



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.

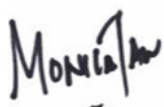
Academic and Examination Board

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
PEI Registration Number:	199607046R
ERF Validity Period:	27 Jul 2023 to 26 Jul 2027
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 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 (for international students)
- Student Pass Application (for international students)
- 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:

- Certified Counsellor
- Conducive and friendly environment for learning
- Participation in student activities and community involvement programmes

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 Surveys (Theory & Practical Student Satisfaction Survey / Graduate Employment Survey)
(Refer to Manual: Student Satisfaction Survey)
- Feedback and complaint process (Refer to Manual: Feedback Management)
- Dispute resolution process (Refer to Manual: Feedback and Management)
- Student Attendance (Refer to Manual: Monitoring of Student Conduct and Attendance)
- Academic Support (Refer to Manual: Monitoring of Student Learning)

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.

OPPORTUNITIES FOR FURTHER EDUCATION AND JOB PROSPECT

Due to the practical nature of the curriculum and lessons being conducted on live models in a salon school environment creating a highly relevant skillset to the hairdressing industry, graduates of the school are consistently well prepared for positions within the industry.

Job opportunities will also be made available to graduates to help take them to the next journey of their career phase upon graduation.

COURSES OFFERED

CERTIFICATE IN FOUNDATION HAIRDRESSING

Course Overview

This course is for students that have no prior training in hairdressing and would like to start as a beginner to gain entry into the industry.

The focus of this course is on the skills of shampoo and blow style, perming and colouring.

Course Structure

The course is comprises of 3 modules:

- Shampoo and Blow
- Hair Perming
- Hair Colouring

Module Synopsis

Shampoo and Blow

- Learn how to perform all necessary consultation, using the appropriate communication skills to project a professional image, diagnose the hair and scalp to identify the correct shampoo and conditioning products to use, prepare the client appropriately for shampoo and conditioning service according to salon procedures and meeting all health and safety standards.

Hair Perming

- Student will be able to perm and neutralise hair by preparing themselves, the work area and their clients for the service, assessing the potential of the hair to achieve the desired look by identifying the influencing factors, carrying out the necessary tests prior to and during the service and recording the results. Practical training will enable the student to wind the hair with even tension, making sure all wound perm rods sit on their own base, monitor the development of the perming and neutralising processes, leave the hair free of perm lotion when the desired degree of curl is achieved, using water temperature and flow to suit client's needs and finish up the service by providing suitable aftercare advice.

Hair Colouring

- Student will learn the knowledge in relation to the types of colouring products, influencing factors in choosing the appropriate products, the changes that the chemical bring about to hair and the strength and effects of hydrogen peroxide. The practical component will include application techniques and mixing techniques.

Course Content: Practical

Mannequin Sessions + Live Models Practice | Duration: 360 hours

Learning Outcome

While on the course, you will take part in practical session working on blocks (mannequin heads) and later on will begin supervised practice with live models in the Classic Practical Area, applying what you have learnt in a fully equipped salon-school environment.

Upon completion of the course, you will be able to:

- Perform shampoo and blow dry service
- Prepare for hair colouring
- Provide for hair perming
- Provide hair perming service

Course Entry Requirement

Course participants should be at least 16 years of age at date of class commencement with an Elementary Pass in English or Mandarin.

Progression

At the end of the course, you will be able to use the knowledge and skill learned to enter the industry as a Salon Assistant or you can choose to progress on to Diploma in Comprehensive Hairdressing.

Course Awards

Upon meeting all School Graduation requirements, you will be awarded the Certificate in Foundation Hairdressing by Kimage Hairdressing School.

DIPLOMA IN COMPREHENSIVE HAIRDRESSING

Course Overview

As a follow-up to Certificate in Foundation Hairdressing Course, the Diploma course will strengthen your skills with advanced techniques in cutting, perming and colouring.

You will have plenty of opportunities to practice with live models and become accomplished at every advanced skill. Instructors are there to professionally guide your progress but will also allow ample opportunity for you to experiment with an array of styles and develop your signature flair.

Course Structure

The course is comprised of 3 modules:

- Basic to Advanced Hair Cutting
- Advanced Hair Perming
- Advanced Hair Colouring

Module Synopsis

Basic to Advanced Hair Cutting

- Student will learn to prepare for cutting hair, use suitable consultation techniques to identify service objectives, evaluate the potential of the hair to achieve the desired look by identifying influencing factors, provide clear recommendations to the client based on factors, select and use cutting tools and equipment required to achieve the desired look, establish and follow guidelines where required to achieve the required look, combine and personalize cutting techniques to take account of the identified factors and the desired look. Be able to prepare for styling for men, identify basic techniques for styling men's hair, state the factors that influence the choice of hair styling techniques for men.

Advanced Hair Perming

- Student will learn to creatively perm the hair, evaluate the potential of the hair to achieve the desired look by identifying influencing factors, compare the range of perming products, tools and equipment and the effects produced. Student will also be able to monitor the development of the perming and neutralising processes, following manufacturer's instructions and remedying any arising problems and using creative finishing techniques to achieve the desired effect.

Advanced Hair Colouring

- Student will learn to prepare for colouring service, evaluate the potential of the hair to achieve the desired look by identifying influencing factors, carry out tests prior to and during the colouring process, recording the results, use pre-softening and pre-pigmenting when necessary, select and use colouring techniques, products, tools and equipment to colour the hair, monitor the development of the colour accurately following manufacturers' instructions, remedy problems that may occur during the colouring process, check that the colour is thoroughly removed from the hair and scalp without disturbing any packages still requiring development, apply a suitable conditioner or post colour treatment to the hair following manufacturers' instructions and create a finished look that is to the satisfaction of the client.

Course Content: Practical

Mannequin Sessions + Live Models Practice | Duration: 720 hours

Learning Outcome

While on the course, you will take part in practical session working on blocks (mannequin heads) for certain tasks and later on will embarked on supervised practical training with live models in the Contemporary Practical Area, applying what you have learnt in a fully equipped salon-school environment. Theory lessons that come alongside are conducted in the Lecture room.

