901628-0
Name of Bank:	DBS Bank
Swift code:	DBSSGSGXXX
Modes of payment:	Please refer to your invoice

15 **Accuracy of Charging**

Zhicheng Private School is committed to the accuracy of the charging of all fees. A list of the breakdown of all Course Fees, Miscellaneous Fees and payment schedules can be found in Schedule B & C of the Standard Student Contract, our website and in our communication materials.

16 **Course Information**

Course information can be found on **5.2.1 Course Information (AEIS/S-AEIS)**, **5.2.1 Course Information (O-Level)** or **5.2.1 Course Information (A-Level)** on the **School Website** and **Notice Board**. Course deferment is not available. Strictly speaking, course extension is not available. Students who wish to “extend” your studies may sign another contract with the School when you meet the entry requirements of the next course. Procedures: Please approach our admin staff to sign a new contract. Admissions procedures apply, with some exceptions such as submission of documents required.

17 Confidentiality of Student's Particulars

Zhicheng Private School is committed to maintaining the confidentiality of the 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. A copy of the **Privacy Policy** is found on the **School Website**.

18 Admission Criteria for our Courses

Course Title	Minimum age	Remarks / Other requirements
Preparatory Course for Admission to Government Schools (Primary 2)	In the year of admission student turns 7 years old or older	This course is also open to the following students: 1. Students who wish to improve their English and Mathematics but are not planning or eligible to take the AEIS / S-AEIS. 2. Students who are preparing to take the Preparatory Course for Singapore-Cambridge General Certificate of Education (Ordinary Level) Examination (Intensive) in the following year can take the Preparatory Course for Admission to Government Schools (Secondary 3) to improve their English and Mathematics.
Preparatory Course for Admission to Government Schools (Primary 3)	In the year of admission student turns 8 years old or older	
Preparatory Course for Admission to Government Schools (Primary 4)	In the year of admission student turns 9 years old or older	
Preparatory Course for Admission to Government Schools (Primary 5)	In the year of admission student turns 10 years old or older	
Preparatory Course for Admission to Government Schools (Secondary 1)	In the year of admission student turns 12 years old or older	
Preparatory Course for Admission to Government Schools (Secondary 2)	In the year of admission student turns 13 years old or older	
Preparatory Course for Admission to Government Schools (Secondary 3)	In the year of admission student turns 14 years old or older	
Preparatory Course for Singapore-Cambridge General Certificate of Education Ordinary Level (18 Months)	In the year of admission student turns 15 years old or older	Applicants to the 18-month course are required to attain at least an adjusted score of 140 (out of 325) in the English Diagnostic Test.
Preparatory Course for Singapore-Cambridge General Certificate of Education (Ordinary Level) Examination (Intensive)	In the year of admission student turns 16 years old or older	Applicants to the 12-month course are required to attain at least an adjusted score of 160 (out of 325) in the English Diagnostic Test.
Preparatory Course for Cambridge International (Advanced Level) (18 months)	Student is at least 16 years of age on 1 January in the year of admission	Student has attained a score of 35% or higher in English, and 45% or higher in Mathematics in the school's entry tests that are pegged to the IGCSE standard. July 2024 intake onwards: Student has attained at least an adjusted score of 180 (out of 325) in the English Diagnostic Test.
Preparatory Course for Cambridge International (Advanced Level) (Intensive)	Student is at least 17 years of age on 1 January in the year of admission	Student has attained the Singapore-Cambridge GCE (O Level) or equivalent, with a grade of E8 or higher in English Language, and a grade of C6 or higher in Mathematics and Physics; or Student has attained a score of 40% or higher in English Language, and 50% or higher in Mathematics and Physics in the school's entry tests that are pegged to the IGCSE standard. January 2025 intake onwards: Student has attained at least an adjusted score of 200 (out of 325) in the English Diagnostic Test.

Preparatory Course for Admission to Government Schools (Pri 2 to 5, Sec 1 to 3):
 An English Diagnostic Test (DT) will be administered at the beginning of the Course. The results, together with the student's age, will be taken into account when determining which level the student is to be placed in.

