



**NYU Language School
Student Handbook**

Contents

1. Introduction to the School	3
Welcome message from the Principal.....	3
About the School.....	3
Mission	3
Vision.....	3
Values.....	3
Culture	3
Service guarantee.....	4
Location of the School	4
School management and Academic and Examination Boards	4
2. School administration	5
Hours of operation	5
Applying for a course	5
Applying for a Student's Pass	5
Student's Pass renewal.....	6
Student contract	6
Confidentiality.....	6
Paying school fees	6
Refunds.....	7
Refund under cooling off period.....	7
Refund under transfer within the school.....	7
Non-refundable fee.....	7
Course cancellation	7
Refunds procedure	7
Transfers/withdrawals.....	8
Transfer/withdrawal procedure	8
Transfers.....	8
Withdrawals	9
Deferring your course.....	9
Grievance procedure.....	10
Replacement of documents.....	10
Changes in personal information	10
3. Course administration	10
Lesson schedule and venue	10
Classrooms.....	10
Attendance and punctuality	11
Student survey.....	11
4. Course assessment	11
Attendance and participation in class	11
Writing assignments	11
Midterm and final examinations.....	12
Assessment for preparatory course for admission to government schools.....	12
Rules and regulations for examinations	12
Examination results.....	13
Appealing examination results	13
Final course grade.....	13
5. Student support services	14
Living and studying in Singapore.....	14
Fee Protection Scheme	14
Medical insurance coverage	14
Orientation programme	14
Library.....	15
Multimedia.....	15
Study area.....	15
Wireless Internet access	15
Computers.....	15

External examination registration.....	15
Educational counselling.....	15
Academic assistance	15
Pastoral care.....	15
6. Some Useful Information on Singapore	16
Singapore culture	16
Religion in Singapore	16
Chinese temples.....	16
Islam.....	16
Hinduism.....	16
Christianity	16
Local cuisine	16
7. Contacting the School.....	17
Useful Internet sites.....	17

1. Introduction to the School

Welcome message from the Principal

I take great pleasure in welcoming you to NYU Language School. In the years since our establishment in 1991, we have established ourselves as an institution dedicated to excellence in language teaching, with an excellent track record of providing an education to foreigners and Singaporeans. We provide a friendly, comfortable and safe environment in which students can learn English and other languages, experience living and studying in Singapore, and understand and interact with people from other cultures.

Singapore is fast establishing itself as a schoolhouse to the world. International students are arriving in Singapore in ever larger numbers. They aren't just from Asia, but from Europe, North and South America, and Africa as well. Some of the world's finest universities have campuses here. Singapore's own educational institutions are acquiring an enviable international reputation for themselves as well, and attracting international students.

NYU Language School has a very good reputation among international students. Students of all ages take our Certificate in International English courses. Many college-bound students are aware of our phenomenal record in preparing students studying for English Language qualifying examinations like the TOEFL and IELTS with us. Our summer holiday programmes are very popular with school children from Asia and beyond. If you are planning to enrol your children in public schools in Singapore, they will benefit from our preparatory courses for different levels.

In late 2009, the Council for Private Education (CPE) became the regulatory agency for private education in Singapore. Our school is registered with CPE and we attained the Edutrust Certification (Provisional) in October 2011.

It is my earnest hope that you will form deep and lasting friendships with your schoolmates and instructors, and you will have a happy and meaningful time studying here.

An exciting journey beckons! I take great pleasure in inviting you to join us!

Nance Teo
Principal

About the School

NYU Language School was founded in 1991 to provide quality language courses to Singaporeans and international students. The School has an excellent reputation for conducting English language and Singapore school preparatory courses. Our graduates have the skills and knowledge which prepare them for education and careers in English-speaking countries.

The School's reputation is due to the hard work and commitment of its teaching staff. We are committed to the highest academic standards and cutting edge teaching methods.

The School occupies a central location in the city next to the City Hall MRT station.

Mission

NYU Language School develops the language and communication skills of its students within a nurturing and student-centred environment.

Vision

NYU Language School will be recognized as an outstanding School that is totally committed to the education and well-being of its students.

Values

Nurture: We nurture our students for a better future.

Excellence: We strive for excellence in students' well-being.

Integrity: In everything we do, we show our commitment to our values and we are honest and fair in our dealings.

Culture

We embrace the diversity of our students' backgrounds and beliefs by respecting the uniqueness of every student.

Service guarantee

We provide the following Service Guarantee for our courses:

- All our courses are registered with Council for Private Education. They are taught by qualified and competent teachers.
- All courses will commence on the scheduled dates. If there are any unavoidable delays in commencing classes, the School will notify you in advance by at least seven days.
- To ensure that your course matches your educational needs and proficiencies, a placement test is conducted to ascertain the suitability of the course for you, followed by educational counseling.
- All course fees are insured under the Fee Protection Scheme by Lonpac Insurance Bhd. An insurance certificate will be given to you.
- We have procedures to deal with your grievances and complaints and undertake to resolve them within 21 days.
- In all our dealings, we will always act in an ethical manner, in accordance with the law and the regulations of government agencies in Singapore.
- We will not overcharge anyone and will be truthful in our advertising for our courses.