Upon completion of the course, you will be able to:

- Perform hair cutting services
- Prepare for hair colouring
- Provide advanced hair colouring service
- Prepare for hair perming
- Provide advanced hair perming service

Course Entry Requirement

Course participants should be at least 16 years of age at date of class commencement. Completed a Certificate in Foundation Hairdressing or have a minimum of 1 year salon experience as a Salon Assistant.

Progression

At the end of the course, you will be able to use the knowledge and skill learned to enter the industry and take your place in the industry as a Qualified Stylist.

Course Awards

Upon meeting all School Graduation requirements, you will be awarded the Diploma in Comprehensive Hairdressing by Kimage Hairdressing School.

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 or 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. SSG Standard PEI-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, PayNow, Internet Banking/TT Remittance. 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.

ATTENDANCE POLICY AND PROCEDURES

Attendance Policy

The school encourages all its students to be regular and punctual for their daily classes. Please note the attendance requirement and leave application guidelines as mentioned below:

- All students on Student Pass should have a minimum attendance of 90% per month.
- All non-student pass holders should have a minimum attendance of 75% per month.
- Any absenteeism should be supported by medical certificates / approved student leave.
- Immigration and Checkpoints Authority of Singapore (ICA) will be notified by the school whenever an international student on Student Pass has a monthly attendance of less than 90%.
- Student Pass Holders who miss 7 consecutive days of class will be liable to have their student pass be cancelled with effect from the 8th day and the letter of cancellation will be sent to student's place of residence in Singapore as registered with the School.

The School will implement a student attendance taking and monitoring system for all applicable learning modes (classroom-based learning, synchronous and asynchronous e-learning) as per the procedures outlined in the Monitoring of Student Conduct and Attendance manual.

The school will monitor student attendance on a monthly basis, and intervention actions will be taken to help students with poor attendance.

The intervention actions taken are to be evaluated for effectiveness and improvements on an annual basis.

The school's attendance policy and procedure will be communicated to students through the student handbook and during orientation.

Attendance Procedures

For Classroom-based learning:

- Attendance will be twice per class, and the Course Administrator will explain and demonstrate to student how to 'Scan-in' when student comes to class and 'Scan-out' when student leaves at the end of the class using the barcode on their student card for attendance record. Students that enter the class within 15 minutes from the start of class will be considered late, while students that enter the class after 15 minutes from the start of class will be marked as absent.

For Synchronous E-Learning (if applicable)

- Attendance will be twice per class through Zoom, and the Course Administrator will take students' attendance through verifying the student's presence online. Students that enter the class within 15 minutes from the start of class will be considered late, while students that enter the class after 15 minutes from the start of class will be marked as absent. Students will also be reminded to turn on their cameras at all times during the lesson and log in to zoom using their actual names for accurate attendance taking.

For Asynchronous E-Learning (if applicable)

- Students will access theory lessons and class schedules, and resource notes via the Learning Management System. The Course Administrator will update the student's attendance for the online theory lesson according to student's login records.

The Course Administrator will remind students to arrange make-up lesson and is to be done before the course end date.

Students may choose to apply for leave due to medical or other valid reasons subject to approval.

The student is to inform the Course Administrator of their intention for application of leave and submit supporting documents for approval before absence. All MCs are to be submitted to the Course Administrator upon returning to class.

The following table for actions is to be taken for local and international students whose attendance fall below the School's requirements:

- For Local Students*

Attendance Rate	Action to be Taken
<80%	First Tier Email/Irregular Attendance Letter to be issued The Parent/Guardian is to be informed if students is below 18 years old
<75%	Second Tier Email/Irregular Attendance Letter to be issued The Parent/Guardian is to be informed if student is below 18 years old Students without valid reason for absence (MC/leave application with supporting documents) will undergo Pastoral Counselling
No improvement in attendance	Warning Letter to be Issued (The parent/guardian is to be informed (if student <18))
No improvement in attendance following Warning Letter	Expulsion Letter to be Issued (The parent/guardian is to be informed (if student <18))

- *For International Students*

Attendance Rate	Action to be Taken
<95%	Email/Irregular Attendance Letter to be issued The Parent/Guardian is to be informed if students is below 18 years old
<90%	Warning Letter to be issued (Including informing of ICA via email on attendance below 90%). The Parent/Guardian is to be informed if student is below 18 years old. Students without valid reason for absence (MC/leave application with supporting documents) will undergo Pastoral Counselling
No improvement in attendance following Warning Letter, or if Student Pass Holders who miss 7 consecutive days of class without any valid reason	Expulsion Letter to be Issued (Including Cancellation of Student Pass) (The parent/guardian is to be informed (if student <18))

DISCIPLINARY POLICY AND PROCEDURES

Disciplinary Policy

Misconduct: Type of Offences

Type of offences include the following: -

- A. Leaving classroom / school grounds without permission
- B. Continual absent from class without valid reasons
- C. Continual late-coming without valid reasons
- D. Bullying, including cyber bullying
- E. Academic Dishonesty, including cheating in any form of assessments, including tests and examinations. Refer to Manual: Student Assessment for full examples of academic dishonesty.
- F. Open defiance and rudeness
- G. Improper attire and grooming
- H. Violation of any other School Policy
- I. Unlawful actions (according to Singapore Laws)*

Students who have poor conduct will be identified and appropriate intervention actions will be taken according to the procedures outlined in the 'Process' section of this manual. The intervention actions taken are to be evaluated for effectiveness and improvements on an annual basis.

The school's disciplinary policy and procedure will be communicated to students through the student handbook and during orientation.