19 Exams to be Taken

A)	Admissions Exercise for International Students (AEIS)	Supplementary Admissions Exercise for International Students (S-AEIS)
When	Usually in September (pending MOE's announcement)	Usually in February (pending MOE's announcement)
Results	Around December	Around April
Subjects tested	Primary: Mathematics only (see Table B below) Secondary: English and Mathematics	
Costs	Primary: S\$340 Secondary: \$630 GST at the prevailing rate is chargeable on these fees.	
Choice of schools	No choice of specific schools, only choice of area	
School posting	Ministry will do the Posting of schools for successful students	
Reporting to schools	Students are expected to report to schools one working day after the release of results if successful	
Transfer / rejection	No transfer or rejection of the school assigned to the student	
Appeal of results	No appeal is allowed	
Release of marks	No release of actual marks for the tests	
For more information, refer to the Ministry of Education website at http://www.moe.gov.sg/education/admissions/international-students/supplementary-admissions-exercise/		

B)	Cambridge English Qualifications - Key English Test for Schools (CEQ - KETfs)	Cambridge English Qualifications - Preliminary English Test for Schools (CEQ - PETfs)
Why	For Primary-level students wishing to register for the AEIS or S-AEIS, a minimum score on the appropriate CEQ test must be achieved, depending on their age.	
When	Tests may be taken up to 12 months before registration for AEIS or S-AEIS. Test sessions are available year round at test centres.	
Results	4-8 weeks from date of test	
Subjects tested	English (Reading, Writing, Listening, Speaking)	
Cost	Varies according to level and test centre; approximately \$400-500	
Appeal of results	Refer to https://www.cambridgeenglish.org/help/enquiries-and-appeals/	

C)	Singapore-Cambridge GCE O-Level Examinations
When	Written papers are usually conducted in October and November. Practical and Oral examinations are usually conducted earlier.
Results	Around January in the following year.
Subjects tested	English, Mathematics, Additional Mathematics, Physics, Chemistry, Principles of Accounts
Optional subjects	Students may choose to self-study these subjects and offer them in the O Level examinations Chinese, Higher Chinese, Chinese Literature, Bahasa Melayu, Thai, Combined Humanities
IGCSE	Students may opt to offer the above subjects at the IGCSE examinations instead of the Singapore-Cambridge O Level examinations or both (as long as exam dates do not coincide) at their own cost.
Costs	Please refer to www.seab.gov.sg
Appeal	Please refer to www.seab.gov.sg

D)	Cambridge International A Level Examinations
When	June series, conducted from late April to June November series, conducted from late September to November
Results	August (June series) January (November series)
Subjects tested	Mathematics, Physics, Chinese, Accounting, Economics (AS Level), General Paper (AS Level)
Costs	Please refer to www.cambridgeinternational.org
Appeal	Please refer to www.cambridgeinternational.org

20 Admission Process & Procedures

Information on the School's admission process and procedures can be found on the **School Website**.

21 Student Complaints Resolution Procedure

Information on the school's complaints resolution procedures can be found on the **School Notice Board** and **Website**.

Students can also refer to <https://www.skillsfuture.gov.sg/pei/dispute-resolution> to find out more about dispute resolution processes should the School be unable to resolve your issue.

22 Committee for Private Education (CPE)

The Committee for Private Education was appointed by SkillsFuture Singapore Board in October 2016 to carry out its functions and powers relating to private education under the Private Education Act. The SSG/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.

Students can refer to <https://www.skillsfuture.gov.sg/pei> to find out more about the private education sector in Singapore.

23 School Rules and Regulations

You are required to obey the School Rules at all times.

Please refer to the **School Rules** that are issued together with this Handbook. A copy is also found on the **School Notice Board**.

24 **Student Leave Applications**

If you intend to be absent from school due to a planned event (eg returning to your home country for medical treatment, taking external tests or exams), you are required to submit a **Student Leave Application Form**, together with any necessary supporting documents, before proceeding with your arrangements.

