



STUDENT HANDBOOK

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CEO MESSAGE

About Us

Kimage Hairdressing School - established in 1996.

For more than a decade now, KIMAGE has built a reputation as the leader in the hairdressing education arena. We have evolved into a brand synonymous with quality education with a cutting edge.

Our school features modern, sleek interior design and equipment, comfortable classrooms with audio-visual equipment, and dedicated instructors with outstanding experience and a passion for teaching.

An education at KIMAGE feels more like working in a salon than taking classes in a school because of our focus on hand-on practice with live models. We are committed to preparing our students for successful careers in hairdressing. Upon graduation, our students leave the school ready to embark on a successful and exciting career in the vibrant hair industry.

KIMAGE graduates have impressive placement rates due to our high educational standards. Our students are consistently well-prepared for positions in the industry. This is the reason why our graduates regularly get employment offers from salons and quickly climb to leadership positions in the hairdressing industry.

Our Commitment to Training and Service

As a renowned hairdressing school, we are fully committed to be the best training provider in the hairdressing industry both locally and regionally. Our mission is to inspire and motivate our students through innovative teaching methods and creativity, and to arm them with skills and attitudes that will enable them to be well sought after in this industry.

Every concern raised with us will be addressed as promptly as possible. It is our policy to acknowledge your concerns and feedback within 3 working days, provide solutions within 14 working days and to resolve any issue or problem within 21 working days. If we cannot resolve the issue or problem within the stipulated timeframe, we will advise you immediately and the on-going process will be explained to you.

Our School Facilities

Our School has a total floor area of approximately 575sqm (6189sqft) is strategically located in the heart of the city at Marina Square on the second level. Here trainees are sectioned off and carefully guided to perform all the key tasks in their respective programs. The school has complete facilities to cater to all trainees. We have a fully equipped Classrooms for theory instructions and demonstrations. Dolly Head Rooms and Practical areas to cater to our students' learning needs.

Upgrading Facility, Equipment and Technologies

In May 2004, Kimage installed a customized software program in their intra network called the School Management System. It links up the relevant departments to a comprehensive student database and it tracks fees payment, class schedule, facility and exam schedule etc.

New equipment are brought in to ensure that students are exposed to the latest technologies. The most recent equipment purchased by the school were the Digital Perm machine and the Ceramic Perm machine.

Kimage uses the best products for training. We have selected L'Oreal Professional Singapore and REAL Meiry from Japan, two of the most reputable hair product company to be our suppliers of consumables.

Our Academic Expertise and Curriculum Advantage

At Kimage, we place a high priority on training, both comprehensively and professionally. Thus, we believe in deploying only full-time qualified staff for teaching purposes and our trainers/instructors are registered to teach all courses offered. To-date, we have at least 7 instructors/trainers supported by 3 administrative staff to guide our students. Our Student Teacher ratio is well below the industry standard at 12:1.

Kimage's success is greatly attributed to our structured training programs. The programs are designed with the aim of imparting key skills while incorporating seasonal fashion trends. Thus, creating the relevance of learned skills to present hairdressing markets' needs.

Our focus on hands-on practical session with live models in a salon-school environment has gained us popularity in the hairdressing education arena. This method of practical instruction has further reinforced the employability of our graduates, gaining easy access into the hairdressing workforce.

Our Services

Should you need to provide feedback or require assistance at any time, please contact our hotline at 65-6883 2700.

Most importantly, we at Kimage can assure you of achieving the industry competency level in hairdressing after the completion of your training with us.

We hope you will be able to pursue your hairdressing education with us and we will certainly be looking forward to welcoming you as a student of Kimage Hairdressing School.

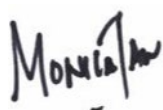
Academic and Examination Board

The Academic and Examination Boards are to ensure that the private education institution puts in place proper processes for ensuring the quality of the academic courses that it conducts, the suitable deployment of teachers, and proper examinations procedures.

Academic Board and Examination Board Members:

- 1) Monica Tan
- 2) Veronica Ng
- 3) Tan Jin Ling

Registered Company Name:	Kimage Hairdressing School
CPE Registration Number:	199607046R
ERF Validity Period:	28 July 2019 - 27 July 2023
Managers of the School:	Ten Wai Ching, Monica Tan Jin Ling



MONICA TAN

SCHOOL PRINCIPAL / DIRECTOR

KIMAGE HAIRDRESSING SCHOOL

WELCOME TO KIMAGE HAIRDRESSING SCHOOL!

OUR VISION

To commit ourselves to be the best training provider in the hairdressing industry both locally and regionally.

OUR MISSION

To inspire and motivate our students through innovative teaching methods and creativity, and to arm them with skills and attitudes that will enable them to be sought after in this industry.

OUR COMMUNITY POLICY

We aim to make a difference by contribution to the community in which we operate. Kimage believes that environment matters, we will do our best possible to be environmentally responsible.

OUR VALUES

- Cooperation
- Creativity
- Communication
- Client Satisfaction
- Care

OUR CULTURE

- To strive together as a team in meeting our goals through mutual support, respect and the understanding of each other strength and weakness.
- To attempt and to try and not to be afraid of failure.
- To be honest and open in our communications and in accepting different views and opinion from them.
- To focus on our customers' needs and go the extra mile to fulfil them.
- To make a difference by contributing to the community in which we operate.

STUDENT SUPPORT SERVICE

The core list of support services is:

1. Course Administrator and/or Education Executive will conduct orientation to all newly enrolled students on important information of the School. Students will refer to Kimage website for Student Handbook.
2. Feedback and Complaints form is easily available for students to provide valuable insights into helping the School to continually improve the student experience.

List of Comprehensive Services Available in the School:

1. **For all new students**

The School will provide the following services to ensure that students make a smooth transition to Singapore:

- Accommodation Support Service
- Visa / Student Pass Application
- Assistance to students facing difficulties adapting to the new environment (for international students)
- Student Orientation Programme

2. **For all Current & Enrolled Students**

The School aims to provide all students with an academic education of the highest standards through the provision of these services:

- Counsellor
- Conducive and friendly environment for learning
- Provision of counselling on career opportunities
- Advice on programs and post-graduation opportunities
- Participation in community and environmental programs

3. **For Enhancing Overall Student Experience**

In ensuring that the School provides for an exceptional student experience, it undertakes to provide the following services:

- Student Satisfaction Surveys
- Feedback and complaint forms
- Dispute resolution process
- Student academic intervention

To note: This comprehensive list of student support services is not meant to be exhaustive. The School undertakes the responsibility to continually improve on ensuring that all students' welfare and needs are well taken care of and will do so by school-student engagements through the various student touch points as listed.

APPLICATION AND ADMISSION PROCEDURE

1. Call us or come down to our school to get to know more about our courses.

2. Submit Required Documents

- Student Application Form
- A copy of your highest qualification certificates and transcripts
- NRIC / Passport (for site verification purpose only)
- Passport-size photo
- Application fee

Note: All students are required to bring along the original documents as stated above. All documents submitted to the School will not be returned.

For International Students: Student's Pass application is subjected to Immigration & Checkpoints Authority of Singapore's approval.

3. Selection and Acceptance

You will be informed in writing (letter of offer) regarding the outcome of your application.

4. Student's Pass Application (for International Students)

ICA requires all foreign students to hold a valid Student's Pass for their full-time study in Singapore.

5. Standard Student Contract

- The School will prepare the Standard Student Contract and arrange for you to come down and sign it.
- The Student Contract to be signed is valid only for admission to one course.
- A parent / guardian is required to sign on the Student Contract for students that are below the age of 18.

6. Payment of Course Fees

- You are required to make fees payment according to the SCHEDULE B as laid out in the Standard Student Contract.
- Each instalment amount shall not exceed 12 months' worth of fees.
- Payment of course fees are made in instalments according to a predetermined plan. Students are not required to place any deposit or initial down payment for enrolment of programs.
- Payment may be made via Cash, NETS, Cheque, PayNow, Internet Banking/TT Remittance, Skills Future Credit (NITEC course only) and Post-Secondary Education Account (NITEC course only). All payments made to the School have to be made strictly in Singapore Currency.
- In the event of late payment of course fees, the school reserves the right to implement a 1% late payment charge per day on the course fees outstanding.

Note: All course fees must be paid directly to the School.

RULES AND REGULATIONS

Kimage is serious about providing a worthy educational environment for serious students to grow both academically and develop responsibly. We have therefore instituted some rules and regulations for students attending classes in our School.