**Unlawful actions will be referred to the Police and the School's Disciplinary Board will be convened for decision.*

Disciplinary Procedures

1. The school's disciplinary policy and procedure will be communicated to students through the student handbook and during orientation.
2. A student may be expelled from school if he/she is deemed to have severely breached the school rules.
3. Should the student breach the school rules according to the types of offences outlined under the 'Policy' section of this manual, the Course Administrator will issue 1 Warning Letter to the student.
4. For academic dishonesty, the student will be graded with a 'Fail' and issued with a Warning Letter. The Principal will also arrange for the student to undergo Pastoral Counselling.
5. Should the student still breach the school rules after the warning letter is issued, Course Administrator will inform the Principal of the case.
6. Principal will discuss with the Academic Board to decide if expulsion is necessary within 2 working days of the receipt of feedback from Course Administrator.
7. If expulsion is necessary, Course Administrator is to issue Expulsion Letter to student within 3 working days of the decision from Principal. On the letter, student will be informed that no school fees will be refunded as well as the termination of the FPS and medical insurance.
8. If student is an international student holding a student pass, Course Administrator will submit the cancellation of student pass to ICA on the same day the letter of expulsion is issued. Letter will be posted to student or emailed to student.
9. Course Administrator will update the Student Management System on the same day the letter of expulsion is issued.
10. Student is to stop class.
11. If expulsion is not necessary, Principal is to advise for student to undergo pastoral counselling.
12. If student persistently breach School Rules, Course Administrator will inform the Principal. Principal to give decision within 3 working days if student is to be expelled.
13. If yes, Course Administrator shall follow the procedure of point 6. to 9.

Disciplinary Committee Hearing (If Necessary)

- i. Based on the discretion of the School, it can hold disciplinary hearings which will discuss and review on serious misconducts by students.*
- ii. The Principal shall act as the Chairman of the Disciplinary Committee and selected Management Team Members shall make up the members of the Committee.*
- iii. The Chairman shall explain the reasons for initiating such a session and ask the student to respond to the Committee's queries on attendance or any other disciplinary issues.*
- iv. The Disciplinary Committee shall then discuss the outcome of the case and put forth their recommendation to the Principal for his/her final approval.*

- v. *Upon approval, the Disciplinary Committee will issue a formal letter to the student, notifying him/her of the outcome.*
- vi. *The decision of the Disciplinary Committee is final. No appeals will be entertained.*

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 3 internal practical assessment:
 - Shampoo, Massage and Blow Dry
 - Basic Colour (cover grey or virgin application)
 - Basic Perm
- Must achieve at least 80% in terms of live model requirement i.e. complete at least 57 out of 71 Live Models

Diploma in Comprehensive Hairdressing

- Must complete all 3 modules with at least 75% (90% for International students) in attendance
- Able to perform 4 internal practical assessment:
 - Basic haircut with shampoo and blow drying
 - Advanced hair colouring with/without bleaching
 - A male haircut with shampoo and blow drying
 - A female long layered haircut with shampoo and blow drying
- Must achieve at least 80% in terms of live model requirement i.e. complete at least 206 out of 257 Live Models

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)

EDUTRUST CERTIFICATION / SSG

The EduTrust Certification Scheme (EduTrust) is a quality assurance scheme administered and governed by SkillsFuture Singapore (SSG) for Private Education Institutions (PEIs) in Singapore. The SSG functions independently as the regulatory authority of the private education industry in Singapore and is responsible for all decisions under the EduTrust Certification Scheme. SSG aims to raise the standards of the industry to ensure PEIs provide a higher standard of educational services and good student / graduate outcomes. For more details, please visit the link: [TPGateway | About EduTrust Certification Scheme](#)

STANDARD PEI-STUDENT CONTRACT

Under the SSG 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 SkillsFuture Singapore;
- 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 SSG. The standard student contract can be found at the SSG website ([https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-\(peis\)/edutrust-certification-scheme/where-can-i-get-more-information](https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-(peis)/edutrust-certification-scheme/where-can-i-get-more-information)).

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).

FEEDBACK MANAGEMENT / DISPUTE RESOLUTION POLICY AND PROCEDURE

The School's Feedback Management System allows the receiving of feedback through multiple channels as part of its efforts to use feedback to drive improvements and organisational excellence.

Channels can include official feedback forms, emails, letters, verbal communications and surveys.

Feedback can come from any stakeholders (i.e. Staff, Students, General Public) and the classification of the different types of feedback includes compliments, complaints or suggestions.

The School will need to acknowledge and address all feedback and to ensure that complaints are aligned to its dispute resolution policy and procedures.

Any follow up actions (if required) taken would need to be acknowledged by the person giving the feedback.

Suggestions and compliments would form part of the feedback management system but will not be covered under the section on Dispute Resolution Policy and Procedures.

Dispute Resolution Policy

- a. For purpose of the School's Dispute Resolution Policy and procedures, it will cover any students' official complaints that the School receive from any channels and should be communicated to students and aligned with the Private Education Regulations.
- b. All complaints must be properly recorded and /or documented. Any correspondence (including actions taken) between the School and the complainant must be annexed as evidences. This is to ensure that any staffs handling the case are kept aware of the progress / outcomes.
- c. In the event of any appeals for retention, suspension, expulsion and awards, the School's Dispute Policy and Process shall follow.
- d. Course Administrator is to respond to respective students within 3 working days of receipt of any complaints received. This is to ensure that students are aware that the School is aware of the Complaint received and is in the process of handling it.

- e. Course Administrator is to inform the student of the solution within 14 working days from date of complain.
- f. 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.
- g. 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 (SI Arb) for mediation.

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.

Feedback Management Procedure

The School adopts an integrated approach to managing various feedbacks and complaints provided by any stakeholders (i.e. staff, students and general public). There are many platforms and avenues whereby employees can voice their issues with the School's Management Team. The current platforms are as such:

- Feedback Form
- School's Email
- Face to face with Staff
- Telephone
- Student Satisfaction Survey

The official feedback channel for staff and students would be via the Feedback Form and the following steps would cover any such feedback received.

Any person can fill up the form and submit it to the School via email or hardcopy channels.

Feedback from Staff would be handled by their immediate supervisor and feedback from public and / or students would be handled by the Course Administrator.

For any official Feedback to be processed, the Feedback Form would need to be submitted. Any other feedback from other channels would be considered as suggestions and / or complaints.

Upon submission of the Feedback Form, respective owners (i.e. Principal for Internal Feedback and the Course Administrator for External Feedback) are to acknowledge the receipt with the person providing the Feedback within 3 working days.

Respective owners will then review the feedback and discuss it with relevant parties (internally) on the feedback itself. A formal investigation will be carried out when necessary.