Approval of leave is on a case by case basis, and the submission of your form does not imply approval.

25 **Relevant Singapore Laws**

- You need a Student Pass to study full time in Singapore.
You may study on a social visit pass if you intend to take a short course that starts and ends within the validity of the initial social visit pass or 30 days.
ICA requires that you cannot miss lessons for a continuous period of 7 days or more without any valid reason.
- You are not allowed to work while holding a Student Pass.
Singapore has very strict laws on drug trafficking, unauthorized drug consumption and other capital crimes, which may carry the death penalty.
Smoking in buses or trains, museums, libraries, lifts, cinemas and air-conditioned places in general are prohibited. Smoking is not allowed for students below 18 years of age.
- Buying and selling of alcohol is prohibited for students below 18.
Buying and selling of chewing gum, working illegally and jay-walking are prohibited and offenders can be fined.
- Spitting, littering and not flushing the toilet can be punished with a fine if you are caught.

For more information on living in Singapore, please visit www.gov.sg.

26 **Accidents and Emergencies**

In the event of any accidents or emergency cases, Zhicheng Private School will try our best to contact the Guardian or Parent of the student, failing which we will proceed to send the student to a nearby clinic or hospital, and the Parent or Guardian will have to reimburse the School for whatever expenses have been incurred.

27 **Termination and Refund Policy**

Refer to School Website & Notice Board for latest version

Abbreviations:

- PEI** Private Education Institution
CPE Committee for Private Education, which is part of SkillsFuture Singapore (SSG)
ICA Immigration and Checkpoints Authority

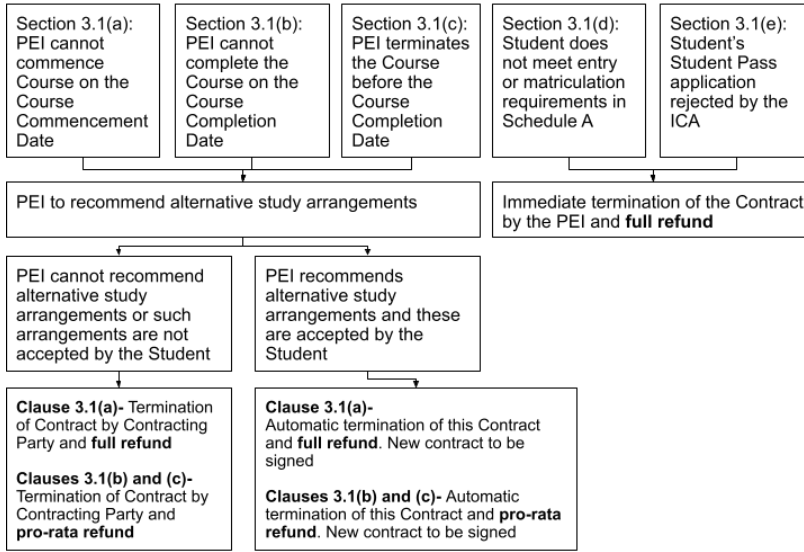
- 1 The PEI will notify the Student in writing within three (3) working days after becoming aware of any of the following (each a “Refund Event”):
 - (a) It cannot commence the provision of the Course on the Course Commencement Date;
 - (b) It cannot complete the provision of the Course by the Course Completion Date;
 - (c) The Course will be terminated before the Course Completion Date;
 - (d) The Student does not meet the course entry or matriculation requirements as stated in Schedule A; or
 - (e) The Immigration & Checkpoints Authority of Singapore (the “ICA”) rejects the Student’s application for the Student Pass.
- 2 Where any of the Refund Events in Clause 1.1(a) to (c) above has occurred:
 - (a) The PEI shall use reasonable efforts to make alternative study arrangements for the Student and shall propose such alternative study arrangements in writing to the Contracting Party, within ten (10) working days of informing the Contracting Party of the Refund Event.
 - (b) If the Contracting Party accepts such alternative study arrangements, the PEI 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.
 - (c) If the PEI does not propose alternative study arrangements to the Contracting Party within the time stipulated in Clause 1.2(a) above, or the Contracting Party does not accept such alternative study arrangements, the Contracting Party may forthwith terminate this Contract by way of a written notice to the PEI.
- 3 Where any of the Refund Events in Clauses 1.1(d) to (e) has occurred, the PEI shall forthwith terminate this Contract by way of a written notice to the Contracting Party.
- 4 If the Contract is terminated pursuant to Clause 1.2(b) read with Clause 1.1(a), the PEI shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
- 5 If the Contract is terminated pursuant to Clause 1.2(b) read with either Clause 1.1(b) or Clause 1.1(c), the PEI shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.
- 6 If the Contract is terminated pursuant to Clause 1.3 or Clause 1.2(c) read with Clause 1.1(a), the PEI shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
- 7 If the Contract is terminated pursuant to Clause 1.2(c) read with either Clause 1.1(b) or Clause 1.1(c), the PEI shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.
- 8 **Refund for Withdrawal During the Cooling-Off Period:**
Notwithstanding anything herein contained, the Contracting Party shall be entitled to, without any liability whatsoever to the PEI, forthwith terminate the Contract at any time within the Cooling-Off Period by way of a written notice to the PEI. The PEI shall return all Course Fees and Miscellaneous Fees paid to it within seven (7) working days of the receipt of the written notice.
- 9 **Refund for Withdrawal Outside the Cooling-Off Period:**
Without prejudice to Clauses 1.1 to 1.8 above, the Contracting Party may terminate the Contract at any time before the Course Completion Date by providing a written notice to the PEI. Upon receipt of such notice, the PEI shall within seven (7) working days, refund to the Contracting Party such amount (if any) as determined in accordance with Schedule D.