Our School rules and regulations are:

1. Trainees must be punctual and **achieve at least 75% attendance (90% for International Students)** in 3 modules for Certificate in Foundation Hairdressing and Diploma in Comprehensive Hairdressing and **achieve 75% attendance (90% for International Students)** for all 6 modules to be eligible for graduation and for external examination respectively. International students must also achieve **90% attendance per month** as per ICA regulations. Non-attendance in school for Student Pass Holders must be supported by Medical Certificate or pre-approve leave of absence.
2. Normal school operation hours are Monday to Friday, 10am to 9pm, except Tuesday & Thursday closed at 6pm. School closed on Saturdays, Sundays and Public Holidays. Students' classes are from 10am to 1pm, 2pm to 5pm and 6pm-9pm (evening class only Monday, Wednesday, and Friday (subject to availability)).
3. All Trainees are required to **fulfil the numbers of live models as outlined in our lessons plan**. The school will not be responsible for difficulties arising from a trainee's voluntary variation of class schedule.
4. Trainees are not allowed to use their mobile phones when serving clients.
5. Trainees are to follow the allocation of live models via the queue system. It will be based on first come first serve basis. If the student number is being called upon and the Trainee is unavailable to attend to the model, the queue number will be returned to the end of the queue.
6. Meal break is of 60 minutes duration and is to be taken at a time designated by the instructor on the floor, usually between 12pm – 2pm
7. Trainees should not leave the school during normal class hours without the permission of an instructor.
8. Trainees unable to attend classes must telephone and inform the instructor or the school administrator on the day itself. **Negligence of this will result to no make-up lesson for the respective days absent unless accompanied by supporting documents.**
9. Trainees should be well groomed and neatly attired at all times with comfortable shoes. No shorts, singlet and slippers are allowed. (An Apron is provided in your tool kit and extras may be purchased at a very reasonable price). Soiled and stained clothing is not acceptable.
10. No eating, drinking, smoking or gum-chewing is permitted on the practical area or in the classrooms.
11. No personal calls are to be made on the business telephone except in the case of an emergency.
12. Visitors are permitted only in the reception area.
13. The pantry must be kept clean and tidy at all times.
14. Each Trainee must clean up his or her station, including floor area, after each service. Hair must be swept up immediately after each cut is completed.
15. Trainees must follow all work instructions given by the instructors.

16. Appropriate action will be taken in the event of any misconduct.
17. It is very important that hair is kept well groomed.
18. When performing hair services on fellow trainees, Instructors approval must be sought prior to commencement of service.
19. While a Trainee is working with a client, no other student may visit him or her.
20. No Trainees may help another student without the permission of an instructor.
21. An instructor must check all work done by Trainees.
22. The instructors are there to help you with advice and not to perform the work for you.
23. Under no circumstances will bad manners, bad temper or criticism be tolerated.
24. All programs are continuous and no allowance can be made for absenteeism or lateness, unless a formal deferral has been lodged.
25. Trainees must possess their own equipment and not borrow equipment from other students.
26. Trainees must be responsible for their own attendance and belongings.
27. Certificates should be collected within 1 year; otherwise the School will dispose off uncollected certificates.

GRADUATION REQUIREMENT

Students are required to meet the following criteria in order to graduate and obtain their relevant certificates:

Certificate in Foundation Hairdressing

- Must complete all 3 modules with at least 75% (90% for International students) in attendance
- Able to perform 1 internal practical assessment of shampoo & blow + hair colouring on live model
- Must achieve at least 80% in terms of live model requirement

Diploma in Comprehensive Hairdressing

- Must complete all 3 modules with at least 75% (90% for International students) in attendance
- Able to perform 1 internal practical assessment of Hair Cut and Colour on live model
- Must achieve at least 80% in terms of live model requirement

Nitec in Services - Hair Fashion & Design

- Must complete all 6 modules with at least 75% (90% for International students) in attendance
- Students are required to pass all 6 modules Theory and Practical Examination conducted by the Institute of Technical Education to obtain the NITEC in Services - Hair Fashion & Design certificate from ITE. Upon passing the NITEC in Services - Hair Fashion & Design examination, you will also be awarded the Kimage Certificate in NITEC in Services - Hair Fashion & Design.

TRAINEE'S NON-ATTENDANCE

Kimage Hairdressing reserves the right to terminate the course and no refund will be given the trainee under the following circumstances

- Irregular attendance
- Non-compliance behaviour
- Absent without official leave for 14 consecutive days. (Singaporean, PR, Work Permit Holders, Long Term Pass)
- Absent without official leave for 7 consecutive days. (Student Pass Holders)

COMMITTEE FOR PRIVATE EDUCATION (CPE)

The Committee for Private Education (CPE) was appointed by SkillsFuture Singapore (SSG) Board in October 2016 to carry out its functions and powers relating to private education under the Private Education Act. The CPE is supported by a team of dedicated staff from SSG to regulate the sector, provide student services, consumer education and facilitate capability development efforts to uplift standards in the local private education industry.

For more details, please visit the link [https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-\(peis\)](https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-(peis))

STANDARD PEI-STUDENT CONTRACT

Under the CPE requirements, it is a mandatory that all students, both local and international, sign the Standard PEI - Student Contract with Kimage prior to the commencement of the course. The contract is waived for students enrolling in courses with duration less than 50 hours or 30 days.

Student should ensure that the following information has been included in the contract and is accurate:

- The duration of the course, and whether it is offered or provided on a full-time and part-time basis;
- The commencement date and end date of the course;
- The scheduled holidays, if any;
- The dates of all examinations, major assessments and assignments;
- The expected date of the release of the results of the final examination, which should not be more than three months after the completion of the final examination unless otherwise permitted by the Council for Private Education;
- The expected date of conferment of the award;
- The full names of the developer or proprietor of the course, and the person or organisation or institution conferring the award;
- The components of all fees payable by the student;
- The fee collection schedule, including any late fee payment policy; and
- The fee refund policy of the private school.

Private schools are not allowed to include clauses in the Private Education Institution-Student Contract which would allow them to make unilateral changes to the terms and conditions, or enable them to collect fees from students who have withdrawn from the course for the semesters or modules of the course which have not yet commenced.

All students are required to sign the Standard PEI - Student Contract before making any course fees payment.

Kimage uses the Standard PEI - Student Contract from CPE. The standard student contract can be found at the CPE website (<https://www.ssg.gov.sg/cpe/student-services/student-resources/student-advisories/read-your-advisory-note-and-student-contract.html>).

FEE PROTECTION SCHEME

The Fee Protection Scheme (FPS) serves to protect students' fees in the event a private education institution is unable to continue operating due to insolvency, and/or regulatory closure. The Fee Protection Scheme also protects students if the private education institution fails to pay penalties or return fees to the students arising from judgement made against it by the Singapore courts.

EduTrust-certified private education institutions are required to adopt the Fee Protection Scheme to provide full protection to all fees paid by their students. All fees refer to all monies paid by the students to be enrolled in a private education institution, excluding the course application fee, agent commission fee (if applicable), miscellaneous fees (non-compulsory and non-standard fee paid only when necessary or where applicable, for example, the re-exam fee or charges for credit card payment etc.) and GST.

Kimage has appointed Liberty Insurance Pte Ltd to be the FPS providers for our students. The insurance coverage will be for the entire course fee and any course fees arising from an extension of the study period longer than the initially planned study period (if applicable).

CERTIFICATE OF INSURANCE

Liberty Insurance Pte Ltd will issue a Certificate of Insurance to the insured student directly via email.

CLAIM

The insured student needs to produce his/her Certificate of Insurance and original course fees receipts when submitting a claim under the insurance. Liberty Insurance Pte Ltd will notify all insured students of the relevant claim procedures to be followed.

DISPUTE RESOLUTION POLICY AND PROCEDURE

Policy Statements

Handling of Feedbacks and Complaints

1. The School accepts both written (emails / letters / Feedback Forms) and verbal communications (meetings / telephone correspondences) for ease of providing feedback.

2. The School is to seek feedback from its key stakeholders and external partners for continual improvement of its systems and processes.
3. All feedbacks and complaints must be properly recorded and /or documented. Any correspondence (including actions taken) between the School and the student must be annexed as evidences. This is to ensure that any staffs handling the case are kept aware of the progress / outcomes.
4. In the event of any appeals for retention, suspension, expulsion and awards, the School's Dispute Policy and Process shall follow.
5. It is the responsibility of the Operations Department to notify relevant departments of any feedbacks and complaints.
6. Students must be kept informed of the status of their feedback / complaints.
7. Operations Department is to respond to respective students within 3 working days of receipt of the feedback / complaint and inform the solution within 14 working days.
8. All feedbacks / complaints must be resolved within 21 working days. In the event that the deadline is not adhered to, respective students must be notified and the reasons with regards to the delay must be made known.
9. All feedback and complaints are to be evaluated, and improvements to be made in response to them. Such improvements are to be documented for re-evaluation after its implementation, and the complainant/person giving feedback will be informed.

Feedback Channels

Feedback can be submitted via the following channels:

- Feedback direct to the Course Administrator at the Admin Office
- Email to enquiry@kimage.com.sg
- Direct to the School Principal at monica@kimage.com.sg
- Student Feedback Form – Available at the Admin Office
- Telephone: 68832700
- Surveys

Or simply walk-in to our Main Office to look for the School Principal to give your feedbacks.