Relevant parties will then propose a solution and / or actions to be carried out for the feedback received (if any) relevant departments will need to explain this to the person giving the feedback.

If there are actions to be taken, it should be documented in the Feedback Form and actions taken would need to be acknowledged by the person giving the feedback.

For official complaints received, it would need to adhere to the Dispute Resolution Policy and Procedure.

Dispute Resolution Procedure

1. If the student is not satisfied with the proposed solution, he / she can escalate the matter up to the Operations Manager (for non-academic issues) or the Vice-principal / Principal (for academic issues). The respective person will liaise with the students within 7 working days from the date of complaint.
2. 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).
3. The entire process should not take more than 21 working days.

Note 1: As Feedback can be generic and / or positive, the School will have the discretion of the need to reply to students.

Note 2: If the process takes more than 21 working days to resolve, students need to be informed of the reason as to why it is so and justification needs to be provided by the School. Justifications need to be recorded on the Feedback Form under the Remarks section.

Note 3: For suggestions and compliments, they can be generic and / or positive. This would not be covered under the Dispute Resolution Policy and Procedure.

TRANSFER, WITHDRAWAL, AND DEFERMENT / EXTENSION POLICY AND PROCEDURES

TRANSFER, WITHDRAWAL, AND DEFERMENT / EXTENSION POLICIES

The maximum processing time for transfer, withdrawal, deferment process, from the point of student's request to informing student of the outcome in writing, should not be more than 4 weeks.

All requests 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.

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.

Communication of the school's transfer, withdrawal, deferment policies and procedures to all students will be through the following platforms:

- Student Handbook (Orientation programme materials)
- School's official website
- Notice Board

a. Transfer Policy

- The definition of transfer is when a student changes the course or period of study (from full-time to part-time or vice versa) but remains as a student of the school.
- Conditions for granting the transfer:
 - i. All outstanding fees must be settled prior to request.
 - ii. Student must fulfil the admission criteria of the new course and will be subjected to the School's student selection and admission procedures.
 - iii. 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.
 - iv. Upon approval of course transfer, course fees top up (if necessary) must be paid prior to commencement of the new course.
 - v. No course fees will be refunded, unless the transfer is done within 10 calendar days cooling off period.
- For Student's Pass holder, course transfer is subjected to ICA's approval of the new Student's Pass. ICA will be informed through the application 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.

- A student who transfers within the School must have their existing contract terminated. A new student contract will be signed based on the procedures for executing student contracts.

b. Withdrawal Policy

- The definition of withdrawal is when a student discontinues all courses with the School.
- Conditions for granting the withdrawal:
 - i. All outstanding fees must be settled prior to request.
 - ii. 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 schools reserve the right to impose the next fee instalment to be paid. Exceptions are students under the 10 calendar days cooling off period.
- ICA will be informed through the cancellation of the student's pass. Student's pass holder is required to submit his/ her student's pass to the school for cancellation of the student's pass with ICA.
- A student who withdrew will have their student contract terminated.

c. Deferment / Extension Policy

- The definition of deferment is when a student delays or postpones the course (or module). The definition of extension: extension of the student course duration.
- Conditions for deferment / extension:
 - i. Pregnancy, medical reasons certified by a doctor, overseas posting certified by the company
 - ii. 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 if the course is no longer available. Student will be informed accordingly during the application for deferment / extension.
- ICA will be informed in the event of any Deferment through the application of the new Student's Pass. The course deferment is subjected to ICA's approval of the new Student's Pass.
- If the student contract is still valid, an addendum would be signed to reflect the deferment. For terminated student contracts, a new student contract will be signed based on the procedures for executing student contracts.

TRANSFER, WITHDRAWAL, AND DEFERMENT / EXTENSION PROCEDURES

Procedure Note(s):

- (1) All transfer, withdrawal, deferment policy statements are detailed in the 'Approach' section. All conditions must be satisfied before the School can proceed with the application.
- (2) The entire process should not take more than 4 weeks (timeline to be monitored by the Course Administrator) from the date of application to notifying student of the outcome.
- (3) Date of application will refer to the date that the School receives the duly executed Course Transfer or Student Withdrawal/Deferment Form with all supporting documents.
- (4) The Course Transfer, Withdrawal and Deferment policy and procedures can also be found on the following platforms: -
 - School's website
 - Student Handbook (Orientation Programme Materials)
 - Notice Board
- (5) Definition of Course Transfer, Withdrawal, Deferment and Extension: -
 - Course Transfer: Transfer means a student changes the course of study or period of study (from Part Time to Full Time and Vice Versa) but remains as a student of the School.
 - Course Withdrawal: Withdrawal means the student contract will be terminated and the student is no longer a student of the School.
 - Course Deferment: Deferment means the student delays or postpones the course or any modules
 - Course Extension: Extension of the student course duration.

General Procedure:

1. Students who would want to proceed with a course transfer, withdrawal or deferment must fill up the Course Transfer or Student Withdrawal, Deferment and Extension Form and hand it to the Course Administrator for further processing.
2. Any supporting documentations that are required to process the request must be submitted along with the Course Transfer or Student Withdrawal, Deferment and Extension Form.
3. For eligible refund cases, the 'Refund' section of the Student Withdrawal, Deferment and Extension Form will be completed as well.
4. Reasons for the request should also be documented in the Student Withdrawal, Deferment and Extension Form.