**SCHEDULE D
REFUND POLICY**

% of [the amount of Course Fees and Miscellaneous Fees paid under Schedules B and C]	If the Contracting Party’s written notice of withdrawal is received:
100	more than 28 days before the Course Commencement Date
50	on or before, but not more than 28 days before the Course Commencement Date
0	after, but not more than 28 days after the Course Commencement Date
0	more than 28 days after the Course Commencement Date

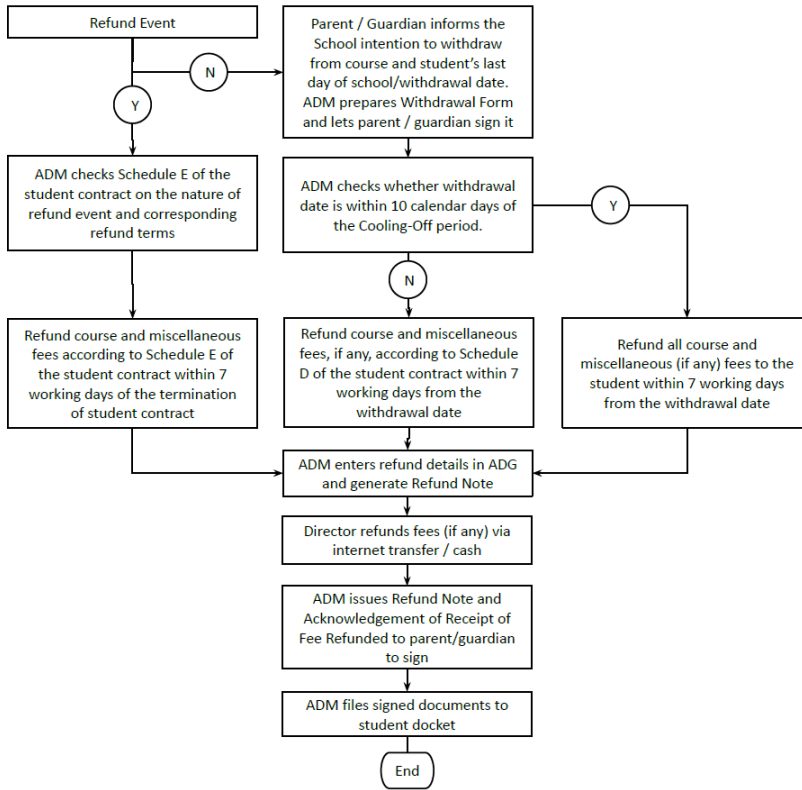
SCHEDULE E

REFUND EVENTS



28 Refund Procedures

Refer to School Website & Notice Board for latest version



29 Transfer, Deferment or Withdrawal Policy and Procedures

Refer to School Website & Notice Board for latest version

- 1 **Transfer:** Student changes the course or period of study (from full-time to part-time or vice versa) but remains as a student of the School.
Withdrawal: Student discontinues all courses with the School.
Deferment: Student delays or postpones the course (or module).
- 2 The School does not allow any deferment. Students will have to withdraw from the course, and enrol in the same course in a subsequent semester. Refunds, if any, shall be made according to the terms of the student contract.
- 3 The Director will approve or reject applications for transfer or withdrawal, by signing on the Outcome of Application for Withdrawal.
- 4 The maximum processing time shall not be more than 4 weeks from the point of student's request to informing student of the outcome in writing.
- 5 ADM staff shall process the student's application for transfer or withdrawal according to the Transfer or Withdrawal Procedures, including procedures to inform students of their student pass status where applicable.
- 6 For students under 18 years of age, the student's application shall be made by the parent/guardian.
- 7 Generally no refunds will be made for courses that have already started and where the cooling-off period is over.
- 8 Where the student contract is terminated not due to Refund Events stipulated in the student contract, the withdrawal date shall be treated as the last day of school (if student has started the course), as well as the date of the written notice to terminate the contract.
- 9 **Transfer policy**
The School will consider a transfer of the student upon receiving a written application on the Transfer or Withdrawal Form, taking into consideration the daily performance of the student and advice of the class teachers where necessary. Any transfer is subject to the student meeting Admission Criteria for the new course and the transfer application shall be handled according to the procedures in the Selection Process.