Alternate Remedies in Dispute Resolution

1. In the event that the School and the student cannot come to an agreement or the student does not accept the final decision made by the School's Management Team, they will be referred to Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) for mediation. For more information, visit the website: <https://www.ssg.gov.sg/cpe/student-services/dispute-resolution.html>

Dispute Resolution Procedure

1. Student is to submit a Feedback Form, or via email / telephone to the Course Administrator/ Education Executive.

2. An acknowledgement of the feedback / complaint will be given in within 3 working days.
3. The feedback / complaint will be reviewed by the Course Administrator/ Education Executive and will be discussed with relevant parties on issue raised. A formal investigation will be carried out if necessary.
4. A solution will be given to the student within 14 working days from the date of complain.
5. Should the student be unsatisfied with the proposed solution, they may escalate the school's Management.
6. Management will liaise with the student within 7 working days from date of complaint.
7. If the student is still not satisfied with the outcome / decision, he / she will be referred to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb).
8. The entire process should not take more than 21 working days.

Note: As Feedback can be generic and / or positive, the School will have the discretion of the need to reply to students.

DEFERMENT / EXTENSION POLICY

1. A student who requests for Deferment (i.e. delay or postpones the course) must either have their existing contract terminated or sign an addendum to reflect the changes.
2. All request must be made in writing. Verbal notice is not accepted.
3. For students that are under 18 years of age, written consent from the parent / legal guardian must be obtained.
4. Submitting the request does NOT automatically result in an official deferment. Students must ensure that they receive a formal notice / confirmation form the Institute regarding the outcome of their request for deferment.
5. The entire Deferment / Extension process, from point of application to the final outcome, should not take more than 4 weeks.

COURSE DEFERMENT / EXTENSION CONDITIONS

Course Deferment and Course Extension will be allowed under the following circumstances:

- Pregnancy, medical reasons certified by a doctor, overseas posting certified by the company.
- All other applications for course deferment and course extension will be on a case by case basis approved by the School Principal.
- The period of deferment / extension will be on a case by case basis depending on the reason of the deferment. If the deferment / extension period exceeds 1 year, the school reserves the right to change the course for the student is the course is no longer available. Student will be informed accordingly during the application for deferment.
- For Student's Pass holder, Deferments are subjected to ICA's approval of the new Student's Pass. The School will inform ICA in the event of any Deferments. Student's Pass will be cancelled.

DEFERMENT / EXTENSION PROCEDURE

1. Students are to submit the Student Withdrawal, Deferment and Extension Form with supporting documents (if any) to the School.
2. Upon receipt of any Student Withdrawal, Deferment and Extension Form, the School will arrange an interview session with the student within 2 days of receiving the request to discuss the academic implications of deferment and to understand the reasons for deferment and if possible, find a solution to avoid deferment.
3. Student is to sign off on the Student Withdrawal, Deferment and Extension Form to acknowledge if they would like to retract or proceed with the course deferment.
Note: Students holding Student Passes must be informed that their deferment is subject to approval of their student pass from ICA.
4. An official letter / email to effect or reject the Course Deferment Request would also be issued to students. This would be done upon the approval by Management.

EXPULSION CONDITIONS

- A student may be expelled from school if he/she is deemed to have severely breached the school rules.
- Prior to expulsion, the School will issue 1 warning letter to the student.
- Should the student still breach school rules after the warning letter is issued, the student may be expelled from school.
- If expulsion is necessary, the expulsion letter will be issued to the student within 3 working days.
- Under cases of expulsion, no school fees will be refunded, and FPS will be terminated.
- If the student is an international student holding a student pass, the School will cancel the student's student pass with the ICA on the same day the letter of expulsion is issued to the student.
- Student is to stop class.
- If expulsion is not necessary, the School's Management will decide on the actions to be taken for the various scenario.

TRANSFER AND WITHDRAWAL POLICY

1. Policy on transfer and withdrawal:

- The maximum processing time for transfer and withdrawal process, from the point of student's request to informing student of the outcome in writing, should not be more than 4 weeks.
- A student who requests for an internal course transfer within the School must have their existing contract terminated. This includes students who changes the course or period of study (from full-time to part-time or vice versa). A new student contract will be signed based on the procedures for executing student contracts. The Refund Policy shall apply unless as otherwise agreed between the School and the Student.
- All request must be made in writing through the submission of the Course Transfer or Student Withdrawal/Deferment Form and any supporting documents. Verbal notice is not accepted.
- For students under the age of 18, written consent from the parent / legal guardian must be obtained.

- All requests will be reviewed on a case by cases basis and the School will have the final decision on the outcome.
- A student who withdraws from the School to enrol with another school (i.e. discontinues all its courses with the school) shall be deemed to have withdrawn from the School and the refund policy and procedures shall apply.

2. Conditions for Granting in Transfer and Withdrawal Cases:

- All outstanding fees must be settled prior to request for withdrawal and/or transfer
- The student must also fulfil all the admissions criteria of the new course and will be subjected to the School's student selection and admission procedures.
- Course transfers are only allowed if the student has completed lesser than half of the course, calculated by the Actual Start Date and Actual End Date of the course.
- Upon approval of course transfer, course fees top up (if necessary) must be paid prior to the commencement of the new course.
- For course transfers to a lower priced course, no course fees will be refunded, unless the transfer is done within 7 days of the course start date.
- Students that wish to withdraw from the course/school must provide the school with at least 7 working days written notice before the next instalment due date, failing which the school reserves the right to impose the next fee instalment to be paid. Exceptions are students under the 7 days cooling off period.

3. Conditions for Refund

The School's Refund Policy shall apply for all qualified refunds. Students are to refer to the School's Refund Policy and the Standard Student Contract for further details.

4. Student Pass Status

For Course Transfers

For Student's Pass holder, course transfer is subject to ICA's approval of the new Student's Pass. In the event that an application pertaining to transfer is rejected by ICA, the student is required to cancel his current Student's Pass within 7 days.

For Course Withdrawals

Student's Pass holder is required to submit his/her passport and Student's Pass to the School for cancellation of Student's Pass with ICA.

5. Timeframe for assessing and processing transfer/ withdrawal cases

The entire transfer / withdrawal process, from point of application to the final outcome, will be completed within 4 weeks from date of application to notifying students of the outcome. If the final outcome is not in favour of the applicant, respective staffs are to handle each situation according to the School's dispute resolution policy and procedure.

TRANSFER/ WITHDRAWAL PROCEDURE

1. Fill in the Course Transfer / Student Withdrawal / Deferment Form and submit it together with any supporting documents.
2. Supporting documents for course transfers should minimally include any documents that show that the student meets the minimum entry requirements for the new course that he / she is applying to, if this document is different from the one used to enrol the student to his/her original course (e.g. renewed/changed of student pass, changed passport, etc.).
3. Reasons for the course transfer should also be documented in the Course Transfer Form.
4. For students under 18 years old, request for transfer must be accompanied by student's parent/ guardian approval in written form.
5. For transfers, student must meet the entry requirements of the course applied for.
6. Students requesting course transfer will go through a pre-course counselling session with designated staff for the new course
7. The outcome of the request will be processed and you will be notified within 4 weeks from the date of submission. Date of application will refer to the date that the School receives the duly executed Course Transfer / Withdrawal Form with all supporting documents.
8. A letter / email will be issued upon approval to effect the transfer/withdrawal request or notify student on unsuccessful outcome.
9. Student is to make payment of \$100 (including GST) administration fee for Course Transfer after ICA approval for course transfer.
10. Upon approval of the transfer/withdrawal, the previous student contract will be considered as void and a new standard student contract for the new course will need to be signed.
11. Refund Policy shall apply for all qualified refunds.

REFUND POLICY

Policy Statement

1. The School's Management Team shall ensure a fair and reasonable refund policy is detailed for any payments made.
2. Time taken to process all refund requests will be done within 7 working days.
3. Computation of the refund amount is to be communicated to the students.
4. The School adopts the Refund Policy as per the Standard Student Contract as set out by CPE. This Policy will act as a framework in guiding the implementation of detailed refund processes and procedures in the following areas:-
 - Refund for Withdrawal Due to Non-Delivery of Course
 - Refund for Withdrawal Due to Other Reasons
 - Cooling off Period
5. School Refund Policy as per clauses in the Standard Student Contract: –

Refund for Withdrawal Due to Non-Delivery of Course:

The PEI will notify the Student within three (3) working days upon knowledge of any of the following:

- It does not commence the Course on the Course Commencement Date;
- It terminates the Course before the Course Commencement Date;
- It does not complete the Course by the Course Completion Date;
- It terminates the Course before the Course Completion Date;
- It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A of the standard student contract within any stipulated timeline set by CPE; or
- The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

The Student should be informed in writing of alternative study arrangements (if any), and also be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid should the Student decide to withdraw, within seven (7) working days of the above notice.

Refund for Withdrawal Due to Other Reasons:

If the Student withdraws from the Course for any reason other than those stated in Clause 2.1 of the standard student contract, the PEI will, within seven (7) working days of receiving the Student's written notice of withdrawal, refund to the Student an amount based on the table in Schedule D of the standard student contract.

Refund during Cooling-off Period:

The PEI will provide the Student with a cooling-off period of seven (7) working days after the date that the Contract has been signed by both parties.

The Student will be refunded the highest percentage (stated in Schedule D of the Standard Student Contract) of the fees already paid if the Student submits a written notice of withdrawal to the PEI within the cooling-off period, regardless of whether the Student has started the course or not.

