STUDENT HANDBOOK

Elevantis International College

For all students of our diploma and short courses

Version 1.0

Please read this handbook in your first week and keep it for reference.

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1 Welcome

Dear Student,

Welcome to Elevantis International College, and thank you for choosing to study with us.

Our diplomas are built for working adults in Singapore's built-environment sector: people who keep buildings running, install and maintain M&E systems, manage facilities and supervise construction work. You study one day a week, on a Saturday or a Sunday, so you can keep working while you learn.

Our teachers are practising engineers and managers who know the work you do. We keep our rules few, clear and fair, and this handbook explains them in plain words. If something is not working for you, tell us early. Student Services and your teachers are here to help.

We wish you every success in your studies.

The Directors

Elevantis International College

Your diploma at a glance

- 7 months, part-time: one 4-hour class a week, on Saturday or Sunday
- 6 modules, 120 hours in total, taught face to face at Jalan Besar Plaza
- Total fees S$1,900: S$150 administration fee plus S$250 a month for 7 months (S$1,750 if you passed the Foundation Course)
- You never pay more than two months of fees in advance, and no deposit is ever collected
- 10-day cooling-off period: cancel in writing and get every dollar back
- To graduate: pass every module (pass mark 50) and attend at least 75% of every module
- Questions? Student Services: admissions@elevantiscollege.com or +65 8119 4649

2 About this handbook

"You" means the student. "The College" means Elevantis International College Pte. Ltd. "SWDA" means the Skills and Workforce Development Agency, which regulates private education institutions in Singapore under the Private Education Act 2009.

This handbook explains the College's policies in plain words. The full policies are available from Student Services and on the College website. If this handbook and your signed Student Contract ever differ, the Student Contract applies. If this handbook and a College policy differ, the policy applies, unless this handbook is better for you.

The College may update this handbook. Changes are approved by the Academic Board, emailed to current students and published on the website within 14 days. A change never takes away a right you have under a Student Contract you have already signed.

If anything in this handbook is unclear, ask Student Services.

3 About the College

Who we are

Elevantis International College Pte. Ltd. (UEN 202319875E) is a private education institution in Singapore. It offers part-time diploma courses for working adults in mechanical and electrical (M&E) engineering, facility and energy management, and building construction.

Vision

To be a trusted provider of part-time education for Singapore's built-environment sector.

Mission

To give working adults practical training and practical skills used in industry in M&E engineering, facilities management and building construction, taught by people who have done the work.

Values

Integrity in how we teach, assess and deal with you; respect for every student and staff member; practical learning that you can use at work; and fairness in every decision we make about you.

Registration status

The College has applied to SWDA for registration under the Enhanced Registration Framework (ERF). It enrols students only after SWDA has registered it and given permission for the course.

Once given, registration means the College has met SWDA's minimum requirements to operate. It does not mean that SWDA endorses the College or its courses.

Singapore has no central authority that recognises qualifications awarded by private education institutions. Whether a College diploma is accepted for a job, a professional registration or further study is decided by the employer or institution concerned. If this matters to you, please check with them before you enrol.

The College is not EduTrust certified. It does not take part in the Fee Protection Scheme or any industry-wide course fee insurance scheme. Section 6 explains how your fees are protected instead.

Who runs the College

The College's two Directors, Kamaraj Gnanaprakasam and Gnanaprakasam Andal Mani, are the College's managers. They are responsible for the College's compliance, finances and operations.

The Academic Board and the Examination Board

The Academic Board sets academic policy, approves courses and modules, approves which teachers may teach each module, and checks academic standards. The Examination Board makes sure assessments are fair and secure: it controls exam papers, sets rules for invigilators and markers, moderates marks, confirms results and decides academic appeals. Each Board has at least three members, chosen for their qualifications and experience.

Academic Board	Examination Board
Kamaraj Gnanaprakasam, Chair	Gnanaprakasam Andal Mani, Chair
Gnanaprakasam Andal Mani, Member	Kamaraj Gnanaprakasam, Member
Pethusamy Sureshkumar, Member	Pethusamy Sureshkumar, Member

A Board member never decides a matter in which he or she has a personal interest, such as the marking of his or her own module or an appeal about it. Wendy Chua is Secretary to both Boards. She keeps their records but is not a member.

How the College is organised

The Directors are at the top. The Academic Manager reports to them and runs courses, timetables, teachers and assessments day to day. Student Services reports to the Directors and handles enquiries, admissions, fees, attendance records, student files and requests.

Role	Name
Directors	Kamaraj Gnanaprakasam; Gnanaprakasam Andal Mani
Academic Manager	Gnanaprakasam Andal Mani
Enrolment Coordinator	Kamesh Raj
Student Services Executive	Candy
Finance and Administration Executive	Mary
Secretary to the Boards	Wendy Chua
Data Protection Officer	Gnanaprakasam Andal Mani

Our teachers

Every teacher is approved by the Academic Board for each module he teaches, after his qualifications and experience have been checked. All teachers are part-time and have years of industry experience. The current list of teachers and the courses they teach is always on the College website.