- 10 Any transfer will also be subject to approval by ICA with regards to the issue of a new Student Pass. Any fees chargeable by ICA in the application and issue of a new Student Pass will be borne by the student. All transferred students must sign a new contract and advisory note. The original contract shall be terminated.
- 11 Any fees that are already paid will be transferred to the new course, subject to:
 - a) the duration of the new course is the same as the existing course;
 - b) the course fees of the new course is the same as the existing course;
 - c) The student will have to pay additional course fees if he/she transfers to a course with a longer duration or one with higher course fees. This will be prorated and computed in a manner that is mutually acceptable to both the School and the student;
 - d) For students who transfer to a shorter course or one with lower course fees, any refunds will be subject to the Refund Policy of the School.
 - e) As a guide, unconsumed fees of the existing course, calculated at prevailing rates indicated in Price List, shall be used to offset against the fees of the new course.
- 12 **Withdrawal Policy**
The School will generally approve applications for withdrawal.
- 13 The student shall make an application for withdrawal on the Transfer or Withdrawal Form.
- 14 Refunds will be made according to the Refund Policy as stated in the Student's Contract.
- 15 There will be no additional fees payable to the school in relation to the withdrawal of the student.
- 16 The School shall inform the student or parent/guardian of the outcome within 14 working days after the application for withdrawal is submitted to the School.
- 17 The School shall inform the student that his/her student pass will be cancelled on the next working day from the withdrawal date, or when the student is forced to withdraw from the School (e.g. convicted for breaking Singapore's law). For avoidance of doubt, if the date of the withdrawal date is on a Friday, the student pass will be cancelled on the coming Monday, inclusive of two non-working days.
- 18 The School shall issue the student with the Short Term Visit Pass (STVP) issued by ICA within 1 working day after receiving the STVP from ICA. For avoidance of doubt, if the STVP is received from ICA on a Friday, the School shall issue it to the student by the coming Monday, inclusive of two non-working days.
- 19 **General procedures**
Parents/guardians may notify the School regarding their intentions to transfer course or withdraw from the School for their children/wards. Notice can be made via wechat, whatsapp, email or verbally.
- 20 Parents/guardians shall inform school staff what is the intended last day of course/school for their children/wards.