Refund Table:

% of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received:
[50%]	more than [7] days before the Course Commencement Date
[50%]	before, but not more than [7] days before the Course Commencement Date
[50%]	after, but not more than [7] days after the Course Commencement Date
[0%]	more than [7] days after the Course Commencement Date

Non Refundable Fees:

- Application Fees
- Used tools from tool set (in the event of withdrawal)

Notes: Conditions where a course may be cancelled:

- The teacher is suddenly hospitalized and a substitute teacher cannot be found.

REFUND PROCEDURE

1. In the event that a student would want to ask for a refund if eligible during the Course Withdrawal application, he/she is to state the reasons for refund clearly in the Student Withdrawal / Deferment form.
2. Any supporting documentations that are required to process the refund request must be submitted by the student along with the form.
3. Upon receipt of Student's Withdrawal / Deferment Form, the School's Course Administrator/ Education Executive will meet up with the student and determine if there are any refunds to be made, and acknowledge the receipt of any eligible refund by signing on the form. This is to be done within 2 working days upon receipt of the Student Withdrawal / Deferment Form (based on the date of application).
4. Any refund amounts will be subjected to the Management's approval, and the approval shall be given within 2 working days from the student's request.
5. All outcomes will be notified to the students.

6. For eligible refunds, the school will inform the student when the refund can be collected / completion of bank transfer.
7. The whole refund process will not take more than 7 working days from date of application.
8. The student is to acknowledge receipt of refund in the Cheque Payment Advice on the day of collecting the refund amount.
9. For Bank Transfer refunds, students will be informed via Email / Whatsapp of the completion of refund.

Note: No refund will be given to the students for any course transfer cases

SCHOOL CONTACT INFO

PHONE

+(65) 68832700

EMAIL

General Email: enquiry@kimage.com.sg

School Principal: Monica Tan- monica@kimage.com.sg

Course Administrator: courseadmin@kimage.com.sg

ADDRESS

6 Raffles Boulevard #02-319 Marina Square Singapore 039594

OPERATING HOURS:

Monday, Wednesday, Friday - 10am to 9pm

Tuesday, Thursday - 10am to 6pm

Closed on Saturday, Sunday and Public Holidays

Buses around our school:

- Raffles Avenue (Esplanade Theatre)
 - 1N, 2N, 3N, 4N, 5N, 6N, 36, 36A, 36B, 56, 70M, 75, 77, 97, 97E, 106, 111, 133, 162M, 171, 195, 195A, 531, 700A, 857, 960, 961C, NR1, NR2, NR5, NR6, NR7, NR8
- Raffles Boulevard (Pan Pacific Singapore)
 - 36, 36A, 36B, 56, 75, 77, 97, 97E, 106, 107M, 171, 195, 700A, 857, 960, 961C, NR2, NR5, NR7, NR8
- Esplanade Drive (near One Raffles Link)
 - 10, 57, 70, 128, 162, 196, 531, 700, 850E, 868, 971E, NR2, NR5, NR7, NR8
- Temasek Boulevard (Suntec Convention)
 - 36, 36B, 70A, 70M, 97, 97E, 106, 111, 133, 162M, 502, 502A, 518, 518A, 531, 700A, 857, 868

Nearest MRT:

- Esplanade MRT
You may alight at Esplanade MRT Station (CC3) and access Marina Square via our basement integrated walkway - Marina Link which is located just next to Esplanade MRT Station.

2nd Nearest MRT:

- City Hall MRT
You may alight at City Hall MRT Station (NS25 / EW13) and walk through CityLink Mall to reach Marina Square (turn right and get on the escalator when you see the directional signage indicating Marina Square).



System Map



Legend

Station Code



Interchange Code



MRT



LRT



Other Transport Modes



ASSISTANCE ON ACCOMMODATION

Type of Accommodation

Students are strongly advised to look for their own accommodation before they arrive in Singapore.

Shared Houses/ Apartment/ Rooms

Students can look for an apartment or unit to share which help to reduce the costs for rental. Residents do their own housekeeping and may have to pay their own utility bills.

Stay with Owner

Tenants will pay the room rental fee.

Private Hostel

A few privately run hostels take in foreign students. Each has its own range of charges for room and board, and facilities.

You may use the search engines below to get more information:

- [Property Guru](#)
- [GumTree](#)
- [Easy Roommate](#)
- [iBilik](#)

AVERAGE COST OF LIVING

(Excludes School Fees and Medical Expenses)

The following chart for reference only.

ITEM	AVERAGE COST PER MONTH
Deposit for Room Rental	Usually require 1 month of room rental deposit
Room Rental	\$700.00 - \$1200.00
Telecommunication & Internet	\$25.00 - \$80.00
Water & Electricity & Gas	\$50.00 - \$100.00
Food	\$300.00 - \$500.00
Transport	\$100.00
Personal Expenses	Vary on individuals

Tips/ Advices:

1. Get some roommate to share the rental fee.
2. Stay near with school, there will reduce the costs of transport.

AN INTRODUCTION ABOUT SINGAPORE

Singapore is located approximately 137 kilometers north of the equator. It comprises the main island of Singapore and some 63 offshore islands. Singapore is eight hours ahead of Greenwich Mean Time.

OUR PEOPLE AND FESTIVALS

There are close to four million Singaporeans of Chinese, Malay, Indian and Eurasian ethnicity. The main religions practiced are Buddhism, Taoism, Islam, Christianity and Hinduism. The four official languages in Singapore are Bahasa Malayu, Chinese (Mandarin), Tamil and English. The national language is Bahasa Malayu, while English is widely used as the language of administration. The different ethnic groups in Singapore co-exist peacefully and they enjoy religious harmony.

Singapore offers all the technological excellence of the West. It is less expensive to study in Singapore than in most other major cities of the West. Strategically located, Singapore is poised to grow tremendously in the new millennium.

Students who are part of this dynamic growth process would have opportunities in the various Financial, Information Technology and Manufacturing sectors.

With political stability and conducive study environment, Singapore is an ideal place to gain an internationally recognized educational qualification.

WEATHER

Singapore's climate is warm and humid, with only slight variations between the average maximum of 32 degrees Celsius and minimum of 23 degrees Celsius. This makes it ideal for those who enjoy sunbathing, swimming, sailing and other water sports. But for those who do not enjoy the tropical climate, Singapore is sheltered from the worst effects of the sun with air-conditioning in almost all of its shops, hotels, office buildings and restaurants.

Rain falls throughout the year, with more consistent rain coming during the monsoon season from November to January. Showers are usually sudden and heavy, but also brief and refreshing.

Getting Around Singapore

Singapore's public transport system is fast and efficient and will whizz you to most places without fuss.

By Train

Singapore's MRT (mass rapid transit) system is probably the fastest way to zip around the city. The extensive rail network means that most of Singapore's key attractions are within walking distance from an MRT station.

You can buy tickets for single trips, but if you intend to use the MRT and basic bus services frequently during your visit, you can buy a Singapore Tourist Pass, a special EZ-Link stored-value card which will allow you unlimited travel for one day (S\$10), two days (S\$16) or three days (S\$20). The cards can be bought at the TransitLink Ticket Office at the following MRT stations: Changi Airport, Orchard, Chinatown, City Hall, Raffles Place, Ang Mo Kio, HarbourFront, Bugis, Lavender and Bayfront.

Singapore's trains and stations are accessible to wheel chair users and the visually impaired, as well as families with strollers.

By Taxi

Taxis are comfortable and especially handy if you want to go to places not accessible by the bus or MRT. Cabs here are metered, but there may be surcharges depending on when, where and which company's taxi you board. To get a rough idea of the final fare, check with the driver on the surcharges and ask for a receipt at the end of

the trip. You can hail a taxi by the roadside at most places, or by queuing for one at taxi stands found at most shopping malls, hotels and tourist attractions. If you wish to book a cab, you can call a common taxi booking number, 6-DIAL CAB (6342-5222), and your call will be routed to an available taxi company's call centre.

By Bus

Singapore's bus system has an extensive network of routes covering most places in Singapore and is the most economical way to get around, as well as being one of the most scenic.

You can pay your bus fare using an EZ-Link stored-value card or the Singapore Tourist Pass, which you tap on the card reader located next to the driver as you board. Do remember to tap your card again, on the reader located at the rear exit, when you alight. You can also pay in cash but you need to have exact change.

Most buses in Singapore have air-conditioning - a welcome comfort in a tropical city.

Singapore Visitor Centre

Drop by one of the three Singapore Visitor Centres in ION Orchard, Orchard (next to orchardgateway@emerald) or Chinatown if you need help. Get information on tips and recommendations to plan your itinerary, purchase tickets to attractions and tours, pick up locally designed souvenirs and book accommodation.

MEDICAL SERVICES

If you are not feeling well and need medical attention, you may visit a Polyclinic or private clinic in your neighbourhood.

In case of emergency, you may admit yourself to Accident and Emergency section at nearest hospital. The hospital nearest to our school is Singapore General Hospital. If you need an ambulance urgently, please dial 995. Alternatively, you may dial 1777 for non-emergency situations.