Location of the School

The map of NYU Language School shows its location in the Adelphi building at the junction of Coleman Street and North Bridge Road. The School is right in the middle of Singapore's civic district, surrounded by some of Singapore's most distinctive buildings. The Supreme Court, Parliament House, Esplanade Concert Hall and most of Singapore's museums are very close by.

The School is very easy to get to. If you take a train to City Hall MRT station, the School is only a 3 minute walk away. There are bus stops on North Bridge Road, Stamford Road, and Hill Street.



Map showing location of NYU Language School

School management and Academic and Examination Boards

School management The School management team is headed by the Principal. The Director of Studies and the Administration Manager are the other members.

Principal	Ms Nance Teo
Director of Studies	Mr John Samuel
Deputy Director of Studies	Ms Marhaini A.Hamid
Administration Manager	Ms Lu Jiayan

Academic and Examination Boards The Academic and Examination Boards advise the School management on academic and examination matters. The people below sit on both boards:

Mr Kennedy Albar, Ms Nance Teo & Ms Marhaini A Hamid

2. School administration

Hours of operation

The operating hours of the School are as follows:

Monday to Friday	9 am to 6 pm
Saturdays, Sundays and Public Holidays	Closed

Applying for a course

The course consultant will inform you of any prerequisites for your course, and ask you to complete a placement test. Before enrolment, you will be informed of the course administrative procedures, including payment of fees.

All duly completed and signed course enrolment forms with supporting documents must be submitted to NYU Language School when you are accepted into a course. You may submit application personally. The School reserves the right to limit the enrolment for any courses or reject any application.

Applying for a Student's Pass

The School will help you in your application for a Student's Pass. You will need the following in connection with your application:

- Photocopy of passport
- Photocopy of birth certificate
- 2 passport-sized photographs
- Photocopies of most recent school report books, academic transcripts and educational certificates
- Photocopies of both parents' passports

You will need to submit the original documents, except your parents' original passports, to the school for verification. The Immigration and Checkpoints Authority (ICA) may also need to verify the photocopies you have submitted against the originals.

Your application for a Student's Pass is done online, through an ICA website. You won't usually have to go online yourself to apply, as the School administrators will do this for you. Instead, you will fill in the Enrolment Form with the necessary information, which the School administrators will then enter into the online system. Please make sure you fill the Enrolment Form completely and accurately.

Your application will be processed by the ICA. This will take about 4 - 6 weeks. The ICA will then inform the School as to the outcome of your application. You will then receive in-principle approval for your Student's Pass, or your application may be rejected.

If you receive in-principle approval, the School will arrange an appointment for you with the ICA. You will have to comply with the requirements stated in the in-principle-approval letter. You may be required to

- bring along original documents for verification when you appear for your appointment. Please make sure you have all the documents required.
- pay a security deposit. This deposit will be returned to you upon cancellation of your Student's Pass.

Country	Amount of security deposit
Malaysia and Brunei	NIL
Indonesia, Philippines and Thailand	\$1500
People's Republic of China, India, Bangladesh and Myanmar	\$5000
Other countries	\$1500

International students from the People's People's Republic of China, India, Bangladesh and Myanmar must pay their security deposits in the form of a Banker's Guarantee from an established bank in Singapore, or by a Cashier's Order. Students from other countries may pay their security deposits in the form of a Banker's Guarantee from an established bank in Singapore, or by a Cashier's Order, or by NETS.

- undergo a medical examination.

If your application for a Student's Pass is rejected by the ICA, you may ask the School to write a letter of appeal on your behalf. Alternatively, you may appeal on your own behalf by writing to the ICA yourself. In either case, your application will be reviewed by the ICA, which will then allow your appeal or reject it.

Your Student's Pass is not transferable and will be cancelled when you are no longer a student here.

If you withdraw or complete your studies at the School, the School will inform the ICA. You must return your Student's Pass to the School for cancellation within 7 days of your last day in school. You will be given a copy of the cancellation letter. You will then be able to stay in Singapore for 30 days on a social visit pass.

The initial application fee for a Student's Pass will be paid by the School. Any subsequent fees that may be charged by the ICA in connection with your application must be borne by you.

Student's Pass renewal

It is your responsibility to ensure that your Student's Pass is renewed on time. The School will not be responsible if your pass expires, or your application for renewal is rejected by the ICA because you were late in submitting your application for renewal. However, the School will help you with the renewal of your student's pass, as long as you inform us in time.

Student contract

The Council for Private Education (CPE) is the government agency responsible for regulating private education in Singapore. It requires you to sign a Standard Student Contract with the School. The Standard Student Contract used by the School conforms to the Standard Student Contract format on the CPE website. If you would like to learn more about how private education in Singapore is regulated, please visit the CPE website at <http://www.cpe.gov.sg>.

The Standard Student Contract defines many aspects of your relationship with the school. It states your rights and obligations to the School, and the School's rights and obligations to you. The Standard Student Contract has clauses which specify

- the course you will attend, its duration and the certificate or qualification you will receive on completing the course;
- how your school fees are protected under the Fee Protection Scheme;
- the terms under which the School buys medical insurance for you;
- the conditions under which you can apply to withdraw from a course, transfer from one course to another, and defer completing a course;
- the conditions under which you may seek a refund and the quantum of the refund you will receive;
- a procedure for resolving any dispute that may arise between you and the School.