- 21 School staff shall prepare the Transfer or Withdrawal Form, and pass to parents/guardians to sign.
- 22 The School shall make a decision on the outcome of the transfer or withdrawal application, including the quantum of refunds where applicable, and inform parents/guardians within 14 working days.

Transfer procedures

- 23 For approved transfer applications, the School shall determine the quantum of any unconsumed fees from the previous course and inform parents/guardians of the balance, if any, to pay. A new student contract has to be signed before fee payment.
- 24 The School shall execute the new student contract before any fee payment.
- 25 The School shall make an application to ICA to transfer the student pass to a new course.
- 26 A new index number will be assigned to the student for the new course.
- 27 Another receipt under the new index number shall be issued for payment of balance of fees, if any.

Withdrawal procedures

- 28 For approved withdrawal applications, the School shall determine if there are any refunds according to the Refund Policy. Refunds if any, shall be made within 7 working days from the student's date of withdrawal, i.e. last day of school.
- 29 The School shall cancel the Student's Pass with ICA according to the Withdrawal Policy described above.
- 30 The School shall issue the STVP according to the Withdrawal Policy described above. Attendance and academic results records may be issued upon request, including requests by ICA.
- 31 The School shall make an internet transfer for refunds where applicable.

Annex A: Student Support Services

1 Introduction

- 1.1 Zhicheng Private School provides student support services (except for services provided by our partners) to enhance the school experiences of our students. Besides the listed support services below, students can approach the Front Desk for any request and we will support wherever we can to ensure that needs of students are well looked after.
- 1.2 Generally a holistic approach is adopted in caring for students. Areas of assistance may lie in the physical domain or the psychological socio-emotional domain. There is also the intellectual and academic domain which is dealt with under Academic criteria. For ease of handling, if the issue(s) faced by a student is not many-layered or multifaceted, it is dealt with as described below.

2 Physical well-being

- 2.1 Comprehensive medical insurance coverage is provided by a school-appointed insurer. This will cover hospitalization and related medical treatment throughout the course duration. Details of the coverage are available on our School Website, the School Notice Board and a copy is also given to students during Orientation. The cost of the premium has been included within the course fee.
- 2.2 Students who are already covered by their own medical insurance plan may inform the school and will be given the option to opt out of this medical insurance scheme.
- 2.3 All classes are conducted in air-conditioned rooms to provide a conducive environment for our students. A common area has also been set aside for students to interact during lesson breaks.
- 2.4 Physical exercises are conducted by staff or appointed sports leaders. (Note: This activity is suspended till further notice)
- 2.5 Free snacks will be provided after school between 4 pm and 4.15 pm to cater to the physical well-being of our students. A snack deposit area is also provided for students to place their purchased snacks until they retrieve them after school.
- 2.6 Hot and cold water is provided for students throughout the day at the pantry area.
- 2.7 First aid supplies and equipment, such as thermometers, are also available at our Front Desk to meet the urgent needs of students.
- 2.8 The School's staff will also monitor the condition of students who are feeling unwell until a clear decision can be made with regard to them seeking medical help or returning home to rest. In all cases, guardians /parents are notified when students inform the School that they feel unwell. Our administrative staff may also accompany students who are ill to the appointed clinics to seek medical help where required.
- 2.9 [Student safety in relation to infectious disease is managed under Infection Control.](#)

3 Social well being

- 3.1 Talks and workshops are conducted throughout the year. They bring the school community together and help to forge a climate of care, trust and friendliness between the school management and students. These sessions may include:
- a) Motivation talks;
 - b) Educational talks (such as study skills, time management, exam matters);
 - c) Bonding activities;
 - d) Learning points that may be drawn from disciplinary cases.