You may log on to the following website if you would like to find out more information:

National Healthcare Group: www.nhg.com.sg

SingHealth: www.singhealth.com.sg

RELEVANT SINGAPORE LAWS FOR INTERNATIONAL STUDENTS

Smoking

Smoking is not permitted in all public indoor places and most outdoor places. Those who wish to smoke may do so at smoking zones or boxes often denoted by a signboard followed by a yellow box drawn on the floor. In addition, smoking is not allowed at all entertainment nightspots unless within approved smoking zones. Offenders can be fined up to SGD\$1000 and the throwing of cigarette butts on the floor will carry a fine of \$300.

Chewing Gums

Chewing gums is not allowed to be brought into Singapore or to be consumed locally as it is banned unless the gum serves medical purpose such as dental-health gums and nicotine gums which help people to quit smoking. Offenders who are caught bringing chewing gum will be fined SGD\$500 –SGD\$1000.

Spitting and littering

Spitting and littering is an offence and carries a fine of SGD\$300.

Drug Abuse and Trafficking

Drug abuse is viewed seriously in Singapore. Illicit trafficking of narcotic drugs and psychotropic substances is strictly prohibited. Offenders will be sentenced to a long jail term or even death if caught possessing more than 15g of heroin.

Student Pass

Student Pass Holders are to ensure their stay in Singapore is valid at all times. Student pass renewal must be submitted to the School Administrator **at least one month** prior to the expiry of the student pass card to avoid any delay or lapse in between. A fine of S\$300.00 will be imposed by the Immigration & Checkpoints Authority of Singapore (ICA) and borne by the students if students fail to renew their student pass successfully within one month from date of expiry.

For Student Pass Holders, in the event that any of the following occurs, the school will inform ICA of the student's attendance:

- a) the student has failed to attend classes for a continuous period of 7 days or more without any valid reason; or
- b) the student has not attended classes regularly, i.e. where the percentage of attendance is 90% or lower in any month of the course without any valid reason.
- c) the student's studies in the school has been terminated.

For more information, please visit Immigrations & Checkpoints Authority (ICA) www.ica.gov.sg

Employment for Foreign Students

Students of foreign nationality holding onto student pass issued under our school are strictly not allowed to work in Singapore during class hours or after class hours.

For more information, please visit Ministry of Manpower (MOM) www.mom.gov.sg

Driving License

To drive a vehicle in Singapore, you must possess a valid Singapore driving license for the class of vehicle that you want to drive. This requirement applies to all citizens and permanent residents of Singapore and also foreigners who are residing in Singapore for more than twelve (12) months. Foreigners who reside here for less than twelve (12) months must possess a valid foreign license and International Driving Permit (IDP) issued by an authorized body in their country of origin e.g. the Automobile Association (AA). If an International Driving Permit is not available, an official translation of your foreign license in English is required. Driver from ASEAN member countries only need to possess a valid driving license issued by the relevant driving license Authority in order to drive in Singapore without IDP.

EMERGENCY CONTACT NUMBER

Ambulance/Fire: 995 (Emergency)

Ambulance: 1777 (Non Emergency)

Police Hotline: 1800 - 255 0000

Police: 999

Immigration & Checkpoints Authority: 6391 6100

COURSES ASSESSMENTS

CERTIFICATE IN FOUNDATION HAIRDRESSING

Before completion of the course, the following tasks will be internally assessed.

- Shampoo & Blow
- Hair Colouring

Students are required to register for internal assessment and perform the above tasks on a live model. Students will be graded based on Able/Unable to perform tasks. Students are also responsible for their assessment live model.

DIPLOMA OF COMPREHENSIVE HAIRDRESSING

Before completion of the course, the following tasks will be internally assessed.

- Advanced Haircutting
- Advanced Hair Colouring

Students are required to register for internal assessment and perform the above tasks on a live model. Students will be graded based on Able/Unable to perform tasks. Students are also responsible for their assessment live model.

NITEC IN SERVICES – HAIR FASHION & DESIGN

This qualification will be externally verified with the following Grading System.

Mode of Assessment

For each module, the score obtained from end-of-module assessment contributes to the final score.

- Written Assessment
Students are also required to sit for a theory test. There are 2 mediums of theory paper – English / Chinese. For written assessments, the pass mark of a module is 50%.
- Practical Assessment
For the overall practical assessments, they must cover at least 75% of the competencies in each module. The pass mark of a module is 50%. Candidates are also required to pass all critical skills/criteria in the Skills Standard.

Grading System for each module

Grade Score	Grade	Points
Distinction*		4
A: Excellent	80% and above	4
B: Very Good	70% to 79%	3
C: Good	60% to 69%	2
D: Pass	50% to 59%	1
F: Fail	40% and below	0

* As a guide, Distinction grade is awarded up to the top 5% of the Technical Engineer Diploma, Higher Nitec and Nitec students who sat for the module (excludes attrited, deferred, debarred students and students absent from all assignment items) and obtained Grade 'A'. The Distinction grade is not applicable to the On-the-job Training (OJT), Industry Attachment (IA) [except Clinical Practice I & II], and Life Skills modules, as well as other modules graded Pass/Fail or Satisfactory/ Unsatisfactory.

Examination Dates

Our school runs the NITEC examination in June and December. International students, upon completion of their course and expiration of their student pass, will have to return to their home country and make arrangement to come to Singapore for their scheduled examination. (example, students that complete their course in March, will have to wait till June/ December to sit for their examination).

Examination Components

Module	Practical Exam	Duration	Model / Mannequin Requirement
Shampoo and Head Massage HF2002LS	Total Weighting 80% Practical Exam (1 hr 30 mins) Perform seated shampoo, massage and blow dry hair on live model	–	Total Weighting 20% Theory Exam (1 hr) 30 MCQs
Basic Hairstyling HF2003LS	Total Weighting 100% Practical Exam 1 (45 mins) Perform short hair styling on mannequin head	40%	–
	Practical Exam 2 (1 hr 15 mins) Perform long hair styling on mannequin	60%	

Basic Haircutting HF2004LS	Total Weighting 100% Practical Exam 1 (1 hr) Perform a blunt haircut on mannequin head	30%	–
	Practical Exam 2 (1 hr 30 mins) Perform a uniform layered haircut on mannequin head	70%	
Basic Hair Colouring HF2005LS	Total Weighting 60% Practical Exam (2 hrs) Perform a root or regrowth application and comb through on models.	60%	Total Weighting 40%
		40%	Theory Exam (1hr 15mins) 40 MCQs
Advanced Hair Colouring HF3001LS	Total Weighting 60% Practical Exam (3 hrs) Perform bleach and tone highlight on live model		Total Weighting 40% Theory Exam (1hr 15mins) 40 MCQs
Hair Perming HF3003LS	Total Weighting 70% Practical Exam 1 (1hr 15 mins) Perform a short hair perm on mannequin using simulated perm lotion.	25%	Total Weighting 30%
	Practical Exam 2 (4 hrs) Perform hair straightening on long hair on model	45%	Theory Exam (1hr 15mins) 40 MCQs.

Examination Model Requirements

You are required to perform some tasks on a live model. Students are responsible to look for their own live models for the examinations. See exam model requirements below.

Module	Practical Test	Duration	Model / Mannequin Requirement	Remarks
Shampoo and Head Massage HF2002LS	Practical Exam Perform seated shampoo and massage and blowdry hair on model	1 hr 30 mins	Male / female model with hair around shoulder level	Must complete Hair Analysis Sheet

Basic Hairstyling HF2003LS	Practical Exam 1 Perform short hair styling on mannequin head	45 mins	A pre-washed uniform layered haircut mannequin head with a minimum hair length of 5 inches	Must complete Hair Analysis Sheet
	Practical Exam 2 Perform long hair styling on mannequin	1 hr 15 mins	A pre-washed long layered hair mannequin with a minimum hair length of 10 inches.	Must complete Hair Analysis Sheet
Basic Haircutting HF2004LS	Practical Exam 1 Perform a blunt haircut on mannequin head	1 hr	Mannequin head with 18 inches uncut hair. * An illustration will be provided in the exam paper of the result required.	Headsheet for Basic Haircutting
	Practical Exam 2 Perform a uniform layered haircut on mannequin head	1 hr 30 mins	A mannequin head with at least 12 inches hair * An illustration will be provided in the exam paper of the result required.	Headsheet for Basic Haircutting
Basic Hair Colouring HF2005LS	Practical Exam Perform root or re-growth application and comb through on model	2 hrs	A model whose hair requires a root or re-growth application of not more than 1.5 inch. Length of hair must be at minimum of 6 inches from crown area	Hair Colour Analysis Sheet
Advanced Hair Colouring HF3001LS	Practical Exam Perform bleach and tone highlight on model	3 hrs	A model with shoulder-length hair. Hair should not be pre-lightened.	Advanced Hair Analysis
Hair Perming HF3003LS	Practical Exam 1 Perform a short hair perm on mannequin head using simulated perm lotion	1 hr 15 mins	A mannequin head with uniform layered haircut and minimum length of 5 inches.	Rebonding Consultation Sheet
	Practical Exam 2 Perform hair straightening on long hair on model	4 hrs	A model with below shoulder-length hair and with - Naturally curly/wavy hair or - Previously rebonded hair with re-growth of up to min 6 inches	Rebonding Consultation Sheet

Appeal for NITEC Examination Results

Examination results will be released 8 weeks from the last day of examination. Licensee candidates apply to ITE Customer Service Centre (CSC) to review exam results within 9 working days from the issue of Statement of Results. Upon application, candidates must pay a deposit of S\$20 per module for review of exam results. Appellants will be informed the outcome of their appeal via Licensee. For candidates who are successful in their appeals, ITEES will issue the new Statement of Results and certificates to candidates and also refund deposit to appellants.