Teacher	Main modules taught
Kamaraj Gnanaprakasam	M&E Equipment and Energy Efficiency; Fundamentals of Facilities Management; Maintenance Planning and Asset Management; Risk and Emergency Response Management; Construction Technology
Dhamodharan Gnanasekaran	Electrical Engineering Principles; Air-Conditioning and Mechanical Ventilation; Energy Management and Green Buildings; Site Safety and Health Management
Pethusamy Sureshkumar	Engineering Mathematics; Procurement and Contract Administration; Project Management; Construction Contract Management
Lim Hong Keng Andrew	Mechanical Engineering Principles; Building Services and Quality Management
Alagappan Karthikeyan	Engineering Drawing and AutoCAD; Building Drawing and AutoCAD

Premises, opening hours and contacts

Classes are held at 101 Kitchener Road, #03-30, Jalan Besar Plaza, Singapore 208511, a short walk from Farrer Park and Jalan Besar MRT stations. Classrooms are air-conditioned, have projectors, and are set up for both lectures and practical work. Each class has no more than 24 students for each teacher.

The office is open Monday to Sunday, 9.00 am to 6.00 pm. Phone or WhatsApp +65 8119 4649, or email admissions@elevantiscollege.com. A full contact list is in section 24.

4 Our courses

The College offers three part-time diplomas. Each is developed and awarded by Elevantis International College Pte. Ltd. and taught in English, face to face at the College.

Feature	All three diplomas
Duration	7 months, part-time
Classes	One 4-hour class a week, on Saturday or Sunday
Modules	6 modules of 20 hours each (17 hours of classes and 3 hours of assessment)
Total hours	120 hours
Intakes	Announced on the website, subject to enough students. Your dates are in your Student Contract.
Industrial attachment	None
Award	The diploma named in your Student Contract, conferred by Elevantis International College Pte. Ltd.

Diploma in Mechanical and Electrical Engineering

Module	What you learn
1. Engineering Mathematics	Algebra, trigonometry, units and conversions, and basic M&E calculations
2. Engineering Drawing and AutoCAD	Reading M&E drawings and symbols, 2D drafting, and simple layouts and schematics
3. Electrical Engineering Principles	DC and AC circuits, single-line diagrams, wiring and cable sizing, protective devices and electrical safety
4. Mechanical Engineering Principles	Forces and motion, heat transfer, fluid flow and pressure, pumps, fans, pipework and ductwork
5. M&E Equipment and Energy Efficiency	Motors, pumps, fans, generators, transformers, lifts and lighting; energy-saving equipment such as variable speed drives, efficient motors, LED lighting and solar PV; the Singapore Green Building Masterplan
6. Air-Conditioning and Mechanical Ventilation	Chilled-water and split systems, cooling load, mechanical ventilation, and ACMV operation and maintenance

Diploma in Facility and Energy Management

Module	What you learn
1. Fundamentals of Facilities Management	Scope of facilities management, FM roles and services, service levels and building legislation in Singapore
2. Air-Conditioning and Mechanical Ventilation	Chilled-water and split systems, cooling load, mechanical ventilation, and operation and maintenance of ACMV equipment
3. Maintenance Planning and Asset Management	Preventive and corrective maintenance, maintenance schedules, asset registers, asset lifecycle and computerised maintenance management systems (CMMS)
4. Energy Management and Green Buildings	Energy bills and metering, basic energy audits, energy-saving measures, Green Mark and green building requirements
5. Risk and Emergency Response Management	Risk assessment in facilities, fire safety, emergency response plans, evacuation and business continuity
6. Procurement and Contract Administration	Procurement of FM services, tender documents, contracts and service level agreements, and contractor performance

Diploma in Building Construction and Management

Module	What you learn
1. Construction Technology	Building methods and materials, foundations, structural frames, finishes, work sequence and site inspection
2. Building Drawing and AutoCAD	Architectural and structural drawings, symbols and site layouts, and 2D drafting in AutoCAD
3. Building Services and Quality Management	Electrical, ACMV, plumbing and fire services in buildings, and quality checks, inspection and testing
4. Site Safety and Health Management	Site hazards, risk assessment, safe work procedures, permit-to-work and workplace safety and health regulations
5. Project Management	Project planning and scheduling, resources, progress monitoring and reporting
6. Construction Contract Management	Tendering, construction contracts, variations, progress claims and cost control

Modules are taught one at a time, in the order shown on your timetable. Each module has a module outline, given at its first class, that lists the topics, the learning outcomes and the date of the final exam.

Foundation Courses

The College runs a short Elevantis Foundation Course for each diploma (in M&E Engineering, in Facility and Energy Management, and in Building Construction). It is held over two weekends. A pass meets the academic part of entry Route D for the matching diploma (see section 5), and the S$150 diploma administration fee is then waived. Fees and dates are on the website. A Foundation Course leads to a Certificate of Completion, not a diploma.

Short courses

The College may also run short courses, such as the Foundation Courses. Each short course has its own course information sheet showing its content, hours, fees and dates. The rules in this handbook, including those on fees, refunds, attendance, conduct and complaints, apply to short courses too, unless the course information sheet says otherwise.

Careers

The diplomas relate to roles such as M&E technician or coordinator, ACMV technician, facilities or building operations supervisor, energy executive, maintenance coordinator, site supervisor and project coordinator. The College does not promise a job, a promotion or a pay rise, and does not claim that its diplomas are equal to any polytechnic or university award.

5 Admission

To enter a diploma you must, on the course start date, be **at least 18 years old**, meet the **English requirement**, and meet **any one of the five entry routes** below.