- 3.2 To encourage interaction among themselves, students are allocated to their Mathematics class by age and examination level while allocation to English classes is by proficiency. This provide students with opportunities to interact among their age-peers, as well as among their English-proficiency peers.

Class outings also provide enjoyable and meaningful opportunities for students to interact among themselves and with their teachers beyond a classroom setting.

- 3.3 The School recognises students' academic success in their external examinations by issuing them with a Certificate of Achievement and book vouchers.
- 3.4 The School recognises student improvement in English and Mathematics respectively, and also student leadership, by issuing them with a Certificate of Recognition and book vouchers.

4 Psychological and Emotional well being

- 4.1 We provide various counselling services to meet the needs of our students including but not limited to the following:

- a) Pastoral counselling by trained staff to look after the psychological and emotional needs of our students. Students may also be referred for professional counselling at Child Guidance Clinic on a needs basis at their own expense;
- b) Academic-related counselling for underperforming students;
- c) Post-discipline counselling for misbehaving students;
- d) Pre-course counselling for prospective students;
- e) Post-course counselling by school management to help them understand possible educational pathways available in Singapore after the end of the course. Information on educational pathways is also available in Chinese language.

- 4.2 Teachers are asked to be aware of students in their classes, and to report any behaviour which may signal that a student is having issues. Guidelines for identifying emotionally troubled students, as well as those who may have special needs, are included in the Discipline Handbook, which is issued to all permanent teachers.

- 4.3 We maintain high discipline standards to ensure that students have a safe, secure and conducive study environment so that they can excel academically.

- 4.4 The School maintains a strong parent-school relationship that will enable overseas parents to get up-to-date information about their child's progress regularly. This is done through WeChat, WhatsApp and email. Parents/guardians may also request for face-to-face or virtual Parent-Teacher Meetings (PTMs) to have a better understanding of how their child is learning and developing in the School. This provides strong emotional support to students as they adjust to life in Singapore.

- 4.5 Motivational posters are also placed around the School premises to encourage students to excel in whatever they do.

- 4.6 The buddy system pairs up young students (below 12 years old) with a responsible senior student to provide emotional support during the first month of school as they settle down in Singapore.

5 Programmes

- 5.1 The School provides English remedial lessons free of charge to secondary AEIS students, except students from the highest English level class, on Tuesday and Friday from 4.15pm to 5.45pm, starting one week after the beginning of each semester. Students may choose to join these classes.
- 5.2 The Essay Programme is also provided free of charge to selected secondary AEIS students from the highest English level class, on Tuesday and Friday from 4.15pm to 6.15pm, starting one week after the beginning of each semester, and ending in the week before the AEIS / S-AEIS examinations. Selected students may choose to join this class.

- 5.3 Mathematics remedial lessons are also provided free of charge to selected secondary AEIS students, and run two or three times a week on Monday, Wednesday or Thursday, from 4.15pm to 5.45pm. These classes start with at least three students, and start in January till the S-AEIS, or in July till the AEIS. These classes may run beyond the AEIS / S-AEIS, depending on the needs of students.
- 5.4 Additional classes are provided on Monday, Tuesday, Thursday and Friday for O Level students in the Intensive course, from 4.15pm to 6.15pm, free of charge. Additional Chinese Literature classes may be offered on selected Wednesdays from 4.15pm to 6.15pm free of charge. Timing of Chinese Literature classes may be subject to change without prior notice.
- 5.5 Supervised self-directed learning vocabulary classes are provided to selected AEIS students from Monday to Friday from 4.15pm to 6.15pm. Participants are provided with additional materials and supervision free of charge. O and A Level students are also welcome to join these classes.
- 5.6 ClearFluency® is provided free of charge to selected primary AEIS students, to help them improve their fluency and reading comprehension in English. This software is deployed during English curriculum time.
- 5.7 A Scouting (Rovers) programme is currently available to O and A Level students. Students participate in various activities in the programme, such as first aid, outdoor survival skills, leadership development, community involvement, to develop themselves holistically. The School shall coordinate and facilitate the offering of the programme with the Scouting Association of Singapore at no cost to students. However students have to pay for the programme itself, on a modular basis. This programme is not available to AEIS students as the programme requires a commitment longer than six months, and AEIS students who progress to government schools can choose to participate in Boy Scouts or Girl Guides CCAs.