For Course Transfer

1. Upon receipt of any Course Transfer Form (including supporting documents if any), Course Administrator is to acknowledge transfer and explain transfer procedures and fees to student
2. This is to be done within 2 days upon receipt of the Course Transfer Form (based on the date of application).
3. The Course Administrator is to inform student on the following conditions and information:
 - a. Student must meet all minimum entry requirement of the new course they are enrolling into
 - b. The standard student contract for the current course that the student is enrolled in will be voided upon approval of Course Transfer Request
 - c. A new standard student contract for the new course will need to be signed upon approval of the course transfer
 - d. All outstanding fees must be paid
 - e. For Student's Pass holder, course transfer is subjected to ICA's approval of the new Student's Pass. ICA will be informed through the application of the new Student's Pass.
4. For students under the age of 18 years old, Course Administrator is to seek the consent of the student's parents or guardians prior to proceeding with the course transfer request. Receipt of consent must be documented in the Course Transfer Form.
5. Course Administration is to conduct the pre-course counselling session with the student who would be required to sign on the Course Transfer Form to acknowledge that he/she has been informed of the various critical information. Course Administrator is also to ensure that the new course is suitable for the student.
6. Upon completion of pre-course counselling, Course Administrator is to submit documents to Principal for approval.
7. Such approval should be documented in the Course Transfer Form.
8. Principal is to check to ensure student meets new course entry requirements before giving approval.
9. For requests that are approved, student is to proceed with the application process for the new course, as per process in Manual: Student Selection and Admission.
10. Upon approval from the Principal and ICA, Course Administrator will issue a letter/email to effect the transfer request or notify student on unsuccessful outcome.
11. Course Administrator will apply to ICA for course transfer for foreign student holding student pass.
12. Student is to make payment of \$100 (including GST) administration fee for Course Transfer after approval of course transfer. No admin fee is payable in the event of rejected course transfers.

For Course Withdrawals, Deferment and Extension

1. Upon receipt of any Student Withdrawal, Deferment and Extension Form (including supporting documents if any), Course Administrator is to meet up with the student within 2 days of receiving the request.
2. Course Administrator is to inform student on the following (where applicable) : -
 - a. Their student pass will be cancelled upon withdrawal/deferment from the School
 - b. Approval of deferment is subjected to availability of the course / modules offered.
3. In the meet up session, the Course Administrator will seek possible solutions for student to avoid withdrawal/deferment/extension. Details for the discussion are to be documented in the Student Withdrawal, Deferment and Extension Form.
4. For students under the age of 18 years old, Course Administrator is to seek the consent of the student's parents or guardians prior to proceeding with the course withdrawal, deferment or extension request. Receipt of consent must be documented in the Student Withdrawal, Deferment and Extension Form.
5. The Course Administrator would then refer to the Student Contract and Refund Policy to establish if the student is eligible for any refunds. This should be documented in the Student Withdrawal, Deferment and Extension Form. Calculation of Refund Amount would be indicated in the Student Withdrawal, Deferment and Extension Form. For more details on refunds, please refer to Manual: Student Refund
6. If student decides to withdraw / defer / extend from current course, Course Administrator is to seek the approval of Principal as part of management approval.
7. Such approval is to be documented in the Student Withdrawal, Deferment and Extension Form.
8. An official letter / email to effect or reject the Course Withdrawal / Deferment / Extension request would be issued to the students. This would be done upon the approval by the management.

REFUND POLICY AND PROCEDURES

The School's refund policy and procedure are available to all students, including prospective ones, on the following platforms:

- School's website
- Student handbook
- Student contract
- Notice Board

The School shall ensure a fair and reasonable refund policy is detailed for all students.

The maximum processing time from the student's withdrawal / refund request to the issuance of the refund shall not exceed more than 7 working days.

REFUND POLICY

The School adopts the Refund Policy as per the Standard PEI-Student Contract as set out by SSG. This policy will act as a framework in guiding the terms and conditions and implementation of detailed refund processes and procedures.

School Refund Policy as per clauses in the Standard Student Contract: -

- The School will notify the Student within three (3) working days upon knowledge of any of the following (each a "Refund Event"):
 - a. It cannot commence the provision of the Course on the Course Commencement Date;
 - b. It cannot complete the provision of the Course by the Course Completion Date;
 - c. The Course will be terminated before the Course Completion Date;
 - d. The Student does not meet the course entry or matriculation requirements as stated in Schedule A; or
 - e. The Immigration & Checkpoints Authority of Singapore (the "ICA") rejects the Student's application for the Student Pass.
- Where any of the Refund Events in Clause 3.1(a) to (c) of the Student Contract has occurred:
 - a. The PEI shall use reasonable efforts to make alternative study arrangements for the Student and shall propose such alternative study arrangements in writing to the Contracting Party, within ten (10) working days of informing the Contracting Party of the Refund Event.
 - b. If the Contracting Party accepts such alternative study arrangements, the PEI shall set forth such alternative study arrangements in a written contract and this Contract shall automatically terminate on the date that such new written contract comes into effect.
 - c. If the PEI does not propose alternative study arrangements to the Contracting Party within the time stipulated in Clause 3.2(a) of the Student Contract, or the Contracting Party does not accept such alternative study arrangements, the Contracting Party may forthwith terminate the Contract by way of a written notice to the PEI.

- Where any of the Refund Events in Clauses 3.1(d) to (e) of the Student Contract has occurred, the PEI shall forthwith terminate this Contract by way of a written notice to the Contracting Party.
- If the Contract is terminated pursuant to Clause 3.2(b) read with Clause 3.1(a) of the Student Contract, the PEI shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
- If the Contract is terminated pursuant to Clause 3.2(b) read with either Clause 3.1(b) or Clause 3.1(c) of the Student Contract, the PEI shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within.
- If the Contract is terminated pursuant to Clause 3.3 or Clause 3.2(c) read with Clause 3.1(a) of the Student Contract, the PEI shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
- If the Contract is terminated pursuant to Clause 3.2(c) read with either Clause 3.1(b) or Clause 3.1(c) of the Student Contract, the PEI shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.
- **Refund for Withdrawal during Cooling-off Period:**
 - a. Notwithstanding anything herein contained, the Contracting Party shall be entitled to, without any liability whatsoever to the PEI, forthwith terminate the Contract at any time within the Cooling-Off Period by way of a written notice to the PEI. The PEI shall return all Course Fees and Miscellaneous Fees paid to it within seven (7) working days of the receipt of the written notice.
- **Refund for Withdrawal Outside the Cooling-off Period:**
 - a. Without prejudice to Clauses 3.1 to 3.8 of the Student Contract, the Contracting Party may terminate the Contract at any time before the Course Completion Date by providing a written notice to the PEI. Upon receipt of such notice, the PEI shall within seven (7) working days, refund to the Contracting Party such amount (if any) as determined in accordance with Schedule D of the Student Contract.