Route	Who it is for	What you need
A	GCE O-Level holders	At least Grade C6 in three GCE O-Level subjects, including English and Mathematics
B	ITE holders	NITEC or Higher NITEC (including NTC-2)
C	Holders of an overseas school certificate	A school certificate the College accepts as equal to the GCE O-Level, for example Bangladesh SSC or HSC, India 10th or 12th Standard, China Senior Secondary School Graduation Certificate, Malaysia SPM, Philippines Senior High School diploma (Grade 12) or Myanmar Matriculation Examination certificate
D	Mature candidates without a school certificate	At least 25 years old; at least 4 years of relevant work experience in the built-environment sector; and a pass in the Elevantis Foundation Course in the same field
E	Trade certificate holders	A trade certificate below NITEC level, such as India ITI, BCA SEC(K), CoreTrade or NTC-3; a pass in WSQ Workplace Literacy and Numeracy (WPLN) Level 6; and at least 3 years of relevant work experience. No Foundation Course is needed.

The difference between Routes D and E

Route D is for experienced workers who hold no school or trade certificate that the College accepts: they show they are ready for diploma study by passing the Foundation Course. Route E is for workers who already hold a recognised trade certificate and a WPLN Level 6 pass: their certificate and experience are enough, so they do not take the Foundation Course.

English requirement (all routes)

You must show any one of: at least Grade C6 in GCE O-Level English, or an equal international English qualification; IELTS 5.5; TOEFL iBT 56; Duolingo English Test 85 (no sub-score below 75); or WSQ Workplace Literacy (WPLN) Level 6.

Documents

Bring your NRIC, FIN card or passport, the original certificates and transcripts you rely on, and, for Routes D and E, letters from your employers or CPF records showing your years of work. Student Services copies and certifies your originals and returns them. A document not in English must come with a certified English translation. The name on your certificates must match your identity document; if it does not, bring an official document that links the names.

Overseas qualifications

The Academic Board keeps a list of overseas qualifications it accepts and the minimum grade for each. A qualification not on the list is checked against the issuing country's qualification framework and decided by the Board. A forged or false document leads to rejection or, if you are already enrolled, to the end of your enrolment.

Module exemption

If you passed an equal module at a recognised institution in the last five years, or hold a professional certificate that covers the module's learning outcomes, you may ask for an exemption before the module starts. You may be exempted from no more than one module of a diploma. Work experience alone does not earn an exemption. An exempted module shows as "Exempt" on your transcript. The Academic Board decides each request.

Counselling, the Advisory Note and the Student Contract

Before you sign anything, Student Services goes through the course with you: modules, timetable, entry and graduation rules, attendance and assessment rules, all fees and due dates, refund, transfer, deferment and withdrawal rules, the award, and the College's registration status. You then read and sign the **Advisory Note to Students** issued by SWDA, which confirms you were told these things. Only after that do you sign the **Student Contract**. You receive a copy of both. No fee is collected before both are signed.

Offer and acceptance

If you meet the requirements and there is a place, you receive a written offer stating the course, award, start date, duration, fees and any conditions. You accept by signing within 14 days. If you are not admitted, you are told in writing with the reason. You may appeal within seven working days by writing to the Chair of the Academic Board. Board members who were not involved decide within four weeks.

Joining after the start

You may join a course that has already started only if you can still reach 75% attendance in every remaining module and catch up on what you missed. You sign a Late Enrolment Acknowledgement first, which records the sessions already held and how you will catch up.

Applicants under 18

The College's diplomas are for applicants aged 18 and over. If a short course ever admits a student under 18, a parent or guardian signs the Advisory Note and Student Contract.

Change of particulars

Tell Student Services within seven days if your address, phone number, email, employer or identity document changes, using the Student Services Request Form.

6 Student Contract and how your fees are protected

Every diploma student signs SWDA's Standard PEI-Student Contract (Version 4.1), with the College's details filled in. It is a legal contract between you (or the person who signs for you) and the College. Its schedules set out your course details (Schedule A), course fees and instalments (Schedule B), other fees (Schedule C), the refund table (Schedule D) and the refund events diagram (Schedule E).

Cooling-off period

You may cancel the contract for any reason within 10 calendar days of signing it, counting the day you sign. You receive back all fees you have paid, including the administration fee, within seven working days. This applies even if classes have started.

Fee protection

Because the College is not EduTrust certified and has no fee protection insurance, the law limits how much it may hold. The College therefore:

- never collects more than two months of course fees in advance;
- never collects a deposit, security sum or bond; and
- never charges a penalty, other than the S$30 late-payment charge in the contract.

In practice you pay monthly, so the most you have paid ahead at any time is one month's instalment. If anyone asks you for a deposit or a larger advance payment, do not pay it and report it to a Director.

The College cannot change any detail of your course in Schedule A without your written consent and, where the law requires, SWDA's consent.

7 Fees and payment

All fees are in Singapore dollars. The College is not registered for GST, so no GST is charged. The fees in your signed contract do not change during that contract.

Item	Standard (S$)	After passing the Foundation Course (S$)
Administration fee (one-time, paid with the first instalment)	150	Waived
Course fee: S$250 a month for 7 months (includes course materials and module assessments)	1,750	1,750
GST	Not charged	Not charged
Total course fees	1,900	1,750

When you pay

Fees are paid in seven monthly instalments, on the due dates in Schedule B of your contract.

Instalment	Covers	Standard (S$)	After Foundation Course (S$)
1st, due on or before the course start date	Administration fee and Month 1	400	250
2nd to 7th, due monthly	Months 2 to 7, one month each	250 each	250 each
Total		1,900	1,750

The College does not accept an instalment earlier than seven days before the month it covers begins. This keeps your money safe.

Other fees

These are charged only if you use the service. There are no other charges.