Before you sign the Standard Student Contract, you must read it carefully and understand its content. If you have difficulty in understanding the Contract, please speak to our course counsellors or someone else you can depend on to explain the Contract to you. Many of the terms of your Standard Student Contract are explained in this handbook in plain English.

Confidentiality

The School is committed to maintaining the confidentiality of your personal information and undertakes not to divulge any of your personal information to any third party without your consent, unless required to by a government agency.

Your personal information will be used by the School solely for administrative purposes.

The School reserves the right to use your photographs for any brochures, press releases or advertising to promote the School.

Paying school fees

You can pay your school fees in cash, cheques or telegraphic transfer. All cheques should be crossed and made payable to "NYU Language School Pte Ltd". For details of the bank account for telegraphic transfers, please ask the administration staff at the counter. You won't be able to pay for your course with a credit card, Inter-bank GIRO or NETS. All fees must be paid in Singapore dollars.

You must not pay your fees to a third party, e.g. an agent who has introduced you to the School. All fees must be paid directly to the School.

You must pay all fees in accordance with the terms and conditions specified in your Student Contract with the School. You are entitled to refunds only as specified in your Student Contract. Please note that the Application Fee is non-refundable.

If your fees are in arrears you will be barred from attending the course sessions and examinations, unless approval is granted by the Principal.

You will be issued with an official receipt, with all relevant details, when the School receives your payment.

Refunds

Refund for withdrawal for cause You are determined to have withdrawn for cause in the following circumstances:

- the School fails, for any reason, to commence the course on the course commencement date;
- the School terminates the course, for any reason, prior to the course commencement date;
- the School fails, for any reason, to complete the course by the course completion date;
- the School terminates the course, for any reason, prior to course completion date; or
- the Student's pass application is rejected by Immigration and Checkpoint Authority (ICA).

The School will, as soon as practicable, and in any event no more than seven days after receiving notice, refund you the entire amount of all fees paid (except application fee).

Refund for withdrawal without cause If you withdraw from the course for any other reason you are entitled to either a full or partial refund of course and additional fees you have paid, depending on the notice period given, as set out in the table below:

If student's written notice of withdrawal is received	Refund
More than 30 days before course commencement	100% (refer to student contract Schedule 2.1)
14 - 30 days before course commencement	50% (refer to student contract Schedule 2.1)
Less than 14 days before course commencement	No Refund
After course commencement	No Refund

Refund under cooling off period

NYU Language School adopts a 7 working days cooling off period whereby a full refund of fees, as stated in the student contract schedule 2.1 & 2.2 (if applicable), will be refunded should you withdraw during the cooling off period.

Refund under transfer within the school

- Should you transfer during the cooling off period, the amount as stated in schedules 2.1 & 2.2 (if applicable) of the student contract is refundable.
- Should you transfer after the cooling off period, refund will be granted accordingly under the stipulated conditions for withdrawal with and without cause.

Non-refundable fee

The School does not refund application fee paid.

Course cancellation

Conditions under which a course may be cancelled:

- if the number of students is less than 4 and below; or
- if acts of God, force majeure, strikes, war, riot and any other causes of such nature.

Refunds procedure

- Fill in the 'Refund Request Form' which is obtainable from the Administration Manager, concurrently with the 'Request to Withdraw Form'.
- If you are under 18, you must submit the form along with a parent/guardian's signature on the refund form.
- 'Refund Request Form' will be submitted concurrently with the Withdrawal form to the DOS/Principal for approval.
- The Administration Manager will inform you on the outcome of your refund request via e-mail, phone call or in person. A letter of confirmation for Withdrawal / Refund will be issued to you.
- All refund will be made by cheque.
- You or the authorised person who collects the cheque for refund has to acknowledge the refunded amount by signing on the School's form.
- The whole process is to be completed within 7 working days from the day of submission for withdrawal/refund.

Transfers/withdrawals

All requests for transfer/withdrawal must be submitted using the Request for Transfer (within the School) /Request to Withdraw from Course form obtainable from the Administration Manager. Request for transfer to other schools are treated as withdrawals.

Transfer will only be granted with the approval from the Director of Studies (DOS)/Principal.

Circumstances in which a transfer/withdrawal application will be granted:

Withdrawal with Cause

- The School fails, for any reason, to commence the Course on the Course Commencement Date;
- The School terminates the Course, for any reason, prior to the Course Commencement Date;
- The School fails, for any reason, to complete the Course by the Course Completion Date;
- The School terminates the Course, for any reason, prior to Course Completion Date; or
- The Student's Pass application is rejected by Immigration and Checkpoint Authority (ICA).

Withdrawal without Cause

- Student withdraws from the course for any reason other than those set out in Withdrawal with Cause.

*You have attained a minimum of 90% attendance rate (ICA's requirement) and
If all outstanding fees are paid and you do not have arrears in the fee payment.*

Upon approval of transfer, the student contract will be void and a new letter of offer is given.

Additional fee payable for transfer/withdrawal

- Application fee is applicable only if you accept a new course.