Refund Table:

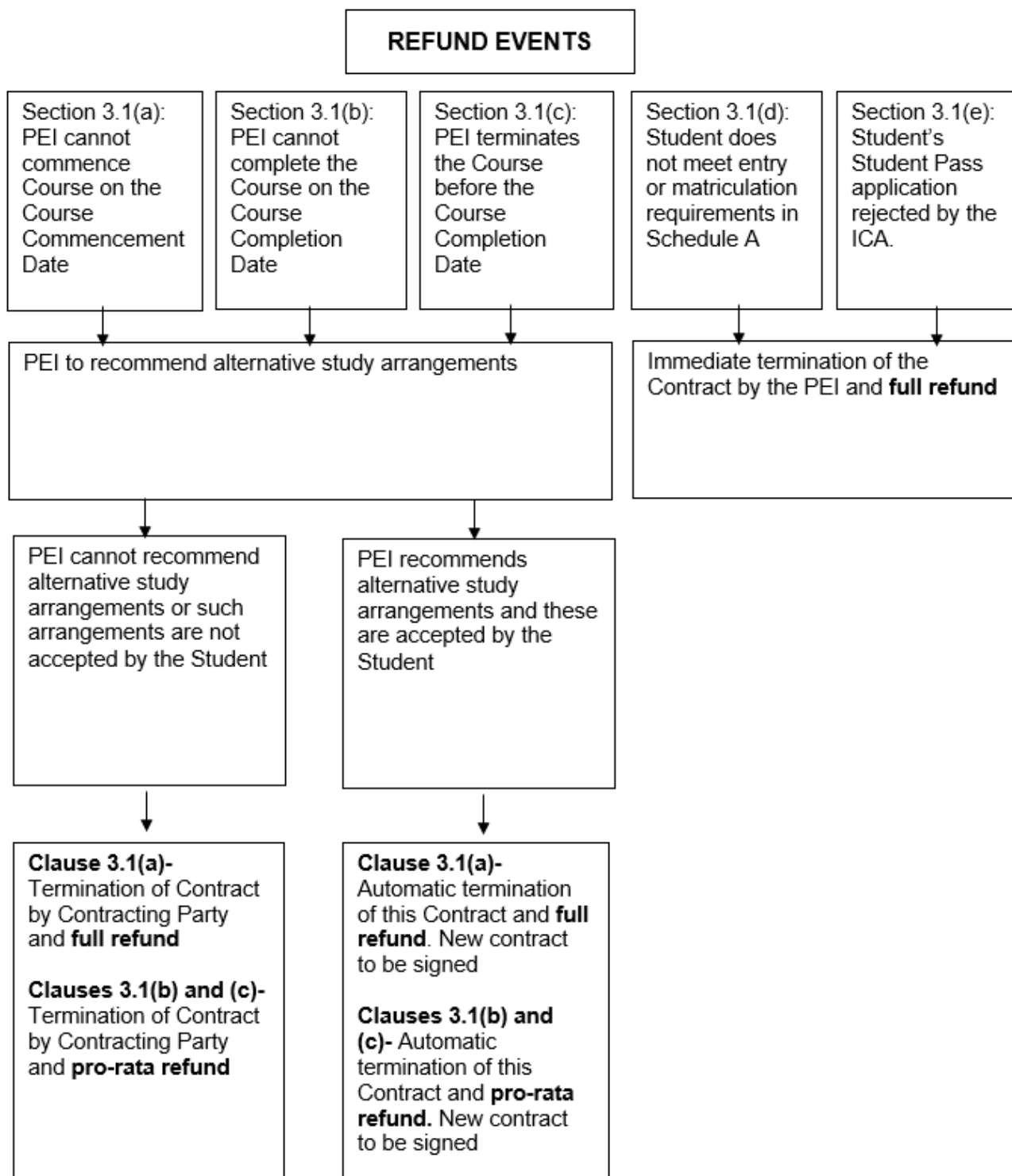
% of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received:
[100%]	More than [7] working days before the Course Commencement Date
[100%]	On or before, but not more than [7] working days before the Course Commencement Date
[50%]	After, but not more than [7] working days after the Course Commencement Date
[0%]	More than [7] working days after the Course Commencement Date

Should a course be cancelled due to, but not limited to the conditions below, the School will decide on the status of the fees paid with the students' interest in mind. Conditions where a course may be cancelled:

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

Non-Refundable Fees:

- Application Fees
- Purchase of Equipment (non-refundable if used)

Refund Events:

REFUND PROCEDURE

Information notes on Student Refunds:

- (1) All refund policy statements are detailed in the School's Refund Policy. All conditions must be satisfied before the School can proceed with the applications. The whole refund process should not take more than 7 working days (timeline to be monitored by the Course Administrator), from date of application to the disbursement of funds.
- (2) Date of application will refer to the date that the School receives Student Request with all supporting documents.
- (3) The refund policy can also be found on the following platforms : -
 - School's Website
 - Student Handbook
 - Student Contract
 - Notice Board

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 fill up the Student Withdrawal / Deferment form and hand it to the Course Administrator via email or at the Admin office for further processing.
2. Reasons for refund must also be clearly documented in the Student Withdrawal / Deferment Form.
3. Any supporting documentations that are required to process the refund request must be submitted by the student along with the form.

Note: No course fees will be refunded, unless the transfer is done within 10 calendar days cooling off period.

4. Upon receipt of Student's Withdrawal / Deferment Form (including supporting documents if any), the School's Course Administrator is to meet up with the student 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).
5. Course Administrator is to refer to the Standard Student Contract and Refund Policy to establish if a refund is to be made to the students.
6. Course Administrator will work out a Refund Amount (if any) based on the Refund Policy as stated in the Standard Student Contract. This amount will be indicated on the Student Withdrawal/Deferment Form.
7. Upon establishing of refund amount, Course Administrator is to seek the approval of Principal as part of management approval before the refund amount can be disbursed.
8. Approval shall be given within 2 working days from the student's request.
9. Such approval should be documented in the Student Withdrawal / Deferment Form.
10. Upon Management Approval of Refund Amount, Course Administrator is to pass the Student Withdrawal / Deferment Form to Finance Department for final processing.
11. After tabulating the refund amount, Finance Department will disburse the refund directly to the student via Bank Transfer or PayNow.