Fee	Amount (S$)
Late payment, per late payment (paid more than 7 days after the due date)	30.00
Re-sit of a failed assessment component, per re-sit	100.00
Re-take of a whole module after a failed re-sit, or when attendance in the module is below 75%, per module	291.67
Academic appeal against a result (refunded if the appeal succeeds in whole or in part; no fee for appeals against a misconduct penalty)	50.00
Replacement certificate	50.00
Replacement transcript or result slip	20.00

How to pay

Pay by PayNow to UEN 202319875E (Elevantis International College Pte. Ltd.), by bank transfer to the account shown on your invoice, or by NETS at the office. The College does not accept cash or cheques, so every payment and refund can be traced. Write your full name and student number in the payment reference.

Receipts

You receive an official receipt for every payment within three working days. Keep your receipts.

Late payment

A payment is late if it reaches the College more than seven days after its due date, and the S$30 late-payment charge then applies. Student Services reminds you in writing when an instalment is 7 days overdue and again at 21 days. You may not sit an assessment while a fee that is due is still unpaid. If an instalment is still unpaid 30 days after its due date, after two written reminders, the College may end your enrolment under section 11.

Having trouble paying?

Speak to Student Services before the due date. The College may agree a new payment date with you in writing, always within the two-month limit.

Employers and sponsors

Your employer or a sponsor may pay your fees, and the College can invoice them. You remain the party to the contract unless the sponsor signs it. The diplomas are not funded by SkillsFuture and SkillsFuture Credit cannot be used for them.

8 Refund Policy

Refunds in short

- Cancel within 10 days of signing: 100% back, including the administration fee
- Withdraw more than 10 working days before the start: 100% back
- Withdraw within 10 working days before the start: 50% back
- Withdraw after the course starts: no refund for the current month, no further instalments, and any month paid ahead is refunded
- Every refund is paid within 7 working days

This section summarises the College's Refund Policy, which follows clause 3 and Schedules D and E of your Student Contract. If the policy and the contract ever differ, the term that is better for you applies.

Written notice

A refund depends on the date the College receives your written notice: a letter, an email to admissions@elevantiscollege.com, or a College form, from the person who signed the contract. "Working day" means Monday to Friday, except Singapore public holidays.

Cancelling in the cooling-off period

As explained in section 6, you receive 100% of all fees paid, including the administration fee, within seven working days.

Withdrawing after the cooling-off period

The refund of course fees and other fees paid is:

When the College receives your written notice	Refund
More than 10 working days before the course start date	100%
On or before, but not more than 10 working days before, the course start date	50%
After, but not more than 10 working days after, the course start date	0%
More than 10 working days after the course start date	0%

Once the course has started, anything you paid for a later month that has not yet begun is refunded in full. No further instalment is charged after your notice and no withdrawal fee is added. Fees for a month that had already begun when your notice arrived remain payable.

Examples

(Diploma in Mechanical and Electrical Engineering; first instalment of S$400 paid):

When your notice is received	Refund
15 working days before the course start date	S$400 (100%)
5 working days before the course start date	S$200 (50%)
In the third week of the course	Nothing is refunded and no further instalment is charged. If you had already paid the Month 2 instalment for a month not yet begun, that S$250 is refunded in full.

When the College cannot deliver the course

The College tells you in writing within three working days if it cannot start the course on the start date, cannot complete it by the completion date, will end it early (for example if its registration or permission for the course ends), or finds that you do not meet the entry requirements. Where the course is affected, the College will try to offer you another arrangement in writing within ten working days. If no offer is made, or you do not accept it, you may end the contract. Refunds are paid within seven working days, with nothing deducted:

Event	Refund
Course cannot start	All fees paid, including the administration fee
Course cannot be completed, or ends early	Fees in proportion to the part of the course not delivered, measured by modules or by time, whichever gives you more
You do not meet the entry requirements	The College ends the contract and refunds all fees paid, including the administration fee

Administration fee and other fees

The administration fee is part of the course fees and is refunded on the same basis. Another fee, such as a re-sit fee or a replacement certificate fee, is not refunded once the service has been delivered, unless a full or pro-rata refund applies above. A late-payment charge is not refunded.

How to ask for a refund

Use the Refund Request Form, or the Withdrawal Request Form if you are leaving the course, and hand it to Student Services or email it. Student Services confirms receipt within two working days and may call you to explain how the refund is worked out. You receive a written Notification of Refund showing the amount, how it was worked out, and the payment date and method.

Payment of refunds

Refunds are paid within seven working days of receiving your notice, by PayNow or bank transfer, to the person who signed the contract or, if that person agrees in writing, to the person or company that paid the fees. The College pays its own bank charges. If part of a refund is in dispute, the part not in dispute is still paid on time.

9 Course Transfer Policy

A course transfer is a move from your diploma to a different course at the College. Moving to a later intake of the same diploma is a deferment (section 10).

A transfer is approved only if you meet the entry requirements of the new course, there is a place in the intake you want, the new course has SWDA's permission and is open, and fees already due on your current course are paid. It is best to transfer at the end of a module or a month.

How to apply

Hand in the Course Transfer Request Form, with any certificates needed for the new course. Student Services confirms receipt within two working days and explains what the transfer means for your fees, completed modules, timetable and completion date. If your employer or a sponsor pays your fees, their written agreement is also needed.

Decision

The Academic Manager decides and tells you in writing within four weeks of receiving your completed form. If the request is refused, the letter gives the reasons and you continue on your current course.