Status of Student's pass for international students

- Existing student's pass will be cancelled within 3 working days.
- A request for transfer (within the school) will be submitted to ICA.
- For transfer to other schools, you are deemed to have withdrawn from the School and the student's pass will be cancelled within 3 working days
- The school is not responsible for ICA's decision for your transfer/withdrawal request and your disruption of studies.
- You are only allowed to commence the new course upon collection of the new student's pass.

The School requires you to sign a new contract before joining a new course.

Fees for the new course is payable after signing the new contract.

The School completes the whole process within 7 working days from date of submission of request to transfer/withdrawal.

Transfer/withdrawal procedure

The School manages students' requests for course transfers or withdrawal from courses in a fair and acceptable manner.

The School considers requests from students for transfers to another course within the School. Requests for transfers to other schools are treated as withdrawals. The school will follow the same procedure as stated under withdrawals. The School also considers requests for other kinds of withdrawal from courses, as well as deferments for a specified period of time.

Transfers

Procedure to initiate a transfer to a different course within the School:

- You must complete the 'Request for Transfer' form which is obtainable from the Administration Manager.
- If you are under 18, you must submit the form along with a parent/guardian's signature on the transfer form.
- The DOS/ Principal will look into each transfer request and you will go through a counselling session with the DOS/ Principal before transfer is granted.
- If the request is granted, the School will adhere to the procedure stated under Withdrawal/Refund Procedure should there be a refund.
- If there is no refund, the School will adhere to the Withdrawal procedure.

- A letter of confirmation for transfer will be issued to you for successful transfer.
- The admission process will apply. A new contract will be signed while the original student contract will be terminated.
- The whole transfer process will be completed within 7 working days.

Withdrawals

The School categorizes withdrawals as withdrawals with cause or withdrawals without cause. Requests by students for transfer to other schools are considered withdrawals, and are treated accordingly.

Procedure to withdraw from the School:

- You must complete the 'Request to Withdraw from Course' form which is obtainable from the Administration Manager.
- If you are under 18, you must submit the form along with a parent/guardian's signature on the withdrawal form.
- The School will check on the student's attendance records and ensure that there is no outstanding fee owed by you.
- The DOS/ Principal will look into each withdrawal request and should there be a need, you will go through a counselling session with the DOS/ Principal.
- The administration manager will inform you of the outcome of your request via e-mail, phone call or in person. Upon approval of the withdrawal request, a confirmation letter will also be given to you via e-mail or you could collect the confirmation letter personally.
- The whole process is to be completed within 7 working days from the day of submission for withdrawal/refund.

Deferring your course

A student must complete the Request to Defer Course form and submit it to the Administration Manager. The form is obtainable from the Administration Manager.

The following conditions apply to any deferral of studies:

- You must state your reason for wanting to defer your studies, as well as the period of deferral. No further amendment of the date will be allowed.
- The reasons for deferral must be one of the followings:
 - Medical leave (for hospitalisation only)
 - National service
 - Emergency (e.g. lost passport)

All the above must be supported by documentary proof.

- You are only allowed to defer once per course of study. The period of deferral cannot be subsequently extended.
- The period of deferral cannot exceed 12 months.

The deferrals of course will be considered by DOS /Principal. A letter of confirmation will be issued to you. You will acknowledge the outcome of deferral by signing on the Request to Defer Course Form.

Any course fee that had been paid by you will be retained by the School, towards the payment of course fees when you rejoin the course. If you do not rejoin the course within the stipulated period for any reason (including the rejection of new student's pass), there will be no refund for any course fee paid and the deferral will be considered as a withdrawal.

The School does not guarantee that the same course will be available when the period of deferral is completed. In the event of the course being unavailable, you may request a transfer to another course, subject to the approval of the Director of Studies. If you do not wish to join any other courses which the School offers, you will be considered to have withdrawn and be subject to the procedures resulting from a withdrawal.

A new contract will be signed by you to acknowledge and agree on the defer arrangement prior to departure.

The whole process for deferral is to be completed within 7 days.

Grievance procedure

We are committed to providing you with a study environment which is physically safe, free from harassment of any kind, and conducive to the achievement of good learning outcomes. It is our earnest hope that your time in the School will be happy, and that you will build meaningful friendships with your schoolmates and instructors that will continue even after you leave the School.

If you encounter a situation which causes you distress, we recommend that you try to discuss the issue with the person concerned, before bringing the issue to the attention of the School.

If you decide to notify the School, we will deal with your complaint in a sensitive and confidential manner. You must complete the Complaint Form, which is available from the Administration Manager. Your complaint will be looked into by the Principal. If your complaint is of a minor nature, the Principal will in most cases be able to resolve the matter immediately. In any case, the Principal will respond to your complaint within 21 days.

There may be times when we will need to discuss the issues with the person you are complaining against if we are to help achieve a resolution. If so we will discuss this with you and get your agreement before proceeding. The person you are complaining about has as much right to a fair hearing as you do. We will listen to both sides without prejudice.

If the Principal is not able to resolve your complaint to your satisfaction, your complaint will be referred to the Council for Private Education, which is the regulatory body for all private educational institutions in Singapore. The Council, through its Student Services Centre, will refer the dispute to Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SI Arb) for mediation.

The terms of your Student Contract with the school allow you to file a complaint at any time with the SMC or SI Arb through the CPE Student Services Centre. In the last resort, if mediation fails, you have access to the courts.