6 Others

- 6.1 An Orientation Programme is conducted within two weeks of course commencement to welcome students enrolled in our course, and to help them familiarize themselves with Singapore and the School. A Student Handbook, that provides critical information needed throughout the course, is also issued to all students. The Student Handbook is also readily available on the School Website (www.zhicheng.edu.sg).
- 6.2 The School provides safekeeping service for handphones and electronic devices except electronic dictionaries. This not only ensures that students do not misplace their handphones and electronic devices while in school, but also that these devices do not distract students in their academic pursuit.
- 6.3 Study areas after school hours between 4.00pm to 6.30pm (Mondays to Fridays) provide a conducive learning environment for students to revise their work.
- 6.4 To help students to improve their English proficiency, story books are available for loan between 8.45am to 6.30pm from Monday to Friday.
- 6.5 Secondary students are issued Personal Learning Devices (tablets), free of charge, loaded with educational apps such as dictionaries to assist them in their learning. Limited Internet access to white-listed websites is available on these devices. Students may keep these devices after they graduate from the School.
- 6.6 The School has dedicated administrative staff to provide one-stop service for all administrative needs, e.g. Student's Pass application. We also provide administrative support for students to register for AEIS / S-AEIS, O Level and A Level examinations.
- 6.7 The School also provides training on the reasoning test component in the AEIS / S-AEIS Mathematics Test for all AEIS / S-AEIS students to help them perform better in their examination.
- 6.8 The School provides remedial lessons free of charge for underperforming students within pre-selected English Diagnostic Test (DT) bands. Additional lessons may be provided from time to time for students to improve their chances of passing their examinations.

7 Optional services

- 7.1 The following optional services are also available to both our prospective students and students through our business partners. All related costs for such optional services are paid directly to our partners if students decide to engage the services listed. These costs are not included as part of the course fee.
- 7.2 Through the services provided by our business partners, Zhicheng Enrichment Centre Pte Ltd, as well as hostel operators, we hope to provide a one-stop service for the basic needs of our students to enrich their experiences while studying with us in Singapore. However, there is no obligation for students to engage the services provided by our partners.
- 7.3 Prospective students and current students who wish to enquire about hostelling services may do so through the School. The services provided by our selected hostel partners include but are not limited to the following:
- a) Providing guardianship throughout the course to look into the well being of the student after school hours;
 - b) 24-hour housekeeping to ensure a comfortable place to stay;
 - c) Two meals (breakfast and dinner) to meet dietary needs;
 - d) Transport to and from school (selected hostels only);
 - e) Laundry services;
 - f) Tuition services;
 - g) Internet access with controlled timings in the hostel;
 - h) Conducive and dedicated study areas;
 - i) Vending machines for drinks and snacks;
 - j) Recreation facilities such as basketball courts, table tennis tables, karaoke room and music room;
 - k) Outings on selected weekends as bonding sessions.
- 7.4 Optional services provided by Zhicheng Enrichment Centre Pte Ltd include but are not limited to the following:
- a) Tuition classes after school hours between 4.15 pm and 6.15 pm (Monday to Friday);
 - b) Short courses for students who are waiting for their student pass approval by ICA to have a head start for those enrolling in the AEIS course;
 - c) Study tour for prospective students who want to experience what it is like to study at the School before deciding to enrol in the courses offered by the School;
 - d) Weekend outings or activities for students to bond and forge friendships;
 - e) Registration for AEIS/S-AEIS, O and A Level examination;
 - f) Subscription to ClearFluency® and Fast ForWord® programmes.

End of Annex