Note: The whole refund process should not take more than 7 working days (timeline to be monitored by the Course Administrator), from date of application to the disbursement of funds.

12. For refunds done via Bank Transfer or PayNow, the Course Administrator is to Email / Whatsapp the students to inform the completion of refund.

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

<p>Station Code</p> <p>Line Colour</p> <p>NS 1</p> <p>Line Code Station Number</p>	<p>Interchange Code</p> <p>NS 1 EW 24</p> <p>Standard Transfer</p> <p>NS 21 DT 11</p> <p>Tap Out to Transfer</p>	<p>MRT</p> <p>EW East West Line</p> <p>NSL North-South Line</p> <p>NEL North East Line</p> <p>CCL Circle Line</p> <p>DTL Downtown Line</p> <p>TEL Thomson-East Coast Line</p> <p>U/C: *** Under Construction</p>	<p>LRT</p> <p>BP Bukit Panjang LRT</p> <p>SK Sengkang LRT</p> <p>PG Punggol LRT</p>	<p>Other Transport Modes</p> <p>Bus Interchange Changi Airport</p> <p>Cruise Centre Sentosa Express Cable Car</p>	<p>QR Code</p> <p>Download Maps</p> <p>QR Code</p> <p>Fare Calculator</p>
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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, Massage & Blow Dry
- Basic Colour (cover grey or virgin application)
- Basic Perm

For grading criteria, students will be graded on 'Objective achieved/Not achieved' on the respective learning objectives. Students who have 3 or more learning objectives marked as 'Not Achieved' will be considered as failing the assessment.

For award criteria, students are required to complete all modules and meet the attendance requirement (75% for locals and 90% for international students). Students will also need to pass all internal assessments and achieve at least 80% in terms of live model requirement.

DIPLOMA OF COMPREHENSIVE HAIRDRESSING

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

- Basic haircut with shampoo and blow drying
- Advanced hair colouring with/without bleaching
- A male haircut with shampoo and blow drying
- A female long layered haircut with shampoo and blow drying

For grading criteria, students will be graded on 'Objective achieved/Not achieved' on the respective learning objectives. Students who have 3 or more learning objectives marked as 'Not Achieved' will be considered as failing the assessment.

For award criteria, students are required to complete all modules and meet the attendance requirement (75% for locals and 90% for international students). Students will also need to pass all internal assessments and achieve at least 80% in terms of live model requirement.

REMEDIAL LESSONS

- If candidate failed their internal practical assessment on the first attempt, assessor shall schedule remedial lesson with student using Remedial Lessons Form. Remedial lesson is to be completed within 2 weeks of the assessment date.
- The Instructor will arrange with the student for re-assessment upon completion of remedial lesson. Re-assessment must be done before graduation date.

For any special assessment arrangements (e.g. deferred sitting of assessment), Students may submit a request for special provision to the Course Administrator, together with any supporting documents, via any of the School's communication channels. The request will then be submitted to the Examination Board for review.

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 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.

Academic misconduct can be broken down into the categories below:

- Plagiarism

“...passing off someone else’s work, whether intentionally or unintentionally, as your own, for your own benefit.” Carroll 2002.

Plagiarism involves the incorporation by a student in an assessment, material which is not their own in the sense that all or a substantial part of the work has been copied without any attempt at attribution or has been incorporated as if it is the student’s own work when it is wholly or substantially the work of another person.

- Collusion

Student A copies Student B’s work with B’s knowledge

- Contract Cheating

Paying someone else to prepare coursework for you.

- Cheating under examination

Any form of communication with other students or external sources. Bringing unauthorised materials/technology into the examination.

- Falsification of Data

Manipulating data with the intention of giving a false impression. This includes manipulating images, removing outliers or “inconvenient” results, changing, adding or omitting data points, etc.

- False Citation

False citation is falsely citing a source or attributing work to a source from which the referenced material was not obtained. A simple example of this would be footnoting a paragraph and citing a work that was never utilized.

5.2 Candidates found guilty of academic dishonesty will be graded with a ‘Fail’ and issued with a Warning Letter. The Principal will also arrange for the student to undergo Pastoral Counselling.

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 as per Point 5.2.

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 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 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, Covid-19) are **not allowed** to sit for assessment.

APPEAL PROCEDURE

- Upon the release of results, students who are dissatisfied with the outcome may submit an Assessment Appeal Form to the Course Administrator. This is to be done within 7 working days of the release of examination results.
- The Course Administrator is to acknowledge the receipt of the Assessment Appeal Form within 3 working days and proceed to submit the appeal to the Principal.
- The Principal is to review the appeal request and decide if it is a valid appeal. If the request qualifies for an appeal, a different marker will be designated to re-mark the paper. Comments in relation to the re-mark must be stated in the Assessment Appeal Form, which would be checked by Principal and circulated to the Examination Board for review and approval
- All decisions made by the Examination Board are final.
- The Course Administrator will inform the student of the final decision within one month from the date of appeal.
- Should there be changes required, the Course Administrator will make the necessary amendments to the results slip based on the appeal result.

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**, 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 not met all of the graduation requirements will have to apply for revision class before course end date and will be allowed to do so at a fee of \$600 + prevailing GST 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.

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 Internet Banking/TT Remittance.