Contract and fees

A transfer ends your current contract as a withdrawal on the date it takes effect, and you sign a new Advisory Note and a new Student Contract, with its own cooling-off period, before the new course starts. Money paid for a month not yet begun is carried over to the new course, or refunded within seven working days if you prefer. There is no transfer fee and the administration fee is not charged again.

Completed modules

A module you passed that is also part of the new course may be credited under the module exemption rules in section 5 and shown as "Exempt". A module in progress at the time of transfer is not credited.

Review

You may ask a Director who was not involved to review the decision, in writing within seven working days. The Director replies within four weeks.

10 Deferment Policy

A deferment postpones your studies to a later intake of the same diploma, at your request. If the College itself postpones a course, that is not a deferment; section 8 applies.

You may defer for a good reason with evidence, for example:

Reason	Evidence
Illness, injury or pregnancy	Medical certificate or memo from a registered doctor
Work commitments, such as an overseas posting or a change of shift roster	Letter from your employer
Serious illness or death in the family	Hospital letter, death certificate or similar
National Service or reservist call-up	Call-up notice
Other serious personal reason	Any written evidence the College can reasonably rely on

Convenience alone is not a reason for deferment. You may defer once, to the next intake, for no more than 12 months. If that intake is cancelled or full, you join the following one within the 12 months. A longer or second deferment is treated as a withdrawal, and you may apply again later.

How to apply

Hand in the Deferment Request Form with your evidence, before the deferment starts if you can. Student Services confirms receipt within two working days. The Academic Manager decides and tells you in writing within four weeks. An approved deferment takes effect when you and the College sign an Addendum to the Student Contract with your new dates and instalment schedule.

Fees

No instalment and no deferment fee is charged during the deferment. Money paid for a month not yet begun is carried over. You pay the fee in your original contract when you return, even if the fee has gone up.

Modules

Modules you passed stay valid. A module in progress when you deferred is taken again from the start, with no re-take fee, and its attendance starts again from zero.

Returning

Student Services writes to you with your return dates at least four weeks before the new intake. If you decide not to return, tell the College in writing: this is a withdrawal and all money carried over is refunded within seven working days. If you do not return and cannot be contacted 14 days after the new start date, your enrolment is treated as withdrawn. If the College cannot run an intake for you within 12 months, all money carried over is refunded within seven working days.

Review

You may ask a Director who was not involved to review the decision, in writing within seven working days. The Director replies within four weeks.

11 Withdrawal Policy

You may withdraw from the College at any time before your course ends by giving written notice. You do not need the College's approval or a reason. The date the College receives your notice decides your refund under section 8. Before you decide, you are welcome to talk to Student Services: a deferment, a change of class or extra support may suit you better, but this is never a condition of withdrawing.

How to withdraw

Hand in the Withdrawal Request Form, or send a letter or email from the person who signed the contract. Student Services confirms receipt within two working days. Within seven working days you receive a written Confirmation of Withdrawal stating your last day, and a Notification of Refund if a refund is due.

Stopping attending is not a withdrawal

If you simply stop coming to class without written notice, instalments for each new month keep falling due until the College receives your notice.

After you withdraw

On request and free of charge, the College gives you a letter confirming your period of study and a transcript of the modules you completed. You may apply again for a later intake, and modules you passed may be credited.

When the College may end your enrolment

The College may end a student's enrolment only for:

(a) serious or repeated misconduct, decided under section 18;

(b) academic misconduct where expulsion is the penalty under section 15;

(c) an instalment still unpaid 30 days after its due date, after two written reminders; or

(d) attendance below 75% in two or more modules, after the warnings in section 12, where the student has not taken up the support offered.

Before deciding, the College tells you the reason in writing and gives you at least seven working days to respond or to pay. A Director decides and gives the decision in writing with reasons. The instalment for the current month is not refunded, no further instalment is charged, and anything paid for a later month is refunded within seven working days. You may ask a Director who was not involved to review the decision within seven working days. A student dismissed only for non-payment may apply again once the amount owed is paid.

12 Timetable, attendance and leave

Your timetable is given to you at orientation and emailed to you. You are told in writing of any change at least one week ahead. An assessment date in Schedule A of your contract is changed only with your written consent. There are no classes on Singapore public holidays; a missed class is rescheduled.

The 75% rule

You must attend at least 75% of the scheduled hours of every module. Attendance is counted module by module. If your attendance in a module is below 75% at the end of it, you cannot sit that module's assessment and must re-take the module in a later intake, paying the module re-take fee.

Taking attendance

Sign the attendance sheet at the start of every class. Sign only for yourself. Signing for someone else is misconduct.

Lateness

Arriving more than 15 minutes late is recorded as late, and three lates in a module count as one absence. Arriving more than 30 minutes late, or leaving more than 30 minutes early without the teacher's agreement, counts as an absence.

Valid absence

An absence is valid if you give Student Services evidence within five working days, using the Leave and Absence Evidence Form: a medical certificate; an employer letter or roster for a work clash; a hospital letter or death certificate for a family emergency; or other written evidence the Academic Manager accepts. Valid absences are not counted against your 75%. If valid absences pass a quarter of a module, you must make up the missed classes before the assessment.

Make-up classes

For a valid absence you may attend the same class in a later intake, or complete a catch-up task set by the teacher. There is no make-up for an absence without evidence.

Warnings

You receive a warning letter after any absence in a module that is not made up, and a final letter if your attendance falls below 75% or you can no longer reach 75%. Please act on the first letter.