Replacement of documents

Any request of or replacement of official documents (such as course certificates, official transcripts, official receipts) must be submitted in writing to the Principal of the School and must be supported with evidence.

An administrative fee (subject to the prevailing GST) will be imposed for the replacement of any official documents. Please refer to the following table for the fee structure:

Duplicate of Course Certificates	S\$30.00
Duplicate of Official Report Card	S\$30.00
Duplicate of Official Receipts	S\$10.00
Book Replacement Fee	S\$50.00
Social Visit Pass Extension	S\$30.00

Changes in personal information

You must notify the Administration Manager immediately if there is any change in your personal information, such as your mailing address, e-mail address or telephone number. The Administration Manager will inform you if any further steps are required, e.g. notifying the ICA.

3. Course administration

Lesson schedule and venue

All lessons will be conducted from 9.30 am to 1.00 pm for the morning session, 2.00 pm to 5.30 pm for the afternoon session, Monday to Friday. All classes are held at The Adelphi #04-35, 1 Coleman Street, Singapore 179803 unless otherwise stated.

The School reserves the right to cancel or postpone lessons due to unforeseen circumstances. Should there be any changes or cancellation to the courses schedule, the School will make every effort to inform you.

No lessons will be conducted on the eve of New Year, the eve of Christmas and all gazetted Public Holidays. The School will also be closed from the eve of Christmas till year-end.

Classrooms

You are requested to keep the classrooms clean and tidy at all times. There will be no consumption of food, drinks or beverages. No smoking in the School's premises. Only plain or mineral water may be consumed on the premises.

The School will not be liable for any mishap, injury or any loss or damage incurred by you during the course.

Attendance and punctuality

You are required to attend all course sessions. The School administrator will mark attendance at the beginning of every lesson. Your attendance accounts for 10 percent of your final course grade.

If you do not attend at least 90 percent of course sessions, the following consequences will apply:

- You will not be eligible to renew your student's pass;
- You will be barred from the final examination;
- The school will not issue you with a Certificate of Attendance;

In addition, you may also be subject to further disciplinary action by the school.

In addition, the Immigration Act (Chapter 133, Regulation 2L) also requires the school to inform the Immigration and Checkpoints authority if student's pass holders are absent for 7 or more consecutive days, or if their attendance falls below 90 percent in any calendar month.

You will not be penalised if your absence is authorised by the school. You may apply, in advance and in writing, for an authorised absence for the following reasons:

- a. Medical or dental appointments with a licensed practitioner (student must present medical or dental certificate);
- b. Grave illness or death of a close relative;
- c. Graduation ceremony of a recognized educational institution;
- d. Interview for a job (only applicable to non-student pass holders)
- e. Overseas trip

All the above reasons must be verified by documented proof. All documents must be submitted with the leave form.

In addition, absence related to an illness is considered an authorised absence if the absence is documented by a certificate from a licensed medical practitioner.

Punctuality is an important life skill. You are expected to be in class on time. Being late is disrespectful to the instructor and your fellow students. You will disrupt the lesson in progress and lose valuable instruction time.

Your participation in class will count in your final course grade. If you are late, you will be assessed as not participating fully in class activities. If you are more than half an hour late, you will be considered to be absent without authorisation. You will not be allowed to participate in the course session for that day.

Student survey

A student survey will be conducted once a term. This is an opportunity for you to tell us about your experience with us. Your feedback will help us to serve our students better.

You won't have to give us your name when you complete the student survey. This will make it easier for you to tell us exactly what you think.

4 .Course assessment

Your course grade will be based on the following components (applicable for all courses except for the preparatory course for admission to government schools):

Attendance and participation in class (10 percent)

Your grade in this area will be based on class attendance and the quality of your classroom participation.

Writing assignments (30 percent)

The ability to write English will be very important as you continue your studies and pursue a career in a country where English is widely used. You will receive 8 major writing assignments in this course. These assignments are very important, as you will note from the 30 percent weighting towards your final course grade. You are expected to consider the requirements of each assignment carefully, and devote a few hours to completing each assignment.

Plagiarism When doing your assignments, you must not take sentences or paragraphs or even whole articles written by someone else and pass it off as your own work without acknowledging the author or the original source. This is

cheating and will not be condoned by the school. Disciplinary action will be taken against anyone caught plagiarising material for their assignments.

The person who benefits from doing an assignment is yourself, not your instructor or someone else. The grade you get for an assignment tells you how much you have progressed, and how far you still have to go. In the same way, a student who plagiarises material hurts himself, not anyone else.

Grading of assignments Your graded assignment will be returned to you within 10 days. Your instructor will conduct a debrief after grading the assignment to evaluate the progress of the class towards meeting the learning objectives of the course. Your instructor will also meet with each student individually to discuss their performance on the assignment.

Midterm and final examinations (20 and 40 percent respectively)

You are required to sit for two examinations, one midway through your course, and the other towards the end. The examination will contain both a written and an oral component. You will be tested on your ability to understand both spoken and written English, as well your ability to speak and write English.

Writing You will be required to complete at least one writing task in the examination.

Free essay writing task This will be the first writing task. You will be asked to write an essay on one of a number of topics given to you. This will be a creative piece which will test your ability to organise and present information effectively, as well as your command of English sentence structures and vocabulary.