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 it's 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

- 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

- 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	30%	–
	Practical Exam 2 (1 hr 15 mins) Perform long hair styling on live model changed to	70%	
Basic Haircutting HF2004LS	Total Weighting 100% Practical Exam 1 (1 hr 30 mins) Perform a blunt haircut on mannequin head	50%	-
	Practical Exam 2 (1 hr 30 mins) Perform a uniform layered haircut on mannequin head	50%	
Basic Hair Colouring HF2005LS	Total Weighting 60% Practical Exam 1 (30 mins) Perform virgin application on mannequin head	20%	Total Weighting 40% Theory Exam (1hr 15mins) 40 MCQs
	Practical Exam 2 (2 hrs) Perform root and re-growth application on live model	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

Theory Exam (1hr 15mins) 40 MCQs

50%

NEW 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 (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	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		
24	<ol style="list-style-type: none"> Whole handbook replaced "CPE" with "SSG". Updated ERF Validity Period to "27 Jul 2023 to 26 Jul 2027" Updated the sub-section on Student Support Services to align with the manual 					01 November 2024

	<p>4. Added sub-section on Opportunities for Further Education and Job Prospect</p> <p>5. Added section on COURSES OFFERED</p> <p>6. Amended “A copy of your highest qualification certificates and transcripts” to “A copy of your highest qualification certificates or transcripts” under Point 2 of APPLICATION AND ADMISSION PROCEDURE section</p> <p>7. Amended “Standard Student Contract” to “SSG Standard PEI-Student Contract” in Point 5 of APPLICATION AND ADMISSION PROCEDURE section</p> <p>8. Removed “Cheque” and “Skills Future Credit (NITEC course only) and Post-Secondary Education Account (NITEC course only)” under Point 6 of APPLICATION AND ADMISSION PROCEDURE section</p> <p>9. Added a section on ATTENDANCE POLICY AND PROCEDURES</p> <p>10. Added a section on DISCIPLINARY POLICY AND PROCEDURES</p> <p>11. Updated section on GRADUATION REQUIREMENT:</p> <ul style="list-style-type: none"> • Amended the second point under Certificate in Foundation Hairdressing from “Able to perform 1 internal practical assessment of shampoo & blow + hair colouring on live model” to “Able to perform 3 internal practical assessments: <ul style="list-style-type: none"> - Shampoo, Massage and Blow Dry - Basic Colour (cover grey or virgin application) - Basic Perm” • Added “...i.e. complete at least 57 out of 71 Live Models” to the third point under Certificate in Foundation Hairdressing • Amended the second point under Diploma in Comprehensive Hairdressing from “Able to perform 1 internal practical assessment of shampoo & blow + hair colouring on live model” to “Able to perform 3 internal practical assessments: <ul style="list-style-type: none"> - Basic haircut with shampoo and blow drying - Advanced hair colouring with/without bleaching - A male haircut with shampoo and blow drying • Added “...i.e. complete at least 156 out of 195 Live Models” to the third point under Diploma in Comprehensive Hairdressing • Removed sub-section on Nitec in Services – Hair Fashion & Design <p>12. Replaced “COMMITTEE FOR PRIVATE EDUCATION (CPE)” section header with “EDUTRUST CERTIFICATION / SSG” section header</p> <p>13. Amended the content in EDUTRUST CERTIFICATION / SSG section</p> <p>14. Replaced the link in EDUTRUST CERTIFICATION / SSG section to “TPGateway About EduTrust Certification Scheme” with hyperlink included</p> <p>15. Replaced the link found in EDUTRUST CERTIFICATION / SSG section https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-(peis)/edustrust-certification-scheme/where-can-i-get-more-information</p>	
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	<ol style="list-style-type: none"> 16. Removed sub-section on Certificate of Insurance and sub-section on Claim under FEE PROTECTION SCHEME section 17. Amended section header from “DISPUTE RESOLUTION POLICY AND PROCEDURE” to “FEEDBACK MANAGEMENT / DISPUTE RESOLUTION POLICY AND PROCEDURE” 18. Updated FEEDBACK MANAGEMENT / DISPUTE RESOLUTION POLICY AND PROCEDURE section to align with manual 19. Replaced sections DEFERMENT / EXTENSION POLICY, COURSE DEFERMENT / EXTENSION CONDITIONS, DEFERMENT / EXTENSION PROCEDURE, EXPLUSION CONDITIONS, TRANSFER AND WITHDRAWAL POLICY, TRANSFER / WITHDRAWAL PROCEDURE with TRANSFER, WITHDRAWAL, AND DEFERMENT / EXTENSION POLICY AND PROCEDURES section and updated the section to align with manual 20. Amended section header from “REFUND POLICY” to “REFUND POLICY AND PROCEDURES” 21. Removed REFUND PROCEDURES section 22. Updated REFUND POLICY AND PROCEDURES section to align with manual and include Refund Events 23. Replaced Rail Network Map with the updated Rail Network Map 24. Updated COURSE ASSESSMENTS section to align with manual 25. Removed “Nitec in Services – Hair Fashion & Design” sub-section under COURSE ASSESSMENTS 26. Updated REMEDIAL LESSONS section to align with manual 27. Updated the CODE OF CONDUCT FOR INTERNAL ASSESSMENT - CANDIDATES section to align with manual 28. Updated APPEAL PROCEDURE section to align with manual 29. Under OTHER MISCELLANEOUS ISSUES section, the following has been updated: <ul style="list-style-type: none"> • Amended all “\$642” to “\$600 + prevailing GST” in Revision Class sub-section • Amended “...via cash, NETS, PayNow and Bank Transfers” to “...via Cash, NETS, PayNow and Internet Banking/TT Remittance”. 30. Updated Table of Contents 	
25	<ol style="list-style-type: none"> 1. Added ‘A female long layered haircut with shampoo and blow drying’ under ‘Diploma in Comprehensive Hairdressing’ under GRADUATION REQUIREMENT section 2. Added ‘No course fees will be refunded, unless the transfer is done within 10 calendar days cooling off period.’ under sub-section ‘Conditions for granting the transfer’ under TRANSFER, WITHDRAWAL, AND DEFERMENT/EXTENSION POLICIES section 3. Amended the sentence ‘No refund will be given to the students for any course transfer cases.’ to ‘No course fees will be refunded, unless the transfer is done within 10 calendar days cooling off period.’ under REFUND PROCEDURE 	01 Dec 2025

	4. 1. Updated '156 out of 195 Live Models' to '206 out of 257 Live Models' in 'Must achieve at least 80% in terms of live model requirement...' for Diploma in Comprehensive Hairdressing under GRADUATION REQUIREMENT section	
26	<ol style="list-style-type: none"> 1. Updated 'Revision Class' section under 'Other Miscellaneous Issues' section 2. Removed mentions of Vice Principal throughout the handbook 3. Removed mentions of Education Executive throughout the handbook 	06 March 2026