REMEDIAL LESSONS

- If candidate failed their internal practical assessment on the first attempt, assessor shall schedule remedial lesson with student using Remedial Lessons Log Sheet. Remedial lesson is to be completed within 2 weeks of the assessment date.
- For external examinations (Eg. Nitec), students will also be able to attend remedial lessons if they fail their examinations. Records of the remedial lessons will be logged into the Remedial Lessons Log Sheet.
- In addition, if the instructor identifies any students that need extra lessons, additional lessons will be scheduled for the students.
- Student needs to register for re-assessment upon completion of remedial lesson. Re-assessment must be done before graduation date.

CODE OF CONDUCT FOR INTERNAL ASSESSMENT - CANDIDATES

All candidates taking assessment must comply with the following rules. Candidates who fail to observe any of these rules may be disqualified from the assessment.

1. Assessment Schedule

- 1.1 Candidates are responsible for presenting themselves for assessments on the date and time shown in the assessment schedule, and report at least 15 minutes before the assessment time.

2. Before Start of the Assessment

- 2.1 The identity of all candidates will be checked during the assessment.
- 2.2 Candidates must bring with them valid photo ID with relevant identification number (e.g. NRIC, Work Permit, Student's Pass, or Passport) for identification.
- 2.3 Candidates are to place their photo ID on their desks throughout the assessment for verification by Invigilators. If identity of the candidate is in doubt, the candidate will not be allowed to sit for the assessment.
- 2.4 Candidates must be properly attired when they appear for the assessment. Otherwise, they may be barred from the assessment.
- 2.5 Candidates are not allowed to borrow tools such as hair dryer and scissors etc. from other candidates during assessment.
- 2.6 Candidates are not permitted to eat, drink or smoke in the assessment hall/ room.
- 2.7 Candidates are to bring the authorised equipment, materials and/or live model(s) if informed to do so for practical assessments. Live models are not allowed to converse with candidates, unless it is part of the requirement during the assessment.

3. During the Assessment

- 3.1 No candidates are allowed to enter the assessment hall / room after 30 minutes have lapsed from the scheduled start time of the assessment.
- 3.2 Candidates must not, for any reason, communicate with other candidates during the assessment. Candidates shall not do anything which causes unnecessary distraction to other candidates. Candidates who misbehave or are guilty of improper conduct may be expelled from the assessment hall / room.
- 3.3 Any candidate who wishes to communicate with an Invigilator/ Assessor may raise his / her hand.
- 3.4 Candidates are liable for any damage to machines, tools and equipment that are due to their negligence.
- 3.5 Candidates will be stopped from proceeding further in the practical assessment if they continue to adopt an unsafe or dangerous method of operation despite warning. An unsafe or dangerous method of operation is one which may injure candidates or cause damage to machines or equipment.

4. At the End of the Assessment

- 4.1** Candidates who are allowed into the assessment hall / room within 30 minutes after scheduled start time of the assessments will not be given extra time at the end of assessment.

5. Academic Dishonesty

- 5.1** A candidate is guilty of academic dishonesty if he / she cheats or attempts to cheat during the assessment.
- 5.2** Candidates found guilty of academic dishonesty will be graded 'Fail/ Unable to Perform' and may face disciplinary action.

6. Posting of Assessment Material Online

- 6.1** Candidates are not allowed to post any assessment-related copyright material (e.g. Internal Practical Assessment Form) on any social media or webpage. Candidates who are found doing so will be subject to disciplinary action.

7. Deferment of Assessment

- 7.1** Candidates who are unable to sit for assessment but have a valid reason can seek for deferment to the next assessment schedule. Candidates are to submit their request to Course Administrator or Education Executive for approval before the date of assessment.
- 7.2** For reason of absence which cannot be known beforehand, candidates are to approach the Course Administrator or Education Executive with supporting documents within the next 2 working days from the date of assessment. The supporting documents should preferably be the original copy. In cases where the supporting document is required by more than one party (e.g. workplace), photocopy of the supporting document can be accepted.

8. Infectious Diseases and Hospitalised Candidates

- 8.1** Candidates who are unwell or suffering from any infectious disease (e.g. chicken pox, SARS, H1N1) are **not allowed** to sit for assessment.

APPEAL PROCEDURE

- Upon the release of results, students who are dissatisfied with the outcome may submit an Appeal Form. This is to be done within 7 working days of the release of examination results.
- For courses with external partners (e.g. NITEC), the Course Admin will acknowledge receipt of the appeal within 3 days and submit the appeal to the external partner.
- All decisions made by the external partner are subject to their appeal processes and the approved decisions are final.
- For in-house courses, the Course Admin will acknowledge receipt of the appeal within 3 days and submit the appeal to the principal.
- All decisions made by the Examination Board are final.
- The Course Admin will inform the student of the final decisions within one month from the date of appeal.

OTHER MISCELLANEOUS ISSUES

Lamination/Photocopying services

Lamination and photocopying services are readily available at the school admin office. Lamination services are charges at **\$1.10 per piece** and photocopying services are at **\$0.10 per page**. Students are to approach the reception counter and pay for the services first. Upon payment, proceed to the school admin office to show the receipt before collecting your items.

No video takings or Photographing allowed

Students are not permitted to the above activities unless otherwise stated.

Tool Set Purchased

Unused equipment purchased from the school can be refunded to the student. Tools used from the tool set cannot be refunded and will be charged at retail price.

All requests pertaining to refund matters are to be submitted to the **Course Administrator / Education Executive**, by filling in the withdrawal form which can be obtained at the School Admin office.

Pricing Policies

We have a comprehensive Course Fee List, which will be fully made known to you at the point of application for the course and in the student contract.

Revision Class

A student, who has completed his/her course of study in our school and wishes to do revision class before the external examinations, will be allowed to do so at a fee of \$642 per month. Each student will be allowed a maximum of 1 month of revision class. Any exceptional cases are subjected to approval from the School Principal. Revision classes can only be done after the completion of the course and/or before the external examinations.

For students who have been granted course extensions (under extension policy) but are still unable to complete their course, can sign up for the revision class at \$642 per month, subjected to approval by the School Principal. Students are unable to attend revision class after the completion of the external examinations.

Late Payment Fee

Invoices will be billed out on the 1st day of the course commencement date. Payment must be made by the payment due date. Failing which, the school will charge an interest of 1% of the amount due for every subsequent day after the payment due date.

Pricing Accuracy

We are committed to pricing accuracy and therefore avoidance of over or undercharging. To ensure pricing accuracy, it is our policy to list clearly all course fees including **total amount payable and its breakdown in details**.

Payment Scheme

Course fees payment schedule is as per stated in the student contract. Course fees are to be paid by the due date (i.e. the first day of the month the instalment is due). In the event of late payment of course fees, the School reserves the right to implement a 1% late payment charge per day on the course fees outstanding.

Cash payments of school fees are to be made at the reception counter to the receptionist. No cash fees should be paid to any of the School Instructors or School Admin personnel.

You are not required to place any deposit or initial down payment for enrollment of programs, except for the application fee.

Please refer to attached for our course fee payment procedure.

Payment Mode

We offer various payment methods. All payments must be made in Singapore Dollars. Payments by Students may be made either in full or by instalments via cash, NETS, PayNow and Bank Transfers.

Miscellaneous Fees

Tool sets, Administrative and material fees (if applicable) for re-examination are considered as Miscellaneous Fees and will not be covered in your Fee Protection Scheme.

All students must possess a toolkit for practice purposes as part of the course. You may obtain this toolkit from us or from any other supplier.

Confidentiality of Student Data

All personal data and information provided by you to us shall be kept strictly confidential and **used solely for communicating with you**. Every effort shall be made to ensure that the integrity of your personal particulars and confidential information entrusted to us are not compromised. We also undertake not to divulge any of your personal information to any unauthorized third party without your prior written consent.

Updating of Student Information

The school keeps a database of student records for communicating with students. The records are based on the information which you have provided at the point of application for the course. Should you need to update your particulars, please approach our Admin office to have your records updated.

Consent for Use

I hereby consent to the participation in interviews, the use of quotes, and the taking of photographs, movies or videos of me for use by Kimage Hairdressing School Pte Ltd and its affiliates.

I also grant to the right to edit, use, and reuse said video / photo for us in print, on the internet, and all other forms of media.

I also hereby release Kimage Hairdressing School Pte Ltd and its affiliates and employees from all claims, demands, and liabilities whatsoever in connection with the above.