Appeals

You may appeal an attendance decision within seven working days, in writing to the Chair of the Academic Board. A Board member not involved in the decision reviews it and you are told the outcome in writing within four weeks.

13 Teaching and learning

How you learn

Classes mix short lectures, worked examples, case studies from real buildings and worksites, drawing and AutoCAD practice, and small-group work. Expect to take part.

Course materials

Notes, slides and practice questions for each module are included in the course fee and are given to you in class or by email. They are for your own study. Do not share or post them.

Help from your teacher

Each teacher is available for consultation before or after class. Book through Student Services or ask the teacher. The Academic Manager is available by appointment.

Study time

Plan for about four hours of private study for every four-hour class.

Use of AI tools

You may use AI tools while you study, to help you understand a topic, check your working or improve your English. AI tools, phones and other devices are not allowed in the final exam.

English support

If the English in the notes or assessments is hard for you, tell your teacher early. The College can give you glossaries of technical terms and extra worked examples. Where the Examination Board allows, you may use a printed bilingual dictionary in an assessment.

14 Assessment and examinations

How you are assessed

Each module is assessed by one final exam, held in the module's 3-hour assessment time in its last class. The final exam counts for 100% of the module mark. There are no assignments or projects. In the AutoCAD modules, the final exam is a practical exam done in AutoCAD on a College computer.

Pass mark and grades

The pass mark for every module is 50. Marks are not rounded up to reach a grade.

Grade	Marks	Meaning
HD	90 to 100	High Distinction
A	80 to 89	Distinction
B	70 to 79	Credit
C	60 to 69	Merit
D	50 to 59	Pass
F	0 to 49	Fail

Assessment dates

Assessment periods are listed in Schedule A of your contract and on your timetable. The timetable for each final exam is issued at least two weeks before.

Who may sit

You may sit a module's final exam only if your attendance in that module is at least 75% and no fee that is due is unpaid. If you are not eligible, you are told in writing at least one week before.

Exam rules

Arrive 15 minutes early with your NRIC, FIN card or passport. If you arrive up to 30 minutes late you may enter but get no extra time; after that you are not admitted and are treated as absent. Phones, smart watches, bags and notes go to the front unless the paper is open-book. Use only the calculator allowed in the module outline. Do not talk, pass anything or look at another candidate's work, and follow the invigilator's instructions. A breach is reported to the Examination Board.

Special consideration

If illness, injury, the death of a close family member or an unavoidable work roster clash stops you from sitting a final exam, hand in the Special Consideration Form with evidence within three working days of the exam date. The Academic Manager may give you a deferred sitting. A deferred sitting is a first attempt, not a re-sit, and is not capped. Without an approved application, a missed exam is marked zero.

Special arrangements

If you have a disability, injury or medical condition, you may ask for extra time (normally 15 minutes an hour), a separate room or another reasonable arrangement. Apply to the Academic Manager at least ten working days before the assessment, with a medical report. The Chair of the Examination Board decides and tells you in writing.

Re-sits and re-takes

If you fail a module you may re-sit its final exam once, for the re-sit fee. A re-sit mark is capped at 50 (grade D). If you fail or miss the re-sit without approved special consideration, you re-take the whole module in a later intake and pay the module re-take fee. You may re-take each module no more than twice.

Results

Marks are checked and moderated before the Examination Board confirms them. Module results are released to you by email and as a written result slip within three months of the module's final assessment, and usually within six weeks. The expected date for final results is in your contract. Within three working days of a result, you may ask the Academic Manager, free of charge, to check that your marks were added and recorded correctly.

Transcripts

When you finish or leave a course you receive a transcript showing each module, mark, grade and attendance, any capped re-sit and any exemption.

15 Academic integrity and misconduct

Your exam answers must be your own. Academic misconduct includes: bringing notes, a phone or any other material or device that is not allowed into an exam; copying from another candidate or letting someone copy from you; talking to or passing anything to another candidate; using AI tools or any other outside help in an exam; impersonation (sitting an exam for someone else, or having someone sit it for you); and taking exam papers or questions out of the exam room.

How a case is handled

Suspected misconduct is reported to the Chair of the Examination Board. If there is a case to answer, you are told in writing what is alleged and the evidence, and you have five working days to reply. You may see the evidence and meet the Chair with a companion. The Board decides on the evidence and tells you in writing, with reasons.

Penalties

Penalties, from least to most serious, are:

- a written warning kept on your file;
- a fail for the module (a mark of zero for the exam), with one re-sit capped at a pass;
- suspension for up to one year; or
- expulsion, and cancellation of any award obtained through the misconduct.

A minor first breach of the exam rules, with no intent to cheat, usually leads to a written warning. Cheating in an exam, impersonation and taking exam material out of the room usually lead at least to a fail for the module. A student who helps another to cheat faces the same penalties.

16 Academic appeals

You may appeal a module or re-sit result, an award decision, a refusal of special arrangements, or a misconduct penalty. Disagreeing with a mark is not by itself a ground for appeal.

Grounds

An appeal must show at least one of: a mistake in how the assessment was run or marked; bias or a conflict of interest; or special circumstances that affected you and that you had a good reason for not reporting earlier. For a misconduct penalty, you may also argue that the finding was wrong or the penalty too heavy.

How to appeal

Hand in the Academic Appeal Form to Student Services within seven working days of the result or decision, with the S$50 appeal fee. The fee is refunded if the appeal succeeds in whole or in part. Appeals against a misconduct penalty are free.