Directed writing task This will be your second writing task. You may be asked to write an essay based on a series of pictures, or to write directions for completing a task, or a letter with a specific purpose.

Grammar and vocabulary You will learn some common sentence structures during your course. You will be tested on your knowledge of these structures during the examination. There will also be cloze passages and multiple-choice questions to test your understanding of English words.

Reading comprehension Your instructor will work with you to develop good reading comprehension skills. The examination will include two reading passages to test your ability to understand what you read. You will be set questions which require different kinds of answers, e.g. multiple-choice, cloze as well as questions which require you to answer in complete sentences. These different question types will help your instructor to understand how best to help you improve your reading skills.

Listening comprehension You will need to understand spoken English well if you learn or work in an English-speaking environment. Your instructor will help you to acquire skills to improve your listening comprehension. You will be tested on your ability to understand spoken English in the examination. In your classes, you will learn how small differences in pronunciation lead to words which mean very different things. The examination will test you on your understanding of complete sentences or whole passages rather than single words.

Speaking The oral part of the examination will test your ability to speak English. You will be asked to look at a picture or a sequence of pictures and tell your instructor what you see. You will also be asked to take part in a conversation with your instructor and your classmates.

Assessment for preparatory course for admission to government schools

Your course assessment will be based on monthly tests for English and Mathematics. Your monthly test results will be included in the final report.

Rules and regulations for examinations

The school views cheating on examinations seriously, and disciplinary action will be taken if any student is found cheating or behaving inappropriately during an examination. This includes

- giving any answer that is not your own;
- looking at other students' answers (even if you don't change your own answer);
- using or possessing unapproved materials during examinations (such as books, notes, or personal items);
- whispering or other behaviours deemed inappropriate by the invigilator

You are required to switch off your mobile phones before the commencement of the examination. All personal belongings, including books, files and materials must be placed in front of the examination room or any designated place for such purpose.

You are to ensure that you have been issued the correct set of examination papers and that all pages are intact.

You are not allowed to leave the examination hall during the first 30 minutes of the examination. You are not allowed to go to the washrooms during the examination. You will be advised by the invigilator to go to the washrooms prior

to the commencement of the examination.

You are not allowed to eat, drink or smoke in the examination room.

Examination results

You will get your examination results within 21 days of the last day of the examination. For the mid-term examination, your instructor will allow you to see your graded scripts before this time. This is to enable you to see exactly how you did on each question, so that you may do better in the final examination. Your instructor will not be able to show you the graded scripts for the final examination in class, as grading will be complete only after your course ends. They will be archived by the school administrator, and you can contact the administrator to view your graded examination scripts.

You must collect your examination results in person. They will not be released through telephone, fax, e-mail or mail. If there is a compelling reason for you to do so, another person may collect your examination results. That person will have to show a letter of authorisation signed by you.

Appealing examination results

The School has an appeal process in place. Should you need to appeal, your course instructor will advise you on the process.

Mid-term examinations After the mid-term examinations, your instructor will show you your marked examination scripts. If you feel that there is an error in your examination grade, you may ask your instructor to review and make the necessary changes for you.

Final examinations You will not see the marked examination scripts for your final examination, as marking will only be completed after your course ends. However, you could take a look at your graded examination script by asking the administrators within 14 days of the last day of the examination. You can meet with your instructor to discuss your performance, and to request a review of your grades.

If you still feel that your examination grade is not correct, you may lodge an appeal within 14 days after you have seen your marked script. You must do so on an examination appeal form, which you can obtain from the Administration Manager. Your appeal will be heard by the Examination Board, who will inform you of the outcome of your appeal within 14 days after you file your appeal.

You must state your grounds for appealing on the form. The Examination Board will only consider an application based on one or more of the following claims:

- There were errors in the marks awarded for the examination script;
- The examination was significantly at variance with the directed course of study;
- There were circumstances in the conduct of the examination which had a significant adverse effect on your performance;
- You were seriously misdirected on the format of the examination;
- There were irregularities in the conduct of the examination.

If the Examination Board decides to allow the appeal, your records will be edited to reflect the revised grade, and you will be issued with a corrected course transcript and course certificate within 14 days of the Examination Board's decision.

Final course grade

A course report detailing the grades for all the components will be issued to you upon completion of the course. The official course report will serve as a documentary proof of student's course completion and award of certificate.

Your final course score grade is made up of your scores in your mid-term and final examinations, your attendance and class participation and your scores in the major writing assignments, as shown in the table below:

Component	Score
Class participation	/ 10
Mid-term examination	/ 20
Final examination	/ 40
Assignments	/ 30
Overall	/ 100

Your course score will be converted into a course grade. Please refer to the table below to see how course scores translate into an overall grade for the course:

Score	Grade
80 & Above	Distinction
70-79	Credit
50-69	Pass
49 & Below	Fail
Absent	Absent

Award and collection of certificates

On successful completion of the course, you will be awarded a course certificate. The course certificate will be available within 30 days of the final day of the course, and will reflect your performance i.e. distinction, credit or pass. It will be signed by the principal and your course instructor.

5. Student support services

The School has programmes and facilities to enrich your educational experiences and develop them holistically so that you become socially responsible people. These may include community involvement programmes, leadership programmes etc.