Revision History

Version	Description	Effective Date
18	<ol style="list-style-type: none"> 1. Added under (APPLICATION AND ADMISSION PROCEDURE; 5. Standard Student Contract) these points: 2. The Student Contract to be signed is valid only for admission to one course. 3. A parent / guardian is required to sign on the Student Contract for students that are below the age of 18. 4. Added under (APPLICATION AND ADMISSION PROCEDURE; Payment of Course) these points: <ul style="list-style-type: none"> • Each instalment amount shall not exceed 12 months' worth of fees. • Payment of course fees are made in installments according to a predetermined plan. Students are not required to place any deposit or initial down payment for enrolment of programs. • Payment may be made via cash, NETS or cheque. All payments made to the School have to be made strictly in Singapore Currency. • In the event of late payment of course fees, the school reserves the right to implement a 1% late payment charge per day on the course fees outstanding. 5. Added under (DISPUTE RESOLUTION POLICY AND PROCEDURE; Dispute Resolution Procedure) these points: <ul style="list-style-type: none"> • 3. The feedback / complaint will be reviewed by the Course Administrator and will be discussed with relevant parties on issue raised. A formal investigation will be carried out if necessary. • Note: As Feedback can be generic and / or positive, the School will have the discretion of the need to reply to students. 6. Added DEFERMENT POLICY section 7. Added under (COURSE DEFERMENT/EXTENSION CONDITIONS) these points: <ul style="list-style-type: none"> • 3. For Student's Pass holder, Deferments are subjected to ICA's approval of the new Student's Pass. The School will inform ICA in the event of any Deferments. Student's Pass will be cancelled. 8. Added DEFERMENT PROCEDURE section 9. Added under (EXPULSION CONDITIONS section) these points: <ul style="list-style-type: none"> • If expulsion is necessary, the expulsion letter will be issued to the student within 3 working days. • If the student is an international student holding a student pass, the School will cancel the student's student pass with the ICA on the same day the letter of expulsion is issued to the student. 	01 February 2019

	<ul style="list-style-type: none"> • Student is to stop class. • If expulsion is not necessary, the School's Management will decide on the actions to be taken for the various scenario. <p>10. Added under (TRANSFER AND WITHDRAWAL POLICY section; 1. Policy on transfer and withdrawal) these points:</p> <ul style="list-style-type: none"> • A student who requests for an internal course transfer within the School must have their existing contract terminated. This includes students who changes the course or period of study (from full-time to part-time or vice versa). A new student contract will be signed based on the procedures for executing student contracts. The Refund Policy shall apply unless as otherwise agreed between the School and the Student. • All request must be made in writing. Verbal notice is not accepted. • A student who withdraws from the School to enroll with another school (i.e. discontinues all its courses with the school) shall be deemed to have withdrawn from the School and the refund policy and procedures shall apply. <p>11. Added under (TRANSFER/ WITHDRAWAL PROCEDURE section; Number) these points:</p> <ol style="list-style-type: none"> 2. Supporting documents for course transfers should minimally include any documents that show that the student meets the minimum entry requirements for the new course that he / she is applying to, if this document is different from the one used to enroll the student to his/her original course (e.g. renewed/changed of student pass, changed passport, etc.). 3. Reasons for the course transfer should also be documented in the Course Transfer Form. 6. The outcome of the request will be processed and you will be notified within 4 weeks from the date of submission. Date of application will refer to the date that the School receives the duly executed Course Transfer / Withdrawal Form with all supporting documents. 7. A letter / email will be issued upon approval to effect the transfer/withdrawal request or notify student on unsuccessful outcome. 8. Upon approval of the transfer/withdrawal, the previous student contract will be considered as void and a new standard student contract for the new course will need to be signed. <p>12. Added under (REFUND POLICY section; Policy Statement; Number) these points:</p> <ol style="list-style-type: none"> 3. Computation of the refund amount is to be communicated to the students. <p>13. Added under (REFUND PROCEDURE section; Number) these points:</p> <ol style="list-style-type: none"> 1. In the event that a student would want to ask for a refund if eligible during the Course Withdrawal application, he/she is to state the reasons for refund clearly in the Student Withdrawal / Deferment form. 2. Any supporting documentations that are required to process the refund request must be submitted by the student along with the form. 3. Upon receipt of Student's Withdrawal / Deferment Form, the School's Course Administrator will meet up with the student and determine if there are any refunds to be made, and acknowledge the receipt of any eligible refund by 	
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	<p>signing on the form. This is to be done within 2 working days upon receipt of the Student Withdrawal / Deferment Form (based on the date of application).</p> <p>4. Any refund amounts will be subjected to the Management's approval, and the approval shall be given within 2 working days from the student's request.</p> <p>8. The student is to acknowledge receipt of refund in the Cheque Payment Advice on the day of collecting the refund amount.</p> <p>Note: No refund will be given to the students for any course transfer cases.</p>	
19	<ol style="list-style-type: none"> 1. Update the latest CPE Contact Information. 2. Removed medical insurance section 	14 February 2020
20	<ol style="list-style-type: none"> 1. Updated hair products supplier from 'Wella and L'Oreal' to 'L'Oreal Professional Singapore and REAL Meiry'. Updated no of instructors and administrative staff. 2. Updated ERF Registration period. 3. Removed Kiew Moi Chai, Nancy from Managers of the School 4. Under Student Support Services, amended point 1 on school's orientation and student handbook. Removed point 3 on student contract. Remove advice and information on accommodation. Added Student academic intervention. 5. Under Application and Admission Procedure, removed "photocopy of" NRIC and added 'for site verification only'. 6. Updated Payment of Course Fees, removed Bank Drafts, added PayNow and Bank Transfer. 7. Under Rules and Regulation, updated Student Graduation requirement for attendance in the respective courses, point 1 and 2. Removed point 17. 8. Added new section on Safe Distancing Measures. 9. Removed any mention of ITEC courses. 10. Removed CPE Contact Information and added new link for more details. 11. Updated Dispute Resolution Policy and Procedure to remove CPE Student Service Centre. 12. Under deferment procedure, removed '5 working days before the start date of deferment' from point 1. Removed point 5 and 6 and added extension. 13. Under Transfer and Withdrawal Policy, added point on parents or guardian consent for students under the age of 18. 14. Under Refund Procedure, added Refund details for Bank Transfer refunds. 15. Updated System Map. 16. Under NITEC in Services- Hair Fashion & Design, amended Examination dates to June and December. 17. Under miscellaneous issues, removed CDAD Skill Training Awards Funded Trainees and Update/Change of Personal Particulars. Added Education Executive for refund request. Removed 'Course fees are paid via equal instalments' from payment scheme section. 18. Added new sections on Remedial Lessons and Code of Conduct for Internal Assessment 	6 January 2021
21	<ol style="list-style-type: none"> 1. Updated no of days to resolve and provide solutions to feedback/complaints in CEO message and point 7 of dispute resolution policy. 2. Under Payment of Course Fees, replaced Bank transfer to Internet Banking/TT Remittance. Added Skills Future Credit (Nitec only) and Post-Secondary Education Account (Nitec only). 3. Removed Paragraph: "Students are always encouraged to participate voluntary in community projects organized by Kimage...It also prepares them in the area of service and adapting to the actual customers." from student support services section. 4. Removed 'email' from section 3 of application and admission procedure 5. Under feedback channels, removed complaint form. Changed student feedback form to 'available at admin office'. Added telephone no and survey. 6. Added Education Executive under Dispute Resolution and Refund Procedures. 7. Revamped Transfer/ Withdrawal policy and procedures. 8. Updated the fine for smoking, spitting and littering in Relevant Singapore Laws for International students. 	13 April 2021

22	1. Changed address to #02-319 under School Contact Info	29 June 2021
23	<p>1. Student Support Services</p> <p>3. For Enhancing Overall Student Experience</p> <ul style="list-style-type: none"> Student Evaluation Surveys changed to Student Satisfaction Surveys <p>2. Rules and Regulations</p> <p>1. "Trainees must be punctual and achieve at least 80% attendance (90% for International Students) in 3 modules for Certificate in Foundation Hairdressing and Diploma in Comprehensive Hairdressing and achieve 80% attendance (90% for International Students) for all 6 modules to be eligible for graduation and for external examination respectively. International students must also achieve 90% attendance per month as per ICA regulations. Non-attendance in school for Student Pass Holders must be supported by Medical Certificate or pre-approve leave of absence." changed to "Trainees must be punctual and achieve at least 75% attendance (90% for International Students) in 3 modules for Certificate in Foundation Hairdressing and Diploma in Comprehensive Hairdressing and achieve 75% attendance (90% for International Students) for all 6 modules to be eligible for graduation and for external examination respectively. International students must also achieve 90% attendance per month as per ICA regulations. Non-attendance in school for Student Pass Holders must be supported by Medical Certificate or pre-approve leave of absence."</p> <p>2. "Normal school operation hours are Monday to Friday, 10am to 9pm, except Tuesday & Thursday closed at 6pm. School closed on Saturdays, Sundays and Public Holidays. Students' classes are from 10am to 1pm, 2pm to 5pm and 6pm-9pm (evening class only Monday, Wednesday and Friday)." changed to "Normal school operation hours are Monday to Friday, 10am to 9pm, except Tuesday & Thursday closed at 6pm. School closed on Saturdays, Sundays and Public Holidays. Students' classes are from 10am to 1pm, 2pm to 5pm and 6pm-9pm (evening class only Monday, Wednesday, and Friday(subject to availability))."</p> <p>3. Safe Distancing Measures section removed.</p> <p>4. Graduation Requirement</p> <p>1. Certificate in Foundation Hairdressing</p> <ul style="list-style-type: none"> Must complete all 3 modules with at least 80% (90% for International students) in attendance changed to Must complete all 3 modules with at least 75% (90% for International students) in attendance <p>2. Diploma in Comprehensive Hairdressing</p>	31 May 2022