What happens next

Student Services acknowledges your appeal within three working days. The Chair of the Examination Board decides within five working days whether it shows a ground. If it does, the work is re-marked by a different marker or the matter is investigated, and the Board decides within four weeks of the date you lodged it. Anyone who taught, marked or investigated you takes no part. You are told the decision in writing, with reasons, within three working days of the Board's decision.

Appeals about attendance go to the Chair of the Academic Board (section 12). Requests to review a refund, transfer, deferment, withdrawal or dismissal decision go to a Director (sections 8 to 11). After the College's final decision you may use the outside options in section 19.

17 Graduation and certificates

Who is awarded the diploma

To be awarded the diploma you must pass all six modules (or be exempted from one), attend at least 75% of every module, and pay all course fees. The Examination Board approves the graduation list and the diploma is conferred on the date in your contract.

Your certificate

Your certificate shows your name as it appears on your NRIC, FIN card or passport, the course title, the award date and a serial number. It shows no grade; grades are on the transcript. Collect it in person with your identity document, or authorise someone in writing to collect it for you.

Verification

The College confirms your award to an employer or institution only with your written consent, or where the law requires. Requests use the Certificate Verification Request and are answered within five working days.

Replacement

If your certificate is lost, stolen or damaged, apply in writing with a statutory declaration, a copy of your identity document and the S$50 fee. The replacement is marked as a replacement and the old serial number is cancelled. A replacement transcript costs S$20.

18 Student code of conduct and discipline

The College expects every student to:

- treat staff, teachers and classmates with respect, in person and online;
- come on time, keep phones on silent in class, and let others learn;
- keep the premises clean and the equipment in good order, and report any damage;
- dress sensibly, wear covered shoes, and wear the safety items given out for practical work;
- not smoke, vape, drink alcohol or take drugs on the premises, or come to class under their influence;
- not bring weapons, gamble, or harass, bully, threaten or discriminate against anyone;
- give the College true information and documents;
- follow the rules in this handbook on attendance, honesty, safety and data; and
- obey the laws of Singapore.

How a case is handled

A report goes to the Academic Manager, who looks into it and tells you in writing what is alleged. You have at least five working days to reply. Minor matters are decided by the Academic Manager; serious matters by a Director. You are told the decision in writing with reasons. Academic misconduct is handled under section 15.

Penalties

A first or minor case usually leads to a warning and, where useful, a meeting with Student Services. A second or more serious case may lead to a final written warning, paying for any damage, and exclusion from classes for a period. A serious or third case may lead to suspension or expulsion. Criminal conduct is reported to the Police. Fees on expulsion are dealt with under section 11.

Review

You may ask a Director who was not involved to review a disciplinary decision, in writing within seven working days. The Director replies within four weeks.

19 Feedback, complaints and dispute resolution

We welcome compliments, suggestions and complaints from students, applicants, parents, employers and the public. Giving feedback is free, is handled fairly and in confidence, and no one is treated less well for raising a concern. You also complete a short feedback form at the end of every module and a survey at the end of the course.

How to give feedback

Use the Feedback and Complaint Form (from Student Services or the website), email admissions@elevantiscollege.com, call +65 8119 4649, or speak to your teacher or Student Services.

Stage 1 — Speak to us

Raise the matter with your teacher or Student Services. We aim to reply within five working days.

Stage 2 — Formal complaint

If the matter is not settled, or is serious, put it in writing. The Academic Manager confirms receipt within two working days. The complaint is handled by someone who is not the subject of it, and you receive a written reply within ten working days. If more time is needed, you are told why and given a new date.

Stage 3 — Review by a Director

If you are not satisfied, write to a Director within seven working days of the reply. A Director who was not involved reviews the whole file and replies in writing within ten working days. This is the College's final decision. We aim to close every complaint within 21 working days.

Stage 4 — Outside the College

If a dispute is still not settled, you may:

(a) use the Private Education Mediation-Arbitration Scheme, run with SWDA. Mediation is held at the Singapore Mediation Centre and, if it does not settle the dispute, the matter may go to arbitration with the Singapore Institute of Arbitrators. Disputes reach the scheme by referral from SWDA, so contact SWDA through its Service Portal or customer support first. The College pays the larger share of the mediation fee;

(b) bring a claim about fees or refunds to the Small Claims Tribunals, for up to S$20,000, or up to S$30,000 if both sides agree in writing; or

(c) get independent legal advice.

You may use these options at any time, although we encourage you to try the College's steps first. The College takes part in mediation and arbitration in good faith, and any refund that is not in dispute is still paid within seven working days.

Our response times at a glance

Request	Time limit
Confirming we received a form or written notice	2 working days
Receipt for a payment	3 working days
Refund paid (cooling-off, withdrawal, or College cannot deliver)	7 working days
Confirmation of withdrawal	7 working days
Decision on a transfer or deferment request	4 weeks
Reply to a formal complaint	10 working days
Director review of a complaint	10 working days
Director review of another decision	4 weeks
Academic appeal decision	4 weeks
Personal data access or correction request	30 days

20 Student support services

Orientation

Before your first class you attend a short orientation covering your Student Contract, this handbook, your timetable, attendance and assessment rules, academic honesty, safety, personal data, and how to raise a concern. You sign a checklist to confirm it was covered.

Academic help

Teacher consultations, extra practice questions, and a study-skills session at orientation. If you are falling behind, tell us early so we can help.

Counselling

The College does not employ a counsellor. Student Services will listen in confidence and can refer you to community services. In a crisis, call Samaritans of Singapore on 1767 (24 hours).