The School regularly evaluates the support services it provides to ensure high standards of service. It regularly reviews the scope, suitability, quality and effectiveness of the support services it provides, with the objective of improving your welfare, by continuous consultation and feedback from students.

Living and studying in Singapore

If you are new to Singapore, you may need some help getting used to living and studying here. Please approach the counter staff – they will be very happy to help you with things like bus and MRT services, postal and telephone services and getting connected to the Internet. The School's counter staff will also help you if you need a doctor, or help finding accommodation.

The School does not have commercial arrangements with any companies providing the services mentioned above. The School does not get a commission from these companies, nor does it profit in any way from recommending them to you. The School is better able to assist you in the absence of such commercial considerations.

Fee Protection Scheme

The Fee Protection Scheme (FPS) serves to protect students' fees if the School ceases operations for any reason. The FPS also protects you if the School fails to pay penalties or return fees to you arising from judgments made against it by the Singapore courts.

Your course fees are insured by Lonpac Insurance Bhd. Your course insurance begins from the time you pay your fees, not from the commencement date of your course, and will be in effect for the entire duration of your course.

The School will bear the entire cost of providing you with course insurance.

If you need to make a claim under the terms of your course insurance, you will need to produce the Certificate of Student Insurance, as well as the original receipts for the course fees you have paid.

A copy of the master insurance policy taken out by the School is available on the School website at www.nyu-online.com.

Medical insurance coverage

The School arranges medical insurance coverage for you for hospitalisation and related medical treatment for the entire duration of the course if you have paid for the medical insurance. If you are a citizen or permanent resident of Singapore, you are exempted if you are already covered by your own medical insurance plan. You need to submit a copy of your insurance coverage to the school if you are exempted from the purchase of medical insurance.

Your coverage entitles you to

- coverage at a value of at least S\$20,000.00;
- admission to at least a B2 ward in government and restructured hospitals; *and*
- 24 hours coverage in Singapore and overseas (if you are involved in school-related activities).

In the event of a claim, you can get an insurance claim form from the Administration Manager.

Orientation programme

The School conducts an orientation programme at the beginning of each course. The orientation programme aims to

- disseminate and reiterate important course information and other information
- inform you of your rights (this includes internal and external grievance and dispute resolution procedures,

- fee protection scheme, reference to CPE's official website);
- inform you of course deferment/extension criteria and procedures, suspension and expulsion conditions; and give details of the organisation awarding the certificate (if applicable).

Library

You may find some of the books in the school library interesting. If you would like to check them out to read at home, please approach to the administrator. You may borrow at most 4 books for 2 weeks at a time. If the books are not reserved by anyone else, you may renew your loan twice.

Multimedia

The school has a collection of DVDs and other multimedia material. You may find them interesting and helpful for improving your ability to understand spoken English. If you want to borrow them, please tell the counter staff. You may borrow at most 1 multimedia item for up to 2 weeks. If the item isn't reserved by anyone else, you may renew your loan.

Study area

Study areas are available for private study at some periods during the week. Please inform the counter staff if you are in need of a quiet place to study outside curriculum hours.

Wireless Internet access

The school's wireless Internet network is available to students. You can access the Internet on your laptops or mobile phones. Please obtain the password for the network from the counter staff.

Please do not use the wireless network to download pirated materials. You are only to use your mobile phones or laptops outside curriculum hours.

Computers

The school has computers available for students to use. You may use the computers to do your assignments, check your e-mail, or surf the Internet.

Please do not install your own software or download pirated materials. You are only to use the computers outside curriculum hours.

External examination registration

Many of our students are enrolled in preparatory courses for external examinations, like the TOEFL , IELTS, PACT, AEIS or QT tests. The counter staff will help you with your registration for the relevant examinations if you approach them. If you are having difficulties understanding the registration procedures, they will be able to help you. They may have informational materials and registration forms that will make it easier for you to sign up for the examinations.

Educational counselling

We are very concerned that you should find the course that's just right for you – it should fit your own educational objectives, and you should have the abilities to do well in it. As a result, before you actually enrol in a course, our course counsellors will discuss your options with you in detail, before identifying the course that will suit you best. You will also do a placement test that assesses your English language ability.

Our students usually enrol in a programme that consists of a number of progressively more advanced courses, usually culminating in an external examination like the TOEFL or IELTS. But this probably doesn't mark the end of your educational journey.

Where do you go from here? Singapore has many educational opportunities – as a matter of fact, it has the largest number of institutions of higher learning per capita in the world. These choices represent wonderful opportunities, but the sheer number of options that are open to you can be daunting. Our course counsellors will be able to help you with your plans for furthering your education. They will be able to direct you to helpful college websites and publications that you might consult before making up your mind.

Academic assistance

Once you're in a course, you may find coping with your studies a challenge. Maybe you need some help with your study skills - managing your time, note taking, understanding and remembering your course content – that kind of thing. You may be finding it difficult to understand your course materials or to work on your assignments. Let your course instructor know. He may be able to give you some tips on managing your studies, offer you some extra coaching or guidance with your assignments.

Pastoral care

It is important to us that our students are well informed, safe, and properly cared for. The School understands that we have an important responsibility for your welfare.