<ul style="list-style-type: none"> • Must complete all 3 modules with at least 80% (90% for International students) in attendance changed to Must complete all 3 modules with at least 75% (90% for International students) in attendance 		
3. Nitec in Services - Hair Fashion & Design <ul style="list-style-type: none"> • Must complete all 6 modules with at least 80% (90% for International students) in attendance changed to Must complete all 6 modules with at least 75% (90% for International students) in attendance 		
5. MRT System Map updated.		
6. Average Cost of Living table updated.		
ITEM	AVERAGE COST PER MONTH	
Room Rental	\$600.00 - \$1000.00 changed to \$700.00 - \$1200.00	
Telecommunication & Internet	\$40.00 - \$80.00 changed to \$25.00 - \$80.00	
7. NITEC Examination Components table updated.		
OLD TABLE:		
Module	Practical Exam	Duration Model / Mannequin Requirement
Shampoo and Head Massage HF2002LS	Total Weighting 80% Practical Exam (1 hr 30 mins) Perform seated shampoo, massage and blow dry hair on live model	– Total Weighting 20% Theory Exam (45mins) 20 MCQs
Basic Hairstyling HF2003LS	Total Weighting 100% Practical Exam 1 (45 mins) Perform short hair styling on mannequin head Practical Exam 2 (1 hr 15 mins) Perform long hair styling on live model changed to	30% – 70%
Basic Haircutting HF2004LS	Total Weighting 100% Practical Exam 1 (1 hr 30 mins) Perform a blunt haircut on mannequin head Practical Exam 2 (1 hr 30 mins) Perform a uniform layered haircut on mannequin head	50% – 50%
Basic Hair Colouring HF2005LS	Total Weighting 60% Practical Exam 1 (30 mins) Perform virgin application on mannequin head Practical Exam 2 (2 hrs) Perform root and re-growth application on live model	20% Total Weighting 40% Theory Exam (1hr 15mins) 40 MCQs 80%
Advanced Hair Colouring HF3001LS	Total Weighting 60% Practical Exam (3 hrs) Perform bleach and tone highlight on live model	Total Weighting 40% Theory Exam (1hr 15mins) 40 MCQs
Hair Perming HF3003LS	Total Weighting 80%	30% Total Weighting 20%

	Practical Exam 1 (1hr) Perform a short hair perm on mannequin head Practical Exam 2 (4 hrs) Perform hair rebonding on long hair on live model		50%	Theory Exam (1hr 15mins) 40 MCQs
NEW TABLE:				
Module	Practical Exam	Duration	Model / Mannequin Requirement	
Shampoo and Head Massage HF2002LS	Total Weighting 80%	–	Total Weighting 20%	
	Practical Exam (1 hr 30 mins) Perform seated shampoo, massage and blow dry hair on live model		Theory Exam (1 hr) 30 MCQs	
Basic Hairstyling HF2003LS	Total Weighting 100%	40%	–	
	Practical Exam 1 (45 mins) Perform short hair styling on mannequin head			
	Practical Exam 2 (1 hr 15 mins) Perform long hair styling on mannequin	60%		
Basic Haircutting HF2004LS	Total Weighting 100%	30%	–	
	Practical Exam 1 (1 hr) Perform a blunt haircut on mannequin head			
	Practical Exam 2 (1 hr 30 mins) Perform a uniform layered haircut on mannequin head	70%		
Basic Hair Colouring HF2005LS	Total Weighting 60%	60%	Total Weighting 40%	
	Practical Exam (2 hrs) Perform a root or regrowth application and comb through on models.	40%	Theory Exam (1hr 15mins) 40 MCQs	
Advanced Hair	Total Weighting 60%		Total Weighting 40%	

Colouring HF3001LS	Practical Exam (3 hrs) Perform bleach and tone highlight on live model		Theory Exam (1hr 15mins) 40 MCQs
Hair Perming HF3003LS	Total Weighting 70%	25%	Total Weighting 30%
	Practical Exam 1 (1hr 15 mins) Perform a short hair perm on mannequin using simulated perm lotion.		Theory Exam (1hr 15mins) 40 MCQs.
	Practical Exam 2 (4 hrs) Perform hair straightening on long hair on model	45%	

8. NITEC Examination Model Requirements table updated.

OLD TABLE:

Module	Practical Test	Duration	Model / Mannequin Requirement
Shampoo and Head Massage HF2002LS	Practical Exam Perform seated shampoo and massage and blowdry hair on model	1 hr 30 mins	Male / female model with hair around shoulder level
Basic Hairstyling HF2003LS	Practical Exam 1 Perform short hair styling on mannequin head	45 mins	Mannequin head with uniform layered minimum hair length of 6 inches. The hair must be pre-washed
	Practical Exam 2 Perform long hair styling on model	1 hr 15 mins	Female model with minimum hair length of 10 inches. The hair must be pre-washed. * No thermal flat irons or tongs may be used. Only hand-held hairdryer and brushes.
Basic Haircutting HF2004LS	Practical Exam 1 Perform a blunt haircut on mannequin head	1 hr 30 mins	Mannequin head with 18 inches uncut hair. * Candidate need to cut approx. 6 inches off. * An illustration will be provided in the exam paper of the result required.
	Practical Exam 2 Perform a uniform layered	1 hr 30 mins	Mannequin head from completion of Practical Exam 1 * Candidate need to cut approx. 6 inches off.

		haircut on mannequin head		* An illustration will be provided in the exam paper of the result required.	
Basic Hair Colouring HF2005LS	Practical Exam 1 Perform virgin application on mannequin head	30 mins	Mannequin head with virgin hair. (not previously coloured with hair dye). The hair must be 6 inches or more from the crown area. * Apply colour to show virgin application technique to full back section.		
	Practical Exam 2 Perform root and re-growth application on model	2 hrs	Male/female model whose hair requires a root and regrowth application of maximum 1.5 inch or 4 cm. The hair must be 6 inches (15 cm) or more from the crown area. Model should not have more than 10% white hair.		
Advanced Hair Colouring HF3001LS	Practical Exam Perform bleach and tone highlight on model	3 hrs	Male/female model with Shoulder length hair. * Colour to be used after bleaching is a semi or Demi colour.		
Hair Perming HF3003LS	Practical Exam 1 Perform a short hair perm on mannequin head	1 hr	Full mannequin head with minimum hair length of 6 inches or 15 cm from crown		
	Practical Exam 2 Perform hair rebonding on long hair on model	4 hrs	Male / female model with un-rebonded shoulder length hair		

NEW TABLE:

Module	Practical Test	Duration	Model / Mannequin Requirement
Shampoo and Head Massage HF2002LS	Practical Exam Perform seated shampoo and massage and blowdry hair on model	1 hr 30 mins	Male / female model with hair around shoulder level
Basic Hairstyling	Practical Exam 1 Perform short hair styling on mannequin head	45 mins	A pre-washed uniform layered haircut mannequin head with a minimum hair length of 5 inches

	HF2003LS	Practical Exam 2 Perform long hair styling on mannequin	1 hr 15 mins	A pre-washed long layered hair mannequin with a minimum hair length of 10 inches.		
	Basic Haircutting HF2004LS	Practical Exam 1 Perform a blunt haircut on mannequin head	1 hr	Mannequin head with 18 inches uncut hair. * An illustration will be provided in the exam paper of the result required.		
		Practical Exam 2 Perform a uniform layered haircut on mannequin head	1 hr 30 mins	A mannequin head with at least 12 inches hair * An illustration will be provided in the exam paper of the result required.		
	Basic Hair Colouring HF2005LS	Practical Exam Perform root or re-growth application and comb through on model	2 hrs	A model whose hair requires a root or re-growth application of not more than 1.5 inch. Length of hair must be at minimum of 6 inches from crown area		
	Advanced Hair Colouring HF3001LS	Practical Exam Perform bleach and tone highlight on model	3 hrs	A model with shoulder-length hair. Hair should not be pre-lightened.		
	Hair Perming HF3003LS	Practical Exam 1 Perform a short hair perm on mannequin head using simulated perm lotion	1 hr 15 mins	A mannequin head with uniform layered haircut and minimum length of 5 inches.		
		Practical Exam 2 Perform hair straightening on long hair on model	4 hrs	A model with below shoulder-length hair and with - Naturally curly/wavy hair or - Previously rebonded hair with re-growth of up to min 6 inches		