Career guidance

Teachers and the Academic Manager can talk to you about the roles your diploma relates to and help with your CV. The College does not place students in jobs.

IT help

Student Services helps you get access to the College computers with AutoCAD for the drawing modules.

Disability and access

Tell Student Services when you apply if you need an adjustment, such as extra time or large-print papers. The Academic Manager decides adjustments, with the Examination Board where an assessment is affected.

Student Services Request Form

Use it for letters, change of particulars, a copy of your records or anything else not covered by another form.

21 Health, safety and emergencies

Emergencies

For an ambulance or fire call 995; for the Police call 999. Then tell the staff member on duty. First-aid kits are kept at the office and in each classroom.

Fire evacuation

Note the exits and assembly point shown in each classroom. When the alarm sounds, leave by the nearest staircase, not the lift, go to the assembly point and wait for the head count. Do not go back for your belongings.

Practical work

Demonstrations on electrical, ACMV and control equipment follow the Workplace Safety and Health Act. Wear the safety items given out, do not touch equipment until the teacher says it is safe, and stop at once if told to.

Accidents and hazards

Report any accident, injury, near miss or hazard to the teacher or duty staff at once. Every incident is recorded, and serious incidents are reported as the law requires.

Medical insurance

The College does not provide medical, accident or hospital insurance for students. You are responsible for your own cover. Your employer's insurance may not cover you during classes.

Illness

Do not come to class if you have an infectious illness. A medical certificate makes the absence valid (section 12).

Personal belongings

The College is not responsible for lost or stolen personal items.

22 Personal data protection

The College collects and uses your personal data to admit, teach and assess you, issue your award, manage fees, keep you safe, and report to SWDA and other authorities where the law requires, in line with the Personal Data Protection Act 2012.

Only staff who need your data for their work can see it. It is not sold, and it is not used for marketing without your separate consent. It is shared with SWDA, the Police or a court when the law requires, and with your employer or sponsor only with your consent, for example to invoice them.

Your student file, contract, attendance, results and fee records are kept for at least five years, as the Private Education Regulations require, and then securely destroyed, unless a dispute is still open.

To see or correct your data, or to withdraw consent, write to the Data Protection Officer at dpo@elevantiscollege.com. You receive a reply within 30 days. If you withdraw consent, the College may not be able to continue your enrolment.

Photographs or videos of classes and events are taken only with notice, and are not published without your consent.

23 Information for working adults

Most of our students work full time. Tell your employer your class and assessment dates early, and let Student Services know at once if your roster changes.

If you hold a work pass, please note: the College cannot help you get, renew, extend or change any pass, and enrolling at the College gives you no immigration status. The College does not apply for Student's Passes. Before you enrol, check with your employer and the Ministry of Manpower that part-time study is allowed under your pass. The College does not give immigration advice; contact the Ministry of Manpower, the Immigration and Checkpoints Authority or a qualified adviser.

If you change employer, your enrolment continues. Keep your contact details up to date.

24 Forms, policies and contacts

Forms

All forms are available from Student Services and on the College website:

Form	Use it to
Application for Admission	Apply for a course
Advisory Note to Students (SWDA)	Confirm you were told the key facts before enrolling
Student Contract and Addendum	Enrol; record a deferment
Late Enrolment Acknowledgement	Join a course that has already started
Student Orientation and Acknowledgement Checklist	Confirm orientation was covered
Refund Request Form	Ask for a refund
Course Transfer Request Form	Move to another course
Deferment Request Form	Postpone to a later intake
Withdrawal Request Form	Leave the College
Leave and Absence Evidence Form	Give evidence for an absence
Special Consideration Form	Ask for a deferred assessment or extension
Academic Appeal Form	Appeal a result or academic decision
Feedback and Complaint Form	Give feedback or make a complaint
Student Services Request Form	Letters, records, change of particulars and other requests
Certificate Verification Request	Let an employer or institution check your award

Policies

The full policies summarised in this handbook are: Admission, Entry Requirements and Recognition of Prior Learning; Refund Policy; Course Transfer Policy; Deferment Policy; Withdrawal Policy; Fee Collection and Payment Policy; Feedback, Complaints and Dispute Resolution Policy; Attendance Policy; Student Assessment Policy; Academic Appeals and Re-marking; Academic Misconduct and Plagiarism; and Results Release and Certificate Issuance. Ask Student Services for a copy of any of them.

Contacts

Matter	Contact
Enquiries, admissions, fees, receipts, refunds, attendance records, forms	Student Services — admissions@elevantiscollege.com, +65 8119 4649 (phone and WhatsApp)
Timetable, teaching, assessments, special consideration, formal complaints	Academic Manager — through Student Services
Academic appeals	Wendy Chua, Secretary to the Boards — through Student Services
Personal data	Gnanaprakasam Andal Mani, Data Protection Officer — dpo@elevantiscollege.com
Director review of a complaint or decision	Kamaraj Gnanaprakasam or Gnanaprakasam Andal Mani, Directors — through Student Services, marked "For a Director"
Address	101 Kitchener Road, #03-30, Jalan Besar Plaza, Singapore 208511
Office hours	Monday to Sunday, 9.00 am to 6.00 pm
Emergency during class	Duty staff on site; Ambulance and Fire 995; Police 999
Regulator	Skills and Workforce Development Agency (SWDA) — www.swda.gov.sg

25 Document history

Version	Date	Change
1.0	10 November 2026	First issue (resolution AB/2026/09)

Approved by the Academic Board on 10 November 2026 (resolution AB/2026/09).