If you're new in Singapore, missing your friends and family, or have concerns about how you're being treated by your landlord, or someone else who has provided you with goods or services, or if you're having to work through some personal issues, you might want to talk to someone you trust in the school, perhaps your course instructor or our counter staff. They will do their best to help you, and will certainly keep anything you tell them confidential. At present, the School does not have professional counselling staff. If you need the services of a professional counsellor, our staff will be able to provide you with a list of organisations that provide professional counselling services.

6. Some Useful Information on Singapore

Singapore culture

Singapore is a cosmopolitan society where people live harmoniously and interaction among different races is commonly seen. Singapore has a mixture of Malay, Chinese, Indian, and European influences, all of which have intermingled. The bulk of Singaporeans do think of themselves as Singaporeans, regardless of race or culture.

Each racial group has its own distinctive religion and there are colorful festivals of special significance all year round. Although the festivals are special to certain races, it is nonetheless enjoyed by all.

Religion in Singapore

Most Singaporeans celebrate the major festivals associated with their respective religions. The variety of religions is a direct reflection of the diversity of races living there. The Chinese are predominantly followers of Buddhism, Taoism, Christians, Catholics and some considered as 'free-thinkers' (Those who do not belong to any religion). The Malays are predominantly Muslims and Indians are Hindus. There is a sizeable number of Muslims and Sikhs in the Indian population. Religious tolerance is essential in Singapore. In fact, religions often cross racial boundaries and some even merge in unusual ways in this modern country.

Chinese temples

Taoism, Confucianism, Buddhism, and ancestral worship are combined into a versatile mix in Chinese temples.

Followers of the Tao (The Way) adhere to the teachings of the ancient Chinese legend, Lao Tzu. They are concerned with the balance of the Yin and Yang, which are opposite forces of heaven and earth, male and female. Feng Shui, literally translated as wind and water, also originated from Yin and Yang. Ancestral worship is common and the spirits of the dead, like the gods themselves, are appeased with offerings.

Most Buddhists are of the Mahayana school although there are some from the Theravada school. In Singapore, the Buddhist faith is linked with Taoism and the practical doctrine of Confucianism.

Islam

The Malays in Singapore are Muslims. A few of the Indians are also Muslims, and there are even the Chinese Muslims.

Islam has a fundamental influence in the lives of those who follow the Prophet of Allah, Muhammad. The religion involves praying five times a day, eating only "halal" food, fasting during Ramadan, and going to Mecca on the Haj (pilgrimage). Halal food means food that has been specially prepared in accordance to the religion's dietary requirements.

Hinduism

As the Indian immigrants migrate to Singapore, they brought with them Hinduism. The early temples are still the central points of rituals and festivals, which are held throughout the year.

Christianity

One will be able to find Christian churches of all denominations in Singapore. They were actually established with the arrival of various missionaries after the coming of Sir Stamford Raffles. Together with Buddhism, Islam, and Hinduism, Christianity is considered one of the four main religions today. There is quite a large number of Christians on the island.

Local cuisine

In Singapore, food is also readily and widely available. There are lots of cuisines to offer. We have, Chinese, Indian, Malay, Indonesian and Western, Italian, Peranakan, Spanish, French, Thai and even Fusion. It is very common to savour other culture's food and some of the food can be very intriguing. Indian food are relatively spicier, whereas

Chinese food is less spicier and the Chinese enjoy seafood. Malay cooking uses coconut milk as their main ingredient and that makes their food very tasty.

Some interesting places in Singapore

*Sentosa Island Snow City East Coast Park Clarke Quay Vivo City Mount Faber Park
Science Centre Singapore Singapore Zoo Jurong Bird Park Night Safari*

Transportation system

Traveling in Singapore is both easy and economical. There is an efficient public transportation network, which offers taxis, buses, and the modern Mass Rapid Transit (MRT) rail system. With its excellent public transport system, Singapore is, without a doubt, the easiest city in Asia to get around.

Clean, punctual, and air-conditioned, Singapore's MRT subway system is a hallmark of efficiency. It is the easiest, fastest, and most comfortable way of getting around Singapore within minutes. Do note that there are fines for littering, smoking, eating and drinking in MRT stations and on board the trains. The MRT operates from 6 a.m. to midnight at frequencies of 3 to 8 minutes.

Singapore's bus network is extremely frequent and comprehensive. Visitors rarely have to wait more than a few minutes and a bus will get them anywhere. If you are planning to travel a lot by public transport, it is best to purchase a copy of the TransitLink Guide, which has a list of all bus and MRT (Mass Rapid Transit) services. You can also buy the TransitLink Card, a stored value card that can be used on both the MRT and bus. Most buses operate between 6 a.m. to midnight.

7. Contacting the School

If you need to write to the School, please address your correspondence to:

NYU Language School
The Adelphi #04-35, 1 Coleman Street, Singapore 179803

You can also reach the School in the following ways:

Telephone	(65) 6338-3533	Fax	(65) 6338-4680
Email	admin@nyu-online.com	Website	www.nyu-online.com

Useful Internet sites

Here are some useful websites with further information on living, studying and working in Singapore:

Immigration & Checkpoints Authority	www.ica.gov.sg
Ministry of Education	www.moe.gov.sg
Council for Private Education	www.cpe.gov.sg
Ministry of Manpower	www.mom.gov.sg